

TROUBLESHOOTING INDEX [ENTIRE AUDIO SYSTEM]

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Symptom	Possible DTC	
	Using the M-MDS	Without using M-MDS (On-board diagnostic test mode)
AF NOISE OR POP NOISE AT ALL SOURCES (RADIO, CD) [ENTIRE AUDIO SYSTEM]	U3003:16, U3000:09	09:Er20, 09:Er21
AUDIO POWER IS NOT AVAILABLE OR SWITCHED ON OR OFF AUTOMATICALLY [ENTIRE AUDIO SYSTEM]	U3003:16	09:Er20
NO SOUND FROM ALL SPEAKERS [ENTIRE AUDIO SYSTEM]	U3003:16, U3000:09	09:Er20, 09:Er21
NO SOUND FROM SOME SPEAKERS [ENTIRE AUDIO SYSTEM]	—	—
SOUND BREAK-UP OR POOR SOUND QUALITY [ENTIRE AUDIO SYSTEM]	U3000:09	09:Er21
VOLUME INCREASES/DECREASES WHILE DRIVING THE VEHICLE [ENTIRE AUDIO SYSTEM]	—	—
ALC FUNCTION IS INOPERATIVE [ENTIRE AUDIO SYSTEM]	U0155:00, U0010:88	16:Er12
AudioPilot®2 FUNCTION IS INOPERATIVE [ENTIRE AUDIO SYSTEM]	U0155:00, U0010:88	16:Er12,
NO AUDIO SYSTEM ILLUMINATION [ENTIRE AUDIO SYSTEM]	U3003:16	09:Er20
SOUND JUMPS [ENTIRE AUDIO SYSTEM]	B1188:64	10:Er07
DISPLAY DOES NOT CHANGE TO THE REAR MOUNT CAMERA IMAGE. [ENTIRE AUDIO SYSTEM]	—	—

Quick Diagnostic Chart

X: Applicable

Possible factor	Troubleshooting item									
	AF noise or POP noise at all sources (Radio, CD)	Audio power is not available or switched on or off automatically	No sound from all speakers	No sound from some speakers	Sound break-up or poor sound quality	Volume increases/decreases while driving the vehicle	ALC function is inoperative	AudioPilot [®] 2 function is inoperative	No audio system illumination	Sound jumps
Electronic jamming from outside, or inferior condition of broadcasting station radio wave	X		X		X	X				X
Defective CD (e.g., cracked, badly bent, rough edges, scratch, dirty CD, condensation)	X									X
Vibration while vehicle is driven	X									
Low vehicle battery voltage	X									
Jammed radio signals from after market equipment	X									
Speaker malfunction (e. g., any foreign material, broken)	X		X	X	X					X
Improper speaker installation	X				X					
Poor connection of audio unit connector, terminal damage	X	X	X	X						X
Antenna malfunction (e.g., poor ground)	X									
Audio unit malfunction	X	X	X	X	X	X	X		X	
Audio amplifier malfunction (with Bose [®])	X		X	X	X	X		X		
Speaker muted by Bluetooth system (hands-free telephone (HF/TEL) system) operation		X	X							X
Mis-operation of steering switches		X				X				X
Burnt fuse (B+)		X								
Burnt fuse (ACC)		X								
Open or short circuit in power supply (B+) wiring harness		X								
Open or short circuit in power supply (ACC) wiring harness		X								
Glass antenna malfunction			X							
Antenna feeder malfunction			X							
Center roof antenna malfunction			X							
Poor connection of music device			X		X					
Volume adjustment of music device is at minimum			X		X					

X: Applicable

Possible factor	Troubleshooting item										
	AF noise or POP noise at all sources (Radio, CD)	Audio power is not available or switched on or off automatically	No sound from all speakers	No sound from some speakers	Sound break-up or poor sound quality	Volume increases/decreases while driving the vehicle	ALC function is inoperative	AudioPilot [®] 2 function is inoperative	No audio system illumination	Sound jumps	Display does not change to the rear mount camera image
Short circuit in wiring harness between audio unit and speaker (without Bose [®])			X	X							
Open circuit in wiring harness between audio unit and speaker (without Bose [®])			X	X							
Open or short circuit in wiring harness between audio amplifier and ground (with Bose [®])											
Speaker muted by audio unit sound adjustment				X							
Open or short circuit in wiring harness between audio amplifier and speaker (with Bose [®])			X	X							
Open or short circuit in wiring harness between audio amplifier and audio unit (with Bose [®])			X	X						X	
Poor connection of audio amplifier connector, terminal damage (with Bose [®])			X	X							
Short circuit inside speaker			X	X						X	
Tuning error with radio station					X						
Vibration of door trim and/or package trim					X					X	
CAN signal wiring harness malfunction			X				X				
Sound level difference between audio modes						X					
Open or short circuit in vehicle speed signal wiring harness (e.g., instrument cluster)							X	X			
Open or short circuit in AudioPilot [®] 2 microphone signal wiring harness (with Bose [®])								X			
Open or short circuit in AudioPilot [®] 2 signal wiring harness (with Bose [®])								X			
Illumination turned off by panel light control switch operation									X		
Open or short circuit in TNS signal wiring harness									X		
Rear mount camera malfunction											X
Poor connection of the rear mount camera connector, terminal damage											X
Open or short circuit in wiring harness between audio unit and rear mount camera											X
Open or short circuit in reverse signal wiring harness											X