



**NUMBER:** 08-020-14

**GROUP:** Electrical

**DATE:** February 25, 2014

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**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 LEVEL MUST BE AT 14.02 OR HIGHER TO PERFORM THIS PROCEDURE.**

**SUBJECT:**

Flash: Radio May Be Muted Caused By The Amplifier Not Communicating

**OVERVIEW:**

This bulletin involves updating the Amplifier's software.

**MODELS:**

|             |      |                            |
|-------------|------|----------------------------|
| 2013 - 2014 | (DJ) | 2500 Pickup                |
| 2013 - 2014 | (DS) | 1500 Pickup                |
| 2013 - 2014 | (DX) | Truck (Mexico)             |
| 2013 - 2014 | (D2) | 3500 Pickup                |
| 2014        | (WD) | Durango                    |
| 2014        | (WK) | Grand Cherokee             |
| 2014        | (W2) | Grand Cherokee (Venezuela) |
| 2014        | (W3) | Grand Cherokee (Egypt)     |

**NOTE: This bulletin applies to vehicles built on or before January 22, 2014 (MDH 0122XX) equipped with 9 Amplified Speakers W/Subwoofer (sales code RC3) or 506 Watt Amplifier (sales code RFD).**

**SYMPTOM/CONDITION:**

The customer may indicate that there is no audio and/or radio is muted. This condition may be caused by the amplifier not communicating on the bus. On further inspection U0186-00 Lost communication with the audio amplifier may be found.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, If Diagnostic Trouble Codes (DTC's) are present, other than the ones listed above. Record them on the repair order and repair as necessary before proceeding

further with this bulletin.

If the customer describes the symptom, 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. In the Network Topology view of wiTECH, determine if the Amplifier is communicating on the CAN bus by noting the color of the amplifier icon. (blue = present, red = not communicating).
2. Is the Amplifier present (blue) on the CAN bus?
  - a. Yes >>> Update the amplifier software, proceed to [Step #6](#)
  - b. No >>> Proceed to [Step #3](#).
3. Pull the amplifier fuse F71 which is located in the underhood power distribution center, to regain communications with the amplifier.
4. Reinstall the amplifier fuse (F71) and check on the Topology screen if it's now communicating.
5. Did you regain communication with the amplifier?
  - a. Yes >>> Proceed to [Step #6](#).
  - b. NO >>> Follow normal diagnostic in TechCONNECT, 29 - Non-DTC Diagnostics/Communication/Diagnosis and Testing, No Response From AMP (AMPLIFIER).
6. Using the wiTECH Diagnostic Application for flashing the Amplifier is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
7. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

### POLICY:

Reimbursable within the provisions of the warranty.

### TIME ALLOWANCE:

| Labor Operation No: | Description                                                | Skill Category                  | Amount   |
|---------------------|------------------------------------------------------------|---------------------------------|----------|
| 18-60-07-9B         | Module, Amplifier - Inspect & Reprogram (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 10 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

### FAILURE CODE:

|    |              |
|----|--------------|
| FM | Flash Module |
|----|--------------|