



NUMBER: 08-015-13

GROUP: Electrical

DATE: March 15, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-018. 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:

Loss Of Communications With Convergence Telematics Module (CTM)

OVERVIEW:

This Bulletin involves replacement of the Convergence Telematics Module (CTM).

MODELS:

2013 (FF) 500

NOTE: This bulletin applies to vehicles built between January 07, 2013 (MDH 0107XX) and January 09, 2013 (MDH 0109XX) equipped with Blue&Me Handsfree Communication (sales code RSY).

SYMPTOM/CONDITION:

Customer may experience no response from voice recognition or Bluetooth features. On further inspection the technician may find U1733-87 Lost communication with the CTM.

The condition is caused by the CTM not communicating.

DIAGNOSIS:

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 or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68078445AM	Convergence Telematics Module (CTM)

REPAIR PROCEDURE:

1. Replace the CTM, follow the procedure in TechConnect, 08 - Electrical/8E - Electronic Control Modules/MODULE, Convergence Telematics/Removal and Installation.

- 2. Using the wiTECH, clear any DTC's that may have been set before the module was replaced.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-20-34-95	Module, Convergence Telematics (CTM) - Replace (1 - Semi-Skilled)	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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