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GROUP: Electrical

DATE: March 27, 2012

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-036-11 REV. A, DATED OCTOBER 26, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 12.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Hands Free Module Customer Satisfaction Enhancements

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	(J3)	Wrangler (CKD)

2011

(RT)

Grand Caravan / Town & Country

NOTE: This bulletin applies to vehicles built in 2011 equipped WITH UConnect Voice Command w/Bluetooth (sales code RSP, RSQ) and WITHOUT Media Center 730N CD/DVD/MP3/HDD/NAV (sales code RER or RHR) or Media Center 735N CD/DVD/HDD/NAV (sales code REW or RHW) or Media Center 731N CD/DVD/HDD/NAV (sales code REP) or AM/FM CD MP3 NAV RADIO - ROW (sales code RHP).

SYMPTOM/CONDITION: These Symptom are for the HFM that end with the part number AF/AG.

The customer may experience the following:

- The message “connecting to device” is displayed on audio devices including Apple iTouch, iPod, or iPhone when connected to the vehicle USB port, but the device will not sync to the HFM to play audio.
- Audio devices including iPod Touch, iPhone, and some other phones will drop out and/or skip during a streaming audio session.

NOTE: HFM part numbers that end with AK will receive the following enhancements.

- Reduced “Device Reading” wait time after connecting a device to the remote USB port.
- Call / Dial separation improves upon names being recognized as phone numbers.
- Improved sound quality during Bluetooth streaming.
- Increased iPod and iPhone compatibility.
- SMS messaging support via MAP protocol (not all phones support the MAP protocol)
- Added “None of These” and “Correction” to the phone book prompt menu for better handling of similar names.
- Previous button will return the song currently being played to the beginning of the track.
- AirPlay feature “Dock Connector” no longer needs to be manually selected on Apple devices. This will resolve the “No Audio” condition when the device is connected to the remote USB port and dock connector is not selected.

NOTE: USB mode resume will no longer 'resume' after ignition OFF

DIAGNOSIS:

1. Using wiTECH, determine the HFM part number. The HFM part number can be found under Module Information for the HFM.
2. Is the HFM Part number currently at the AK or AF/AG level?
 - a. Yes >> Perform the Repair Procedure.
 - b. No >>> This service bulletin does not apply. Further diagnostics may be required.

NOTE: If the part number ends with AH, please review TSB 08-015-11

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	68086985AB.	USB Cable (KA/KK/K1 Only)

Qty.	Part No.	Description
1(AR)	Dealer Supplied	USB Portable Flash Drive / Memory Stick (256 Mb or larger, formatted for Windows)

NOTE: One USB Cable can be used to service multiple vehicles. If you already have cable P/N 82212160, you don't need to order cable P/N 68086985AB.

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

Vehicle Family.	UCI-USB Connector Location
LC	USB port connection located in center console; 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 console, 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 console; 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 / K1	NOT EQUIPPED with USB Connection; See Special instructions

NOTE: Preparation of the USB memory stick involves using the wiTECH flash framework to copy a proprietary module flash application to a USB memory stick. The USB memory stick is then used to flash update the Hands Free Module

1. Verify that the Hands Free Module is functioning as designed. If DTC's are present, record them on the repair order and repair as necessary before proceeding further.
2. Proceed with the wiTECH Diagnostic Application to reflash the HFM (Fig. 1). Help using the wiTECH Diagnostic Application for flashing Hands Free Module is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.

