THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: Hands Free Module Prompts Begin To Play Without Pressing The Phone Or Voice Recognition Button

OVERVIEW:
This Bulletin involves performing a USB flash or based on the diagnosis, replacing the Mopar accessory Hands Free Module (HFM).

MODELS:

2012	(LC)	Challenger
2012	(MK)	Compass / Patriot
2012	(PM)	Caliber
2012	(WK)	Grand Cherokee
2012	(W2)	Grand Cherokee (Export)
2012	(WD)	Durango
2012	(KK)	Liberty
2012	(K1)	Cherokee
2012	(JS)	Avenger / 200
2012	(DS)	1500 Pickup
2012	(DJ)	2500 Pickup
2012	(D2)	3500 Pickup
2012	(DD)	3500 Cab Chassis
2012	(DP)	4500/5500 Cab Chassis
2012	(DX)	1500 Pickup (Mexico)
2012	(JK)	Wrangler
2012	(J3)	Wrangler (CKD)
2012	(RT)	Grand Caravan / Town & Country

NOTE: This bulletin applies to vehicles built up to May 7, 2012 (MDH0507XX) 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:
A customer may experience the Uconnect prompts begin to play without pressing the Voice Recognition (VR) button. The prompt may repeat itself 2 or 3 times before exiting.

DIAGNOSIS:
1. Connect wiTECH to the vehicle.
2. Are any DTC's set in any modules?
   a. Yes >>> Record them on the repair order and repair as necessary before proceeding further with this bulletin.
   b. No >>> Proceed to Step #3
3. Is the vehicle equipped with RES radio **with** a Mopar accessory HFM?
   a. Yes >>> Replace HFM. To help in module replacement, a parts person will be able to make a copy of the instruction sheet for HFM kit installation.
   b. No >>> Proceed to the repair procedure.

NOTE: One way to tell if a HFM kit was added to the vehicle is, there will be a stand alone VR/Phone and phone button . Also there will be NO VR/Phone button on the steering wheel or on the radio.(Fig. 1).

CAUTION: Damage to the HFM will occur! If a Mopar accessory HFM is flashed with this updated software, the module will need to be replaced.

Fig. 1 Stand alone Phone and VR button

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

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	68086985AB	USB Cable (KK/K1 Only)
1(AR)	Dealer Supplied	USB Portable Flash Drive / Memory Stick (256 Mb or larger, formatted for Windows)
1(AR)	Mopar Accessory HFM	68104903AC
1(AR)	Mopar Accessory HFM	68104904AC

NOTE: If the module need to be replace on a vehicle that has a Mopar accessory HFM kit. Use the wiTECH to determine the part number of the HFM.

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	USB port in on the side of the HFM

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. This USB stick can be used to flash all other vehicle brought in for this concern.

