



NUMBER: 08-015-13

GROUP: Electrical

DATE: March 15, 2013

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-018. ALL APPLICABLE SOLD AND UN-SOLD 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.

SUBJECT:

Loss Of Communications With Convergence Telematics Module (CTM)

OVERVIEW:

This Bulletin involves replacement of the Convergence Telematics Module (CTM).

MODELS:

2013 (FF) 500

NOTE: This bulletin applies to vehicles built between January 07, 2013 (MDH 0107XX) and January 09, 2013 (MDH 0109XX) equipped with Blue&Me Handsfree Communication (sales code RSY).

SYMPTOM/CONDITION:

Customer may experience no response from voice recognition or Bluetooth features. On further inspection the technician may find U1733-87 Lost communication with the CTM.

The condition is caused by the CTM not communicating.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68078445AM	Convergence Telematics Module (CTM)

REPAIR PROCEDURE:

1. Replace the CTM, follow the procedure in TechConnect, 08 - Electrical/8E - Electronic Control Modules/MODULE, Convergence Telematics/Removal and Installation.

2. Using the wiTECH, clear any DTC's that may have been set before the module was replaced.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-20-34-95	Module, Convergence Telematics (CTM) - Replace (1 - Semi-Skilled)	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------