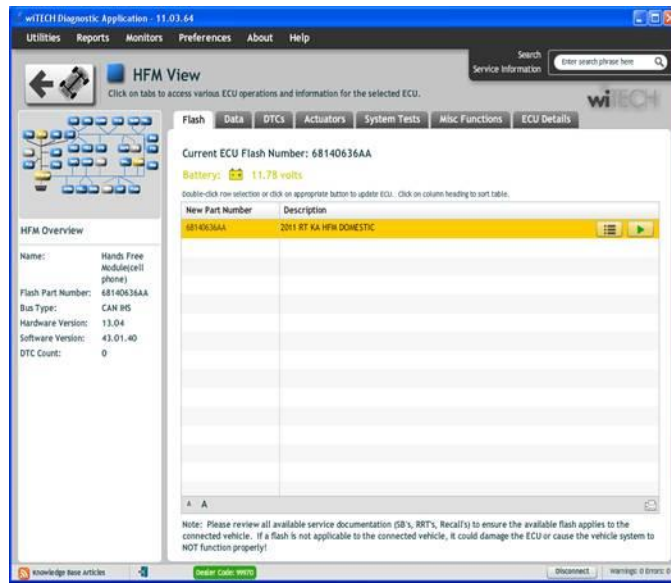


Fig. 1 wiTECH Flash Application

3. The Flash Warning Dialog will appear(Fig. 2). Click on OK to acknowledge the warning.

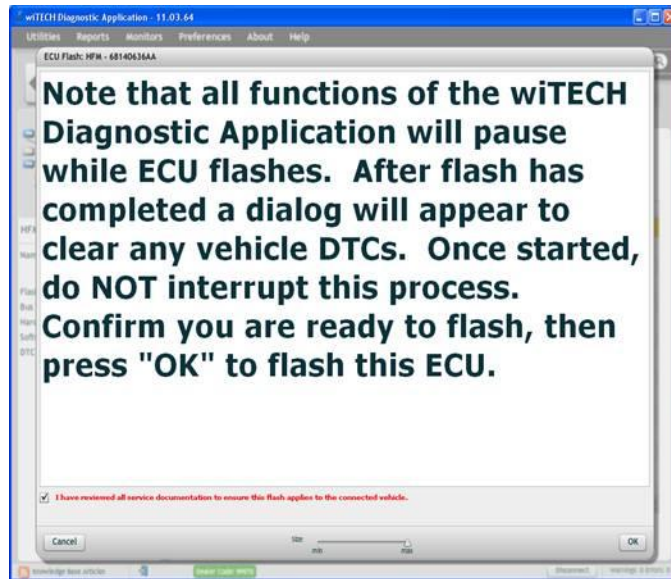


Fig. 2 wiTECH Flash Warning Dialog

4. The Download Progress Dialog will appear (Fig. 3). Click on OK after progress has reached 100%.

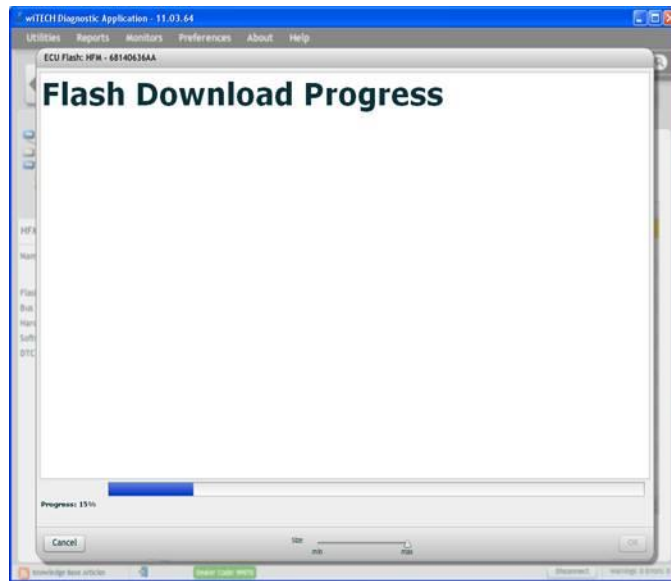


Fig. 3 wiTECH Download Progress Dialog

5. The Supplier Application Warning Dialog will appear (Fig. 4). Click on OK to acknowledge the warning.

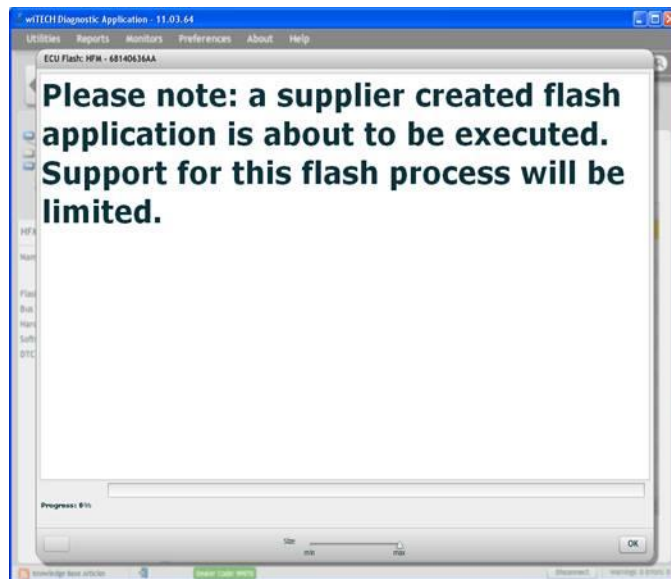


Fig. 4 Supplier Application Warning Dialog

