



NUMBER: 08-093-14

GROUP: Electrical

DATE: October 29, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-088. 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 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Pop Noise From Rear Speakers

OVERVIEW:

This bulletin involves updating the Amplifier's software.

MODELS:

2015 (WK) Grand Cherokee (Summit Edition Only)

NOTE: This bulletin applies to vehicles built on or before October 01, 2014 (MDH 1001XX) equipped with Summit Edition (sales code AAU).

SYMPTOM/CONDITION:

The customer may notice a loud popping noise coming from the driver's side rear door speaker. This condition is most noticeable when playing audio with low frequency (50 Hz or lower) and the volume is set at 22 or greater.

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 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.

1. Reprogram the Amplifier with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.

CAUTION: If this flash process is interrupted/aborted, the flash should be restarted. If the Amplifier doesn't respond and the flash can NOT be restarted, pull the Amplifier fuse. The 30A fuse (#71) is located in the under hood power distribution center. Reinstall the fuse after a minute and start the flash over again.

2. Clear any DTCs that may have been set in all 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	Skill Category	Amount
18-60-07-9C	Module, Amplifier - Inspect & Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 21 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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