

Technical Service Bulletin (TSB)

Flash: Amplifier (AMP) Diagnostic and System Updates

REFERENCE:	TSB: 08-311-25 GROUP: 08 - Electrical	Date:	September 23, 2025	REVISION:	08-095-24
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles equipped with the 3.6L V6 24V VVT Engine UPG 1 (Sales Code ERC) and the Premium Alpine Speaker System (Sales Code RC3) and one of the following sales codes: <ul style="list-style-type: none"> • Dual Exhaust Tips (Sales Code NEK). • Dual Chrome Exhaust Tips (Sales Code NEL). 	MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input checked="" type="checkbox"/> **IAP** <input type="checkbox"/> EE <input type="checkbox"/> CH NOTE: **This bulletin applies to the North America and India & Asia Pacific markets.**			
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • **Droning noises coming out of the speakers at specific RPMs that range from 1200 to 1800 RPM. Probability of occurrence is most likely during cold ambient temperatures.** • High pitched noise at start up or idle under cold conditions. 				
CAUSE:	AMP software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-095-24, date of issue April 4, 2024, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated/new Sales Codes, Market, Market Applicability note, Customer Symptom and new LOP.**

REPAIR SUMMARY:

This bulletin involves updating the AMP with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-07-BC	Module, Amplifier (AMP) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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 (DTC)s 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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

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

1. Reprogram the AMP with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Using wiTECH, reset the Electric Power Steering (EPS). Under the Guided Diagnostics menu --> ECU Reset --> EPS --> click "continue" to follow wiTECH prompts.
3. Clear all DTCs that may have been set in any module 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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