



ROADSTER 2012-6 Possible Water Infiltration in Radio Module (RT)_000030255_WCN61Y012S10_en

⚠ CAUTION: All involved customers must be notified, all involved units must be corrected as per instructions herein

Product: **Roadster**
 Bulletin type: **Warranty Campaign**
 Bulletin no: **2012-6** (rbg2012-007 en AG)
 Revision no:
 Revision date:
 Campaign no.: **2011-0014**
2012-0005
 Publication date: **May 30th, 2012**
 Subject: **Spyder™ RT – Possible Water Infiltration in Radio Module**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
2012 With a factory installed radio	Spyder RT LTD	B9CA, B9CB, B9CC, B9CD, B9CE, B9CF, B9CG, B9CH, B9CJ	See attached lists
	Spyder RT Audio & Convenience / Techno	A7CA, A7CB, A7CC, A7CD, A7CE, A9CA, A9CB, A9CC, A9CD A9CE	
	Spyder RT S	A4CA, A4CB, A4CC, A4CD, A4CE, A4CF, A4CG, A4CH, A4CJ, B5CB, B5CC, B5CE, B5CF	
2011 With a factory installed radio	Spyder RT LTD	B9BA, B9BB	
	Spyder RT Audio & Convenience / Techno	A7BA, A7BC, A9BA, A9BB, A9BC	
	Spyder RT S	A4BA, A4BB, A4BC, A4BD, A4BE, A4BF, A4BG, A4BH, B5BA, B5BC, B5BD, B5BE	
All	Spyder RT With a radio installed by a dealer	All	All ⁽¹⁾

(1) Vehicles on which an accessory radio was installed before May 30th 2012 are covered.

NOTE: Kits (P/N 219 400 146) and (P/N 219 400 393) in inventory must also have the *ANTENNA CABLE CONNECTOR SEALING* procedure performed when they will be installed on a vehicle.

PROBLEM

Possible water infiltration in the radio module leading to various issues.

A very limited number of units may already have sustained damage from water intrusion.

SOLUTION

Inspect radio for damage due to water infiltration.

Seal the antenna cable.

Replace radio module if necessary.

REQUIRED PARTS FOR INSPECTION

Required part		
DESCRIPTION	PART NUMBER	QTY
50 mm shrink tubing	710 003 388	1

NOTE: The cost of the shrink tubing is included in the flat rate. It will not be reimbursed separately.


REQUIRED PARTS FOR REPAIR

Required parts			
DESCRIPTION	PART NUMBER	QTY	MODELS
Radio module	710 003 144	1	2010 to 2012
iPod cable ⁽²⁾⁽³⁾	710 002 676	1	2011

(2) If radio module has to be replaced on a 2011 vehicle, order an iPod cable (covered by this campaign).

NOTE: Order parts only if the vehicle has to be repaired.

REQUIRED TOOLS

required tools	
Heat gun	
FLUKE 115 MULTIMETER (P/N 529 035 868)	

(3)



iPhone, iPod, iPod nano and iPod touch are trademarks of Apple Inc. registered in U.S.A. and other countries. "Made for iPod" and "Made for iPhone" mean that an electronic accessory has been designed to connect specifically to iPod or iPhone, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod or iPhone may affect wireless performance.

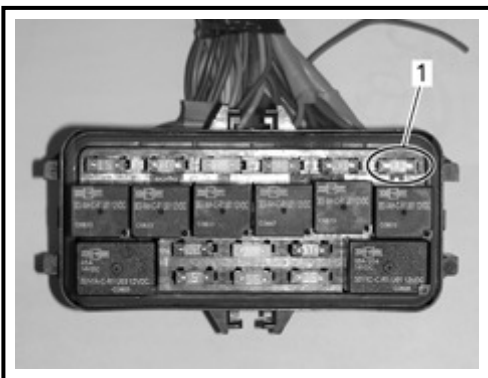
INSPECTION PROCEDURE

NOTE: If vehicle is equipped with a XM radio, also carry out Warranty bulletin 2012-7

Radio Module Current Draw Test

NOTE: Make sure the multimeter internal fuse is good before proceeding with this test.

