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GROUP: 08 - Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-055-17, DATED JULY 01, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDING BUILD DATES, ADDITIONAL SYMPTOM/CONDITION, UPDATED FAILURE CODE STATEMENT AND LOP.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-010. ALL APPLICABLE SOLD AND UNSOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

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

SUBJECT:

Flash: Hands Free Module Software Enhancements

OVERVIEW:

This bulletin involves reprogramming the Hands Free Module (HFM) with the latest available software.

MODELS:

2012 - **2017**	(JC)	Dodge Journey
2012 - **2017**	(LD)	Dodge Charger
2012 - **2017**	(LX)	Chrysler 300

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA and EMEA.

NOTE: This bulletin applies to **LD and LX** vehicles built on or before July 12, 2017 (MDH 0712XX)****** equipped with Uconnect Voice Command W/Bluetooth (Sales Code RSP or RSQ for International).**

NOTE: This bulletin applies to **JC** vehicles built on or before August 24, 2017 (MDH 0824XX)****** equipped with Uconnect Voice Command W/Bluetooth (Sales Code RSP or RSQ for International).**

SYMPTOM/CONDITION:

The customer may experience the following:

- ****HFM does not boot properly. "Hands-Free Module Loading" displayed on the head unit.****
- The HFM is inoperative and unresponsive to all user input.
- The HFM is unresponsive and appears off the bus to wiTECH.
- Inaccurate foreign language translations.
- Voice Recognition (VR) is sluggish after changing the language.
- iPhone® 4 starts auto recording itself.
- Background noise from Automated Speech Recognition.
- When in Bluetooth® Streaming Audio (BTSA) mode, the display will show "Music paused connecting phone" while a song is being played and without an incoming call. Wrong BTSA screen when deleting.
- When in Text To Speech (TTS), it will be a mix of the TTS and recording.
- iPod® touch, BTSA will not Audio Stream.
- Integrated center stack screen will display "music paused" after ignition was cycled and BTSA was being used before the ignition was turned off.
- Automatic Sound Recognition (ASR) Microphone picking up background noise.
- With Sales code RSQ, when the language is set for Italian and after the ignition is cycled, the phone screens will change to English.
- No response from the VR button on the steering wheel.
- Not being able to enter into the phone screen on the radio.

NOTE: Technicians may find Diagnostic Trouble Code (DTC) U0197-00 Lost Communication With Hands Free Phone Module, is set.

- The customer may note when trying to select a non-supported language like Russian or Portuguese, the Hands Free screen will default to English. The VR will default back to the last language (Italian, French, Spanish, German or Dutch) the customer was using.

NOTE: After the software update has been completed, both the hands free screen and VR will default back to the last language used.

Enhancements now include all vehicles, not just international vehicles.

The following software enhancement is included:

- **VR Teleprompter enhancement.**

DIAGNOSIS:

Using a Scan Tool (wiTECH), with the appropriate Diagnostic Procedures available in TechCONNECT. If Symptom/Conditions or Diagnostic Trouble Codes (DTCs) are present other than any of those listed above, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes any of the symptoms/conditions, perform the Repair Procedure.

NOTE: If the module will not communicate, follow normal diagnostic procedure for "no response from HFM (Hands Free Module)" in TechConnect. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 29 - Non-DTC Diagnostics/Communication/Diagnosis and Testing.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

Qty.	Part No.	Description
1 (AR)	500	wiTECH USB Cable for LD/LX. Provided as an essential tool.
1 (AR)	501	wiTECH USB Cable for JC. Provided as an essential tool.

NOTE: The cable for LD/LX vehicles is orange and the cable for JC vehicles is purple.

REPAIR PROCEDURE:

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: If this flash process is interrupted/aborted, the flash should be restarted.

- Using wiTECH, identify if an update is required and if so determine the new part number. Record the current part number and the new (update) part number. The vehicle ignition key will need to be in the “RUN” position to read part numbers. The wiTECH application will still be used to check module status and part number, but flash reprogramming for these modules will require downloading the flash file and the “HFM USB Flash” application from Uconnect. The flash file and PC application are bundled in the zip file that is downloaded after entering the required vehicle information. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files. If you don’t use the vehicle VIN for your search, you will need to enter “Year”, “Model” and “Radio”. Any applicable HFM module update will be found under the “Radio” drop down list via the sales code (Fig. 1) .



Fig. 1
Dealer Update Portal

2. The HFM USB Flash application only runs on Windows PCs, however for “OS” selection, you can choose either “WINDOWS” or “MAC” to download files. If you select “WINDOWS” you will download a self-extracting “.exe” file. If you select “MAC”, you will download a “.zip” file. In either case, after clicking on the downloaded file, you will be able to extract the bundled files (flash file and flash PC application). For this flash, regardless of “OS” selection, you end up with the same files after extraction and you must use a PC running either Windows 7 or Windows 10 (Fig. 2) .



