NO SOUND FROM SOME SPEAKERS [ENTIRE AUDIO SYSTEM]

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Without Bose®

Possible DTC	No sound from some speakers
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Possible cause	• Speaker muted by audio unit sound adjustment • Open or short circuit in wiring harness between audio unit and speaker • Speaker malfunction (e.g., any foreign material, broken) • Short circuit inside speaker • Audio unit malfunction

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• Verify the audio unit sound adjustment. • Does the fader/balance operate?	Yes	The system is normal. Explain to the customer that the speaker is muted by the audio unit sound setting.
		No	Go to the next step.
2	• Switch the ignition to off. • Inspect the connection of the audio unit connector (24-pin). (for sound signal line) • Is the connector connected securely?	Yes	Go to the next step.
		No	Connect the audio unit connector (24-pin) securely.
3	• Switch the ignition to off. • Remove the audio unit. • Disconnect the audio unit connector (24-pin). • Inspect the continuity between the audio unit wiring harness-side connector terminal and ground: **For front door speaker** — Terminal 1A (LH+)—GND — Terminal 1C (LH-)—GND — Terminal 1D (RH+)—GND — Terminal 1F (RH-)—GND **For rear door speaker** — Terminal 1S (LH+)—GND — Terminal 1U (LH-)—GND — Terminal 1V (RH+)—GND — Terminal 1X (RH-)—GND • Disconnect the front door speaker connector (4-pin) • Inspect the continuity between the front door speaker wiring harness-side connector terminal and ground: **For tweeter** — Terminal 1A (LH+)—GND — Terminal 1C (LH-)—GND — Terminal 1D (RH+)—GND — Terminal 1F (RH-)—GND • Is there continuity?	Yes	Repair or replace the suspect wiring harness or speaker unit.
		No	Go to the next step. **Note** • If there is a short circuit between the speaker harness or speaker lead wire and ground, the protector circuit inside the audio unit operates to cut the sound.

STEP	INSPECTION		ACTION
4	• Disconnect the speaker connector (4-pin), tweeter connector (2-pin) and inspect the resistance of speaker. • Inspect the continuity between the audio unit wiring harness-side connector terminal and speaker wiring harness-side connector: **Audio unit—front door speaker** — Terminal 1A (LH+)—terminal C — Terminal 1C (LH-)—terminal B — Terminal 1D (RH+)—terminal C — Terminal 1F (RH-)—terminal B **Audio unit—rear door speaker** — Terminal 1S (LH+)—terminal C — Terminal 1U (LH-)— terminal B — Terminal 1V (RH+)—terminal C — Terminal 1X (RH-)—terminal B **Audio unit—tweeter** — Terminal 1A (LH+)—terminal B — Terminal 1C (LH-)—terminal A — Terminal 1D (RH+)—terminal B — Terminal 1F (RH-)—terminal A • Is there continuity?	Yes	Go to the next step.
		No	Repair or replace the suspect wiring harness or speaker unit.
5	• Inspect the suspect speaker. • Is the speaker normal? **Note** • If the speaker lead wire contacts to either ground or vehicle frame, replace the speaker.	Yes	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
		No	Replace the speaker. (See FRONT DOOR SPEAKER REMOVAL/ INSTALLATION.) (See REAR DOOR SPEAKER REMOVAL/INSTALLATION.) (See TWEETER REMOVAL/INSTALLATION.)

With Bose®

Possible DTC	**No sound from some speakers**
	—
Possible cause	• Speaker muted by audio unit sound adjustment • Poor connection of audio unit connector, terminal damage • Poor connection of audio amplifier connector • Open or short circuit in wiring harness between audio amplifier and audio unit • Open or short circuit in wiring harness between audio amplifier and speaker • Audio unit malfunction • Short circuit inside speaker • Speaker malfunction (e.g., foreign material, broken)

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• Verify the audio unit sound adjustment. • Does the fader/balance operate?	Yes	The system is normal. Explain to the customer that the speaker is muted by the audio unit sound setting.
		No	Go to the next step.
2	• Does the same speaker have no sound if changing the sound source? (Radio, CD)	Yes	Go to the next step.
		No	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.) **Note** • If the different speaker has no sound now, the audio unit is malfunctioning.
3	• Switch the ignition to off. • Inspect the connection of the audio unit connector (24-pin). (for sound signal line) • Is the connector connected securely?	Yes	Go to the next step.
		No	Connect the audio unit connector (24-pin) securely.