1. Make sure the ignition key is OFF and the cluster is shut down.
2. In the front fuse box, remove fuse 6.

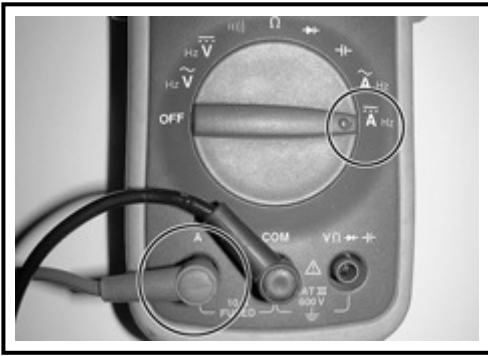


FRONT FUSE BOX

1. Fuse 6

3. On the multimeter, connect the red probe in the A connector.
4. Select DC A.

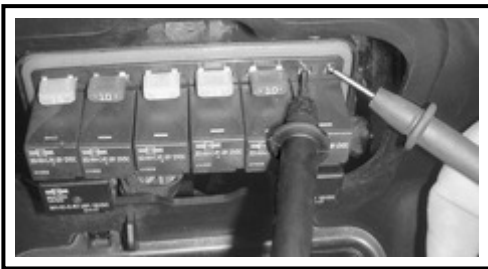
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NOTE: Make sure to use a range that allows enough precision.

5. Touch each fuse connector with the multimeter probes and wait for a reading to appear.

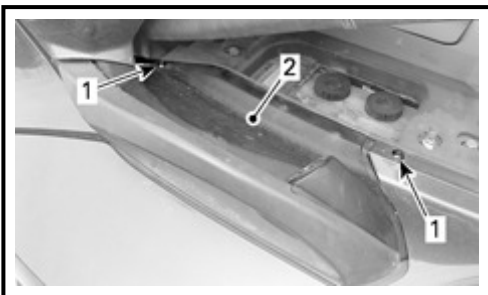
NOTICE Do not insert multimeter probes in the fuse box terminals.



RADIO MODULE CURRENT DRAW TEST	
Result	Action
.010 A (10 mA) OR LESS	Current draw is normal. Proceed with the rest of the bulletin
MORE THAN 10 mA (.010 A)	Replace radio module, then proceed with the rest of the bulletin

Electrical Connectors Inspection

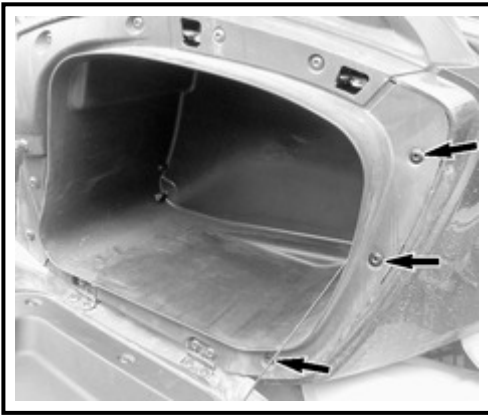
1. Remove the radio access panel screws.



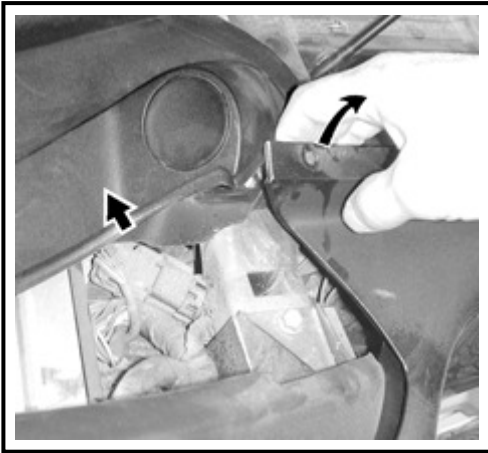
- 1. Screws
- 2. Radio access cover

2. Remove the screws shown.

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3. Slightly pry on the rear side panel and remove the radio access panel.
Disconnect passenger audio control (if equipped).



NOTE: Make sure the ignition key is OFF and the cluster is shut down before continuing procedure.