1. Using wiTECH, determine what is the HFM part number. The HFM part number can be found under Module Information for the HFM.
2. Does the HFM part number end with AB?
   a. Yes >>> Service bulletin 08-028-12 **has** to be performed first.
   b. No >>> Proceed to Step #3.
3. Does the HFM part number end with AC?
   a. Yes >> proceed to Step #4.
   b. No >>> This service bulletin does not apply. Further diagnostics may be required.
4. Proceed with the wiTECH Diagnostic Application to reflash the HFM (Fig. 2). 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.
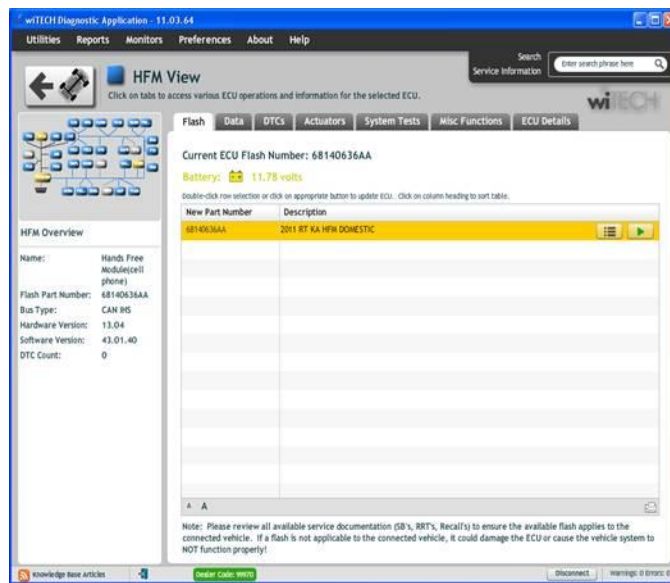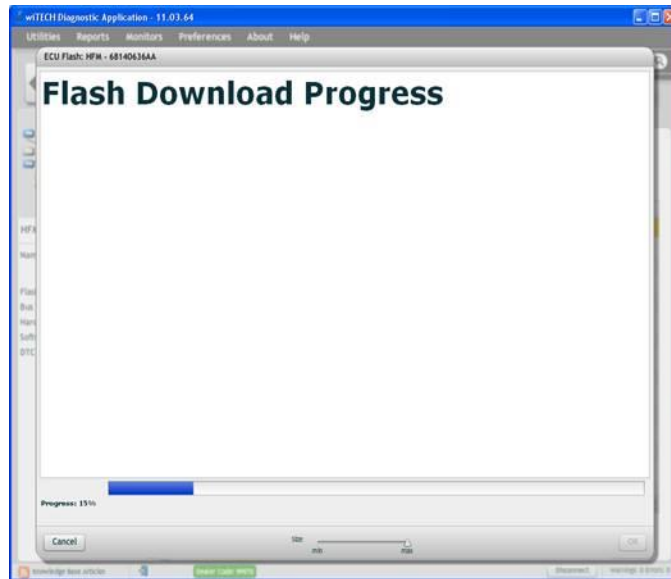

Fig. 2 wiTECH Flash Application

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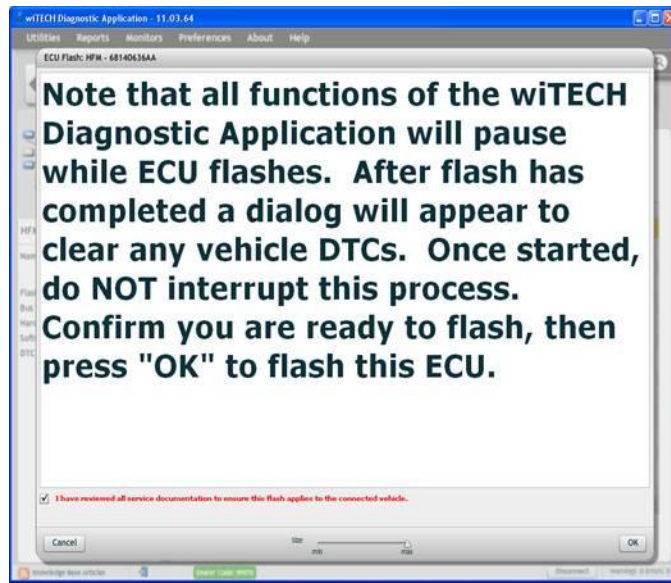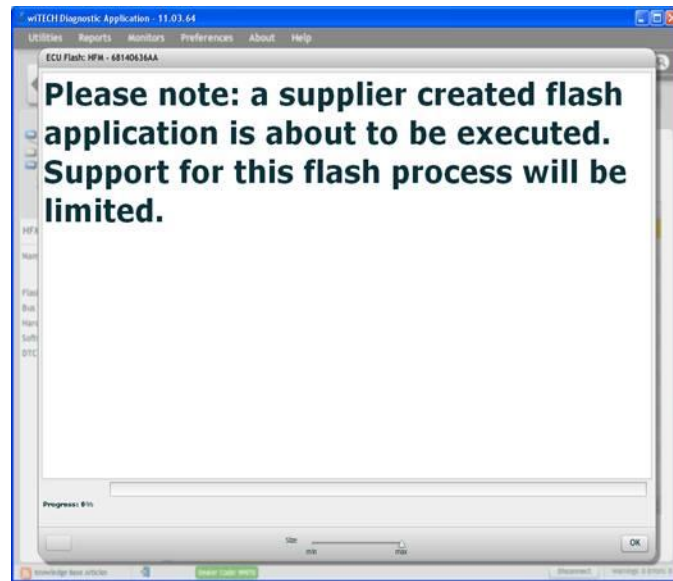
Fig. 3 wiTECH Flash Warning Dialog

