SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN SERVICE BULLETIN 08-019-12, DATED MARCH 27, 2012, 08-050-12 REV. A, DATED OCTOBER 30, 2012 AND SERVICE BULLETIN 08-021-13, DATED MARCH 29, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:
Hands Free Module Prompts Begin Erroneously

OVERVIEW:
This bulletin involves diagnosing and based on outcome, either performing a USB flash or replacing the Mopar accessory Hands Free Module (HFM).

MODELS:

2011 - 2012	(LC)	Dodge Challenger
2011 - 2012	(MK)	Jeep Compass / Patriot
2011 - 2012	(PM)	Dodge Caliber
2011 - 2012	(WK)	Jeep Grand Cherokee
2011 - 2012	(W2)	Jeep Grand Cherokee (Export)
2011 - 2012	(WD)	Dodge Durango
2011 - 2012	(KK)	Jeep Liberty
2011 - 2012	(K1)	Jeep Cherokee
2011	(KA)	Dodge Nitro
2011 - 2012	(JS)	Dodge Avenger / Chrysler 200
2011 - 2012	(DS)	Dodge Ram 1500 Pickup
2011 - 2012	(DJ)	Dodge Ram 2500 Pickup
2011 - 2012	(D2)	Dodge Ram 3500 Pickup
2011 - 2012	(DD)	Dodge Ram 3500 Cab Chassis
2011 - 2012	(DP)	Dodge Ram 4500/5500 Cab Chassis
2011 - 2012	(DX)	Dodge Ram 1500 Pickup (Mexico)

2011 - 2012	(JK)	Jeep Wrangler
2011 - 2012	(J3)	Jeep Wrangler (CKD)
2011 - 2012	(RT)	Dodge Grand Caravan / Chrysler Town & Country

NOTE: This bulletin applies to vehicles built before May 7, 2012 (MDH0507XX) vehicles equipped with:
- **UConnect Voice Command w/Bluetooth (Sales Code RSP, RSQ)**
- **Media Center 735N CD/DVD/HDD/NAV (Sales Code REW or RHW)**
- **Media Center 731N CD/DVD/HDD/NAV (Sales Code REP)**
- **AM/FM CD MP3 NAV RADIO - ROW (Sales Code RHP)**
- **Media Center 430 CD/DVD/MP3/HDD (Sales Code RBZ)**
- **Media Center 430N CD/DVD/MP3/HDD/NAV (Sales Code RHB)**

NOTE: This bulletin applies to vehicles built before May 7, 2012 (MDH0507XX) vehicles equipped without:
- **Media Center 730N CD/DVD/MP3/HDD/NAV (Sales Code RER or RHR)**

SYMPTOM/CONDITION:

A customer may experience the Uconnect prompts begin to play without pressing the Voice Recognition (VR) button. The prompt may repeat itself two or three times before exiting.

The customer satisfaction enhancements are included with this software release.

NOTE: After the HFM has been updated it will receive these enhancements:

- Reduced "Device Reading" wait time after connecting a device to the remote USB port.
- Call / dial separation improves upon names being recognized as phone numbers.
- Improved sound quality during Bluetooth streaming.
- Increased iPod and iPhone compatibility.
- SMS messaging support via Mobile Application Part (MAP) protocol (not all phones support the MAP protocol).
- Added "None of These" and "Correction" to the phone book prompt menu for better handling of similar names.
- Previous button will return the song currently being played to the beginning of the track.
- AirPlay feature "Dock Connector" no longer needs to be manually selected on Apple devices. This will resolve the "No Audio" condition when the device is connected to the remote USB port and dock connector is not selected.

NOTE: USB mode resume will no longer 'resume' after ignition is OFF.

DIAGNOSIS:
1. Connect wiTECH to the vehicle.
2. Are any DTCs set in any modules?
    a. Yes >>> Record them on the repair order and repair as necessary before proceeding further with this bulletin.
    b. No >>> Proceed to Step #3
3. Is the vehicle equipped with RES radio **with** a Mopar accessory HFM?
    a. Yes >>> Replace HFM. To help in module replacement, the parts department will be able to make a copy of the instruction sheet from the Mopar accessory catalog for HFM kit installation.
    b. No >>> Proceed to Step #4.
4. Using wiTECH, determine the HFM part number. The HFM part number can be found under module information for the HFM.
5. Is the HFM Part number currently at the AB or AC level?
    a. Yes >> Perform the Repair Procedure.
    b. No >>> If the HFM part number ends with AA, the HFM will need to be replaced. For all others, this service bulletin does not apply. Further diagnostics may be required.