4. Disconnect the 32-pin connector (and 26-pin connector if applicable).



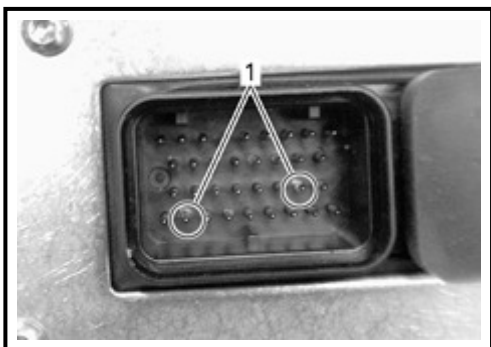
32-PIN CONNECTOR SHOWN

5. Check for signs of corrosion around terminals (on BOTH module and connector sides).



MODULE SIDE VERIFICATION USING A MIRROR

1. Mirror



32-PIN CONNECTOR (MODULE SIDE SHOWN)

1. Corrosion

RADIO MODULE Electrical Connectors Inspection	
Result	Action
NO visible sign of corrosion	Proceed with the rest of the bulletin (Radio module is good)
Visible signs of corrosion	Replace radio module, then proceed with the rest of the bulletin

Radio Module and Antenna Cable Compatibility Validation

Antenna cable Type Identification

1. Visually follow the antenna cable towards rear of the vehicle.
2. Identify the cable length as follows.



LONG CABLE (GOES DOWN TOWARDS REAR)

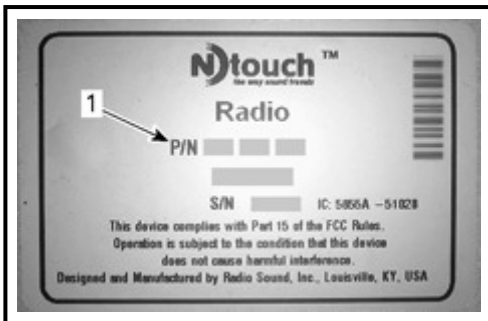
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SHORT CABLE (GOES UP TOWARDS REAR)

Radio Module Type Identification

Locate module part number.



LABEL - BACK FACE OF THE RADIO MODULE

1. Part number

Radio Module and Cable Antenna Compatibility

The following radio modules MUST be installed along with a LONG antenna cable:

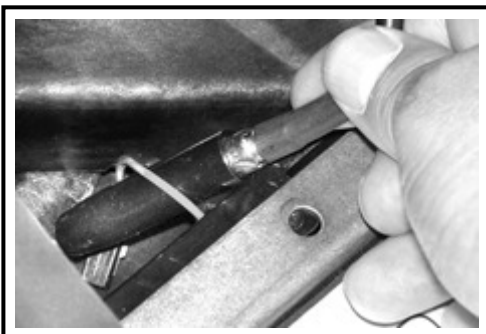
- (P/N 710 002 348)
- (P/N 710 002 675)
- (P/N 710 003 144)

In case of a mismatch, order a long antenna cable (P/N 710 003 154). Claim under normal warranty.

Antenna Cable Connector Sealing

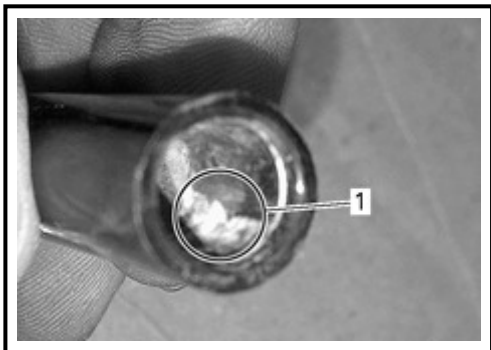
NOTE: Kits (P/N 219 400 146) and (P/N 219 400 393) in inventory must also have the *ANTENNA CABLE CONNECTOR SEALING* procedure performed when they will be installed on a vehicle.

