

Technical Service Bulletin

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SUBJECT:

Recordable Compact Discs Used in Automotive CD players

MODELS:

1989 - 2000 (AB)	Ram Van/Wagon
1989 - 2000 (AN)	Dakota
1994 - 2000 (BR/BE)	Ram Truck
1998 - 2000 (DN)	Durango
1995 - 1999 (FJ)	Sebring/Avenger/Talon
1995 - 1999 (JA)	Cirrus/Stratus/Breeze
1993 - 1999 (LH)	Concorde/Intrepid/Vision/LHS/New Yorker/300M
1996 - 2000 (NS)	Town & Country/Caravan/Voyager
1995 - 2000 (PL)	Neon
1997 - 1999 (PR)	Prowler
1996 - 1999 (SR)	Viper/Viper GT
1997 - 2000 (TJ)	Wrangler
1999 - 2000 (WJ)	Grand Cherokee
1997 - 2000 (XJ)	Cherokee
1993 - 1998 (ZJ)	Grand Cherokee

DISCUSSION:

Some recordable compact disc media, such as CD-R and CD-RW, may not comply with the standard CD format used in automotive CD players. When these CD's are used, customers may encounter error messages, skipping, or delaminating of the labels, which can cause an eject failure. It is important to question whether these kinds of CD media are being used. When customers encounter these symptoms, check the system with a known playable CD. Explain that the media may not be compatible with some automotive CD players. Replacing or exchanging the CD player will not address these issues.

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