



**NUMBER:** 08-020-17 REV. A

**GROUP:** Electrical

**DATE:** May 19, 2017

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-020-17, DATED FEBRUARY 25, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES ADDITIONAL SYMPTOMS/CONDITIONS AND UPDATED FAILURE CODE STATEMENT.**

***SUBJECT:***

Flash: Hands Free Module (HFM) Enhancements

***OVERVIEW:***

This bulletin involves reprogramming the HFM with the latest available software.

***MODELS:***

2013 - 2017	(RT)	Chrysler Town & Country Dodge Grand Caravan
2013 - 2017	(MK)	Jeep Compass/Patriot
2013 - 2017	(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 MK vehicles built on or before December 23, 2016 (MDH 1223XX) equipped with UConnect Voice Command W/Bluetooth® (Sales Codes RSP or RSQ) and with one of the radios listed on the next page.**

**NOTE: This bulletin applies to RT and JK vehicles built on or before January 30, 2017 (MDH 0130XX) equipped with UConnect Voice Command W/Bluetooth (Sales Codes RSP or RSQ) and with one of the radios listed on the next page.**

**NOTE: This bulletin applies to LC, JS, WD and WK vehicles built on or before September 30, 2015 (MDH 0930XX) equipped with UConnect Voice Command W/Bluetooth (Sales Codes RSP or RSQ) and with one of the radios listed below:**

- Uconnect Voice Command W/Bluetooth.
- 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 one of the following:

- \*\*HFM is offline.
- The HFM does not respond to the phone button or voice recognition button press.
- When pressing the phone button, the message "Uconnect phone not available" is present on the radio.\*\*
- The hands free feature (Bluetooth®) does not work.

Upon further investigation the technician may find that the following Diagnostic Trouble Code (DTC) has been set:

- U0197 - Lost Communication With Hands Free Phone Module.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the one listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed 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 the USB cable as it has been used on other service bulletins with hands free module updates.**

**REPAIR PROCEDURE:**

1. Check to see if the HFM is communicating.
2. Start the engine and push the phone button on the steering wheel.
3. Quickly turn the radio volume control knob to 20 (or about 3/4 of max) and set 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 one minute.
6. Reconnect the battery and see if the HFM is now communicating on the bus.
7. Turn on the vehicle and push 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 set 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.

**NOTE: Before getting started, you must first determine the software version in the HFM.**

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 one of the following:
  - a. For Wrangler, Grand Caravan, Town & Country, Grand Cherokee and Durango with **Sales Code RSP** radios at B:63.03.08 / V:HS:da ([Fig. 1](#))?



**Fig. 1 Software Versions A**

- b. For Patriot, Compass, Avenger, 200 and Challenger with **Sales Code RSP** radios at B:63.03.08 / V:FT:d9 ([Fig. 2](#))?



***Fig. 2 Software Versions B***

- c. For Wrangler, Grand Caravan, Town & Country, Grand Cherokee and Durango with **Sales Code RSQ** radios at "B:53.03.08 / V:HS:da (Fig. 3)?



***Fig. 3 Software Versions C***

- d. For Patriot, Compass, Avenger, 200 and Challenger with **Sales Code RSQ** radios at B:53.03.08 / V:FT:d9 (Fig. 4)?

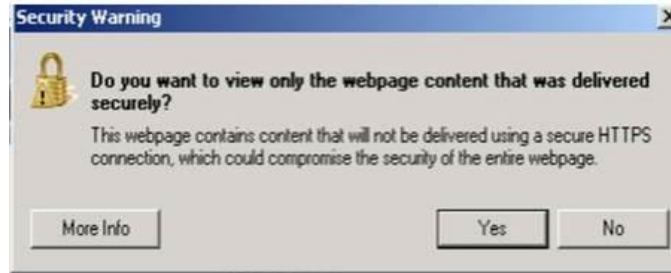


*Fig. 4 Software Versions D*

**NOTE: Both lines on the display should match the versions above by Sales Codes RSP or RSQ.**

13. Was the software one of the above?
  - a. YES >>> This bulletin does not apply. Normal diagnosis should be performed.
  - b. NO >>> proceed to [Step #14](#).
14. Has the USB flash drive been created with the correct software update files?
  - a. YES >>> Proceed to [Step #18](#).
  - b. NO >>> Proceed to [Step #15](#).
15. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

16. If a security message appears “Do you want to view only the web page content that was delivered securely?” See (Fig. 5). Press ‘No’ to continue.