1. Disconnect the antenna cable.



2. Check socket for corrosion.

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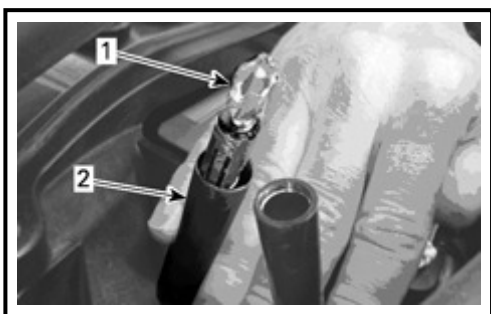
ANTENNA CONNECTOR

1. Corrosion

If corrosion is found, clean the socket using a wire brush and compressed air.

3. Pass the shrink tubing over the antenna wire (male connector side).

4. Apply 2 ml (.07 U.S. oz) of DIELECTRIC GREASE (P/N 293 550 004) on the antenna male connector.



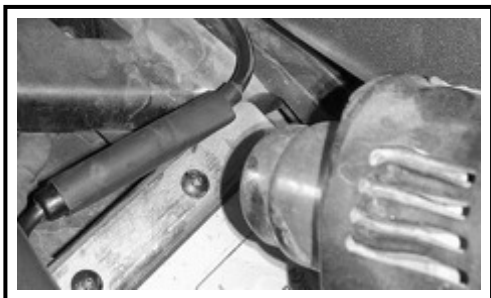
1. Dielectric grease

2. Shrink tubing

NOTE: It is important that the tip of the connector is coated with dielectric grease.

5. Connect the antenna wire, making sure it goes all the way in.

6. Seal the connectors by heating the shrink tubing.



REPAIR PROCEDURE

Radio Module Replacement

To be carried out only if current draw test failed or corrosion was found on connectors.

Refer to the appropriate Shop Manual for procedure.

Additional information also available on service bulletin 2012-10.

In the case where a radio installed by the dealer has to be replaced, also refer to this bulletin to check if the iPod cable needs to be replaced.

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WARRANTY

Submit a warranty claim using the following information:

For claiming procedure, refer to the *DEALER/DISTRIBUTOR WARRANTY GUIDE*.

2011 and 2012 Vehicles Equipped with a Factory Radio

Inspection

Inspect	
2011 Models Campaign Number	2011-0014
2012 Models Campaign Number	2012-0005
Claim Type	Campaign Claim
Action	Inspect
Flat Rate Time	0.4
Expiry Date	December 31 st 2014

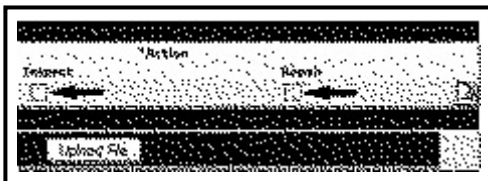
If only the inspection was carried out, click in the INSPECT check box.



Inspection and Repair

Inspect and repair	
2011 Models Campaign Number	2011-0014
2012 Models Campaign Number	2012-0005
Claim Type	Campaign Claim
Action	Inspect and repair
Flat Rate Time	0.8
Expiry Date	December 31 st 2014

If part was replaced, click in BOTH the INSPECT and REPAIR check boxes.



2010 to 2012 Vehicles Equipped with an Accessory Radio (Installed by a Dealer)

Submit a warranty claim only for radios that were already sold and installed.

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No warranty claim will be accepted for parts that are still in your inventory.

In BOSSWeb, under the SERVICE tab, select PARTS CLAIM.

In PARTS CLAIM:

- Fill Repair ORDER NUMBER
- Select the PRODUCT LINE: Roadster
- Leave AUTHORIZATION NUMBER empty
- In PART TYPE, select Over the counter
- Enter the vehicle SERIAL NUMBER
- Enter the accessory PURCHASE DATE
- Enter the accessory FAILURE DATE
- Enter the accessory REPAIR COMPLETION DATE
- In NATURE OF DEFECT, enter: "Spyder RT Radio Module, Warranty Bulletin 2012-6"
- In TROUBLE PART NUMBER, enter (P/N 710 003 144)
- In SYSTEM CODE, select 11
- In TROUBLE CODE, select "W02, (accessories) after installation"

In PARTS REQUIRED FOR REPAIR section

- If radio did not require replacement, leave empty
- If radio module required replacement, enter quantity 1, enter P/N 710 003 144 (radio module)
- If as per service bulletin 2012-10, an iPod cable is required, vehicles also enter quantity 1, (P/N 710 002 676) (i-Pod cable)

In LABOR ONLY section

- If inspection only procedure was performed enter, 0.4 hours of labor
- If inspection and repair procedures were performed enter 0.8 hours of labor.