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


Fig. 4 wiTECH Download Progress Dialog

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

Fig. 5 Supplier Application Warning Dialog

8. A scrollable Process Description Dialog will appear (Fig. 6) and (Fig. 7). 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.
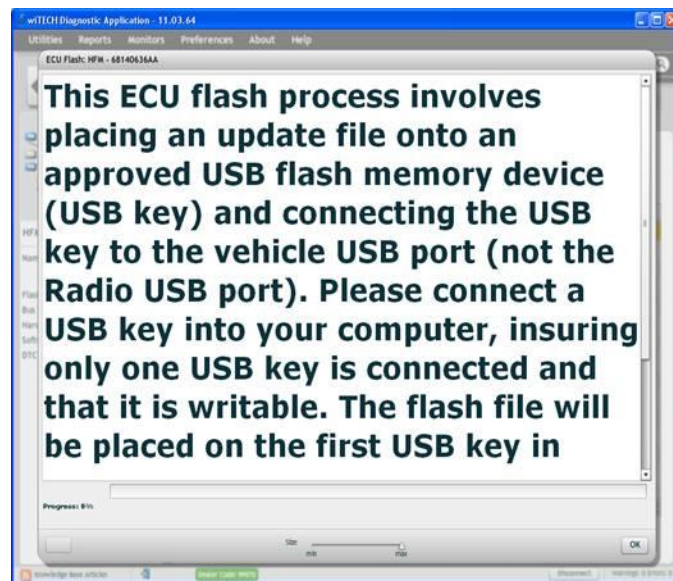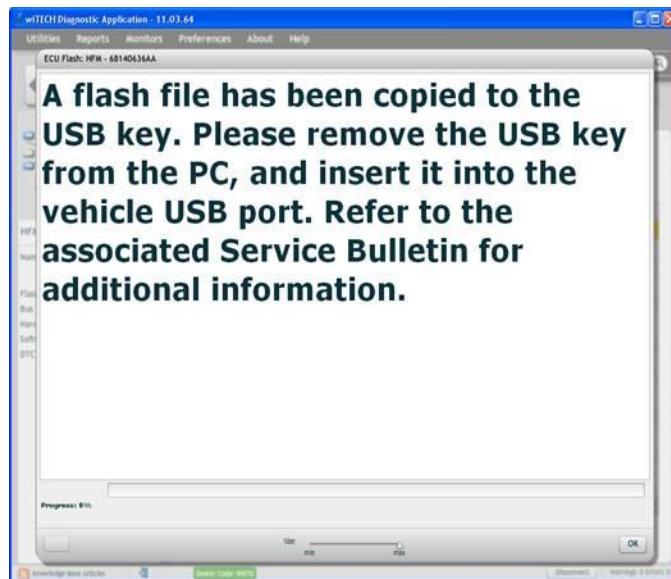

Fig. 6 Process Description - Top Of Scrollable Dialog
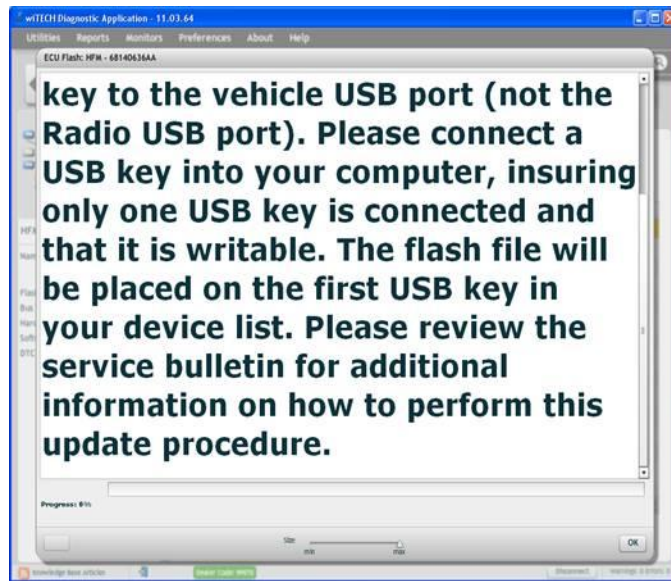
Fig. 7 Process Description - Bottom Of Scrollable Dialog