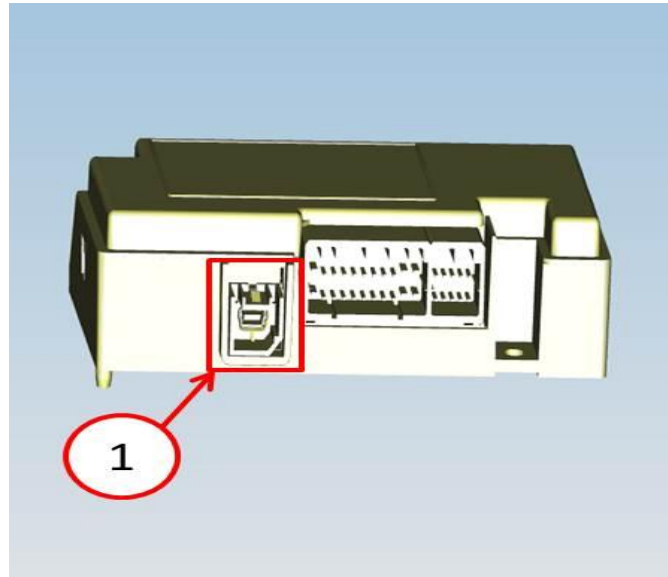
***Fig. 5 Pop-up Security Message***

**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.**

17. To download the software files to a USB flash drive, follow the on-screen instructions and perform the following:
- Acquire a blank USB flash drive with at least 4 GB of space.
  - Download the software update file to your local PC's desktop.
  - Be sure to extract the file before copying it to the blank USB flash drive.
  - A blank USB flash drive will be needed for each HFM update. Additional updates can not be on the same USB flash drive.
  - Once the file is saved to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number.
18. Does this vehicle have a remote USB port (Sales Code RSX)?
- YES >>> Proceed to [Step #21](#).
  - NO >>> Proceed to [Step #19](#).
19. Gain access to the HFM. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> >Electrical/8T - Navigation/Telecommunication/Module, Hands Free (HFM)/Removal.

20. Plug USB cable #68086985AB into the open port on the HFM (Fig. 6).



**Fig. 6 USB Update Cable Port Location**

1 - Port to Plug USB cable #68086985AB into

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21. With the engine running insert the correct USB flash drive into the USB port (**Not the USB port on the radio**).
  22. Push the phone button on the steering wheel and after a beep is heard say, "Setup-Software Update".
  23. The audio system will state "Starting Software Update. Please Wait..." This will be followed up with intermittent beeps.

**NOTE:**

- **The software update for MY16 and MY17 vehicles will only take one minute to flash.**
- **The software update may take 10 minutes, no other actions are needed at this time.**

24. 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.**

25. Push the phone button on the steering wheel.
26. 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 #29](#).
  - b. NO >>> Proceed to [Step #27](#).
27. Wait two minutes and push the phone button again.

28. 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 #29](#).
  - b. NO >>> Remove the USB flash drive and perform normal diagnostics, the module may need to be replaced.
29. Verify that the HFM has been updated.
30. Push the phone button on the steering wheel.
31. 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 #34](#).
  - b. NO >>> Wait for an additional two minutes. After two minutes, push the phone button again. Proceed to [Step #32](#).
32. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
  - a. YES >>> Push radio phone button again to end phone session. Proceed to [Step #35](#).
  - b. NO >>> If prompt is not heard, further diagnosis should apply.
33. After hearing a beep, say "Setup - Software Update".
34. Push radio phone button again to end phone session and remove the USB stick from the USB port.
35. Is the software version one of the following:
  - a. For Wrangler, Grand Caravan, Town & Country, Grand Cherokee and Durango with **Sales Code RSP** radios at B:63.03.08 / V:HS:da ([Fig. 7](#))?



**Fig. 7 Software Versions A**

- b. For Patriot, Compass, Avenger, 200 and Challenger with **Sales Code RSP** radios at B:63.03.08 / V:FT:d9 ([Fig. 8](#))?





***Fig. 8 Software Versions B***

- c. For Wrangler, Grand Caravan, Town & Country, Grand Cherokee and Durango with **Sales Code RSQ** radios at "B:53.03.08 / V:HS:da (Fig. 9)?



***Fig. 9 Software Versions C***

- d. For Patriot, Compass, Avenger, 200 and Challenger with **Sales Code RSQ** radios at B:53.03.08 / V:FT:d9 (Fig. 10)?



**Fig. 10 Software Versions D**

**NOTE: Both lines on the display should match the versions above by Sales Codes RSP or RSQ.**

36. Was the software one of the above?
  - a. YES >>> This bulletin does not apply. Normal diagnosis should be performed.
  - b. NO >>> Proceed to [Step #37](#).
37. Is this the second 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 #18](#).
38. If USB update cable #68086985AB was used to update the module, remove the cable and install the HFM. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> Electrical/8E - Electronic Control Modules/Module, Convergence Telematics/Installation.
39. 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:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-20-34-9Q	Module, Convergence Telematics (CTM) - Update Software Without Remote USB Port (JS Vehicles) <b>Without Sales Code RSX</b> (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-20-34-9V	Module, Convergence Telematics (CTM) - Update Software Without Remote USB Port (RT/MK Vehicle's Built Before 09/30/2015) <b>Without Sales Code RSX</b> (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-20-34-9N	Module, Convergence Telematics (CTM) - Update Software Without Remote USB Port (LC Vehicles) <b>Without Sales Code RSX</b> (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-20-34-9M	Module, Convergence Telematics (CTM) - Inspect Software Level and Perform Software Update (Built After 09/30/2015) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-20-34-9L	Module, Convergence Telematics (CTM) - Inspect Software Level and Perform Software Update (Built Before 09/30/2015) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-20-34-9U	Module, Convergence Telematics (CTM) - Create USB Jump Drive From CD or Uconnect Website (One Time Only, Each Model Year) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-20-34-9T	Module, Convergence Telematics (CTM) - Update Software Without Remote USB Port (WD, WK Vehicles) <b>Without Sales Code RSX</b> (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.

18-20-34-9R	Module, Convergence Telematics (CTM) - Update Software Without Remote USB Port (JK Vehicle's Built Before 09/30/2015) <b>Without Sales Code RSX</b> (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
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**NOTE: The expected completion time for the software download portion of this procedure is approximately 10 minutes. Actual download times may be affected by vehicle connection and network capabilities.**

***FAILURE CODE:***

**\*\*The dealer must use failure code CC with this Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.\*\*

CC	Customer Concern
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