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GROUP: Electrical

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SUBJECT:

UConnect and Voice Recognition Inoperative

OVERVIEW:

This bulletin involves flashing the Hands Free Module (HFM).

MODELS:

2008	(DR/DH/DC/D1)	Ram Truck (1500/2500/3500)
2008	(HB)	Durango
2008	(HG)	Aspen
2008	(JS)	Avenger/Sebring (U.S. and International Markets)
2008	(KA)	Nitro (U.S. and International Markets)
2008	(KK)	Liberty (U.S. and International Markets)
2008	(LX)	300C/Magnum/Charger
2008	(LE)	300/ 300C Touring (International Markets)
2008	(LC)	Challenger
2008	(MK49)	Compass
2008	(MK74)	Patriot
2008	(PM)	Caliber
2009	(PT)	Chrysler PT Cruiser
2008	(RT)	Town & Country/Grand Caravan/Grand Voyager (U.S. and International Markets)
2008	(WK)	Grand Cherokee
2008	(WH)	Grand Cherokee (International Markets)
2008	(XK)	Commander
2008	(XH)	Commander (International Markets)



Stick with the Specialists™

NOTE: This bulletin applies to vehicles equipped with Hands-free Communications Sales Codes RSP or RSQ built before the following dates:

- (DR) built before January 26, 2008 (MDH 0126XX)
- (HB/HG) built before November 13, 2007 (MDH 1113XX)
- (LX/LC) built before February 28, 2008 (MDH 0228XX)
- (WK/XK) built before March 2, 2008 (MDH 0302XX)
- (LE, WH/XH, DH, DC, D1) built before November 6, 2007 (MDH 1106XX)
- (JS) built before May 6, 2008 (MDH 0506XX)
- (RT) built before December 13, 2007 (MDH 1213XX)
- (KK/KA) built before February 26, 2008 (MDH 0226XX)
- (PM/MK) built before December 15, 2007 (MDH 1215XX)
- (PT) built before November 22, 2007 (MDH 1123XX)

SYMPTOM/CONDITION:

Customers may experience the following conditions:

- a. A complete loss of UConnect operation.
- b. A complete loss of Voice Recognition functionality

NOTE: When this condition is present, the HFM will also show as non-responding to part number or diagnostic code request on the bus when using the StarSCAN. The HFM lockup condition can be recovered by removing and replacing the IOD fuse or disconnecting and reconnecting the HFM to the vehicle. The lockup condition may reoccur after a period of time has elapsed.

DIAGNOSIS:

1. Does the vehicle exhibit both of the above symptom/conditions?
 - a. No >> This bulletin does not apply, further diagnosis is required.
 - b. YES >> perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

NPN	Battery Charger
9097B	Special Tool, Bluetooth UConnect Flash Adapter
CH9401	StarSCAN® Tool
CH9404D	StarSCAN® Vehicle Cable
CH9409	StarSCAN® Documentation Kit
CH9410	StarSCAN® Ethernet Cable, 12 ft.
CH9412	StarSCAN® Software Update Device Kit
	TechCONNECT PC or equivalent

FLASH REPAIR PROCEDURE - USING THE INTERNET TO RETRIEVE THE FLASH FILE:

NOTE: Before performing this Repair Procedure, the operating software in the StarSCAN®; must be programmed with software release level 9.02 or higher. The software release level is visible in the blue header at the top of the StarSCAN® screen.

NOTE: StarMOBILE standalone or StarMOBILE desktop client CAN NOT be used to perform this procedure.

NOTE: The StarSCAN® FLASH FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.

NOTE: The StarSCAN® diagnostic scan tool fully supports Internet connectivity. However, to take advantage of this feature you must first configure the StarSCAN® for your dealership's network. Make sure the StarSCAN® is configured to the dealership's network before proceeding. For instruction on setting up your StarSCAN® for the dealer's network refer to either: "DealerCONNECT > Service > StarSCAN and StarMOBILE tools > Online Documentation", or refer to the StarSCAN® Quick Start Networking Guide. The StarSCAN® Quick Start Networking Guide is also available on the www.dcctools.com website under the "Download Center".

NOTE: If this flash process is interrupted/aborted, the flash should be restarted. Follow the Abort / Recovery procedures listed below.

1. Remove the fuse for the HFM for 15 seconds and reinstall. This is necessary to restore the HFM communications to the bus.
2. Install a battery charger and verify that the charging rate provides approximately 13.5 volts. Set the battery charger to continuous charge. Do not allow the charger to time out during the flash process. Remove the charger from the battery when the flash process is complete.
3. Connect the CH9410 StarSCAN® ethernet cable to the StarSCAN® and the dealer's network drop.
4. Connect the CH9404D StarSCAN® vehicle cable to the StarSCAN® and the vehicle data link connector (DLC).
5. Connect the 9097B, Bluetooth UConnect Flash Adapter, to the StarSCAN®.
6. Power ON the StarSCAN®.
7. Select "ECU View"
8. Touch the screen to HFM in the list of modules.
9. Select "More Options"
10. Select "ECU Flash".
11. Record the "Resident flash file for Part Number", displayed on the "Flash HFM" screen, for later reference.
12. Select "Browse for New File". Follow the on screen instructions.
13. Highlight the listed HFM calibration.
14. Select "Download to StarSCAN®".
15. Select "Close" after the download is complete, then select "Back".
16. Select "Update Controller". Follow the on screen instructions.
17. When the HFM update is complete, select "OK".
18. Verify that the Resident flash file for part number changed at the top of the "Flash HFM" screen.

NOTE: Due to the HFM programming procedure, a DTC may be set in other modules (TCM, BCM, SKREEM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. From the "Home" screen select "System View". Then select "All DTCs". Press "Clear All Stored DTCs" if there are any DTCs shown on the list.

ABORT / RECOVERY (IF REQUIRED):

1. Turn the StarSCAN "OFF".
2. Cycle Ignition "OFF" and back "ON".
3. Turn the StarSCAN "ON".
4. From Home Screen, select "ECU View".
5. Select "HFM".
6. Select "More Options"
7. Select "ECU Flash".
8. Highlight the flash file and select "Update Controller". Follow remaining "On screen Prompts"

NOTE: If the flash update fails after 3 attempts or you are unable to read the part number following the update completion, replace the Hands Free Module (HFM).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-20-34-12	Module, Hands Free - Flash (B)	0.3 Hrs.
08-20-34-93	Module, Hands Free - Diagnose and Replace (B)	0.5 Hrs.
08-20-34-94	Module, Hands Free - Diagnose and Replace KA/KK bodies Only (B)	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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