This bulletin supersedes Technical Service Bulletin (TSB) 08-076-21 REV. A, date of issue May 19, 2021, which should be removed from your files. All revisions are highlighted with **asterisks** and include updated build dates, repair procedure step and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-050, date of issue May 05, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:
Flash: Amplifier (AMP) Diagnostic and System Updates

OVERVIEW:
This bulletin involves reprogramming the AMP with the latest available software.

MODELS:

2021	(DJ)	RAM 2500 Pickup
2021	(D2)	RAM 3500 Pickup
2021	(DD)	RAM 3500 Cab Chassis
2021	(DP)	RAM 4500/5500 Cab Chassis
2021	(DF)	RAM 3500 <10K Cab Chassis

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

NOTE: This bulletin applies to vehicles built on or after **March 17, 2021 (MDH 0317XX) and on or before April 21, 2021 (MDH 0421XX)** equipped with 19 Harman Kardon Amped Spkrs W/Sub (Sales Code RCA).

SYMPTOM/CONDITION:
The following software enhancement is available:

- Amplifier update to eliminate static noise from the instrument panel mounted speakers.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues 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. **This RRT only applies to vehicles on the RRT VIN list.**

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: If this flash process is interrupted/aborted, the flash should be restarted.

1. **Does the AMP have the latest software already installed?

   - YES >>> This bulletin has been completed, use inspect LOP (18-60-07-95) to close the active RRT.
   - NO >>>Proceed to Step 2.**

2. Reprogram the AMP with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

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

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-07-95	Amplifier (AMP) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**
18-60-07-94	Amplifier (AMP) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 22 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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.

RF	Required Flash - RRT
CC	Customer Concern