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SUBJECT:

Radio Display

OVERVIEW:

This bulletin involves replacing the radio.

MODELS:

2004 (ZH) Crossfire (United States Market)

SYMPTOM/CONDITION:

The vehicle operator may describe the radio display as dim and hard to read in bright sunlight.

DIAGNOSIS:

1. Turn the ignition to the RUN position. Do not start the engine.
2. Turn on the radio and observe the display.
3. If the radio display is a dark background with light characters (negative display), perform the Repair Procedure (Fig. 1).

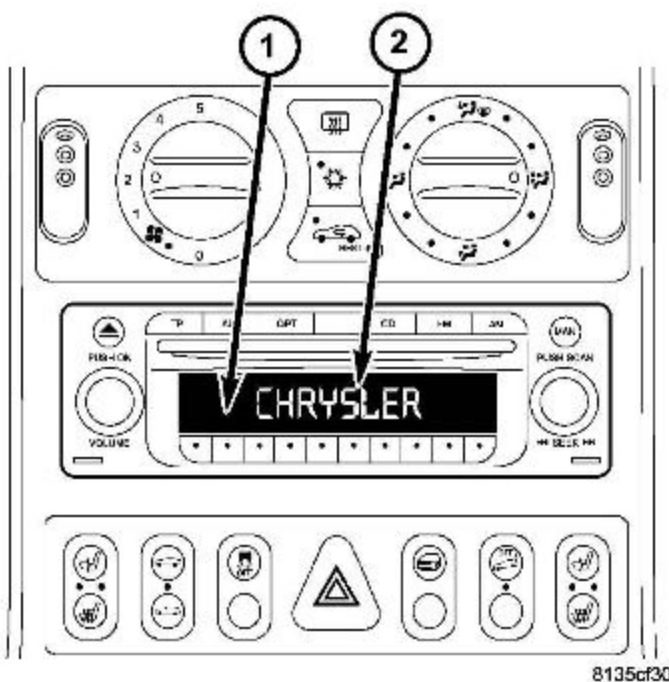


Fig. 1 NEGATIVE DISPLAY RADIO

1 - DARK BACKGROUND

2 - LIGHT CHARACTERS

4. If the radio is a light background with dark characters (positive display), further diagnosis is required and this bulletin does not apply (Fig. 2).

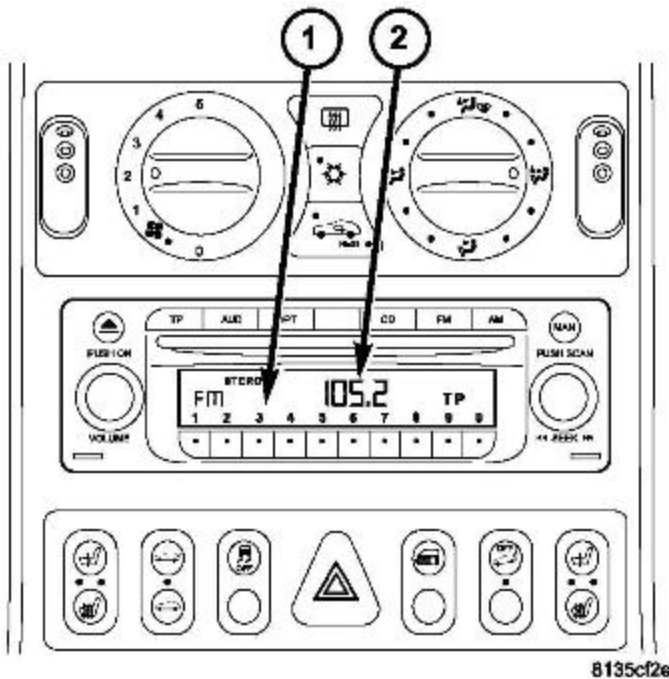


Fig. 2 POSITIVE DISPLAY RADIO

- 1 - LIGHT BACKGROUND
2 - DARK CHARACTERS

PARTS REQUIRED:

Qty.	Part No.	Description
1	Z5114034AA	Radio

NOTE: The radio that the technician receives in exchange for the Z5114034AA radio, will be a p/n 05114034AB radio, which will feature a revised faceplate display.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

9241	Radio Removal Tool
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REPAIR PROCEDURE:

CAUTION: The Radio Exchange Program will separate new radios from unsold (in-stock) vehicles and used radios from sold vehicles based on the information entered in DealerCONNECT. Placement of a retail unit radio into a new vehicle may subject the dealer to legal liability. **DO NOT EXCHANGE RADIOS BETWEEN NEW UNSOLD AND CUSTOMER OWNED VEHICLES.**

1. The replacement radio must be ordered. The replacement radio order process is:
2. From the DealerCONNECT Home screen, select the "Parts" tab.
3. Click the "Exchange Order Entry" link on the Order Parts portlet.
4. Type an order number.
5. Click "Save & Continue".

NOTE: Selecting the link for "Exchange Order Entry" automatically populates the order type and process code fields.

6. Type the part number (Z5114034AA).
7. Type the entire VIN or the last 9 characters.
8. Type the mileage.
9. Select any diagnostic code from each of the two drop down lists.
10. Select the customer's claim type. Select #1.
11. Type the customer's last name.
12. Type the customer's initial.
13. Type the customer's complaint.
14. Read the regulations and warnings involved with the exchange.
15. Type your initials.
16. Click "Save".
17. Click "Submit".
18. Click "OK" on the confirmation box.
19. Advise the customer to drive the vehicle until the replacement radio arrives.
20. Upon receipt of the radio, contact the customer to return in order to complete the repair.
21. When the customer returns, replace the Radio. Refer to the service information available in TechCONNECT or the 2004 Crossfire Service Manual (Publication No. 81-270-04036) Section 8A, Audio, Radio, Removal, pages 8A-27 and 8A-28.
22. Return the negative display radio to United Radio, 5705 Enterprise Parkway, Syracuse, NY 13057; Phone: 800-448-0944; as soon as possible.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-02-91	Replace Radio	0.2 Hrs.

FAILURE CODE:

NK	Radio Display Inop/Incorrect
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