



NUMBER: 08-028-08

GROUP: Electrical

DATE: September 18, 2008

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SUBJECT:

Voice Recognition Screen Lock-up on REN or REZ Radio Equipped With Hands-Free Communications

OVERVIEW:

This bulletin involves replacing 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	(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)



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NOTE: This bulletin applies to vehicles equipped with radio sales codes REN or REZ and Hands-free Communications Sales Codes RSP or RSQ built before the following dates:

- (HB/HG) built before November 13, 2007 (MDH 1113XX)
- (LX/LC) built before February 28, 2008 (MDH 0228XX)
- (DR) built before January 26, 2008 (MDH 0126XX)
- (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)

SYMPTOM/CONDITION:

Customers may experience one of the following conditions:

- a. A “lock up” condition of the radio screen when the Voice Recognition (VR) button is pressed
- b. When the VR button is pressed, the radio display changes to the phone screen and there is a lack of the “Ready” audio prompt.

If the above symptom/condition is experienced, perform the following diagnostic procedure.

DIAGNOSIS:

1. Turn ignition key on.
2. Using a Scan Tool (StarSCAN®) read and identify the current HFM part number in the vehicle.
3. Is the HFM part number 05064560AC, 05064448AE, 05064561AC, 05064482AE, 05064483AE or greater?
 - a. Yes >> This bulletin does not apply, further diagnosis is required.
 - b. No >> perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05064560AC	Hands Free Module- JS, HB/HG, DR, DH, DC, D1, PT
1	05064448AE	Hands Free Module- LX, LC, WK/XK
1	05064561AC	Hands Free Module- RT, KA, KK
1	05064482AE	Hands Free Module- LE, JS WH/XH (BUX Only)
1	05064483AE	Hands Free Module- RT, KA/KK (BUX Only)

REPAIR PROCEDURE:

1. Replace the Hands Free Module. Refer to the service procedure available on DealerCONNECT/TechCONNECT, Group 8 Electrical > 8T Navigation and Telecommunications > MODULE, Hands free remove and Installation procedures.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-20-34-90	Module, Hands Free - Diagnose (B)	0.2 Hrs.
08-20-34-91	Module, Hands Free - Diagnose and Replace (B)	0.4 Hrs. DR/ DH/ DC/ D1/ HB/ HG / JS/ LX/ LE/ LC/ RT/ WK/ WH/ XK/ XH
08-20-34-92	Module, Hands Free - Diagnose and Replace (B)	0.5 Hrs. KK/KA

FAILURE CODE:

ZZ	Service Action
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