

REFERENCE:	TSB: 08-026-23 GROUP 08 - Electrical	Date:	January 26, 2023	REVISION:	08-130-22
VEHICLES AFFECTED:	<p>**2021 (WK) Jeep Grand Cherokee Built on or after November 27, 2021 (MDH1127XX) and on and before December 08, 2021 (MDH1208XX).</p> <p>2022 (RU) Chrysler Pacifica Built on or after November 11, 2021 (MDH1111XX) and on and before November 19, 2021 (MDH1119XX).</p> <p>2022 (DT) Ram 1500 Pickup Built on or after November 12, 2021 (MDH1112XX) and on and before December 17, 2021 (MDH1217XX).</p> <p>2022 (DJ) Ram 2500 Pickup Built on or after November 12, 2021 (MDH1112XX) and on and before December 09, 2021 (MDH1209XX).**</p> <p>2022 (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DF) Ram 3500 <10K Cab Chassis, (DP) Ram 4500/5500 Cab Chassis Built on or after November 15, 2021 (MDH1115XX) and on and before December 03, 2021 (MDH1203XX).</p> <p>2021 (WD) Dodge Durango Built on or after November 15, 2021 (MDH1115XX) and on and before December 03, 2021 (MDH1203XX).</p> <p>**The RSU portion of this bulletin applies to WK vehicles built on or after November 27, 2021 (MDH 1127XX) and on or before December 08, 2021 (MDH 1209XX).</p> <p>The RSU portion of this bulletin applies to RU vehicles built on or after November 11, 2021 (MDH 1111XX) and on or before November 19, 2021 (MDH 1119XX)</p> <p>The RSU portion of this bulletin applies to DT vehicles built on or after November 12, 2021 (MDH 1112XX) and on or before December 17, 2021 (MDH 1217XX).</p> <p>The RSU portion of this bulletin applies to DJ vehicles built on or after November 12, 2021 (MDH 1112XX) and on or before December 09, 2021 (MDH 1209XX).**</p> <p>All must be equipped with 17 or 19 Speaker Harman Kardon Prem. Sound (Sales Code RCA).</p>			<p>MARKET APPLICABILITY:</p> <p><input checked="" type="checkbox"/> NA <input checked="" type="checkbox"/> IAP</p> <p><input checked="" type="checkbox"/> EE <input checked="" type="checkbox"/> MEA</p> <p><input checked="" type="checkbox"/> SA <input type="checkbox"/> CH</p>	
CUSTOMER SYMPTOM:	Audible drone after initial startup or during idle.				
CAUSE:	Amp Replacement				

This bulletin supersedes Technical Service Bulletin (TSB) 08-130-22, date of issue June 22, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting to an Rapid Service Update (RSU), additional models, clean dates and LOP.

****This Technical Service Bulletin (TSB) has also been released as RSU 23-015, date of issue January 26, 2023. All applicable Sold and UnSold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.****

REPAIR SUMMARY:

This bulletin involves replacing the amplifier.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-60-07-AA	Amplifier, Inspect For Noise	(1 - Semi-Skilled)	0.2 Hrs
08-60-07-9Q	Amplifier, Inspect and Replace DT Model Only	(1 - Semi-Skilled)	0.4 Hrs
08-60-07-9R	Amplifier, Inspect and Replace DJ, D2, DD, DF and DP Models Only	(1 - Semi-Skilled)	0.5 Hrs
08-60-07-9S	Amplifier, Inspect and Replace RU, WD and WK Models Only	(1 - Semi-Skilled)	0.7 Hrs
Failure Code:	ZZ	Service Action	

SPARE PARTS:

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

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 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 RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. ****Is the vehicle on the RSU VIN list?**
 - YES>>> Proceed to [Step 3](#).**
 - NO>>> Proceed to [Step 2](#).
2. Is a drone noise heard upon startup and/or at idle?
 - YES>>> Proceed to [Step 3](#).
 - NO>>>This Bulletin does not apply. Normal diagnosis should be performed.
3. Replace the amplifier. Refer to the detailed service procedures available in DealerCONNECT>Service Library> under:
 - DT, D2, DF, DP, DD, and DJ -> 08 - Electrical / 8E - Electronic Control Modules / Amplifier /Removal and Installation..
 - WK, WD and RU -> 08 - Electrical / 8A - Audio/Video/Entertainment/Connectivity / Amplifier /Removal and Installation.
4. Using wiTECH, clear any DTCs which may have been set during the Repair Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

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