Mandatory Parts Return

Dealers and distributors are required to return removed parts to support their claims.

Part Description
Radio Module

Shipping Addresses

USA DEALERS	BRP c/o Warranty Department 7575 Bombardier Court Wausau, WI 54401
CANADIAN DEALERS	BRP Warranty Parts Inspection Center 565 de la Montagne Valcourt, QC, J0E 2L0
OTHERS COUNTRIES	Contact your local distributor or BRP Regional Office.

Warranty Shipping Address Decals

Warranty shipping address decals can be ordered if needed.

country	p/n
U.S.A.	480 901 601

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SERIAL NUMBER LISTING OF 2011 INVOLVED VEHICLES

Model: A4BA

From 000541 to 000552
From 000589 to 000612
From 000661 to 000696
From 000745 to 000780
From 000793 to 000852
From 000901 to 000936
From 000997 to 001032
From 001057 to 001092
From 001105 to 001140
From 001147 to 001158
From 001171 to 001188

Model: A4BB

From 000553 to 000576
From 000613 to 000624
From 000637 to 000660
From 000721 to 000732
From 000853 to 000864
From 000937 to 000972
From 001033 to 001044
From 001093 to 001104
From 001159 to 001170
From 001189 to 001224

Model: A4BC

From 000759 to 000782
From 000807 to 000818
From 000831 to 000890
From 000951 to 000974
From 000999 to 001046
From 001095 to 001142
From 001203 to 001238
From 001275 to 001310
From 001407 to 001442
From 001467 to 001502
From 001509 to 001532

Model: A4BD

From 001143 to 001154
From 001263 to 001274

Model: A4BE

From 001225 to 001236
From 001273 to 001284
From 001345 to 001380
From 001429 to 001452
From 001537 to 001584
From 001633 to 001644
From 001729 to 001764
From 001825 to 001860
From 001921 to 001956
From 001993 to 002040
From 002089 to 002136

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From 002155 to 002178

Model: A4BF

From 001201 to 001212
From 001285 to 001308
From 001513 to 001536
From 001645 to 001656
From 001813 to 001824
From 001909 to 001920
From 002191 to 002202

Model: A4BG

From 000243 to 000338
From 000387 to 000494
From 000543 to 000578
From 000627 to 000656
From 000658 to 000674
From 000699 to 000734
From 000771 to 000842
From 000855 to 000890
From 000903 to 001034
From 001047 to 001058
From 001065 to 001082
001095

Model: A4BH

From 000231 to 000242
From 000375 to 000386
From 000615 to 000626
From 000687 to 000698
From 000843 to 000854
From 001083 to 001094

Model: A7BA

From 001249 to 001260
From 001465 to 001488
From 001609 to 001632
From 001873 to 001884
From 001981 to 001992

Model: A7BC

From 000795 to 000806
From 000915 to 000926
From 001167 to 001190
From 001347 to 001382

Model: A9BA

From 001261 to 001272
From 001309 to 001344
From 001489 to 001512
From 001705 to 001728
From 001777 to 001812
From 001885 to 001908
From 002041 to 002064

Model: A9BB

From 001213 to 001224
From 001585 to 001596

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Model: A9BC

From 000819 to 000830
From 000891 to 000914
From 000975 to 000986
From 001047 to 001082
From 001155 to 001166
From 001239 to 001250
From 001311 to 001346
From 001443 to 001466

Model: B5BA

000537
From 000577 to 000588
From 000625 to 000636
From 000697 to 000720
From 000733 to 000744
From 000781 to 000792
From 000865 to 000900
From 000973 to 000996
From 001045 to 001056
From 001141 to 001146

Model: B5BC

From 000783 to 000794
From 000927 to 000950
From 000987 to 000998
From 001083 to 001094
From 001191 to 001202
From 001251 to 001262
From 001383 to 001406
From 001503 to 001508

