



NUMBER: 08-098-15

GROUP: Electrical

DATE: October 15, 2015

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-085-14 REV. A, DATED NOVEMBER 14, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES, ADDING 2015 AND 2016 MODEL YEARS, REMOVE THE BUILT ON OR BEFORE DATE, REPAIR INFORMATION CHANGES REGARDING UPDATING MODULES WITHOUT REMOTE USB PORT AND A NEW LOP.**

SUBJECT:

Hands Free Feature Inoperative

OVERVIEW:

This bulletin involves updating the Convergence Telematics Module (CTM) software.

NOTE: Convergence Telematics Module (CTM) was also known as the Hands Free Module (HFM).

MODELS:

****2013 - 2016**** (PF)

****Dodge**** Dart

NOTE: **This bulletin applies to vehicles equipped with UConnect 200 AM/FM/CD/MP3 Radio (sales code RAE) and UConnect Voice Command W/Bluetooth (sales code RSP or RSQ).******

SYMPTOM/CONDITION:

The customer may notice that the hands free feature (Bluetooth) does not work. On further inspection one or more of the following DTCs may be found:

- U11F6-00 Lost Communication With Convergence Telematics Module.
- U11F6-87 Lost Communication With Convergence Telematics Module - Missing Message.

DIAGNOSIS:

Using a Scan Tool (wiTECH) along with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs are present, other than those listed above, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
**1 (AR)	05091908AD	Hands Free Module
1 (AR)	05091911AD	Hands Free Module**
1(AR)	68086985AB	USB Cable use on vehicles without remote USB port

NOTE: Most Dealers will already have this USB cable. It was used on other Hand Free Module updates.

REPAIR PROCEDURE:

1. Check to see if the CTM is communicating.
2. Turn on the vehicle and press the phone button on the steering wheel.
3. Quickly turn the radio volume control knob to 20 (or about 3/4 of max) and leave it there.
4. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
 - a. Yes >>> Proceed to [Step #10](#).
 - b. No >>> Proceed to [Step #5](#).
5. Disconnect the battery for one minute.
6. Reconnect the battery and see if the CTM is now communicating on the buss.
7. Turn on the vehicle and press the phone button on the steering wheel.
8. Make sure the radio volume is still set at 20 (or about 3/4 of max) and leave it there.
9. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
 - a. Yes >>> Proceed to [Step #10](#).
 - b. No >>> This bulletin does not apply. Normal diagnostics for a non responses CTM should be performed.
10. After hearing the beep, say "Setup- Software Update".
11. The CTM software version will now be displayed on the radio display screen.
12. What software version is being display on the radio screen?
 - a. **B:01.06.26 or higher >>> Proceed to [Step #13](#).
 - b. B:01.06.14, B:01.06.23 or B:01.06.24** >>> Use the USB flash drive that contains 1 flash file. Proceed to [Step #14](#).
 - c. B:01.05.09 >>> Use the USB flash drive that contains 3 flash files. Proceed to [Step #14](#).
13. The CTM already has the latest software and this bulletin doesn't apply.
14. Has the USB flash drive been created with the correct software update files?
 - a. Yes >>> Proceed to [Step #18](#).
 - b. No >>> Proceed to [Step #15](#).
15. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
16. If a security message appears "Do you want to view only the webpage content that was delivered securely?" See ([Fig. 1](#)). Press **No** to continue.

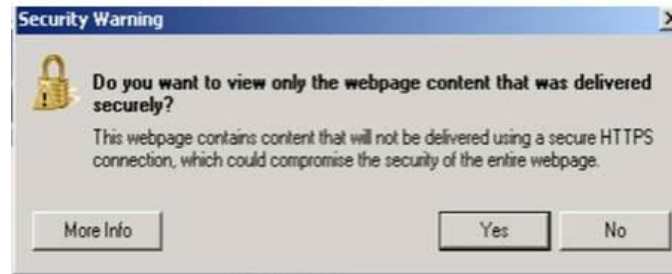


Fig. 1 Pop-up Security Message

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. One USB flash drive can be used to service multiple vehicles.

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

17. To download the software files to a USB flash drive, 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 CTM update, additional updates can not be on the same USB stick.
 - e. Once the file is saved to the USB flash drive, it is recommended to physically label the USB flash drive with the bulletin number and if it's an early or late built vehicle.
18. ****Does this vehicle have a remote USB port (sales code RSX)?**
 - a. Yes >>> Proceed to [Step #21](#).
 - b. No >>> Proceed to [Step #19](#).
19. Gain access to the CTM, refer to TechConnect > Electrical/8E - Electronic Control Modules/MODULE, Convergence Telematics/Removal, CTM location see ([Fig. 2](#)).