6. A scrollable Process Description Dialog will appear (Fig. 5) and (Fig. 6). Insert the dealer supplied USB memory stick into the first USB port of the wiTECH computer at this time, ensure that no other USB memory sticks are installed, and click on OK to acknowledge the instructions.

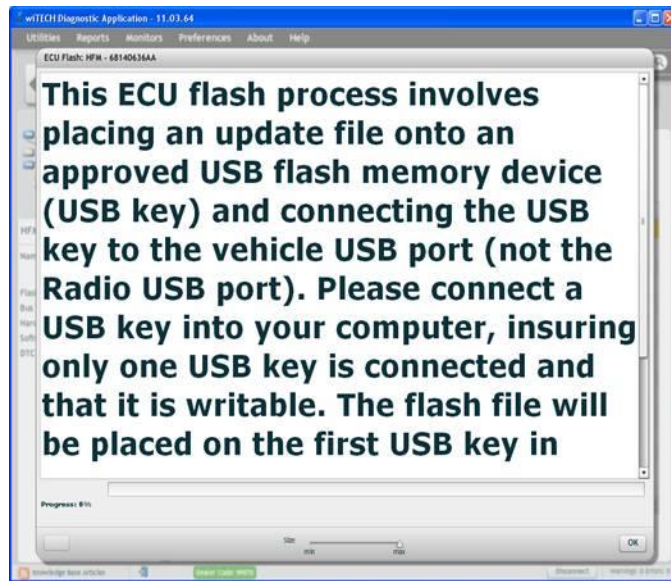


Fig. 5 Process Description - Top Of Scrollable Dialog

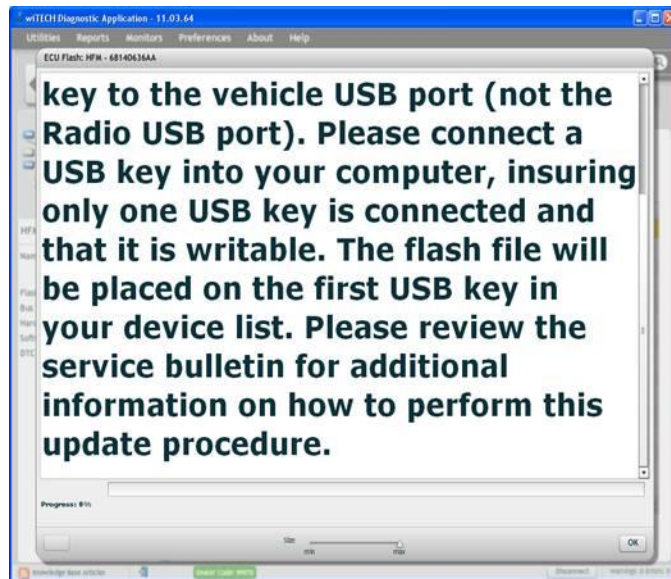


Fig. 6 Process Description - Bottom Of Scrollable Dialog

7. Did the Successful Completion Dialog (Fig. 7) appear indicating the update files have been copied to the USB memory stick?
 - a. Yes >> Click on OK to acknowledge successful creation of the update USB and proceed to [Step #11](#).
 - b. No >>> Proceed to [Step #8](#)