Model: B5BD

001190
From 001237 to 001248
From 001381 to 001392
From 001453 to 001464
From 001657 to 001692
From 001957 to 001968
From 002065 to 002076
From 002137 to 002148

Model: B5BE

000183
000185
000189
000192
000194
000213
000219
000223
000230
From 000339 to 000374
From 000495 to 000542
From 000579 to 000614
From 000675 to 000686
From 000735 to 000770
From 000891 to 000902
From 001035 to 001046

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From 001059 to 001064

Model: B9BA

From 000001 to 000006
From 000008 to 000278
From 000387 to 000782
From 000831 to 001058
From 001083 to 001226
From 001239 to 001370
From 001419 to 001502
From 001551 to 001658
From 001707 to 001790
From 001839 to 001970
From 001983 to 002058

Model: B9BB

From 000279 to 000386
From 000783 to 000830
From 001059 to 001082
From 001227 to 001238
From 001371 to 001418
From 001503 to 001550
From 001659 to 001706
From 001791 to 001838
From 001971 to 001982
From 002059 to 002136

SERIAL NUMBER LISTING OF 2012 INVOLVED VEHICLES

Model: A4CA

000001
From 000026 to 000085
From 000194 to 000253
From 000338 to 000397
From 000422 to 000481
From 000650 to 000697
From 000818 to 000889
From 001022 to 001069
From 001118 to 001165
From 001190 to 001249
From 001310 to 001369
From 001382 to 001417
From 001454 to 001489
From 001574 to 001597
From 001658 to 001693
From 001718 to 001753
From 001826 to 001861
From 001886 to 001945
From 001982 to 002077

Model: A4CB

From 000086 to 000097
From 000254 to 000265
From 000398 to 000421
From 000698 to 000709
From 000890 to 000901
From 001070 to 001093
From 001250 to 001261

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From 002078 to 002089

Model: A4CC

From 000013 to 000072
From 000109 to 000132
From 000169 to 000360
From 000409 to 000456
From 000481 to 000612
From 000673 to 000684
From 000697 to 000768
From 000781 to 000840
From 000865 to 000900
From 000913 to 000936
From 000949 to 000984
From 001009 to 001068
From 001081 to 001116

Model: A4CD

From 000001 to 000012
From 000097 to 000108
From 000157 to 000168
From 000361 to 000372
From 000397 to 000408

Model: A4CE

From 000542 to 000565
From 001166 to 001177
From 001598 to 001609

Model: A4CF

From 000373 to 000396
From 000637 to 000648
From 000901 to 000912
From 000985 to 000996

Model: A4CG

From 000001 to 000036
From 000121 to 000180
From 000289 to 000336
From 000409 to 000456
From 000505 to 000624
From 000697 to 000732
From 000817 to 000864
From 000889 to 000948
From 000985 to 001044
From 001069 to 001104
From 001141 to 001188
From 001285 to 001296
From 001309 to 001344
From 001369 to 001392
From 001417 to 001464
From 001501 to 001548
From 001609 to 001656
From 001681 to 001716

Model: A4CH

From 000037 to 000060
From 000625 to 000636

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From 000733 to 000744
From 001345 to 001356

Model: A4CJ

From 000097 to 000120
From 000493 to 000504
000805
From 000807 to 000816
From 001549 to 001560

Model: A7CA

From 000098 to 000109
From 000290 to 000301
From 000722 to 000745
From 000950 to 000973
From 001430 to 001441
From 001526 to 001537
From 001778 to 001789

Model: A7CB

From 000566 to 000577

Model: A7CC

From 000217 to 000228
From 000385 to 000408
From 000649 to 000660
From 000757 to 000768
From 000877 to 000888
From 001057 to 001068
From 001213 to 001224
From 001297 to 001308
From 001465 to 001476
From 001669 to 001680
From 001729 to 001740