Fig. 2

Download Software - Push Windows or MAC Radial-Button

3. After downloading the flash file to your PC, you will need to click on the “.exe” or “.zip” file (depending on the OS you selected in Step 2) and extract both files located inside.
4. After extracting the files, run the installation procedure for the PC flash application by double clicking on “HfmUsbFlash_Install_1.16.exe” and follow the instructions that are provided (Fig. 3) . Again, this application only runs on the WINDOW OS. You will need a PC running Windows 7 or Windows 10.

NOTE: After installation, you will find the application in “C:\Program Files x86)\ChryslerGroupLLC\HFM USB Flash”, where you can create a shortcut to it . Right click on “hfmusbflash.exe” to create a shortcut to your desktop.

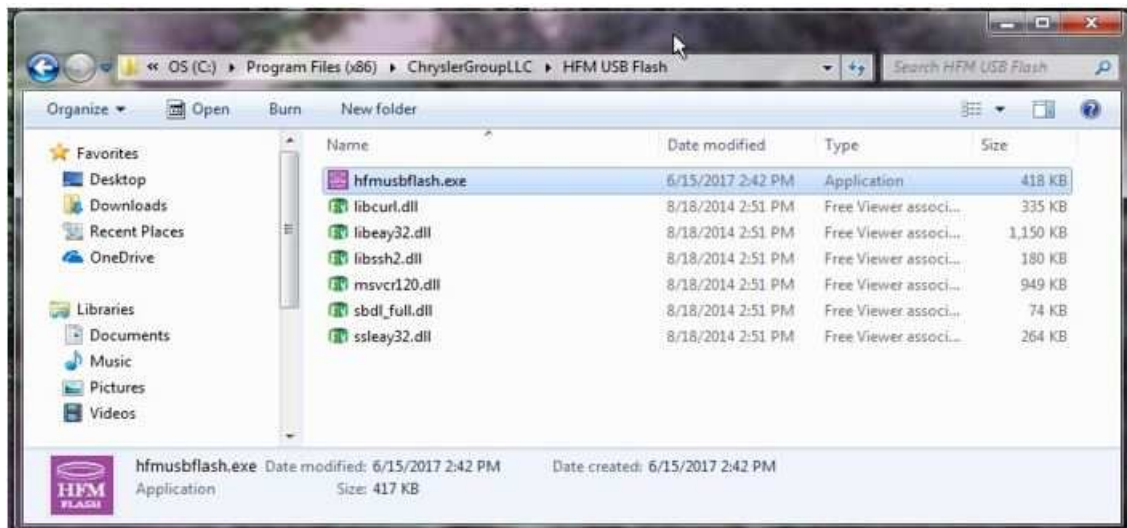


Fig. 3

Create Shortcut

NOTE: If you have already installed the HFM USB Flash application, there is no need to re-install it for subsequent HFM USB flash reprogramming.

5. Turn the vehicle ignition key to the "RUN" position and then start the application. You will be prompted to browse for the HFM flash file. Navigate to the location of the flash file that you extracted. The flash file will have a ".bin" extension. Click on the "Flash" button (Fig. 4) .

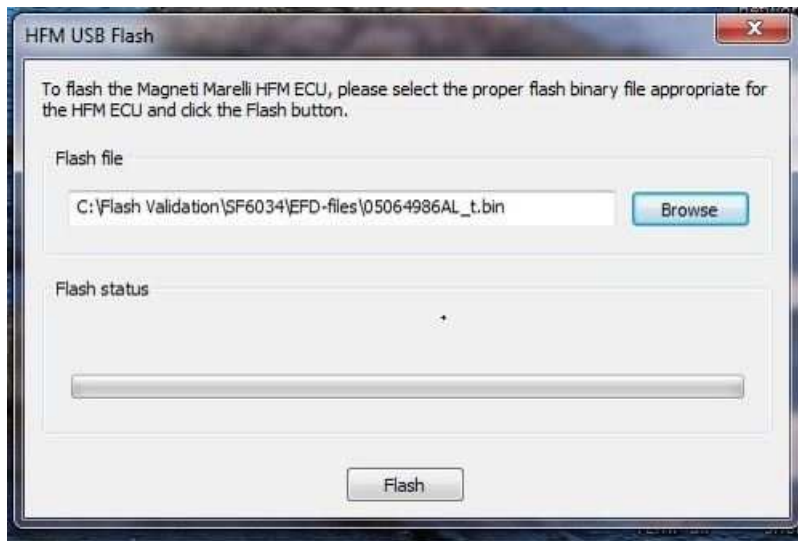


Fig. 4
Flash Status

6. If you are not familiar with this process, please watch a video at the following link (Fig. 5) . Click the "OK" button.



