



NUMBER: 08-032-12 REV. A

GROUP: Electrical

DATE: November 20, 2012

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-032-12, DATED MAY 5, 2012, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ALL 2012 LX, LD AND JC VEHICLE, REMOVING THE BUILD TO DATE. UPDATED SOFTWARE LEVEL.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 11-087. 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.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: No Audio From The Radio Caused By The Amplifier Not Communicating

OVERVIEW:

This bulletin involves re-flashing the Amplifier with updated software.

MODELS:

2011 - 2012	(JC)	Journey
2011 - 2012	(LD)	Charger
2011 - 2012	(LX)	300

NOTE: **This bulletin applies to JC vehicles equipped with 368 Watt Amplifier (sales code RD6)****.**

NOTE: **This bulletin applies to LD, LX vehicles equipped with 276 Watt Amplifier (sales code RD7) or 506 Watt Amplifier (sales code RFD) or 552 Watt amplifier (saels code RDS)****.**

SYMPTOM/CONDITION:

The customer may indicate that there is no audio and/or radio is muted. This condition may be caused by the amplifier not communicating on the bus.

Flashing the amplifier will correct this condition.

DIAGNOSIS:

1. Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

NOTE: If no communication DTC's for the Amplifier are found, then proceed to the next step.

2. In the Network Topology view of wiTECH, determine if the Amplifier is communicating on the CAN bus by noting the color of the amplifier icon. (blue = present, red = not communicating).
3. Is the Amplifier present (blue) on the CAN bus?
 - a. Yes >>> This bulletin does not apply. Further diagnostics may be required.
 - b. No >>> Perform the Repair Procedure.

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.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Perform a battery reset in order to regain communications with the amplifier.
2. Did you regain communication with the amplifier?
 - a. Yes >>> Proceed to [Step #3](#).
 - b. NO >>> Follow normal diagnostic in TechCONNECT, 29 - Non-DTC Diagnostics/Communication/Diagnosis and Testing, No Response From AMP (AMPLIFIER).
3. Flash reprogram the Amplifier. Help using the wiTECH Diagnostic Application for flashing the Amplifier is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
4. Has the Amplifier software level been updated to **12.11.01**?
 - a. Yes >>> Proceed to [Step #5](#).
 - b. NO >>> The module needs to be reprogrammed again. Proceed to [Step #3](#).

NOTE: If the Amplifier has been flashed a number of times then this bulletin doesn't pertain and further diagnostics need to be performed.

5. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-07-95	Module, Amplifier - Inspect (Skill Level = C; Training Level = 2)	0.2 Hrs.
18-60-07-96	Module, Amplifier - Inspect & Reprogram (Skill Level = C; Training Level = 2)	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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