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GROUP: Electrical

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SUBJECT:

Radio CD ERR Message

MODELS:

| | | |
|-------------|------|---|
| 2002 - 2003 | (AN) | Dakota |
| 2002 - 2003 | (DN) | Durango |
| 2002 - 2004 | (DR) | Ram Truck |
| 2004 | (HB) | Durango |
| 2002 - 2004 | (JR) | Sebring Convertible/Sebring Sedan/Stratus Sedan |
| 2002 - 2004 | (KJ) | Liberty |
| 2002 - 2004 | (KJ) | Cherokee (International Markets) |
| 2002 - 2004 | (LH) | 300M/Concorde/Intrepid |
| 2002 - 2004 | (PL) | Neon |
| 2002 - 2004 | (PT) | Chrysler PT Crusier |
| 2002 - 2004 | (RG) | Chrysler Voyager (International Markets) |
| 2002 - 2004 | (RS) | Town & Country/Voyager/Caravan |
| 2002 - 2004 | (TJ) | Wrangler |
| 2002 - 2004 | (WG) | Grand Cherokee (International Markets) |
| 2002 - 2004 | (WJ) | Grand Cherokee |
| 2003 - 2004 | (ZB) | Viper |

NOTE: This bulletin applies to vehicles equipped radio sales codes RAZ, RAD, RBK, RBP, RAH, REF, RAQ and RAR.

DISCUSSION:

Here are some common problems of why a CD ERR may occur:

1. CD's are not always compatible with a CD player. Usually these are homemade CD's (write/re-write), however some low quality CD's may not be compatible.
2. Scratches on a CD. Most of the time a CD will skip when the player sees a scratch but in some cases the scratches are so severe that a CD ERR will occur.
3. Finger prints on the CD. The oil from finger prints may prevent the Optical Pickup from reading the disc.

4. Foreign materials on a CD such as; carpet fibers, liquid spills, candy, etc. may prevent the Optical Pickup from reading a disc.
5. CD's warped from being in extreme heat. If a CD is warped too much then it should not fit into the CD slot, thus preventing insertion. However, some CD's that are not perfectly flat may be inserted with little effort. The CD player may or may not read these CD's.
6. In climate condition where the CD player is exposed to frigid temperatures or high humidity condensation may form on the Optical Pickup. This condition will correct itself once the vehicle's cabin temperature stabilizes.

What a dealer should do before removing a CD player for repair.

1. Find out as much information as possible about the failure from the customer.
 - a. Does the CD player work at all or is it intermittent?
 - b. Does the failure occur when using certain CD's?
 - c. Are the CD's homemade or inexpensive CD's?
 - d. Does the failure occur during the first few minutes when the temperature is either frigid or hot and humid?
 - e. Will the customer make his CD's available to you for testing and inspection?
2. Inspect the customer's CD's.
 - a. Look for scratches, finger prints, foreign materials.
 - b. Look for warped CD's.
3. Test the CD player with a known good CD.
4. Test the customer's CD's in a like unit. Do not test in a different type of CD player because CD players vary in performance from manufacturer to manufacturer and model to model.
5. If the condition can be verified and it is the CD player's fault, replace the unit.

Caution for customers:

1. Do not use CD's with labels. CD players operate at a high temperature which may cause the label to peel up or come off. This may prevent the CD from ejecting or if label falls into the mechanism it may cause the mechanism to jam.
2. When CD's are not in use, store them in a method to prevent them from getting damaged.
3. Clean the CD's before using them. To clean a CD, use rubbing alcohol and a soft cloth. Wipe the CD from the center to the outboard edge, not a circular motion.
4. Do not try to remove a jammed CD.

POLICY:

Information Only