

Technical Service Bulletin (TSB)
Flash: Amplifier (AMP) Diagnostic and System Updates

REFERENCE:	TSB: 08-316-25 GROUP: 08 - Electrical	Date:	September 23, 2025	REVISION:	08-020-22
VEHICLES AFFECTED:	2021 (DJ) RAM 2500 Pickup This bulletin applies to vehicles built on or after June 09, 2021 (MDH 0609XX) and on or before September 06, 2021 (MDH 0906XX) equipped with Premium Alpine Speaker System (Sales Code RC3).			MARKET APPLICABILITY: ☒ NA ☒ SA ☒ EE ☒ MEA ☒ IAP ☒ CH NOTE: **This bulletin applies to North and South America, Enlarged Europe, Middle East & Africa, India & Asia Pacific and China markets. **	
CUSTOMER SYMPTOM:	**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):** ● B143B-12 - ANC Microphone 1-Circuit Short To Battery. ● B143C-12 - ANC Microphone 2-Circuit Short To Battery. ● B143E-12 - ANC Microphone 3-Circuit Short To Battery. ● B143F-12 - ANC Microphone 4-Circuit Short To Battery. NOTE: The DTCs are wrongly set and do not affect Active Noise Cancellation (ANC) performance.				
CAUSE:	**AMP software**				

This bulletin supersedes Technical Service Bulletin (TSB) 08-020-22, date of issue January 27, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include a new Market Applicability note, new Cause, updated Customer Symptoms statement, additional of a Special Tools section, and a new Repair Procedure note and an updated Repair Procedure step. Changes not highlighted by asterisks include updated Vehicles Affected.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-07-9D	Module, Amplifier (AMP) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 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 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 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. Is DTC B143B-12 stored?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> The DTC is not active. Follow all normal service diagnostic procedures in DealerCONNECT/ Service Library.
2. 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**.

3. Perform an EPS reset with wiTECH - Go to the “Guided Diagnostics” menu, select “Reset ECU”, Select “EPS” from the list of modules, Click “Continue” at the bottom of the page then follow the wiTECH prompts.

NOTE: If the Electric Power Steering (EPS) module is not reset, it may cause the EVIC to display a service the Ambient Light Module (ALM) message.

4. 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.

NOTE: **For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.**

POLICY:

Reimbursable within the provisions of the warranty.

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