

	GROUP Electrical	MODEL 2018-2019MY Stinger (CK)
	NUMBER PS652	DATE March 2020
 		
SUBJECT: INTERMITTENT NO SOUND		

This Pitstop provides information regarding audio dropping / intermittent no sound concerns on some 2018-2019MY Stinger (CK) vehicles equipped with the Harman/Kardon Audio system. This is an intermittent issue affecting all audio sources (AM, FM, SXM, BT Audio, etc.) that is temporarily resolved by key cycling the vehicle or by disabling QuantumLogic surround.

Customers may exhibit the following concerns:

- “At times my radio has no sound. I must turn the vehicle off and back on for it to work.”
- “The radio volume turns off randomly and doesn't come back on until I restart the car.”
- “Radio has no sound, I also found that the sound will work when I turn QuantumLogic surround off but if I have it in Audience mode or On Stage mode there is no sound.”
- “When changing sound profiles for quantum logic surround in advanced settings, the vehicle needs to be restarted to have the volume come back.”



The root cause of the concern was determined to be the external amplifier software version: V.02.09. The issue occurs on vehicles produced between **December 13, 2018** and **March 15, 2019**. The issue only affects Harman/Kardon equipped vehicles.

If customer concerns are present and the vehicle VIN falls within the specified production date range, replace the amplifier. If the vehicle presents the concern and is outside of the specified production date range, open a techline case.