Model: A7CD

From 000181 to 000192
From 000637 to 000648

Model: A7CE

From 000205 to 000216

Model: A9CA

From 000002 to 000025
From 000170 to 000193
From 000326 to 000337
From 000494 to 000505
From 000614 to 000649
From 000782 to 000817
From 000998 to 001021
From 001178 to 001189
From 001262 to 001273
From 001286 to 001297
From 001490 to 001513
From 001550 to 001573
From 001646 to 001657
From 001694 to 001717
From 001814 to 001825

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From 001874 to 001885
From 001970 to 001981

Model: A9CB

From 000158 to 000169
From 000314 to 000325
From 000986 to 000997
From 001298 to 001309
From 001538 to 001549
From 001802 to 001813

Model: A9CC

From 000073 to 000096
From 000253 to 000288
From 000457 to 000492
From 000661 to 000696
From 000769 to 000804
From 000961 to 000984
From 001105 to 001128
From 001189 to 001212
From 001261 to 001284
From 001357 to 001368
From 001405 to 001416
From 001477 to 001500
From 001597 to 001608
From 001741 to 001751

Model: A9CD

From 000530 to 000541

Model: A9CE

From 000061 to 000072
From 001717 to 001728

Model: B5CA

From 000110 to 000133
From 000266 to 000289
From 000578 to 000589
From 000710 to 000721
From 000902 to 000949
From 001274 to 001285
From 001418 to 001429
From 001610 to 001633
From 001754 to 001777
From 001946 to 001969

Model: B5CB

From 000241 to 000252
From 000337 to 000384
From 000746 to 000756
From 000865 to 000876
From 000949 to 000960
From 001045 to 001056
From 001129 to 001140
From 001237 to 001260
From 001393 to 001404
From 001561 to 001596
From 001657 to 001668

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Model: B5CC

From 000073 to 000096
From 000133 to 000156
From 000457 to 000480
From 000613 to 000636
From 000649 to 000672
From 000685 to 000696
From 000841 to 000864
From 000937 to 000948
From 000997 to 001008
From 001069 to 001080

Model: B5CE

From 000229 to 000240

Model: B5CF

From 000769 to 000780

Model: B9CA

000001
From 000003 to 000086
From 000123 to 000170

From 000183 to 000374
From 000423 to 000434
From 000795 to 000830
From 000915 to 000942
From 000944 to 000950
From 001047 to 001130
From 001191 to 001238
From 001311 to 001334
From 001347 to 001358
From 001383 to 001394
From 001443 to 001454
From 001503 to 001526
From 001552 to 001575
From 001624 to 001635
From 001660 to 001683

Model: B9CB

From 000087 to 000122
From 000171 to 000182
From 000375 to 000398
From 001179 to 001190
From 001359 to 001370
From 001467 to 001490
From 001527 to 001539
From 001684 to 001706

Model: B9CC

From 000049 to 000156
From 000193 to 000420
From 000457 to 000468
From 000481 to 000519
From 000521 to 000744
From 000769 to 000816
From 000829 to 000912
From 000925 to 001284
From 001333 to 001416
From 001429 to 001488
From 001501 to 001536

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From 001561 to 001620
From 001633 to 001704
From 001741 to 001755
From 001757 to 001762
From 001764 to 001768
001771

Model: B9CD

000001
From 000003 to 000048
From 000157 to 000192
From 000817 to 000828
From 000913 to 000924
From 001285 to 001332
From 001417 to 001428
From 001489 to 001500
From 001621 to 001632
From 001705 to 001740

Model: B9CE

From 000399 to 000422
From 000435 to 000530
From 000603 to 000638
From 000663 to 000770
From 000831 to 000914
From 000963 to 000986
From 000999 to 001046
From 001131 to 001178
From 001239 to 001310
From 001335 to 001346
From 001371 to 001382
From 001407 to 001442
From 001491 to 001502
From 001540 to 001551
From 001576 to 001623
From 001636 to 001659

Model: B9CF

From 000639 to 000662
From 000987 to 000998

Model: B9CG

From 000579 to 000602
From 000783 to 000794
From 001455 to 001466

Model: B9CH

From 000421 to 000456
From 000469 to 000480
From 000745 to 000768
From 001537 to 001560

Model: B9CJ

From 000555 to 000578
From 000771 to 000782
From 000951 to 000962
From 001395 to 001406

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