Fig. 5
Video Reference

7. Magneti-Marelli HFM USB flash (2011-2013) requires special USB cables. Before proceeding, ensure that you have the correct cables available. For LD/LX vehicles, you will need the orange cable (wiTECH essential tool #500). For JC vehicles, you will need the purple cable (wiTECH essential tool #501) (Fig. 6) . Click “OK” button.



Fig. 6
Cable Warning

For LX/LD vehicles, the HFM module is located above the driver's side kick panel. Plug the orange cable into your PC and into the HFM at the connector marked “1” in (Fig. 7) .

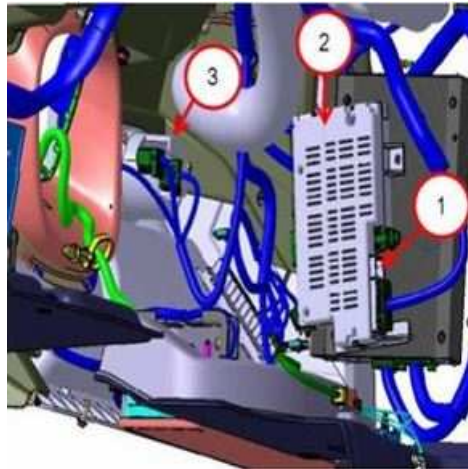


Fig. 7
LD and LX HFM Locations

- 1 - USB Connector Cavity
 - 2 - Hands Free Module
 - 3 - Headlamp Switch
-

For JC vehicles, a Delphi 4-way USB connector is located on the driver side, next to the diagnostic connector. Plug the purple cable into your PC and into the connector marked “1” in (Fig. 8) .

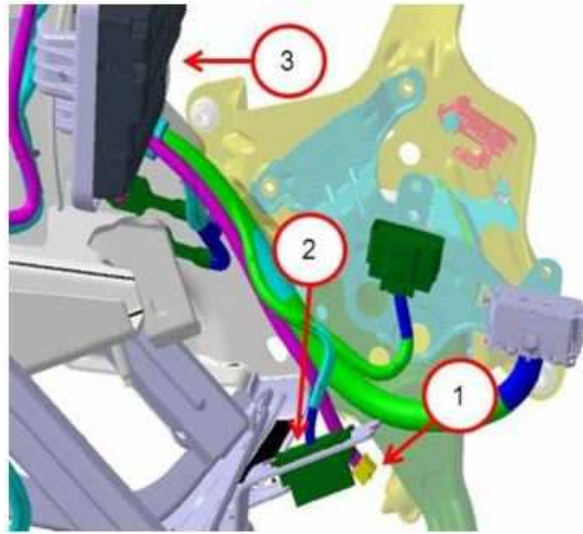


Fig. 8
JC HFM Connections

- 1 - Delphi 4-Way connector (connect wiTECH USB Cable here)
- 2 - Diagnostics Connector
- 3 - Hands Free Module

8. Click the “OK” button after reading the content in the alert box (Fig. 11) .

NOTE: The following instructions are for pulling the appropriate fuse so that the ECU can be detected.



Fig. 9
Fuse Instruction Pop-up

Locate the fuse panel in preparation to remove the HFM fuse. For JC vehicles, locate fuse #131 on the fuse panel found under the Instrument Panel (I/P) on the passenger side (Fig. 9) .



Fig. 10
JC Fuseblock

1 - Fuse #131.

For LD/LX vehicles, locate fuse #23 on the fuse panel found in the trunk under the floor panel on the passenger side (Fig. 10) .

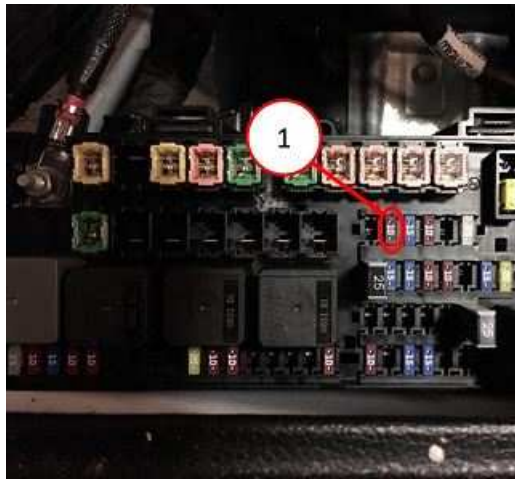


Fig. 11
LX and LD Fuseblock

1 - Fuse #23.

