February 20, 2008

TO: ALL CHRYSLER AND JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL/SERVICE ACTION #08-014
Flash Hands Free Module Emergency Phone Number 911 Not Supported
for Exported Vehicles

INVOLVED VEHICLES:
2008 (WK) Grand Cherokee
2008 (XK) Commander
2008 (HB) Durango

NOTE: This Rapid Response Transmittal affects unsold vehicles only.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the "Ship To" dealers and the VIN's listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

NOTE: This should be a top priority and be completed prior to sale to avoid suspect vehicles being delivered to customers.

DISCUSSION:
A number of vehicles may have been shipped with the Uconnect emergency phone number pre-programmed to 911 which is not supported by the country the vehicle is being shipped to. The Hands Free Module (HFM) must be reprogrammed with new software to remove the "call emergency" feature.

PARTS 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

REPAIR PROCEDURE:
Note: StarMOBILE standalone mode 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: Before performing this Repair Procedure, the operating software in the StarSCAN® must be programmed with software release level 8.04 or higher. The software release level is visible in the blue header at the top of the StarSCAN® screen.

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.

1. 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.

Note: Do not allow the charging voltage to climb above 13.5 volts during the flash process.

2. Connect the CH9410 StarSCAN® ethernet cable to the StarSCAN® and the dealer's network drop.
3. Connect the CH9404D StarSCAN® vehicle cable to the StarSCAN® and the vehicle data link connector (DLC).
4. Connect the 9097B, Bluetooth UConnect Flash Adapter, to the StarSCAN® .
5. Power ON the StarSCAN®.
6. Turn ignition key to the Run position
7. Select ECU View.
8. Touch the screen to highlight the 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.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

TIME ALLOWANCE:

LABOR OPERATION NO:
18-20-34-11   Module, HFM – Reprogram (B)   0.3 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.