

Technical Service Bulletin (TSB)
SOS Light Is On

REFERENCE:	TSB: 08-369-25 GROUP: 08 - Electrical	Date:	November 6, 2025	REVISION:	08-120-24
VEHICLES AFFECTED:	2024 - 2025 (JL) Jeep Wrangler 2024 - 2025 (JT) Jeep Gladiator			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
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): - B143A-13 - Microphone 1 - Circuit Open. - B143D-13 - Microphone 2 - Circuit Open. Customers may also comment on one or more of the following: - SOS light is illuminated. - Customer can hear incoming calls but can't be heard on the other end.				
CAUSE:	**Microphone array voltage regulator is damaged**				

This bulletin supersedes Technical Service Bulletin (TSB) 08-120-24, date of issue May 04, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include a new Cause, Repair Summary, LOP, Spare Parts table and an updated Repair Procedure step.

REPAIR SUMMARY:

This bulletin involves replacing the ****Microphone, Audio**** assembly.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**08-20-34-99	Microphone, Audio – Replace (2 - Skilled)	6 - Electrical and Body Systems	0.7 Hrs. **
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	**7GW03TX7AC	Microphone, Audio **	—

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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

1. Replace the ****Microphone, Audio.**** Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 08 - Electrical / 8T - Navigation/Telecommunication / 7-MIC Array / Removal and Installation.
2. Clear any DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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