NOTE: One way to tell if a HFM kit was added to the vehicle is the presence of a stand alone VR/Phone button. Another way would be the absence of a VR/Phone button on either the steering wheel or on the radio (Fig. 1).

CAUTION: Damage to the HFM will occur! If a Mopar accessory HFM is flashed with this updated software, the module will need to be replaced.

Fig. 1 Stand alone Phone and VR button

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	68086985AB	USB Cable (KK/K1 Only)
1(AR)	Dealer Supplied	USB Portable Flash Drive / Memory Stick (4 GB or larger, formatted for Windows)
1(AR)	68104903AC	Mopar Accessory HFM
1(AR)	68104904AC	Mopar Accessory HFM

NOTE: If the module needs to be replaced on a vehicle that has a Mopar accessory HFM kit, use wiTECH to determine the part number of the HFM.

NOTE: One USB Cable can be used to service multiple vehicles. If you already have cable P/N 82212160, you don't need to order cable P/N 68086985AB.

REPAIR PROCEDURE:

HFM Remote USB Port Connector Location Table

Vehicle Family.	UCI-USB Connector Location
LC	USB port connection located in center console; forward-most side. Connection illuminates when ignition/ Accy. is ON
JS	USB port connection located below HVAC controls. Connection illuminates when ignition/ Accy. is ON
WK / WD	USB port connection located in center console, backside of Top Tray. Connection illuminates when ignition/ Accy. is ON
PM / MK	USB port connection located in passenger glove compartment; Top-right corner, Above glove compartment when OPEN. Connection illuminates when ignition/ Accy. is ON
JK	USB port connection located in center console; forward-most side. Connection illuminates when ignition/ Accy. is ON
RT	USB port connection located in TOP passenger glove compartment; Left Side. Connection illuminates when ignition/ Accy. is ON
RAM Trucks	USB port connection located in passenger glove compartment. Connection illuminates when ignition/ Accy. is ON
KA / KK / K1	USB port in on the side of the HFM

NOTE: Preparation of the USB memory stick involves using the wiTECH flash framework to copy a proprietary module flash application to a USB memory stick. The USB memory stick is then used to flash update the HFM. This USB stick can be used to flash all other vehicles brought in for this concern.

1. Has the USB flash drive been created?
    a. Yes >>> Proceed to Step #4.
    b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT> Service> UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
3. If a security message appears "Do you want to view only the web page content that was delivered securely?" see (Fig. 2). Press **No** to continue.
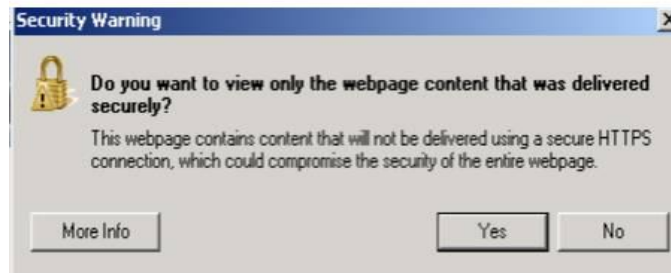

Fig. 2 Pop-up Security Message

NOTE: A blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive.

NOTE: If the dealer technician is unable to download the software, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

4. To download the software files to a USB flash drive, Go to DealerCONNECT> Service> UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files. Follow the on-screen instructions and perform the following.
    a. Acquire a blank USB flash drive with at least 4 GB of space.
    b. Download the software update file to your local PC's desktop.
    c. Be sure to extract the file before copying it to the blank USB flash drive.
    d. A blank USB flash drive will be needed for each radio update. Additional updates can not be on the same USB flash drive.
    e. Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio sales codes.

5.   Remove the prepared updated USB memory stick and perform the software reflash on the vehicle.

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: In the event of a reflash failure, the system will respond with an audio prompt indicating "digital signature not recognized" or "USB mass storage device not compatible". If this should occur, download the flash to the USB flash drive using a different USB port on the computer. If this does not resolve the issue, use another brand of flash drive.

