

# Technical Service Bulletin

**NUMBER:** 08-15-00

**GROUP:** Electrical

**DATE:** Apr. 21, 2000

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**SUBJECT:**

Intermittent Instrument Panel Speaker Operation/Static

**OVERVIEW:**

This bulletin involves installing a new speaker/amplifier assembly

**MODELS:**

1999 – 2000 (NS) Town & Country/Caravan/Voyager

1999 – 2000 (GS) Chrysler Voyager (International Market)

**NOTE: THIS BULLETIN APPLIES TO VEHICLES EQUIPPED WITH THE INFINITY®  
SOUND SYSTEM SALES CODES (RCE, RBN, AND RAZ).**

**SYMPTOM/CONDITION:**

Intermittent operation/static may occur in front I/P speakers.

**DIAGNOSIS:**

1. Turn the ignition key to the RUN position.
2. Turn the radio ON.
3. Insert a known good quality CD or Tape into the sound system.
4. Increase and decrease the volume while listening for static.
5. Move the fade control fully forward, and adjust the speaker balance control from left to right while listening for static and/or intermittent operation of the speakers.
6. Increase and decrease the volume while listening for static and/or intermittent operation of the speakers.
7. If the static/intermittent operation is present and is coming from the same speaker(s) even if the fade and speaker R/L controls are changed and the static intermittent operation does not change with volume, the static may be due to a failed speaker amplifier. Perform the following Repair Procedure to replace the speaker amplifier.
8. If static/intermittent operation is present and the static/intermittent operation changes from speaker to speaker as the fade and speaker R/L controls are operated, the static/intermittent operation may be due to a malfunctioning radio and this bulletin does not apply.

**PARTS REQUIRED:**

AR (2)	04685572AG	Speaker, Infinity Door
AR (8)	06504014	Retainer, Door Trim Panel

**REPAIR PROCEDURE:**

**THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.**

**NOTE: THE RIGHT FRONT DOOR SPEAKER CONTAINS THE AMPLIFIER FOR BOTH RIGHT FRONT DOOR AND RIGHT INSTRUMENT PANEL (I/P) SPEAKERS. IF THE STATIC OR THE INTERMITTENT OPERATION OF THE SPEAKER OCCURS IN THE RIGHT I/P SPEAKER OF THE VEHICLE, REPLACE THE RIGHT FRONT DOOR SPEAKER. LIKewise, THE LEFT FRONT DOOR SPEAKER CONTAINS THE AMPLIFIER FOR BOTH LEFT FRONT DOOR AND LEFT I/P SPEAKERS. IF THE STATIC OR THE INTERMITTENT OPERATION OF THE SPEAKER OCCURS IN THE LEFT I/P SPEAKER OF THE VEHICLE, REPLACE THE LEFT FRONT DOOR SPEAKER. DO NOT REPLACE THE RIGHT OR LEFT I/P SPEAKERS.**

1. Remove the front door speaker(s) containing the malfunctioning amplifier. Refer to page 8F-10 of the 2000 Town & Country, Caravan and Voyager Service Manual (Publication No. 81-370-0005) for information regarding front door speaker removal and installation.

**POLICY:** Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:

08-60-70-94	Replace One Infinity Door Speaker .....	0.4 Hrs.
08-60-70-95	Replace Both Infinity Door Speakers .....	0.6 Hrs.

**FAILURE CODE:** 61 - Intermittent Operation