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GROUP: Electrical

DATE: April 06, 2011

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 11-034. 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 HFM

OVERVIEW:

This Bulletin involves performing a USB service flash of the Hands Free Module (HFM).

MODELS:

| | | |
|------|------|--------------------------------|
| 2011 | (LC) | Challenger |
| 2011 | (MK) | Compass / Patriot |
| 2011 | (PM) | Caliber |
| 2011 | (WK) | Grand Cherokee |
| 2011 | (W2) | Grand Cherokee |
| 2011 | (WD) | Durango |
| 2011 | (KK) | Liberty |
| 2011 | (K1) | Cherokee |
| 2011 | (KA) | Nitro |
| 2011 | (JS) | Avenger / 200 |
| 2011 | (DS) | 1500 Pickup |
| 2011 | (DJ) | 2500 Pickup |
| 2011 | (D2) | 3500 Pickup |
| 2011 | (DD) | 3500 Cab Chassis |
| 2011 | (DP) | 4500/5500 Cab Chassis |
| 2011 | (DX) | 1500 Pickup (Mexico) |
| 2011 | (JK) | Wrangler |
| 2011 | (RT) | Grand Caravan / Town & Country |

NOTE: This bulletin applies to PM/MK vehicles built from October 26, 2010 (MDH 1026XX) to November 22, 2010 (MDH 1122XX) equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

NOTE: This bulletin applies to WK/W2/WD/KK/K1/KA vehicles built from November 8, 2010 (MDH 1108XX) to November 22, 2010 (MDH 1122XX), equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

NOTE: This bulletin applies to DS/DJ/D2/DD/DP/DX vehicles built from October 26, 2010 (MDH 1026XX) to November 30, 2010 (MDH 1130XX), equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

NOTE: This bulletin applies to JS vehicles built from November 4, 2010 (MDH 1104XX) to November 19, 2010 (MDH 1119XX), equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

NOTE: This bulletin applies to JK vehicles built from October 26, 2010 (MDH 1026XX) to November 30, 2010 (MDH 1130XX), equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

NOTE: This bulletin applies to RT vehicles built from October 26, 2010 (MDH 1026XX) to November 19, 2010 (MDH 1119XX), equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

NOTE: This bulletin applies to LC vehicles built prior to November 29, 2010 (MDH 1129XX), equipped with UCONNECT VOICE COMMAND W/BLUETOOTH (sales code RSP, RSQ for international) and without MEDIA CENTER 730N CD/DVD/MP3/HDD/NAV (sales code RER) or MEDIA CENTER 735N CD/DVD/HDD/NAV (sales code REW) or MEDIA CENTER 731N CD/DVD/HDD/NAV (sales code REP).

SYMPTOM/CONDITION:

The customer may experience the following:

- Loss of function of the HFM
- Loss of Communications with the HFM during a wiTECH diagnostics session
- Loss of Communications faults may set against the HFM by other modules
- Upon resetting the HFM a “Loss of Comm with Radio” DTC may be stored

DIAGNOSIS:

1. Place the ignition in the RUN position and wait at least 15 seconds.
2. Remove the main IOD Fuse (i.e. M13).
3. Wait at least 10 Seconds.
4. Reinsert IOD Fuse and verify proper seating.
5. Press the radio's phone button.
6. Quickly turn the radio volume control knob to above 3/4 of maximum volume and leave it there.
7. 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 [Step #9](#).
 - b. NO >>> Proceed to step [Step #8](#).
8. Have you attempted to 'Verify the HFM is powered up' at least twice previously without receiving an audible HFM verification prompt?
 - a. YES >>> This service bulletin does not apply. Further diagnostics may be required.
 - b. NO >>> Return to step [Step #5](#).
9. Press the radios's phone button to end the phone session. HFM power up verification is complete.
10. Using wiTECH, determine the HFM part number. The HFM part number can be found under Module Information for the HFM.
11. Is the HFM Part number one of the following: 05064634AH, 05064635AH, 05064735AH, 05064870AH, 05064870AH, 05064730AH, 05064730AH, 05064871AH or higher?
 - a. Yes >> Perform the Repair Procedure.
 - b. No >>> This service bulletin does not apply. Further diagnostics may be required.

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, perform the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|-------|-----------------|---|
| 1(AR) | 68139848AA | UConnect Hands Free Module USB Flash Drive Preparation CD |
| 1(AR) | 82212160 | USB Cable (KA/KK Only) |
| 1(AR) | Dealer Supplied | USB Portable Flash Drive / Memory Stick (256 Mb or larger, formatted for Windows) |

NOTE: Only one UConnect Hands Free Module USB Flash Drive Preparation CD is required and this disk may be used to prepare multiple USB Flash Drives.

