



NUMBER: 08-087-14

GROUP: Electrical

DATE: October 07, 2014

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SUBJECT:

Audio Enhancement At High Volume

OVERVIEW:

This bulletin involves replacing the amplifier if required.

MODELS:

2013 - 2014 (ZD) Viper

NOTE: This bulletin applies to vehicles built on or before November 27, 2013 (MDH 1127XX).

SYMPTOM/CONDITION:

The customer may notice that the audio quality sounds flat, lacking extreme highs and lows. This will only be noticed with the volume set at a high level. This condition will not be noticed with the volume set at a low to medium level.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate diagnostic procedures available in TechCONNECT, verify no DTCs are set. 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 perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	Z8224519AB	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
08-60-07-9E	Module, amplifier - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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