STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Speaker Popping Noise During BUS Wake Up

REFERENCE:	**TSB:** 08-043-24 **GROUP:** 08 - Electrical	**Date:**	February 13, 2024	**REVISION:**	-
VEHICLES AFFECTED:	**2022 - 2023 (DT) RAM 1500 Pickup** **2022 - 2023 (DJ) RAM 2500 Pickup** **2022 - 2023 (D2) RAM 3500 Pickup** **This bulletin applies to vehicles equipped with the Six Speaker System (Sales Code RCG), Active Noise Control System (Sales Code JLW), and Uconnect 5 W 8.4" Display (USA) (Sales Code UBD) built on or before November 07, 2023 (MDH 0710XX).**			**MARKET APPLICABILITY:** ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH	
CUSTOMER SYMPTOM:	**The customer may experience:** • A pop noise from the speakers when the vehicle is being started.				
CAUSE:	**Active Noise Cancellation (ANC) module software**				

REPAIR SUMMARY:

This bulletin involves updating the ANC module with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-07-AW	Module, Active Noise Cancellation - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

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. Reprogram the ANC module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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