



**NUMBER:** 08-036-15

**GROUP:** Electrical

**DATE:** April 16, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-034. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Front Door Speaker, Audio Distortion or Inoperative

***OVERVIEW:***

This bulletin involves inspecting and replacing **both** front speakers if required.

***MODELS:***

2014 (VF) Ram Pro Master

**NOTE: This bulletin applies to vehicles built on or before September 30, 2014 (MDH 0930XX) equipped with 4 Speakers (Sales Codes RCD).**

***SYMPTOM/CONDITION:***

The customer may experience audio distortion coming from one or both front speakers (lower, Woofer). Also there may be no sound coming from the either speaker. On further inspection the technician could possibly find one or more of the following DTCs:

- B1400-11 Front Left Audio Speaker Output-Circuit Short to Ground.
- B1400-12 Front Left Audio Speaker Output-Circuit Short to Battery.
- B1400-13 Front Left Audio Speaker Output-Circuit Open.
- B1400-1A Front Left Audio Speaker Output-Circuit Resistance Below Threshold.
- B1404-11 Front Right Audio Speaker Output-Circuit Short to Ground.
- B1404-12 Front Right Audio Speaker Output-Circuit Short to Battery.
- B1404-13 Front Right Audio Speaker Output-Circuit Open.
- B1404-1A Front Right Audio Speaker Output-Circuit Resistance Below Threshold.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify if any Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above or if the technician finds the

DTC, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
2	68073732AA	Speaker, Door Woofer

**REPAIR PROCEDURE:**

1. Remove the lower door speakers, following procedure in TechConnect > 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/SPEAKER/Removal .
2. Check the Julian date on the speakers.



**Fig. 1 Speaker Julian Date**

1 - Example: 26514, 265th Day Of The Year / 14 = 2014, September 23, 2014

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3. Is the Julian date on or before 19614 (July 18, 2014)?
    - a. Yes >>> Proceed to [Step #4](#)
    - b. No >>> This bulletin does not pertain. Perform normal diagnostics and reinstall the original speakers. Follow procedure in TechConnect > 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/SPEAKER/Installation.

**NOTE: Use inspection LOP (08-60-70-90) to close an active RRT.**

4. Replace **both** front speakers, follow the procedure in TechConnect > 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/SPEAKER/Installation.
5. Using a Scan Tool (wiTECH) to clear any DTCs that may have been set.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
08-60-70-90	Speakers, Lower Door, Inspection. (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-60-70-91	Speakers, Lower Door, Replace both. (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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