



NUMBER: 08-056-14

GROUP: Electrical

DATE: July 17, 2014

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SUBJECT:

No Audio From The Radio Caused By The Amplifier Muting Audio

OVERVIEW:

This bulletin involves replacing the Amplifier if required.

MODELS:

2012 - 2014 (LC) Challenger (SRT Only)

NOTE: This bulletin applies to vehicles built on or before February 10, 2014 (MDH 0210XX) equipped with 18 Speakers Premium Audio System (sales code RGE).

SYMPTOM/CONDITION:

The customer may indicate that there is no audio sound and/or radio is muted. This may happen when the audio is at a higher volume. The audio system will mute and remains "muted" until the key is cycled. The audio system may default to surround sound after a key cycle. On further inspection one or more of the following DTCs may be found:

- B1460-92 Channel 1 Audio Speaker Output-Performance or Incorrect Operation.
- B1465-92 Channel 2 Audio Speaker Output-Performance or Incorrect Operation.
- B146A-92 Channel 3 Audio Speaker Output-Performance or Incorrect Operation.
- B146F-92 Channel 4 Audio Speaker Output-Performance or Incorrect Operation.
- B1474-92 Channel 5 Audio Speaker Output-Performance or Incorrect Operation.
- B1479-92 Channel 6 Audio Speaker Output-Performance or Incorrect Operation.
- B147E-92 Channel 7 Audio Speaker Output-Performance or Incorrect Operation.
- B1483-92 Channel 8 Audio Speaker Output-Performance or Incorrect Operation.
- B14B9-92 Channel 9 Audio Speaker Output-Performance or Incorrect Operation.
- B14BE-92 Channel 10 Audio Speaker Output-Performance or Incorrect Operation.
- B14C3-92 Channel 11 Audio Speaker Output-Performance or Incorrect Operation.
- B14C8-92 Channel 12 Audio Speaker Output-Performance or Incorrect Operation.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate diagnostic procedures available in TechCONNECT, verify no DTCs are set other than the ones listed above. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition or if the technician finds the DTCs, perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	Z5091041AH	Amplifier

NOTE: The Amplifier should be ordered from the exchange center.

REPAIR PROCEDURE:

1. Replace the Amplifier.
2. Follow the repair procedure in TechCONNECT, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/AMPLIFIER/Removal/Installation.
3. Clear any DTCs that may have been set in other modules due to the repair procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-07-9D	Module, Amplifier - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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