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GROUP: Electrical

DATE: October 08, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-050-15, DATED MAY 6, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** THAT INCLUDES A REVISED SCAN TOOL USAGE STATEMENT, REVISED BUILD DATE, ADDITIONAL SYMPTOMS/CONDITIONS, DTCS, REPAIR STEP, AND NEW LOP.**

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING “HELP” THEN “HELP CONTENTS” AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

****THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.****

SUBJECT:

Flash: Poor Audio Sound Quality

OVERVIEW:

This bulletin involves updating the Amplifier (AMP) software.

MODELS:

2015	(LD)	Dodge Charger
2015	(LX)	Chrysler 300

NOTE: **This bulletin applies to vehicles equipped with the Harman Kardon Amplifier (Sales Code RCA).**

SYMPTOM/CONDITION:

The customer may describe one or more of the following symptoms/conditions:

- ****Speakers not loud enough.**
- **Speakers Buzz/Rattle.****
- **Poor Sound Quality from Speakers.**

Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs):

- ****B1474-13-Channel 5 Audio Speaker Output - Circuit Open**
- **B1479-13-Channel 6 Audio Speaker Output - Circuit Open****

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all audio 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 a symptom/condition; or if the technician finds a DTC listed above, 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. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.

NOTE: If the flash failed an active DTC may set, B1488-00 Cabin EQ Mismatch Performance. Reflashing the AMP will change the DTC status from active to stored and then the DTC can be cleared.

2. 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 allows them to be cleared.
3. **Did either DTC return active after attempting to clear from the AMP?
 - a. YES >>> Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> Section 28 DTC Based Diagnostics, and all current published warranty guidelines, and labor times.
 - b. NO >>> This bulletin has been completed.**

NOTE:

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-07-9G	Module, Amplifier (AMP) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash