

GPOP - Issue Review System

Part Number: 6LQ27TX7A\$

Part Description: SPEAKER, WIRELESS BLUETOOTH

Issue Description: Customer states "wireless speaker won't charge" or "wireless speaker doesn't work"

Before replacing this part, please perform the following checks:

- Check speaker on/off function. Press and HOLD power button for at least 4 seconds. If speaker powers up you will hear the "wake up" sound. Confer with customer to see if issue is resolved.

- If speaker does not power up, this may be due to a low/dead internal battery. This could be due to improper docking/charging within dock located in rear compartment of vehicle. Check for dent/damage on back of speaker (sign of improper docking). Install speaker into docking station - turn up radio and ensure audio is passing through the speaker (this confirms that the dock is plugged into vehicle harness). When docked, the speaker is quieter than the other speakers so you will need to get close to hear the radio sounds coming out of the wireless speaker in the dock. (It takes a few seconds after docking for the speaker to come on)

Speaker needs to be in dock for at least 20 minutes with vehicle ON to bring internal battery up to charge. Once this is done, check again for on/off function

- If speaker still does not power up after proper charging, speaker can be replaced under warranty.

please reference the wireless speaker owner's manual for further details

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Contact us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. Please include the Part Number(s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.