

REFERENCE:	TSB: 08-271-24 REV. A GROUP: 08 - Electrical	Date:	January 1, 2025	REVISION:	08-271-24
VEHICLES AFFECTED:	2024 - **2025** (LB) Dodge Charger This bulletin applies to vehicles built on or before January 06, 2025 (MDH 0106XX) equipped with 9 Amplified Speakers w/Subwoofer (Sales Code RC3).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may comment on one or more of the following symptoms:				
	<ul style="list-style-type: none"> • Navigation volume too loud when at the default sound level. • Phone call volume too loud when at the default sound level. • Warning chime volume too loud when at the default sound level. 				
CAUSE:	Amplifier software update				

This bulletin supersedes Technical Service Bulletin (TSB) 08-271-24, date of issue December 30, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include adding an additional model year.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-176, date of issue December 30, 2024. All applicable 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.

REPAIR SUMMARY:

This bulletin involves reprogramming the Amplifier with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-07-AX	Amplifier - Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-07-AY	Amplifier - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.2 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical 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 RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

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 RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

WARNING!

- **Before performing the software reprogramming, it is necessary to make the vehicle safe.**
- **When performing repairs that directly involve or imply possible contact with live high voltage components/systems, the technician must ensure that the power supply of the high-voltage system is disconnected throughout the operation.**
- **Only specifically trained technicians qualified to perform repairs on vehicles with high voltage systems under current national laws/regulations are authorized to work on the vehicle.**
- **Before performing any diagnostic repair work on the vehicle, carefully read and comply with the general instructions for working safely on hybrid/electric vehicles and use suitable general equipment and Personal Protective Equipment (PPE).**

WARNING!

The vehicle must not be connected to a high voltage charger when performing software updates.

NOTE: Install a 12 volt battery charger to ensure sufficient battery voltage is provided during the flash process.

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

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Does the Amplifier already have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-60-07-AX) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).

3. Reprogram the Amplifier with the latest available software.
4. Clear any DTCs that may have been set in any modules 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.

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