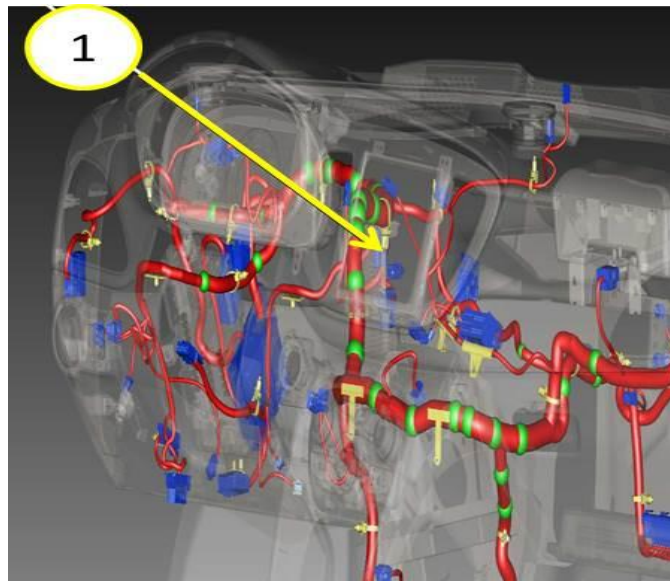


Fig. 2 CTM Location Under The Dash

1 - CTM location

20. Plug in USB cable (68086985AB) into the open port of the CTM. (Fig. 3).

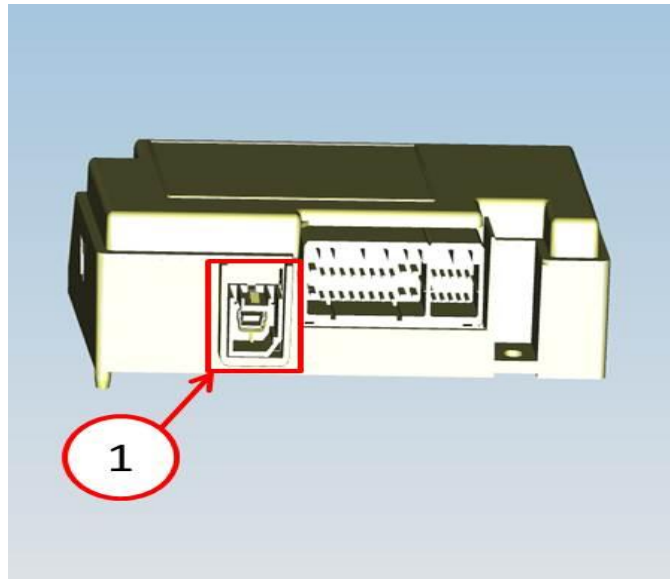


Fig. 3 Location Of USB Update Cable Port On CTM

1 - Plug USB cable (68086985AB) in this open port.

21. With the engine running insert the **correct** USB flash drive into the USB port.
22. Press the phone button on the steering wheel and after a beep is heard say, "Setup-Software Update".

23. The audio system will state "Starting Software Update. Please Wait..." This will be followed up with intermittent beeps.

CAUTION: **Do not interrupt the vehicles power, cycle the ignition or remove the USB flash drive.**

NOTE: If a USB flash drive with 3 (early built) update files on it is used, the update will take around **33 minutes. If the USB flash drive with only 1 file (late built) on it is used then the update should take **3 minutes**.**

NOTE: Vehicle built on or before October 21, 2012 are considered early built vehicle.

24. After the update has been completed, the audio beeps will stop and the radio display will show a normal radio display.

CAUTION: When updating an early built vehicle, the radio display screen will show a normal display between each update file. Do not proceed to the next step until all 3 files have been downloaded.

CAUTION: Do NOT remove the USB flash drive at this point, proceed to the next step.

25. Press the phone button on the steering wheel.

26. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?

a. Yes >>> **Press the phone button on the steering wheel to end session** and remove the USB flash drive from the USB port and proceed to [Step #29](#).

b. No >>> Proceed to [Step #27](#).

27. Wait 2 minutes and press the phone button again.

28. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?

a. Yes >>> **Press the phone button on the steering wheel to end session and** remove the USB flash drive from the USB port and proceed to [Step #29](#).

b. No >>> Remove the USB flash drive and perform normal diagnostics, the module may need to be replaced.

29. Verify that the CTM has been updated.

30. Press the phone button on the steering wheel.

31. After hearing a beep, say "Setup - Software Update".

32. Is software version **B:01.06.26** being display on the radio screen?

a. Yes >>> This service bulletin has been completed, proceed to [Step #34](#).

b. No >>> Proceed to [Step #33](#).

33. Is this the 2nd attempt to update the HFM?

a. Yes >>> Make sure the correct software is being used and try to download the file from the website again on to a new USB flash drive.

b. No >>> Flash the CTM again proceed to [Step #18](#).

34. If USB update cable 68086985AB was used to update the module remove the cable and reassemble the vehicle. Use TechConnect > Electrical/8E - Electronic Control Modules/MODULE, Convergence Telematics/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

NOTE: Vehicle built on or before October 21, 2012 are considered early built vehicle.

Labor Operation No:	Description	Skill Category	Amount
**18-20-34-9D	Module, Convergence Telematics (CTM) - Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-20-34-9E	Module, Convergence Telematics (CTM) - Inspect and Reprogram (Early Build) (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-20-34-9F	Module, Convergence Telematics (CTM) - Inspect and Reprogram (Late Build) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-20-34-9G	Module, Convergence Telematics (CTM) - Create USB Jump Drive From CD or Uconnect Website (One Time Only, Each Model Year) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
(Related To Performing Update) 18-20-34-51	Module, Convergence Telematics (CTM) - Without Remote USB Port (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.**

NOTE: If a USB flash drive with 3 (early built) update files on it is used, the update will take around **42 minutes. If the USB flash drive with only 1 file (late built) on it is used then the update should take **9 minutes**.**

FAILURE CODE:

****The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software 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**