CAUTION: Damage to the HFM may occur! Do not interrupt vehicle power, cycle ignition, or remove the USB memory stick while performing software reflash. If the flash is interrupted and an audible prompt IS heard after pressing the radio's phone button, the flash can be reattempted. If the flash is interrupted and an audible prompt is NOT heard after pressing the radio's phone button (with the radio volume set at ¾ volume or higher), perform a capacitor discharge on the vehicle. Next, turn on ignition and wait 30 seconds, then press the radio's phone button. If no audible prompt is heard, the HFM module will need to be replaced.

6.   Locate the HFM Remote USB Port using the HFM Remote USB Port Connector Location Table (This is **NOT** the same as the USB port located on the radio).
7.   Is this a KA, KK or K1 vehicle?
     a. Yes >>> Proceed to Step #8.
     b. No >>> Proceed to Step #12.
8.   Access the HFM by removing the right inner trim panel, follow the steps in DealerConnect / TechCONNECT>23 - Body / Interior / PANEL, Quarter Trim/Removal.

NOTE: The HFM Module on the KK is located on the right rear side (passenger's side on left hand drive vehicles also), and behind the audio system's subwoofer enclosure.

9.   Do **NOT** disconnect the electrical connectors from the HFM.

10. Connect the USB harness (PN# 82212160 or 68086985AB.) (Fig. 3).
11. Proceed to Step #13.

Fig. 3 USB Harness Connection

1 - USB harness PN# 82212160 or 68086985AB.

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12. Access the HFM USB Connector.
13. Insert the HFM software updated USB Memory Stick into the Remote USB Port Connector.
14. Sit in the passenger seat and close all doors and windows.
15. Turn the ignition on. The system may respond with an audio prompt stating: "Starting Software Update, Please Wait".

NOTE: If software doesn't begin to update after 30 seconds (periodic beeps), then press and hold Uconnect phone button until software update begins. After you hear a couple of beeps you can release the Uconnnect button.

16. The audio prompt will be followed by periodic beeps for approximately 5 minutes.**There are no additional actions required until after the radio exits reflash mode.** After the periodic beeps end, the radio will exit reflash mode and return to the last radio mode.

NOTE: Do not remove the USB memory stick at this point.

17. Wait one additional minute for the HFM to complete the update and reset.
18. Verify software reflash by pressing and release the phone button.
19. Quickly turn the radio volume control knob to above 3/4 of maximum volume and leave it there.
20. Did the vehicle audio system play any of the following verification prompts: "Uconnect Ready ... beep", "Ready ... beep", or just an audible "beep"?
    a. YES >>> Proceed to Step #21.
    b. NO >>> Proceed to .
21. Press and release the phone button to end the session.

22. Using wiTECH, determine the HFM part number. The HFM part number can be found under Module Information for the HFM.
23. Does the HFM part number end with AA?
    a. Yes >>> Proceed to Step #24.
    b. No >>> Proceed to Step #25.
24. Have you attempted the Flash Procedure at least twice previously?
    a. YES >>> This service bulletin does not apply. Further diagnostics may be required.
    b. NO >>> Reattempt the "Perform Software Reflash" procedure.
25. Remove and properly store the USB Memory Stick.
26. Using wiTECH, clear any faults which may have been set during the reflash procedure.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-63-C9	Radio, Software - Create USB flash drive, Uconnnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
08-99-34-90 JS/RT/PM/MK JK/J3	Module, HFM Replace. (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
08-99-34-90 LC	Module, HFM Replace. (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-99-34-90 DS/DJ/D2/DD DP/DX WK/W2/WD	Module, HFM Replace. (2 - Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
08-99-34-90 KK/K1	Module, HFM Replace. (2 - Skilled)	6 - Electrical and Body Systems	0.6 Hrs.
18-19-63-9J	Diagnosis Only - HFM Part Number. (1 - Semi Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-63-9K	Diagnose and Flash Reprogram HFM Module. (1 - Semi Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
18-19-63-9L KA / KK / K1 Only	Diagnose and Flash Reprogram HFM Module. (1 - Semi Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

NOTE: The "One Time Only" LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the download LOP one time for each of the radios listed.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 20 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:
The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash