



NUMBER: 08-112-14

GROUP: Electrical

DATE: December 24, 2014

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SUBJECT:

Hands Free Feature Inoperative

OVERVIEW:

This bulletin involves updating the Hands Free Module (HFM) software.

MODELS:

2013 - 2015	(RT)	Chrysler Town & Country Dodge Grand Caravan
2013 - 2015	(MK)	Jeep Compass/Patriot
2013 - 2015	(JK)	Jeep Wrangler
2013 - 2014	(LC)	Dodge Challenger
2013 - 2014	(JS)	Dodge Avenger Chrysler 200
2013	(WD)	Dodge Durango
2013	(WK)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles built on or before November 01 2014 (MDH 1101XX) and equipped with UConnect Voice Command W/Bluetooth (sales code RSP or RSQ) and with one of the following radios:

- Media Center 430N CD/DVD/MP3/HDD/NAV (sales code RHB)
- Media Center 430 CD/DVD/MP3/HDD (sales code RBZ)
- Media Center 431 CD/DVD/MP3/HDD (sales code RB2)
- Uconnect 230 6CD/DVD/MP3 (sales code REQ)
- Uconnect 130 AM/FM/CD/MP3 (sales code RES)

SYMPTOM/CONDITION:

The customer may notice that the hands free feature (Bluetooth) does not work. On further inspection Diagnostic Trouble Code (DTC), U0197 - Lost Communication With Hands Free Phone Module may be found.

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)	68086985AB	USB Cable use on vehicles without remote USB port

NOTE: Most dealers will already have this USB cable, it has been used on other service bulletins with Hand Free Module updates.

REPAIR PROCEDURE:

1. Check to see if the HFM 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 a minute.
6. Reconnect the battery and see if the HFM 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 responsive HFM should be performed.
10. After hearing the beep, say "Setup- Software Update".
11. The HFM software version will now be displayed on the radio display screen.
12. Is the software version 63.03.06 or higher?
 - a. Yes >>> This bulletin doesn't apply, normal diagnostics needs to be performed.
 - b. No >>> proceed to [Step #13](#)
13. Has the USB flash drive been created with the correct software update files?
 - a. Yes >>> Proceed to [Step #17](#).
 - b. No >>> Proceed to [Step #14](#).
14. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
15. 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.

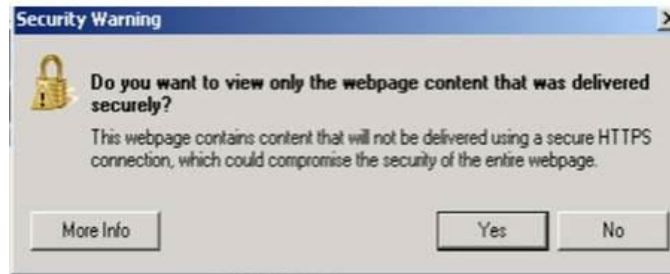


Fig. 1 Pop-up Security Message

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.

16. 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 HFM 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.
17. Does this vehicle have a remote USB port (sales code RSX)?
 - a. Yes >>> Proceed to [Step #20](#).
 - b. No >>> Proceed to [Step #18](#).
18. To help locate and Gain access to the HFM, refer to TechConnect >Electrical/8T - Navigation/Telecommunication/MODULE, Hands Free (HFM)/Removal.
19. Plug USB cable (68086985AB) into the open port of the HFM, see ([Fig. 2](#)).

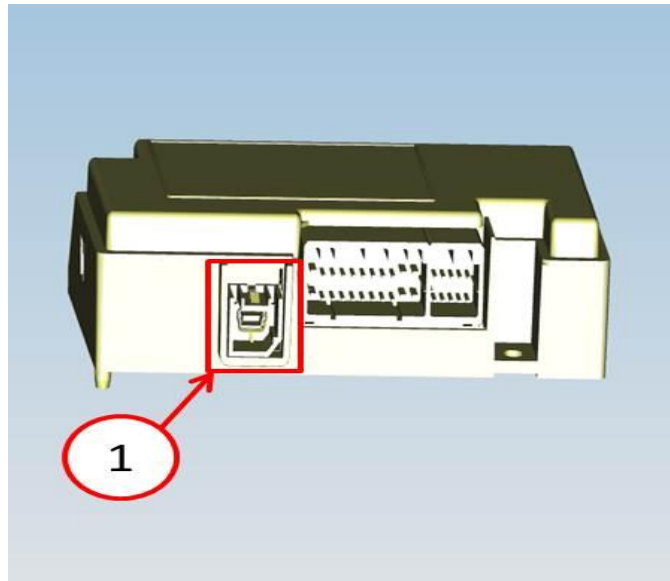


Fig. 2 USB Update Cable Port Location

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

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20. With the engine running insert the **correct** USB flash drive into the USB port.
 21. Press the phone button on the steering wheel and after a beep is heard say, "Setup-Software Update".
 22. The audio system will state "Starting Software Update. Please Wait..." This will be followed up with intermittent beeps.

NOTE: The software updated may take 30 minutes, no other actions are needed at this time.

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

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

24. Press the phone button on the steering wheel.
25. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
 - a. Yes >>> Remove the USB flash drive from the USB port and proceed to [Step #28](#).
 - b. No >>> Proceed to [Step #26](#).
26. Wait 2 minutes and press the phone button again.
27. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
 - a. Yes >>> Remove the USB flash drive from the USB port and proceed to [Step #28](#).
 - b. No >>> Remove the USB flash drive and perform normal diagnostics, the module may need to be replaced.
28. Verify that the HFM has been updated.
29. Press the phone button on the steering wheel.
30. After hearing a beep, say "Setup - Software Update".
31. Is software version 63.03.06 being display on the radio screen?

- a. Yes >>> This service bulletin has been completed, proceed to [Step #33](#).
- b. No >>> Proceed to [Step #32](#).
- 32. 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 HFM again proceed to [Step #17](#).
- 33. 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.
- 34. Reconnect the wiTECH and clear any DTCs that may have been set in all modules due to this software update.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-20-34-9A	Module, Hands Free (HFM), Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs
18-20-34-9B	Module, Hands Free (HFM), Update Software Without Remote USB Port (LC, MK, RT Vehicles) Without, Sales Code RSX (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs
18-20-34-9B	Module, Hands Free (HFM), Update Software Without Remote USB Port (JK, JS, Vehicles) Without, Sales Code RSX (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs
18-20-34-9B	Module, Hands Free (HFM), Update Software Without Remote USB Port (WD, WK, Vehicles) Without, Sales Code RSX (0 - Introduction)	6 - Electrical and Body Systems	1.4 Hrs
18-20-34-9C	Module, Hands Free (HFM), Software. Create USB Flash Drive, (One Time Only For Each model) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

NOTE: The expected completion time for the software download portion of this procedure is approximately 30 minutes. Actual download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action
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