



**NUMBER:** 08-130-22

**GROUP:** 08 - Electrical

**DATE:** June 22, 2022

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**SUBJECT:**

Amplifier (AMP) Drone Noise

**OVERVIEW:**

This bulletin involves replacing the amplifier.

**MODELS:**

2022	(DT)	RAM 1500 Pickup
2022	(DJ)	RAM 2500 Pickup
2022	(D2)	RAM 3500 Pickup
2022	(DD)	RAM 3500 Cab Chassis
2022	(DF)	RAM 3500 <10K Cab Chassis
2022	(DP)	RAM 4500/5500 Cab Chassis
2022	(RU)	Chrysler Pacifica
2021	(WD)	Dodge Durango

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America.

**NOTE:** This bulletin applies to vehicles built on or after November 15, 2021 (MDH 1115XX) and built on or before December 03, 2021 (MDH 1203XX) equipped with 17 or 19 Spkr Harman Kardon Prem. Sound (Sales Code RCA).

**SYMPTOM/CONDITION:**

Customers may experience the following:

- Audible drone after initial start up or during idle.

**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 the customer describes the symptom/condition listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	68547711AC	Amplifier (DT) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547712AC	Amplifier (DT) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547713AD	Amplifier (DT) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547714AC	Amplifier (DD, DJ, DP, D2) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547715AC	Amplifier (DD, DJ, DP, D2) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547718AC	Amplifier (WD) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547721AC	Amplifier (RU) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>
1 (AR)	68547722AC	Amplifier (RU) <b>Use VIN in StarParts to confirm the correct Amp is ordered</b>

**REPAIR PROCEDURE:**

- Replace the amplifier. Refer to the detailed service procedures available in DealerCONNECT>Service Library> under:
  - DD, DT, D2 and DF -> 08 - Electrical / 8E - Electronic Control Modules / Amplifier (AMP) / Removal and Installation.
  - WD and RU -> 08 - Electrical / 8A - Audio/Video/Entertainment/Connectivity / Amplifier / Removal and Installation.
- Using wiTECH, clear any DTCs which may have been set during the Repair Procedure.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
08-60-07-9Q	Amplifier, Replace DT Model Only (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-60-07-9R	Amplifier, Replace DJ, D2 DD, DF and DP Models Only (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
08-60-07-9S	Amplifier, Replace RU and WD Models Only (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.7 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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