9. Did the Successful Completion Dialog (Fig. 8) 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 #13.
   b. No >>> Proceed to Step #10

Fig. 8 Successful Completion Dialog

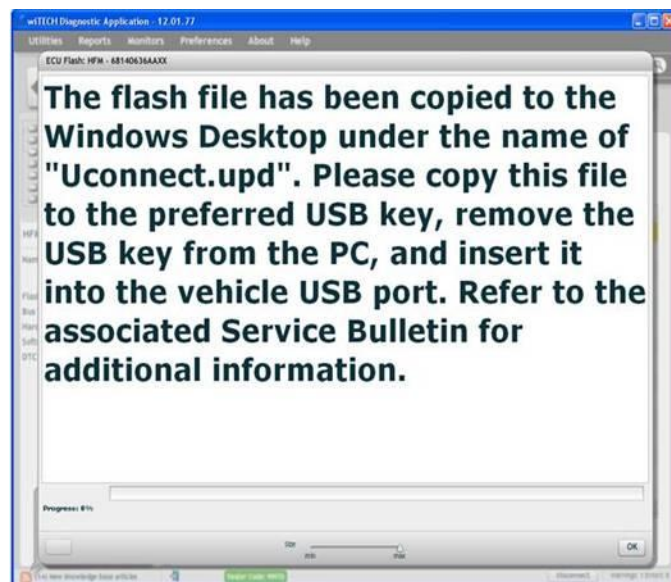10. The USB Not Found Dialog (Fig. 9) will appear. Click on OK to continue.
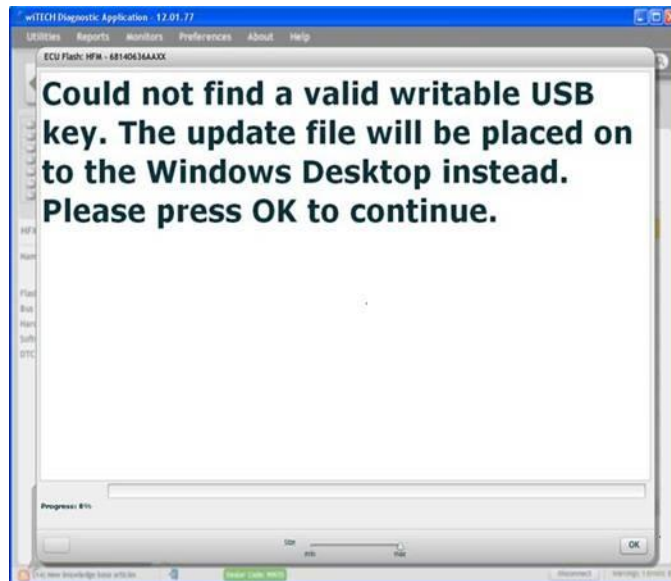
Fig. 9 USB Memory Stick Not Found

11. The Alternate Instructions Dialog (Fig. 10) will appear.

Fig. 10 Alternate Instrictions If Memory Stick Not Found

12. 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. 11) onto the blank USB Memory Stick.

Fig. 11 Sample Windows Desktop With Update File

13. Remove the prepared updated 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. Next turn on ignition and wait 30 seconds, then press the radio's phone button. If no audible prompt is heard, the HFM module will need to be replaced.

14. 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).
15. Is this a KK or K1 vehicle?
    a. Yes >>> Proceed to Step #16
    b. No >>> Proceed to Step #20
16. Access the HFM Module by removing the right inner trim panel, follow the steps in DealerConnect / TechCONNECT>23 - Body / Interior / PANEL, Quarter Trim/Removal.

NOTE: The HFM Module on the 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.

