



GROUP	MODEL
ELE	2018-2020MY Stinger (CK)
NUMBER	DATE
264	October 2022

TECHNICAL SERVICE BULLETIN

SUBJECT:

AVN HEAD UNIT REPLACEMENT FOR INTERMITTENT NO SOUND

This bulletin provides information to replace the AVN head unit on some 2018-2020MY Stinger (CK) vehicles produced from October 1, 2017 through May 31, 2019, which exhibit intermittent audio dropping or audio sound cutting out concern while the engine is 'ON' or during normal driving operation. Confirm that the concern is present and place an order for the applicable AVN part required. Follow the procedure outlined in this publication to replace the AVN head unit.



AVN Head Unit

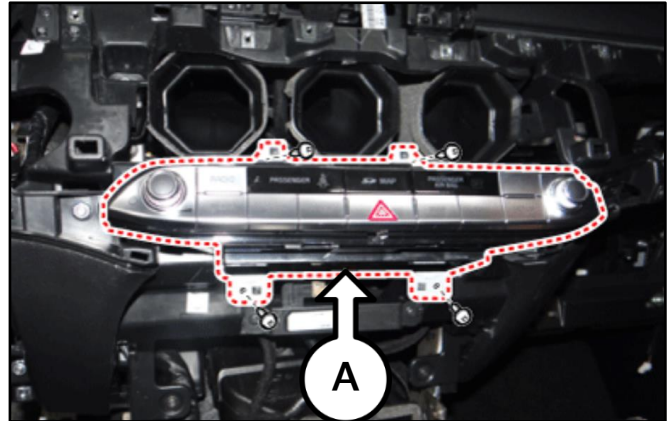
Replacement Procedure:

1. Confirm the AVN head unit is exhibiting the intermittent no sound or sound dropping issue described on the first page.

2. Replace the AVN head unit (A) by referring to the "Body Electrical System → AVN System → AVN Head Unit → Repair procedures" chapter in the applicable Shop Manual on KGIS.

NOTICE

Use a non-marring trim removal tool (such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging trim pieces.




SUBJECT:

AVN HEAD UNIT REPLACEMENT FOR INTERMITTENT NO SOUND**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Stinger (CK)	October 1, 2017 to May 31, 2019

REQUIRED PART:

Part Name	Part Number		Figure	Qty.
	Old	New		
Head Unit Assembly	96560 J5750FHV	96560 J5750FHVFF		1
	96560 J5760FHV	96560 J5760FHVFF		
	96560 J5761FHV	96560 J5761FHVFF		
	96560 J5762FHV	96560 J5762FHVFF		
	96560 J5763FHV	96560 J5763FHVFF		

NOTE: Do not order parts via AVN Direct Exchange. Place a normal part order through Mobis for new part ending in VFF. The replaced old part will be required for return through the MPR system.

WARRANTY INFORMATION:**N Code: M45 C Code: ZZ3**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	Refer to EPC	0	AVN Head Unit Replacement	96560F07	0.4 M/H	96560 J5750FHVFF <u>or</u> 96560 J5760FHVFF <u>or</u> 96560 J5761FHVFF	1
G			AVN Head Unit Replacement (3/36K Warranty Expired by Miles <u>or</u> Time)			96560 J5762FHVFF <u>or</u> 96560 J5763FHVFF	