NO SOUND FROM ALL SPEAKERS [ENTIRE AUDIO SYSTEM]

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Without Bose®

Possible DTC	**No sound from all speakers**	
	Using the M-MDS	**U3003:16, U3000:09**
	Without using M-MDS (On-board diagnostic test mode)	**09:Er20, 09:Er21**
Possible cause	• Electronic jamming from outside, or inferior condition of broadcasting station radio wave • Glass antenna malfunction • Antenna feeder malfunction • Center roof antenna malfunction • Speaker muted by Bluetooth system (hands-free telephone (HF/TEL) system) operation • Poor connection of music device • Volume adjustment of music device is at minimum • Poor connection at audio unit connector, terminal damage • Audio unit malfunction • Short circuit in wiring harness between audio unit and speaker • Open circuit in wiring harness between audio unit and speaker • Short circuit inside speaker • Speaker malfunction	

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• It sound not output from the speaker only while in radio mode?	Yes	Go to the next step.
		No	Go to Step 6.
2	• Does noise occur?	Yes	Go to the next step.
		No	Go to Step 8.
3	• Can the location where the noise occurs be specified?	Yes	The system is normal. Explain to the customer that the noise is caused by radio wave disturbances or broadcast wave conditions from the outside.
		No	Go to the next step.
4	• Compare the radio broadcast reception condition on another vehicle of the same model (model/unit) in the location where the noise occurs. • Compared to another vehicle of the same model, is the reception worse?	Yes	Go to the next step.
		No	Go to Step 6.
5	• Inspect the glass antenna and antenna feeder. • Are the glass antenna and antenna feeder normal?	Yes	Go to the next step.
		No	Repair or replace the glass antenna and/or the antenna feeder.
6	• Does the Bluetooth system (hands-free telephone (HF/TEL) system) operate?	Yes	The system is normal. Explain to the customer that the Bluetooth system (hands-free telephone (HF/TEL) system) operates and the speaker is muted.
		No	Go to the next step.
7	• Does the AUX mode operate?	Yes	Verify the volume of the music device which has been connected. If sound is output, go to the next step.
		No	Go to the next step.
8	• Connect the audio unit connector.	Yes	Go to the next step.
	• 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** • Is the voltage normal?	No	Charge the battery, then go to the next step.
9	• Play the CD or Radio. • Adjust the volume between”10” to “15”. • Is there sound?	Yes	The system is normal.
		No	Go to the next step.

STEP	INSPECTION		ACTION
10	• 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. **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	• Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)

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Diagnostic procedure

STEP	INSPECTION		ACTION
1	• It sound not output from the speaker only while in radio mode?	Yes	Go to the next step.
		No	Go to Step 6.
2	• Does noise occur?	Yes	Go to the next step.
		No	Go to Step 8.
3	• Can the location where the noise occurs be specified?	Yes	The system is normal. Explain to the customer that the noise is caused by radio wave disturbances or broadcast wave conditions from the outside.
		No	Go to the next step.

STEP	INSPECTION		ACTION
4	• Compare the radio broadcast reception condition on another vehicle of the same model (model/unit) in the location where the noise occurs. • Compared to another vehicle of the same model, is the reception worse?	Yes	Go to the next step.
		No	Go to Step 6.
5	• Inspect the glass antenna and antenna feeder. • Are the glass antenna and antenna feeder normal?	Yes	Go to the next step.
		No	Repair or replace the glass antenna and/or the antenna feeder.
6	• Does the Bluetooth system (hands-free telephone (HF/TEL) system) operate?	Yes	The system is normal. Explain to the customer that the Bluetooth system (hands-free telephone (HF/TEL) system) operates and the speaker is muted.
		No	Go to the next step.
7	• Does the AUX mode operate?	Yes	Verify the volume of the music device which has been connected. If sound is output, go to the next step.
		No	Go to the next step.
8	• 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** • Is the voltage normal?	Yes	Go to the next step.
		No	Charge the battery, then go to the next step.
9	• Play CD or radio. • Adjust the volume between “10” and “15”. • Is there sound?	Yes	The system is normal.
		No	Go to the next step.
10	• Measure the voltage at the audio amplifier terminal 3A. (8-pin, vehicle harness-side) • Is the voltage B+?	Yes	Go to the next step.
		No	Repair or replace wiring harness between the audio amplifier and fuse. Go to the next step.
11	• Inspect the connection of audio unit connector (24-pin) and audio amplifier connectors for poor connection (such as damaged/pulled-out pins, corrosion). • Are all pins normal?	Yes	Go to the next step.
		No	Repair or replace the pins and/or the connector.

STEP	INSPECTION		ACTION
12	• 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
13	• 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.
14	• Switch the ignition to off. • Disconnect the audio amplifier connector and audio unit connector (24-pin). • Inspect the continuity between the audio amplifier terminal 2F (16-pin, vehicle harness-side) and audio unit terminal 1J (24-pin, vehicle harness- side). • Is there continuity?	Yes	Replace the audio amplifier. (See AUDIO AMPLIFIER REMOVAL/INSTALLATION.)
		No	Repair or replace the wiring harness between the audio amplifier and audio unit. Then go to the next step.
15	• Is there any sound?	Yes	The system is normal.
		No	Replace the audio amplifier. (See AUDIO AMPLIFIER REMOVAL/INSTALLATION.)