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GROUP: Electrical

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THE StarSCAN® FLASH FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.

StarSCAN® SOFTWARE LEVEL MUST BE AT RELEASE 9.03 OR HIGHER FOR THIS BULLETIN.

StarMOBILE STANDALONE MODE OR StarMOBILE DESKTOP CLIENT MAY ALSO BE USED TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Audio System Mutes On Start-Up, Amplifier Settings After Exiting Hands Free Mode And Navigational Volume Corrections

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the production Audio Amplifier with new software.

MODELS:

2009	(JS)	Sebring/Avenger (Domestic and International Markets)
2008	(L2)	300 (China)
2008	(LE)	300C/300 Touring (International Markets)
2008	(LX)	300C/Magnum/Charger
2009	(MK)	Compass/Patriot (Domestic and International Markets)
2009	(PM)	Caliber (Domestic and International Markets)
2008	(WK)	Grand Cherokee
2008	(WH)	Grand Cherokee (International Markets)
2008	(XK)	Commander
2008	(XH)	Commander (International markets)

NOTE: This bulletin applies to vehicles equipped with a Boston Acoustics Audio System (Amplifier Sales Code RC6, RC9, RD7, RDF, and RDM)

SYMPTOM/CONDITION:

Some customers may experience any one of the following conditions:

- Audio system mutes on start-up. Mute is recoverable with Ignition key cycle. (XK, XH, WK, WH and W2 models only)
- The amplifier will not go back to EQ settings after exiting hands free mode/voice recognition mode. Settings are recoverable by an ignition cycle, tone control change and/or a mode change.
- Navigation volume adjustments change cabin audio and not navigation volume. (RHD vehicles only)

DIAGNOSIS:

Using a Scan Tool (StarSCAN®) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all systems are functioning as designed. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes or experiences the Symptom/Condition, perform the Repair Procedure.

SPECIAL TOOLS / EQUIPMENT REQUIRED:

NPN	Battery Charger
CH9401	StarSCAN® Tool
CH9404D	StarSCAN® Vehicle Cable
CH9409	StarSCAN® Documentation Kit
CH9410	StarSCAN® Ethernet Cable, 12 ft.
CH9412	StarSCAN® Software Update Device Kit
	TechCONNECT PC or equivalent
	Latest StarSCAN® Software Update CD

REPAIR PROCEDURE - USING THE INTERNET TO RETRIEVE THE FLASH FILE:

NOTE: Before performing this Repair Procedure, the operating software in the StarSCAN® must be programmed with software release level 9.03 or higher. The software release level is visible in the blue header at the top of the StarSCAN® screen.

NOTE: The StarSCAN® diagnostic scan tool fully supports Internet connectivity. However, to take advantage of this feature you must first configure the StarSCAN® for your dealership's network. Make sure the StarSCAN® is configured to the dealership's network before proceeding. For instruction on setting up your StarSCAN® for the dealer's network refer to either: "DealerCONNECT > Service > StarSCAN and StarMOBILE tools > Online Documentation", or refer to the StarSCAN® Quick Start Networking Guide. The StarSCAN® Quick Start Networking Guide is also available on the www.dcctools.com website under the "Download Center".

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Open the hood and install a battery charger. Using a voltmeter, verify that the charging rate provides 13.2 - 13.5 volts. Set the battery charger to continuous charge. Do not allow the charger to time out during the flash process. Remove the charger from the battery when the flash process is complete.

NOTE: Do not allow the charging voltage to climb above 13.5 volts during the flash process.

2. Connect the CH9410 StarSCAN® ethernet cable to the StarSCAN® and the dealer's network drop.
3. Connect the CH9404D StarSCAN® vehicle cable to the StarSCAN® and the vehicle.
4. Power ON the StarSCAN®.
5. Turn the ignition switch on.
6. Retrieve the old Radio Amplifier part number. Using the StarSCAN® at the "Home" screen:
 - a. Select "ECU View"
 - b. Touch the screen to highlight the Radio AMP in the list of modules.
 - c. Select "More Options"
 - d. Select "ECU Flash".
 - e. Record the part number at the top of the "Flash AMP" screen for later reference.
 - f. Select "Browse for New File". Follow the on screen instructions.
 - g. Select "Download to Scantool".
 - h. Select "Close" after the download is complete, then select "Back".
 - i. Highlight the listed calibration.
 - j. Select "Update Controller".
 - k. When the update is complete, select "OK".
7. Verify the part number at the top of the "Flash AMP" screen has updated to the new part number.

NOTE: Due to the Radio Amplifier programming procedure, a DTC may be set in other modules within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. From the "Home" screen select "System View". Then select "All DTCs". Press "Clear All Stored DTCs" if there are any DTCs shown on the list.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-07-12	Module, Radio Amplifier - Reprogram (B)	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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