



**NUMBER:** 08-016-15 REV. A

**GROUP:** Electrical

**DATE:** June 23, 2015

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-016-15 DATED FEBRUARY 26, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES ADDITIONAL MODEL YEARS, SYMPTOM/CONDITION AND UPDATED ANTENNA FOR WD, WK VEHICLES.**

**SUBJECT:**

Poor Radio Reception

**OVERVIEW:**

This bulletin involves replacing the satellite antenna if needed.

**MODELS:**

2013-2014	(DS)	Ram 1500 Pickup (U.S. Vehicle Only)
2013-2014	(DJ)	Ram 2500 Pickup (U.S. Vehicle Only)
2013-2014	(D2)	Ram 3500 Pickup (U.S. Vehicle Only)
2013-2014	(DD)	Ram 3500 Cab Chassis (U.S. Vehicle Only)
2013-2014	(DP)	Ram 4500/5500 Cab Chassis (U.S. Vehicle Only)
2014- <b>**2015**</b>	(WD)	Dodge Durango (U.S. Vehicle Only)
2014- <b>**2015**</b>	(WK)	Jeep Grand Cherokee (U.S. Vehicle Only)
2014-2015	(KL)	Jeep Cherokee (U.S. Vehicle Only)

**NOTE: This bulletin applies to vehicles equipped with Connected Vehicle (sales code RS7) and Sirius XM Satellite Radio (sales code RSD).**

- DS vehicles built on or before October 31, 2013 (MDH 1031XX).
- DJ/DD/DP/D2 vehicles built on or before October 17, 2013 (MDH 1017XX).
- KL vehicles built on or before February 01, 2015 (MDH 0201XX).
- **\*\*WD/WK vehicles built on or before March 02, 2015 (MDH 0301XX).\*\***

**NOTE: This condition happens to U.S. vehicles ONLY. The U.S. vehicles are equipped with a specific cellular provider and radio combination that induces this condition.**

**SYMPTOM/CONDITION:**

A customer may experience, SXM (Sirius/XM) radio has intermittent muting. This occurs in areas where XM signal is degraded and cell signal is very weak. The condition happens when the optional vehicle internet connection through the cell network is in use with the internal vehicle Wi-Fi.

**This Symptom/Condition Only Applies to 2014-2015 \*\*WD, WK\*\* or KL Vehicles.**

A customer may experience a popping noise when listening to AM stations.\*\*

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if any Diagnostic Trouble Codes (DTCs) are set. If Audio 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/condition listed above, perform the Repair Procedure.

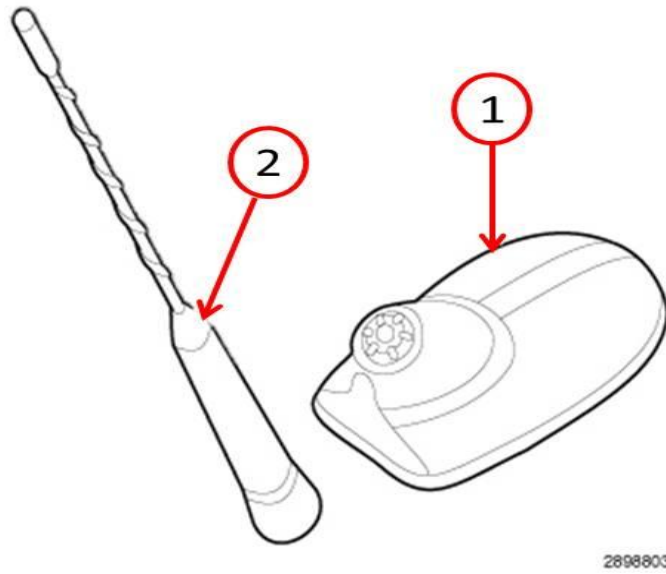
**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	05064648AC	Antenna, Rear Mounted, Black
1 (AR)	05091278AB	Antenna, Front Mounted, Black
1 (AR)	05064642AE	Antenna, Whip Base,
1 (AR)	**05091352AD**	Grained Black Antenna
1 (AR)	**1YG06AXRAE**	Antenna, Black (sales code AXR)
1 (AR)	**1YG06GW7AE**	Antenna, White (sales code GW7)
1 (AR)	**1YG06JRMAE**	Antenna, Redline 2 (sales code JRM)
1 (AR)	**1YG06JRP AE**	Antenna, Cherry Red (sales code JRP)
1 (AR)	**1YG06JSCAE**	Antenna, Silver (sales code JSC)
1 (AR)	**1YG06KARAE**	Antenna, Steel Metallic (sales code KAR)
1 (AR)	**1YG06KBUE**	Antenna, Blue (sales code KBU)
1 (AR)	**1YG06KEPAE**	Antenna, Auburn Pearl (sales code KEP)
1 (AR)	**1YG06KFSAE**	Antenna, Cashmere (sales code KFS)
1 (AR)	**1YG06KGZAE**	Antenna, Forest Green (sales code KGZ)
1 (AR)	**1YG06LAUAE**	Antenna, Granite Metallic (sales code AUA)

**REPAIR PROCEDURE:**

1. Replace the antenna. Follow the procedures in TechConnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/ANTENNA, Satellite, Audio/Removal and Installation.

**NOTE: When replacing an antenna that has a screw on mast, the mast does not need to be replaced, see (Fig. 1)**



**Fig. 1 Antenna Mast and Base**

- 1 - Base
- 2 - Mast

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
08-20-04-93	Antenna, Satellite Radio - Replace. DS/DD/DJ/D2/DD/DP (2- Skilled)	6 - Electrical and Body Systems	1.3 Hrs.
**08-20-04-95**	Antenna, Satellite Radio - Replace. WD/WK (2- Skilled)	6 - Electrical and Body Systems	0.5 Hrs
08-20-04-95	Antenna, Satellite Radio - Replace. KL (2- Skilled)	6 - Electrical and Body Systems	0.7 Hrs

**FAILURE CODE:**

ZZ	Service Action
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