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GROUP: Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-083-15 REV. A, DATED SEPTEMBER 12, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOMS/CONDITIONS, NEW MODELS AND A NEW LOP.**

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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: Bass, Mid, Treble Adjustment Causes Erratic Volume Increases

OVERVIEW:

This bulletin involves reprogramming the Amplifier (AMP) with the latest available software.

MODELS:

2015	(LA)	Dodge Challenger
2015	(LD)	Dodge Charger
2015	(LX)	Chrysler 300
2014 - 2015	(WK)	Jeep Grand Cherokee
2014 - 2015	(WD)	Dodge Durango
**2014 - 2015	(W2)	Dodge Durango
2015	(W3)	Dodge Durango **

NOTE: This bulletin applies to vehicles within the following markets/countries: APAC, NAFTA, LATAM, and EMEA

NOTE: This bulletin applies to **W2, W3,**** WD, WK vehicles built on or before September 08, 2015 (MDH 0908XX) equipped with 9 Amplified Speaker W/Subwoofer (Sales Code RC3).**

NOTE: This bulletin applies to LA, LD, LX vehicles built on or before August 11, 2015 (MDH 0811XX) equipped with 276 Watt Amplifier (Sales Codes RD7) or 506 Watt Amplifier (Sales Codes RFD).

SYMPTOM/CONDITION:

The customer may describe when changing the radio tone settings (bass, mid, treble) the volume levels may be erratic. Depending where the volume is set, the volume changes may be very loud or very quiet. Example: When the volume is set to 8 and making adjustments to the tone settings, the volume can increase by 15 db. When the volume is set to 25 and making adjustments to the tone settings, there maybe no volume changes.

The customer may also describe when listening with the volume set to 9 there is more bass and less mid/high. When the volume is set to 10 is less bass and more mid/high (WD,WK, W2 and W3 only).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify if any Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom conditions are present, record the issues 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.

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: In some cases the part number may update before the flash has been completed. If this flash process is interrupted/aborted, the flash should be restarted, even if the part number did update.

1. Reprogram the AMP with the latest available software. Detailed instructions for flashing 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.

NOTE: If the flash failed an active DTC may set, B1488-00 Cabin EQ Mismatch Performance. Reflashing the AMP will change the DTC status from active to stored and then the DTC can be cleared.

2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allows them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-07-9K	Module, Amplifier (Amp) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	**0.2Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash