



**NUMBER:** 08-033-13

**GROUP:** Electrical

**DATE:** May 11, 2013

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

**THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.03 OR HIGHER TO PERFORM THIS PROCEDURE.**

***SUBJECT:***

Flash: Two Or More Speakers Will Mute When Playing Certain Media Sources

***OVERVIEW:***

This bulletin involves reprogramming the Amplifier with updated software.

***MODELS:***

|             |      |            |
|-------------|------|------------|
| 2012 - 2013 | (LX) | 300        |
| 2012 - 2013 | (LD) | Charger    |
| 2012 - 2013 | (LC) | Challenger |

**NOTE: This bulletin applies to vehicles Built on and before February 28, 2013 (MDH 0228XX) equipped with 900 Watt Amplifier (sales code RDH).**

***SYMPTOM/CONDITION:***

The customer may experience two or more speakers muting when playing certain media sources, which have frequencies of less than 20 Hz. The speakers will stay muted until the ignition key is cycled. On further inspection the technician will find speaker performance DTC's.

- B1460-92 Channel 1 Audio Speaker Output-Performance or Incorrect Operation.
- B1465-92 Channel 2 Audio Speaker Output-Performance or Incorrect Operation.
- B146A-92 Channel 3 Audio Speaker Output-Performance or Incorrect Operation.
- B146F-92 Channel 4 Audio Speaker Output-Performance or Incorrect Operation.
- B1474-92 Channel 5 Audio Speaker Output-Performance or Incorrect Operation.
- B1479-92 Channel 6 Audio Speaker Output-Performance or Incorrect Operation.
- B147E-92 Channel 7 Audio Speaker Output-Performance or Incorrect Operation.
- B1483-92 Channel 8 Audio Speaker Output-Performance or Incorrect Operation.
- B14B9-92 Channel 9 Audio Speaker Output-Performance or Incorrect Operation.
- B14BE-92 Channel 10 Audio Speaker Output-Performance or Incorrect Operation.
- B14C3-92 Channel 11 Audio Speaker Output-Performance or Incorrect Operation.

- B14C8-92 Channel 12 Audio Speaker Output-Performance or Incorrect Operation.
- B221F-00 Amplifier Internal.

**DIAGNOSIS:**

1. Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no audio DTC's are set other than the ones listed above. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom or if the technician finds the DTC, 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. Flash reprogram the Amplifier. Help 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.
2. 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                                    | Amount   |
|---------------------|--|----------|
| 18-60-07-98         | Module, Amplifier Reprogram (1 - Semi-Skilled) | 0.2 Hrs. |

**FAILURE CODE:**

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