



NUMBER: 08-016-15

GROUP: Electrical

DATE: February 26, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-089-13 DATED DECEMBER 03, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOM/CONDITION.**

SUBJECT:

Poor Radio Reception

OVERVIEW:

This bulletin involves replacing the satellite antenna if needed.

MODELS:

2013-2014	(DS)	Ram 1500 Pickup (U.S. Vehicle Only)
2013-2014	(DJ)	Ram 2500 Pickup (U.S. Vehicle Only)
2013-2014	(D2)	Ram 3500 Pickup (U.S. Vehicle Only)
2013-2014	(DD)	Ram 3500 Cab Chassis (U.S. Vehicle Only)
2013-2014	(DP)	Ram 4500/5500 Cab Chassis (U.S. Vehicle Only)
2014	(WD)	Dodge Durango (U.S. Vehicle Only)
2014	(WK)	Jeep Grand Cherokee (U.S. Vehicle Only)
2014- **2015**	(KL)	Jeep Cherokee (U.S. Vehicle Only)

NOTE: This bulletin applies to vehicles equipped with Connected Vehicle (sales code RS7) and Sirius XM Satellite Radio (sales code RSD).

- DS vehicles built on or before October 31, 2013 (MDH 1031XX).
- DJ/DD/DP/D2 vehicles built on or before October 17, 2013 (MDH 1017XX).
- KL vehicles built on or before February 01, 2015 (MDH 0201XX).
- WD/WK vehicles built on or before November 09, 2013 (MDH 1109XX).

NOTE: This condition happens to U.S. vehicles ONLY. The U.S. vehicles are equipped with a specific cellular provider and radio combination that induces this condition.

SYMPTOM/CONDITION:

A customer may experience, SXM (Sirius/XM) radio has intermittent muting. This occurs in areas where XM signal is degraded and cell signal is very weak. The condition happens when the optional vehicle internet connection through the cell network is in use with the internal vehicle Wi-Fi.

****This Symptom/Condition Only Applies To 2014-2015 KL Vehicles:**

A customer may experience a popping noise when listening to AM stations.**

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if any Diagnostic Trouble Codes (DTCs) are set. If Audio 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 listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05064648AC	Antenna, Rear Mounted, Black
1 (AR)	05091278AB	Antenna, Front Mounted, Black
1 (AR)	**05064642AE**	Antenna, Whip Base,
1 (AR)	05091352AC	Grained Black Antenna
1 (AR)	1YG06AXRAC	Antenna, Black (sales code AXR)
1 (AR)	1YG06GW7AC	Antenna, White (sales code GW7)
1 (AR)	1YG06JRMAC	Antenna, Redline 2 (sales code JRM)
1 (AR)	1YG06JRPAC	Antenna, Cherry Red (sales code JRP)
1 (AR)	1YG06JSCAC	Antenna, Silver (sales code JSC)
1 (AR)	1YG06KARAC	Antenna, Steel Metallic (sales code KAR)
1 (AR)	1YG06KBUAC	Antenna, Blue (sales code KBU)
1 (AR)	1YG06KEPAC	Antenna, Auburn Pearl (sales code KEP)
1 (AR)	1YG06KFSAC	Antenna, Cashmere (sales code KFS)
1 (AR)	1YG06KGZAC	Antenna, Forest Green (sales code KGZ)
1 (AR)	1YG06LAUAC	Antenna, Granite Metallic (sales code AUA)

REPAIR PROCEDURE:

1. Replace the antenna per DealerConnect.
2. Follow procedures in TechConnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/ANTENNA, Satellite, Audio/Removal and Installation.

NOTE: When replacing an antenna that has a screw on mast, the mast does not need to be replaced, see (Fig. 1)

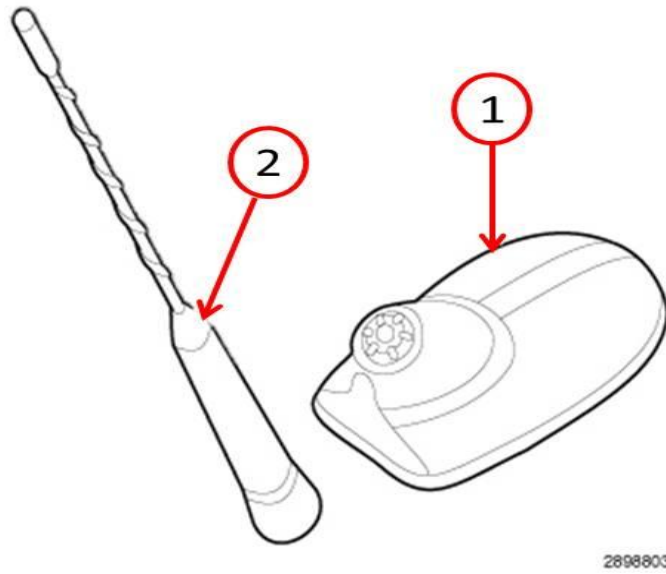


Fig. 1 Antenna Mast and Base

1 - Base

2 - Mast

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-20-04-93	Antenna, Satellite Radio - Replace. DS/DD/DJ/D2/DD/DP (2- Skilled)	6 - Electrical and Body Systems	1.3 Hrs.
08-20-04-93	Antenna, Satellite Radio - Replace. WD/WK (2- Skilled)	6 - Electrical and Body Systems	0.5 Hrs
08-20-04-95	Antenna, Satellite Radio - Replace. KL (2- Skilled)	6 - Electrical and Body Systems	0.7 Hrs

FAILURE CODE:

ZZ	Service Action
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