STEP	INSPECTION		ACTION
4	• Switch the ignition to off. • Remove the audio unit. • Disconnect the audio unit connector (24-pin). • Inspect the continuity between the audio unit wiring harness-side connector and ground. — Terminal 1A (LH+)—GND — Terminal 1C (LH-)—GND — Terminal 1D (RH+)—GND — Terminal 1F (RH-)—GND — Terminal 1S (LH+)—GND — Terminal 1U (LH-)—GND — Terminal 1V (RH+)—GND — Terminal 1X (RH-)—GND • Is there continuity?	Yes	Repair or replace the related wiring harness **Note** • If there is a short to ground in wiring harness between the audio unit and audio amplifier, the protector circuit inside the audio unit operates to cut the sound.
		No	Go to the next step.
5	• Inspect the continuity between the following terminals of the audio amplifier wiring harness-side connector (16-pin) and the audio unit wiring harness-side connector (24-pin). — Terminal 1A (LH+)—Terminal 1F (L.H.D.)/ 1G (R.H.D.) — Terminal 1C (LH-)—Terminal 1E (L.H.D.)/ 1H (R.H.D.) — Terminal 1D (RH+)—Terminal 1G (L.H.D.)/ 1F (R.H.D.) — Terminal 1F (RH-)—Terminal 1H (L.H.D.)/ 1E (R.H.D.) — Terminal 1S (LH+)— Terminal 1J (L.H.D.)/ 1K (R.H.D.) — Terminal 1U (LH-)— Terminal 1I (L.H.D.)/ 1L(R.H.D.) — Terminal 1V (RH+)— Terminal 1K (L.H.D.)/ 1J (R.H.D.) — Terminal 1X (RH-)— Terminal 1L (L.H.D.)/ 1I (R.H.D.) • Is there continuity?	Yes	Go to the next step.
		No	Repair or replace the related wiring harness between the audio amplifier and the audio unit. Then go to the next step. **Note** • If there is a open in wiring harness between the audio unit and audio amplifier, the protector circuit inside the audio unit operates to cut the sound.
6	• Inspect the connection of the audio amplifier connector. • Is the connector connected securely?	Yes	Go to the next step.
		No	Connect the audio amplifier securely.

STEP	INSPECTION		ACTION
7	• Switch the ignition to off. • Disconnect the audio amplifier connector. • Inspect continuity between the following terminals of the audio amplifier connector and speaker connector. **For front door speaker (LH)** — Terminal 3F (L.H.D.)/3C (R.H.D.)— Terminal C — Terminal 3E (L.H.D.)/3D (R.H.D.)— Terminal B **For front door speaker (RH)** — Terminal 3C (L.H.D.)/3F (R.H.D.)— Terminal C — Terminal 3D (L.H.D.)/3E (R.H.D.)— Terminal B **For tweeter (LH)** — Terminal 2G (L.H.D.)/2C (R.H.D.)— Terminal B — Terminal 2I (L.H.D.)/2E (R.H.D.)—Terminal A **For tweeter (RH)** — Terminal 2C (L.H.D.)/2G (R.H.D.)— Terminal B — Terminal 2E (L.H.D.)/2I (R.H.D.)—Terminal A **For rear door speaker (LH)** — Terminal 2O (L.H.D.)/2M (R.H.D.)— Terminal C — Terminal 2P (L.H.D.)/2K (R.H.D.)— Terminal B **For rear door speaker (RH)** — Terminal 2M (L.H.D.)/2O (R.H.D.)— Terminal C — Terminal 2K (L.H.D.)/2P (R.H.D.)— Terminal B **For front center speaker** — Terminal 3G—Terminal B — Terminal 3H—Terminal A **For D-pillar speaker** — Terminal 2A—Terminal B — Terminal 2B—Terminal A • Is there continuity?	Yes	Go to the next step.
		No	Repair or replace the repair related wiring harnesses.

STEP	INSPECTION		ACTION
8	• Switch the ignition to off. • Disconnect the audio amplifier connector. • Inspect the continuity between the audio amplifier connector and ground: **For front door speaker (LH)** — Terminal 3F (L.H.D.)/3C (R.H.D.)—GND — Terminal 3E (L.H.D.)/3D (R.H.D.)—GND **For front door speaker (RH)** — Terminal 3C (L.H.D.)/3F (R.H.D.)—GND — Terminal 3D (L.H.D.)/3E (R.H.D.)—GND **For tweeter (LH)** — Terminal 2G (L.H.D.)/2C (R.H.D.)—GND — Terminal 2I (L.H.D.)/2E (R.H.D.)—GND **For tweeter (RH)** — Terminal 2C (L.H.D.)/2G (R.H.D.)—GND — Terminal 2E (L.H.D.)/2I (R.H.D.)—GND **For rear door speaker (LH)** — Terminal 2O (L.H.D.)/2M (R.H.D.)—GND — Terminal 2P (L.H.D.)/2K (R.H.D.)—GND **For rear door speaker (RH)** — Terminal 2M (L.H.D.)/2O (R.H.D.)—GND — Terminal 2K (L.H.D.)/2P (R.H.D.)—GND **For front center speaker** — Terminal 3G—GND — Terminal 3H—GND **For D-pillar speaker** — Terminal 2A—GND — Terminal 2B—GND • Is there continuity?	Yes	Repair or replace the related wiring harness or speaker. (See FRONT DOOR SPEAKER REMOVAL/INSTALLATION.) (See TWEETER REMOVAL/INSTALLATION.) (See REAR DOOR SPEAKER REMOVAL/INSTALLATION.) (See FRONT CENTER SPEAKER REMOVAL/INSTALLATION.) (See D-PILLAR SPEAKER REMOVAL/INSTALLATION.) **Note** • If there is a short circuit between the speaker harness or speaker lead wire and ground, the protector circuit inside the audio unit operates to cut the sound.
		No	Go to the next step.
9	• Inspect the suspect speaker. • Is the speaker normal? **Note** • If the speaker lead wire contacts to either ground or vehicle frame, replace the speaker.	Yes	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
		No	Replace the speaker. (See FRONT DOOR SPEAKER REMOVAL/INSTALLATION.) (See TWEETER REMOVAL/INSTALLATION.) (See REAR DOOR SPEAKER REMOVAL/INSTALLATION.) (See FRONT CENTER SPEAKER REMOVAL/INSTALLATION.) (See D-PILLAR SPEAKER REMOVAL/INSTALLATION.)