



**NUMBER:** 08-052-16

**GROUP:** Electrical

**DATE:** April 30, 2016

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**THE wITECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

**SUBJECT:**

Flash: UConnect and Voice Recognition Inoperative

**OVERVIEW:**

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

**MODELS:**

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

2008	(XK)	Jeep Commander
2008	(XH)	Jeep Commander (International Markets)

**NOTE: This bulletin applies to vehicles equipped with UConnect Voice Command W/Bluetooth (Sales Code RSP) or UConnect Voice Command W/Bluetooth (Sales Code RSQ).**

***SYMPTOM/CONDITION:***

The customer may describe the following conditions:

- A complete loss of UConnect operation.
- 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 scan tool (wiTECH). 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.

***PARTS REQUIRED:***

Qty.	Part No.	Description
1	68232225AA	Hands Free Module (DR, DH, DC, D1, HB, HG, JS, MK49, MK74, PM and PT)
1	68232226AA	Hands Free Module (KA, KK, LX and LC)
1	68232227AA	Hands Free Module (International Markets) (LE)
1	05064886AC	Hands Free Module (WK and XK)
1	05064484AE	Hands Free Module (International Markets) (WH and XH)
1	05064561AC	Hands Free Module (RT)

***REPAIR PROCEDURE:***

1. Replace the HFM.
2. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 Electrical> 8E Electronic Control Modules> Module, Hands Free> Removal/Installation.
3. Clear any DTCs that may have been set.

**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>
08-20-34-93	Module, Hands Free - Diagnose and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
08-20-34-94	Module, Hands Free - Diagnose and Replace KA/KK bodies Only (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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