17. Do **NOT** disconnect the electrical connectors from the HFM.
18. Connect the USB harness (PN# 82212160 or 68086985AB.) (Fig. 12).
19. Proceed to Step #21.
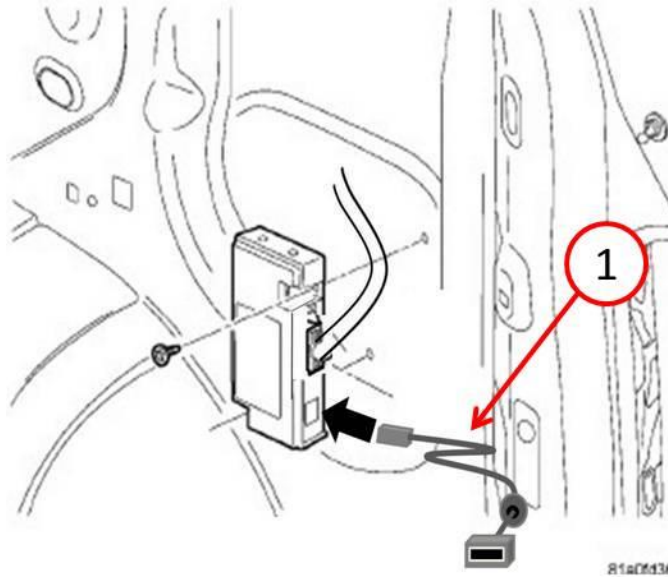
Fig. 12 USB Harness Connection

 1 - USB harness PN# 82212160 or 68086985AB.

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20. Access the HFM USB Connector.
21. Insert the HFM software updated USB Memory Stick into the Remote USB Port Connector.
22. Sit in the passenger seat and close all doors and windows.
23. Turn the ignition on, the system may respond with an audio prompt stating: "Starting Software Update, Please Wait".

NOTE: If software don't start to update after 30 seconds (periodic beeps), then press and hold Uconnect phone button until software update begins. After you hear a couple of beeps you can release the Uconnnect button.

24. The audio prompt will be followed by periodic beeps for approximately 5 minutes.**There are no additional actions required until after the radio exits reflash mode.** After the periodic beeps end, the radio will exit reflash mode and return to the last radio mode.

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

25. Wait one additional minute for the HFM to complete the update and reset.
26. Verify software reflash by pressing and release the phone button.

27. Quickly turn the radio volume control knob to above 3/4 of maximum volume and leave it there.
28. 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 #29.
    b. NO >>> Proceed to Step #32.
29. Press and release the phone button to end the session.
30. Using wiTECH, determine the HFM part number. The HFM part number can be found under Module Information for the HFM.
31. Does the HFM part number end with AA?
    a. Yes >>> Proceed to Step #33.
    b. No >>> Proceed to Step #32.
32. 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.
33. Remove and properly store the USB Memory Stick.
34. Is this a KK or K1 vehicle?
    a. Yes >>> Install the inner trim panel per, DealerConnect / TechCONNECT>23 - Body / Interior / PANEL, Quarter Trim/Install.
    b. No >>> Proceed to Step #35.
35. Using wiTECH, clear any faults which may have been set during the reflash procedure.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-63-9T	Diagnosis Only - HFM Part Number. (Skill Level = C; Training Level = 2)	0.2 Hrs.
18-19-63-9U	Diagnose and Flash Reprogram HFM Module. (Skill Level = C; Training Level = 2)	0.3 Hrs.
18-19-63-9V	Diagnose and Flash Reprogram HFM Module. (Skill Level = C; Training Level = 2)	0.6 Hrs. KK / K1 Only
08-99-34-90	Moldule, HFM Replace. (Skill Level = B; Training Level = 3)	0.3 Hrs JS/RT/PM/MK/JK/J3
08-99-34-90	Moldule, HFM Replace. (Skill Level = B; Training Level = 3)	0.4 Hrs LC
08-99-34-90	Moldule, HFM Replace. (Skill Level = B; Training Level = 3)	0.5 Hrs DS/DJ/D2/DD/DP/DX WK/W2/WD
08-99-34-90	Moldule, HFM Replace. (Skill Level = B; Training Level = 3)	0.6 Hrs KK/K!

FAILURE CODE:

FM	Flash Module