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GROUP: Electrical

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SUBJECT:

Radio Goes Into Anti-Theft Code Mode During Normal Operation (Europe Only)

OVERVIEW:

This bulletin involves sending the radio to an authorized Alpine service center for repair or an exchange unit.

MODELS:

2002	(JR)	Sebring Convertible/Sedan
2002	(KJ)	Cherokee
2002	(LH)	Concorde/300M
2002	(PG/PT)	PT Cruiser
2002	(PL)	Neon
2002	(RG)	Voyager/Grand Voyager
2002	(WG)	Grand Cherokee

NOTE: THIS BULLETIN APPLIES TO VEHICLES EQUIPPED WITH AN "RAD" SALES CODE RADIO.

DISCUSSION:

Intermittently, during normal operation, the radio become inoperative and requests the anti-theft code. This is most likely to happen when the user is changing FM stations or changing modes. This condition will occur without power supply interruption. The radio will work once the correct anti-theft code is entered. This condition is most likely to occur to vehicles operating in Italy and bordering countries, but can occur in other parts of Europe.

If the vehicle operator describes the above condition, follow the procedures in the International Warranty Policy & Procedure Manual to send the radio to an authorized Alpine service center. On the EMCR form, in the owner's complaint section, write "HARD RESET, RADIO ASKS FOR ANTI-THEFT CODE".

To ensure that new, exchanged, or repaired radios (Sales Code RAD) are corrected of this condition, the radio part number will be 56038585AO or higher, or a label stating "New Micro for Hard-Reset Fix" will be placed to the right side of the radio's identification label.

POLICY:

Information Only.