

AUDIO POWER IS NOT AVAILABLE OR SWITCHED ON OR OFF AUTOMATICALLY [ENTIRE AUDIO SYSTEM]

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Possible DTC	Audio power is not available or switched on or off automatically	
	Using the M-MDS	U3003:16
	Without using M-MDS (On-board diagnostic test mode)	09:Er20
Possible cause	<ul style="list-style-type: none"> • Speaker muted by Bluetooth system (hands-free telephone (HF/TEL) system) operation • Mis-operation of steering switches • Burnt fuse (B+) • Burnt fuse (ACC) • Open or short circuit in power supply (B+) wiring harness • Open or short circuit in power supply (ACC) wiring harness • Poor connection of audio unit connector, terminal damage • Audio unit malfunction 	

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• Does the malfunction occur while the Bluetooth system is operating?	Yes	The system is normal. Explain to the customer that the speaker is muted while the Bluetooth system is operating.
		No	Go to the next step.
2	• Do the steering switches operate?	Yes	The system is normal. Explain to the customer that the cause is mis-operation of the steering switches.
		No	Go to the next step.
3	<ul style="list-style-type: none"> • Switch the ignition to off. • Inspect the following fuses: <ul style="list-style-type: none"> — AUDIO1 15 A — AUDIO2 7.5 A • Are the fuse normal? 	Yes	Go to the next step.
		No	Replace with the appropriate standard fuse. • If the fuse is melted, inspect the wiring harness for short to ground. Repair or replace the wiring harness, then replace the fuse.
4	<ul style="list-style-type: none"> • Remove the audio unit. • Inspect the connection of the audio unit (24-pin). • Are the connectors securely connected? 	Yes	• Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
		No	Securely connect the audio unit and car navigation unit connectors, then go to the next step.
5	<ul style="list-style-type: none"> • Verify the malfunction symptom. • Is the malfunction improved? 	Yes	Troubleshooting completed.
		No	Go to the next step.
6	<ul style="list-style-type: none"> • Remove the audio unit (with audio system). • Inspect the connection of the audio unit connector (24-pin). • Disconnect the audio unit connector and inspect both the audio unit and wiring harness-side connectors for poor connection (such as damaged/pulled-out pins, corrosion). <ul style="list-style-type: none"> — Terminal 1B (B+) — Terminal 1R (ACC) — Terminal 1W (GND) • Are all the pins normal? 	Yes	Go to the next step.
		No	If poor connection of audio unit connector: • Securely connect the audio unit connector. If the audio unit side connector is wrong: • Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.) If the wiring harness-side connector is wrong: • Repair or replace the pins and/or the connector.
7	<ul style="list-style-type: none"> • Connect the audio unit connector. • Inspect the voltage for the power supply line (B+, ACC). Specification: Switch the ignition to ON: 11.5 V or more Idle: 12.5 V or more	Yes	Go to the next step.
		No	Inspect and repair or replace the suspect wiring harness. Charge the battery, if necessary.
8	<ul style="list-style-type: none"> • Switch the ignition to off. • Remove the audio unit connector (24-pin). • Inspect the continuity between the audio unit wiring harness-side connector terminal 1W (GND) and the ground. • Is there the continuity? 	Yes	• Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
		No	Repair or replace the wiring harness.