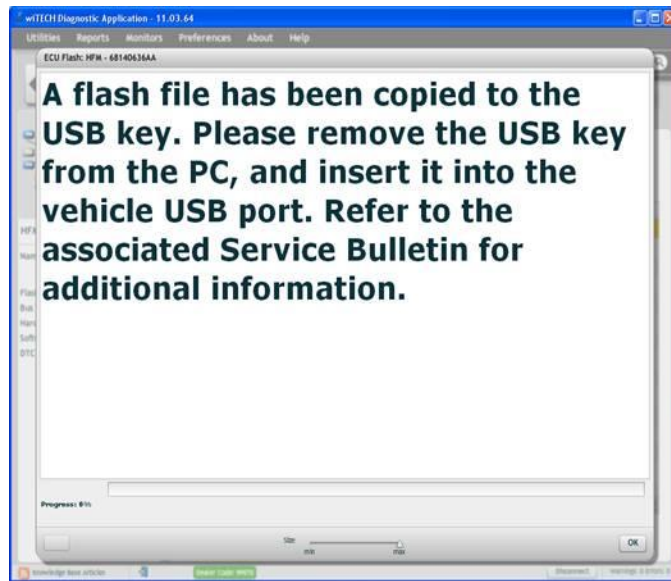


Fig. 7 Successful Completion Dialog

8. The USB Not Found dialog (Fig. 8) will appear. Click on OK to continue.

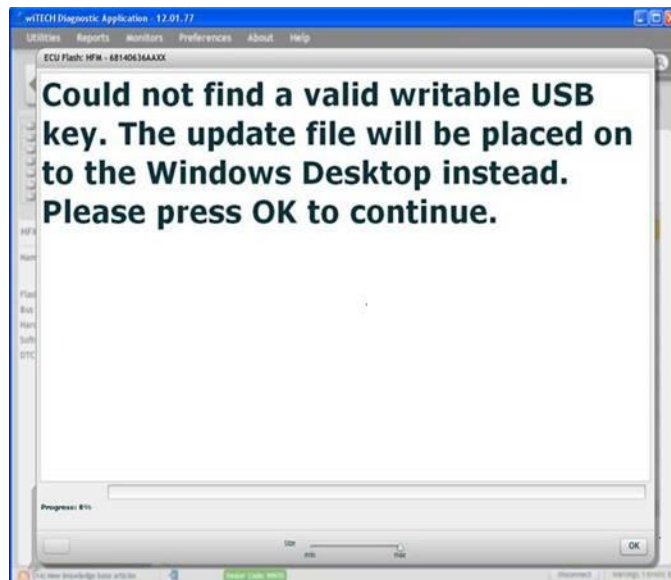


Fig. 8 USB Memory Stick Not Found

9. The Alternate Instructions dialog (Fig. 9) will appear.

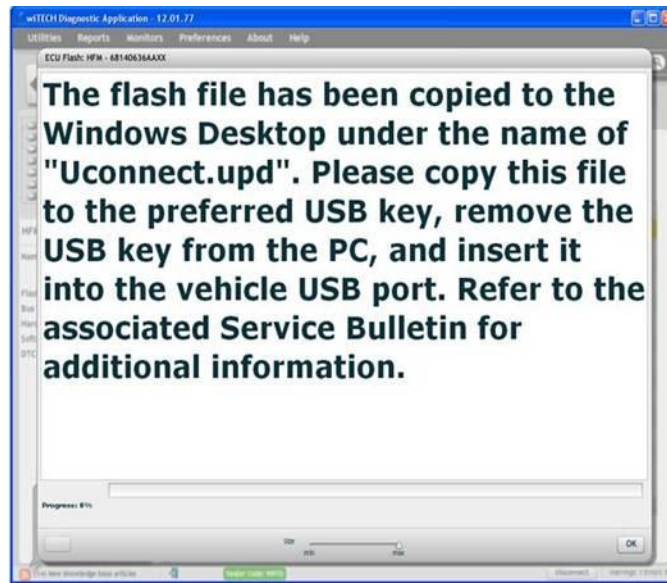


Fig. 9 Alternate Instructions If Memory Stick Not Found

10. Insert a blank USB Memory Stick into a USB port on the wiTECH computer and then “drag and drop” the Uconnect.upd file from the computer desktop (Fig. 10) onto the blank USB Memory Stick.



Fig. 10 Sample Windows Desktop With Update File

11. Remove the prepared update USB Memory Stick from the wiTECH computer and perform the software reflash on the vehicle.

