



91-23-05 - MIB3 Poor Audio Quality

Release date: 11/06/2023

Condition

Applicable Vehicles						
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code
Atlas, Atlas Cross Sport	2021 – 2023	All	All	All	All	8AR + 9VX

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2071957/1	11/06/2023	91-23-05	Original publication

 **NOTICE**

This technical bulletin must be read in its entirety before attempting the software update.

- **If software updates or flash campaigns/actions are performed on a vehicle, a charger with at least 70A charging current MUST be used in order to avoid problems during software updates and flash campaigns/actions.**
- **This technical bulletin ONLY applies to the vehicle groups specified above with PR codes 8AR+9VX.**

The customer may report one or more of the following symptoms:

- Infotainment system loses sound
- Infotainment volume control(s) malfunction
- Infotainment system produces abnormal noise(s)



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Technical Background

This procedure resolves the concern(s) specified above by updating the amplifier -J525- to the latest software level **3333**.

Production Solution

N.A.

Service

Software Update Procedure

- Connect the MTRMSP0702 battery maintainer/charger to the vehicle's 12 volt battery.
- Switch the ignition to the ON position.
- Connect the ODIS tester to the vehicle's Data Link Connector (DLC).
- Initiate Guided Fault Finding (GFF) and allow the tester to perform module interrogation.
- Check the Software version number of Address 0047.
- If the Software version number is greater than or equal to **3333**, this work procedure does not apply.
- If the Software version number is less than **3333**, proceed with this technical bulletin.

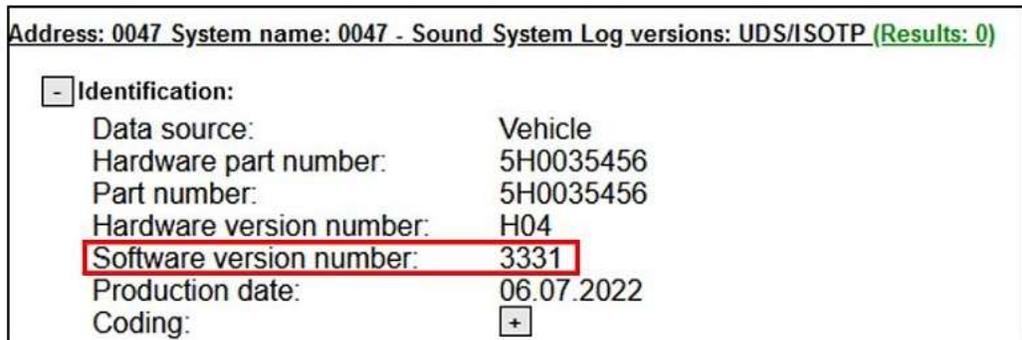


Figure 1.

- Click on the "Special Functions" tab and scroll down to select "Adapting software".
- Select option 2, "Software update via measure code".
- Enter corrective action code **4C54**.
- Click "Complete/Next".
- Follow all necessary prompts as needed once the test plan begins.
- Exit GFF once the test is complete.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Atlas, Cross Sport	2021 - 2023	All	All	All	All
SAGA Coding					
Claim Type:		Use applicable Claim Type ¹⁾			
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
9144	0039	--		--	
Parts Manufacturer	Atlas, Atlas Cross Sport			WG8 ²⁾	
Labor Operation ³⁾: Charge Battery			27068950 = See Elsa for latest time units.		
Labor Operation ³⁾: Update Programming SVM			See GFF Time expenditure.		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500060 = Actual GFF print out. 70 TU max.			YES	
Road Test	01210002 = 00 TU 01210004 = 00 TU			NO	
Technical Diagnosis	01320000 = 00 TU max.			NO	
Claim Comment: Input "As per Technical Bulletin 2071957" in comment section of Warranty Claim.					
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only. ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policies and Procedures Manual.					



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Required Parts and Tools

No Special Parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	MTRMSP0702 battery maintainer/charger
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.