



NUMBER: 08-018-11 REV. A

GROUP: Electrical

DATE: May 19, 2011

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-018-11, DATED APRIL 21, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE MODIFICATIONS TO ADDRESS AMPLIFIERS THAT DO NOT REPORT THEIR SERIAL NUMBER.**

SUBJECT:

Static, Squeal, No Sound, Or Intermittent Sound From Speakers

OVERVIEW:

This Bulletin involves removing and replacing the amplifier.

MODELS:

2010 - 2011	(DS)	1500 Pickup
2010 - 2011	(DJ)	2500 Pickup
2010 - 2011	(D2)	3500 Pickup
2011	(JC)	Journey
2011	(WK)	Grand Cherokee
2011	(WD)	Durango

NOTE: This bulletin applies to DS, DJ, D2 vehicles built between July 15, 2010 (MDH 0715XX) and November 30, 2010 (MDH 1130XX) equipped with 9 Amplified Speakers w/Subwoofer (sales code RC3) or 9 Amplified Speakers (sales code RCZ).

NOTE: This bulletin applies to DS, DJ, D2 vehicles built between July 15, 2010 (MDH 0715XX) and February 28, 2011 (MDH 0228XX) equipped with Premium I Speakers (sales code RCK).

NOTE: This bulletin applies to WK, WD vehicles built between July 15, 2010 (MDH 0715XX) and November 29, 2010 (MDH 1129XX) equipped with 9 Amplified Speakers w/Subwoofer (sales code RC3).

NOTE: This bulletin applies to JC vehicles built between November 15, 2010 (MDH 1115XX) and January 24, 2011 (MDH 1124XX) equipped with 6 Premium Speakers w/Subwoofer (sales code RC9).

SYMPTOM/CONDITION:

The customer may experience the following in all radios modes (AM/FM/CD):

- Static, crackling, or squealing sound from speakers.
- No sound, or intermittent sound.

DIAGNOSIS:

There will be no diagnostic codes set with this condition.

NOTE: Special scripts have been added to wiTECH to report the Amplifier serial number. These scripts are made available in the same manner as a service flash update and will appear as a lightning bolt through the module (Amplifier). When these scripts are executed, by double clicking on the module, a popup window will appear displaying the installed Amplifier's serial number **if it is readable by the tool (Fig. 1).**

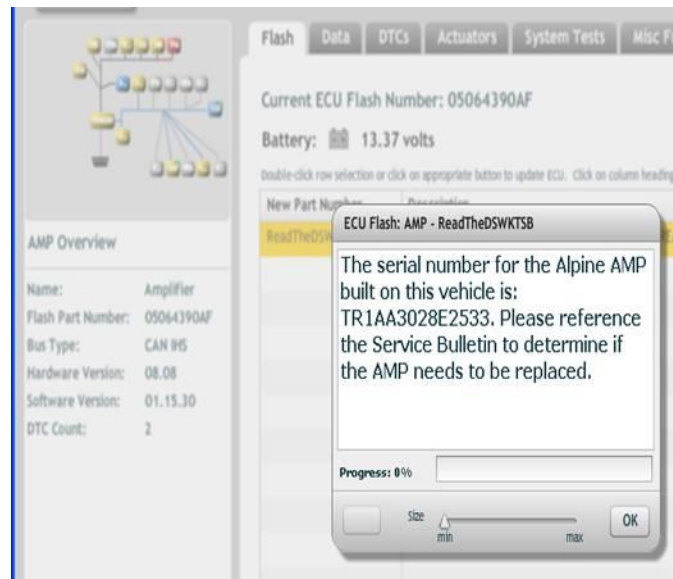


Fig. 1 wiTECH Amplifier Serial Number Display

1. Using wiTECH determine the amplifier's serial number. From the serial number, if displayed, determine and write down the date and sequence code of the amplifier (see (Fig. 2))

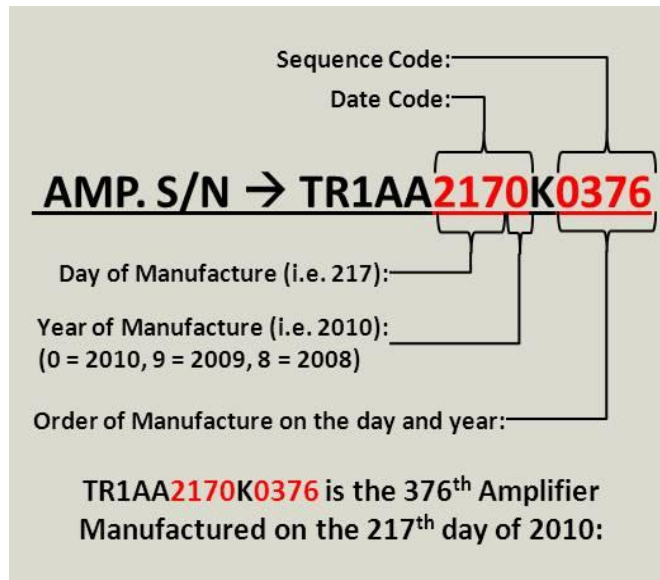


Fig. 2 Date and Sequence Code

2. **Was the amplifier serial number properly displayed by wiTECH ()
 - a. YES >>> Proceed to [Step #3](#).
 - b. NO >>>> Perform the Repair Procedure.**
3. Are the amplifier date and sequence codes within one of the applicable 'Affected Date Code Ranges' from the Table below?
 - a. YES >>> Perform the Repair Procedure.
 - b. NO >>>> This service bulletin does not apply. Further diagnostics may be required.

Date Code Identification Table

Vehicle	Part No.	Affected Date Code Ranges
JC (8 Channel Amplifier)	05064947A*	2580J0693 through 2580J3092 2680J3093 through 3020J1893
DS/DJ/D2 (8 Channel Amplifier)	05064417A*	1870E4941 through 2490E5840 2610E6340 through 2990E6526
WK / WD (12 Channel Amplifier)	05064533A*	1830E6010 through 1950E6410 1990E8411 through 2020E4811 2110E2812 through 2110E7812 2230E4813 through 2230E7412 2250E2363 through 2380E2914 2490E2665 through 2490E8665 2530E2666 through 2530E6665
DS/DJ/D2 (12 Channel Amplifier)	05064418A*	1750E4010 through 1960E8410 2010E1112 through 2010E2111 2040E4812 through 2980E7811

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	05064533AJ	Amplifier (WK / WD 12 Channel)
1(AR)	05064418AL	Amplifier (DS/DJ/D2 12 Channel)
1(AR)	05064417AI	Amplifier (D Truck 8 Channel)
1(AR)	05064947AH	Amplifier (JC 8 Channel)

REPAIR PROCEDURE:

1. Remove the Amplifier. Refer to the procedures available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8A - Audio and Video> AMPLIFIER> Removal — REMOVAL.
2. Replace the amplifier
3. Install the Amplifier. Refer to the procedures available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8A - Audio and Video> AMPLIFIER> Installation — INSTALLATION.

NOTE: The serial number of the Amplifier removed from the vehicle must be recorded in the warranty claim narrative for warranty reimbursement.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-07-99	Amplifier, Inspect Date Code (C)	0.2 Hrs.
08-60-07-9A	Amplifier, Inspect & Replace - DS/DJ/D2 (C)	0.5 Hrs.
08-60-07-9B	Amplifier, Inspect & Replace- WK / WD (C)	1.0 Hrs.
08-60-07-9C	Amplifier, Inspect & Replace- JC (C)	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------