9. Remove the HFM fuse and then click on “OK” (Fig. 12) .

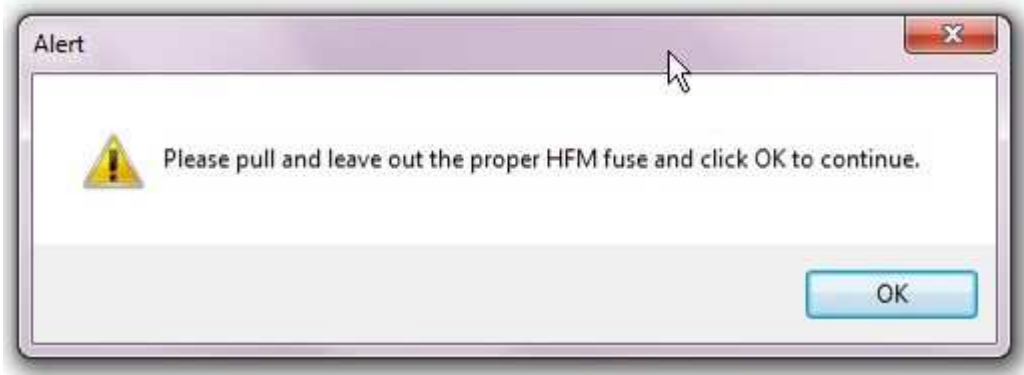


Fig. 12
Pull Fuse Instruction Pop-up

10. Re-install the HFM fuse and then click on “OK” (Fig. 13) .



Fig. 13
Re-install Fuse Instruction Pop-up

11. It may take a few minutes for the PC to detect the HFM. If so, the following screen is displayed (Fig. 14) .



Fig. 14
HFM Status Pop-up (While waiting for connection)

The flash download will begin after the USB-HFM connection is established (Fig. 15) .

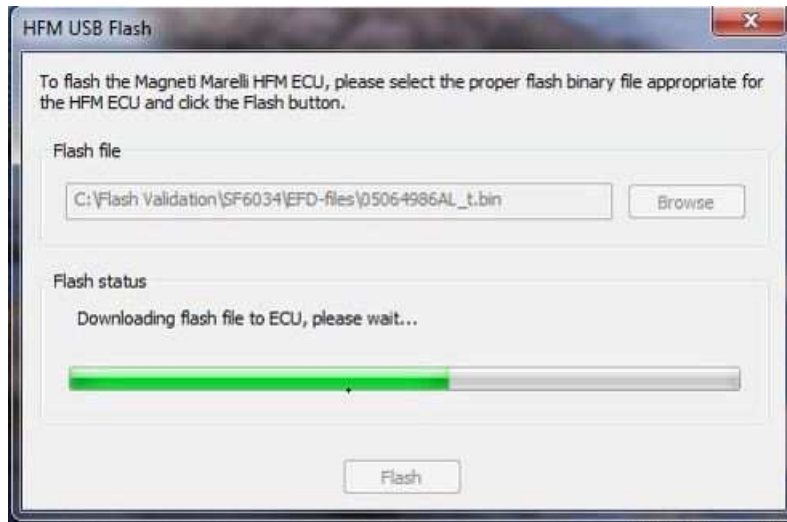


Fig. 15
HFM Status Pop-up (After connection found)

- When the download and reprogramming is complete, a message will indicate “Flash process successful!” (Fig. 16) .



Fig. 16
Flash Successful Pop-up

Click the “OK” button.

- Disconnect the USB cable from the PC. Close the HFM USB Flash application and start the wiTECH application. Verify the current HFM part number. It should match the new part number that you recorded in [Step 1](#). If the number is a match, the flash process is complete. If the number does not match, verify that the ignition key is in the “RUN” position and repeat the flash procedure from [Step 2](#).
- Cycle the ignition to “OFF” and back to “RUN” again. Press the steering wheel mounted Phone Voice Recognition Button. This is the button on the left steering wheel switch bank with a graphic of a phone handset embossed onto it. If the system did not respond to the Phone Voice Recognition button press, repeat the procedure from [Step 2](#).
- Remove the USB cable from the vehicle. Use the wiTECH application to clear any DTC’s that may have been set in other modules due to reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-19-63-H9	Hands Free Module (HFM) - Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-63-J9	Hands Free Module (HFM) - Inspect and Reprogram Software (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.**

FAILURE CODE:

****The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. The "RF" failure code can only be used on RRT.
- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.**

RF	Required Flash
CC	Customer Concern