



**NUMBER:** 08-031-13

**GROUP:** Electrical

**DATE:** May 07, 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: Audio Distortion From The Front Door Speakers When The Rear Aux Port Is Used

***OVERVIEW:***

This bulletin involves re-flashing the Amplifier with updated software.

***MODELS:***

2008 - 2013	(RT)	Town and Country/Caravan
2011 - 2013	(RT)	Voyager/Grand Voyager

**NOTE: This bulletin applies to vehicles built on or before February 16, 2013 (MDH 0216XX) equipped with 506 Watt Amplifier (sales code RFD).**

***SYMPTOM/CONDITION:***

The customer may experience audio distortion from the front door speakers when the rear AUX port is in use. The distortion may occur when playing certain media with a lot of high frequency content. The equalization doesn't have a settings for rear AUX mode and defaulted to the AM mode. The AM mode equalization has a boost for high frequencies. This increase boost can cause the Amp to distort the sound.

***DIAGNOSIS:***

1. Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no audio DTC's are set. 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, 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:***

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
18-60-07-97	Module, Amplifier - Reprogram (1 - Semi-Skilled)	0.2 Hrs.

***FAILURE CODE:***

FM	Flash Module
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