THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-098. 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:
Convergence Telematics Module (CTM) Software Enhancements

OVERVIEW:
This bulletin involves inspecting and if required, replacement of the (CTM).

MODELS:

| 2013 - 2014 | (FF) | Fiat 500e |

NOTE: This bulletin applies to vehicles in the U.S. market and built on or after July 10, 2013 (MDH 0710XX) on or before March 11, 2014 (MDH 0311XX) and equipped with 83 KW electric motor (sales code E99).

SYMPTOM/CONDITION:
The customer may notice that the displays on the TomTom screen may be missing some Battery Electric Vehicle (BEV) features. Charging schedule screen, power flow screen and charging station icon may be missing.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify all vehicle systems are functioning correctly. If any DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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)	68248685AA	Module, Convergence Telematics

REPAIR PROCEDURE:
1. Verify if the CTM software version level is tu2.
    a. Press the Main/Phone button on the left side of the steering wheel.
    b. Scroll through the main menu and select Settings.
    c. Select Advanced Options and then Application ID.
2. On the cluster under application id, is "tu2" displayed?
    a. Yes >>> Proceed to Step #3.
    b. No >>> The module software version doesn't have this issue. This bulletin has been completed, use LOP 08-20-34-96 to close an active RRT. If the customer still has this condition, normal diagnostics needs to be performed.
3. Replace the CTM, following the procedure in TechConnect - Electrical/8E - Electronic Control Modules/MODULE, Convergence Telematics/Removal.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-20-34-96	CTM, Check Software Level Only, (2 - Skilled)	6 - Electrical and Body Systems	0.2Hrs.
08-20-34-97	CTM, Check Software Level and Replace, (2 - Skilled)	6 - Electrical and Body Systems	1.1Hrs.

FAILURE CODE:

ZZ	Service Action