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: 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, download the flash to 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.

CAUTION: Damage to the HFM may occur! Do not interrupt vehicle power, cycle ignition, or remove the USB memory stick while performing software reflash. If the flash is interrupted and an audible prompt IS heard after pressing the radio's phone button the flash can be reattempted. If the flash is interrupted and an audible prompt is NOT heard after pressing the radio's phone button (with the radio volume set at ¾ volume or higher), Perform a capacitor discharge on the vehicle. Then turn on ignition and wait 30 seconds, press the radio's phone button, if no audible prompt is heard the HFM module will need to be replaced.

12. Locate the HFM Remote USB Port using the HFM Remote USB Port Connector Location Table (This is **NOT** the same as the USB port located on the radio).
13. Access the HFM USB Connector.

NOTE: KK/KA/K1 are not equipped with a remote USB port. Follow Special Instruction below.

14. Insert the HFM software update USB Memory Stick into the Remote USB Port Connector.
15. Sit in the passenger seat and close all doors and windows.
16. 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”.
17. The audio prompt will be followed by periodic beeps for approximately 20 minutes. **There are no additional actions required until after the radio exits re-flash mode.** 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.

18. Wait one additional minute for the HFM to complete the update and reset.
19. Verify software reflash by pressing and release the phone button.
20. Quickly turn the radio volume control knob to above 3/4 of maximum volume and leave it there.
21. 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 #22](#).
 - b. NO >>>> Proceed to [Step #25](#).
22. Press and release the phone button to end the session.
23. Using wiTECH, determine the HFM part number. The HFM part number can be found under Module Information for the HFM.
24. Does the HFM Part number end with AC or AA level?
 - a. Yes >>> Proceed to [Step #26](#).
 - b. No >>> Proceed to [Step #25](#).
25. 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.
26. Remove and properly store the USB Memory Stick.
 27. Using WiTECH clear any faults which may have been set during the reflash procedure.
 28. KA / KK vehicles only, return to the Special Instructions [Step #6](#).

Special Instructions (For KA / KK / K1 Only)

The 2011 KA (Nitro), KK (Liberty), and K1 (Cherokee) 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 or 68086985AB.) as shown in ([Fig. 11](#)).
4. Reconnect the battery.
5. Return to the Perform Software Reflash Procedure [Step #14](#).

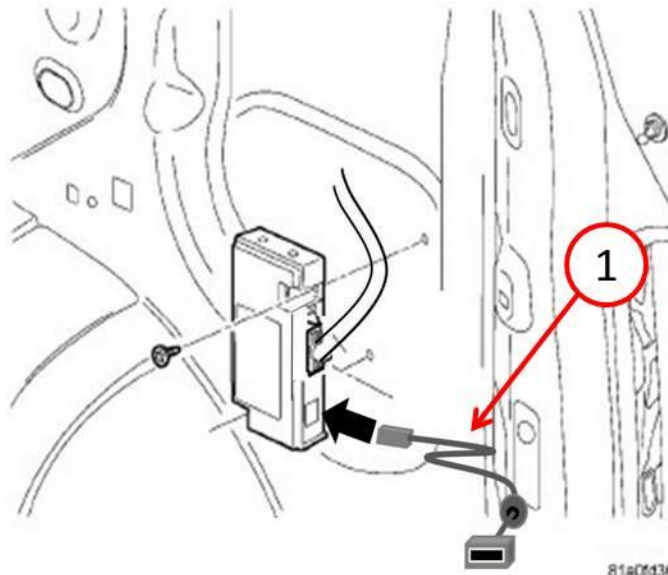


Fig. 11 USB Harness Connection

1 - USB harness PN# 82212160 or 68086985AB.

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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	Description	Amount
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No:		
18-19-63-9F	Diagnosis Only - HFM Part Number. (Skill Level = C; Training Level = 2)	0.2 Hrs.
18-19-63-9G	Diagnose and Flash Reprogram HFM Module.(Skill Level = C; Training Level = 2)	0.3 Hrs.
18-19-63-9H	Diagnose and Flash Reprogram HFM Module . (Skill Level = C; Training Level = 2)	0.6 Hrs. KA / KK / K1 Only

FAILURE CODE:

FM	Flash Module
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