REPAIR PROCEDURE:**HFM USB Connector Location Table**

| Vehicle Family. | UCI-USB Connector Location |
|-----------------|---|
| LC | USB port connection located in center arm rest; forward-most side. 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 |
| WK / WD | USB port connection located in center arm rest, backside of Top Tray. Connection illuminates when ignition/ Accy. is ON |
| JS | USB port connection located below HVAC controls;. Connection illuminates when ignition/ Accy. is ON |
| JK | USB port connection located in center arm rest; 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 | NOT EQUIPPED with USB Connection; See Special instructions |

Prepare USB Memory Stick

1. Insert the dealer supplied USB flash drive into an available USB port on the computer being used to prepare the USB flash drive for HFM reflash.
2. Insert CD PN# 68139848AA (UConnect Hands Free Module USB Flash Drive Preparation CD) into the computer's CD drive. (If the CD does not automatically start, open your file browser, go to the CD drive, and double click on the autorun file.)
3. Follow the on screen prompts to prepare the USB flash drive to be used for the HFM reflash.

Perform Software Reflash

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.

CAUTION: Damage to the HFM may occur! Do not interrupt vehicle power, cycle ignition, or remove the USB memory stick while performing software reflash.

1. Locate the HFM USB using the HFM USB Connector Location Table (This is **NOT** the same as the USB port located on the radio).
2. Access the HFM USB Connector (Go to Special Instruction for KA/KK only).
3. Insert the HFM software update USB Memory Stick into the USB Connector.
4. Sit in the passenger seat and close all doors and windows.
5. Press and release the radio's u-Connect Phone button and, following the HFM verification prompt, say "Set-up, Software Update". The system will respond with an audio prompt stating: "Starting Software Update, Please Wait".
6. The audio prompt will be followed by periodic beeps for approximately 2 minutes. After the periodic beeps end the radio will exit re-flash mode and return to the last radio mode.

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

7. Wait one additional minute for the HFM to complete the update and reset.

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, re-prepare 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.

Verify Software Reflash

1. Press the radio's phone button.
2. Quickly turn the radio volume control knob to above 3/4 of maximum volume and leave it there.
3. 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 #4](#).
 - b. NO >>>> Proceed to [Step #7](#).
4. Press the radio's phone button to end the session.
5. Using wiTECH, determine the HFM part number. The HFM part number can be found under Module Information for the HFM.

6. Is the HFM Part number one of the following: 68142503AA, 68142505AA, 68142507AA, 68142510AA?
 - a. Yes >>> Proceed to [Step #8](#).
 - b. No >>> Proceed to [Step #7](#).
7. 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.
8. Remove and properly store the USB Memory Stick.
9. Using WiTECH clear any faults which may have been set during the reflash procedure.
10. KA / KK vehicles only, return to the Special Instructions [Step #6](#).

Special Instructions (KA / KK Only)

The 2011 KA (Nitro) and KK (Liberty) **are not equipped with the USB port**. They have the capability of being upgraded by using the MOPAR PN# 82212160 (USB Harness) for the reflash process.

The HFM Module on the KA / 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.

1. Access the HFM Module by following steps 1 through 4 in DealerConnect / TechCONNECT> Group 08 - Electrical> 8T - Navigation/Telecommunications> MODULE, Hands Free (HFM)> Removal — REMOVAL.
2. Do **NOT** disconnect the electrical connectors from the HFM.
3. Connect the USB harness (PN# 82212160) as shown in ([Fig. 1](#)).
4. Reconnect the battery.
5. Return to the Perform Software Reflash Procedure [Step #3](#).

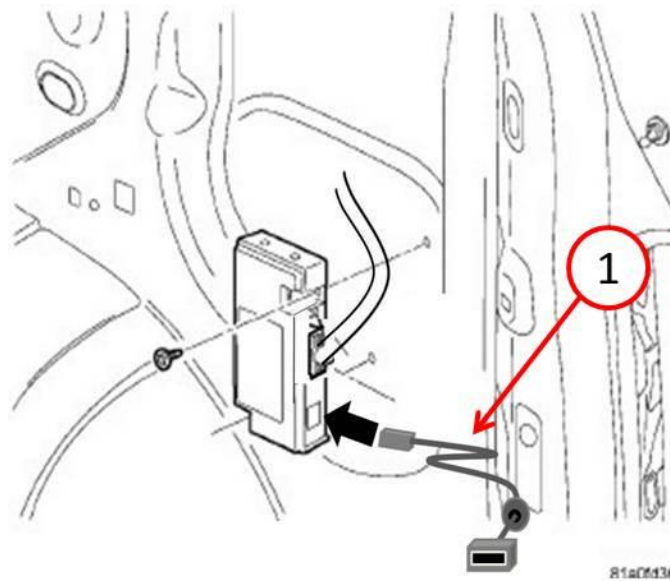


Fig. 1 USB Harness Connection

1 - USB harness PN# 82212160

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6. Disconnect and isolate the battery negative cable.
 7. Reinstall HFM Module by following steps 2 through 5 in DealerConnect / TechCONNECT> Group 08 - Electrical> 8T - Navigation/Telecommunications> MODULE, Hands Free (HFM)> Installation — INSTALLATION.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Amount |
|----------------------------|--|---------------|
| 18-19-63-90 | Diagnosis Only - HFM Part Number (C) | 0.2 Hrs. |
| 18-19-63-91 | Diagnose and Flash Reprogram HFM Module (C) | 0.3 Hrs. |
| 18-19-63-92 | Diagnose and Flash Reprogram HFM Module - KA / KK Only (C) | 0.7 Hrs. |

FAILURE CODE:

| | |
|----|--------------|
| FM | Flash Module |
|----|--------------|