SOUND JUMPS [ENTIRE AUDIO SYSTEM]

id0903e2101500

Possible DTC	**Sound jumps**	
	Using the M-MDS	**B1188:64**
	Without using M-MDS (On-board diagnostic test mode)	**10:Er07**
Possible cause	• Electronic jamming from outside, or inferior condition of broadcasting station radio wave • Defective CD (e.g., cracked, badly bent, rough edges, scratch, dirty CD, condensation) • Vibration while vehicle is driven • Speaker muted by Bluetooth system (hands-free telephone (HF/TEL) system) operation (with Bluetooth system) • Open or short circuit in wiring harness between audio amplifier and audio unit • Short circuit inside speaker • Speaker malfunction • Mis-operation of steering switches • Audio unit malfunction **Note** • The CD may be malfunctioning if the sound jumps on the certain CD only. Inspect the CD player/ changer operation using the CD known to be good.	

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• Does the sound jump only while in the radio mode?	Yes	Go to Step 2.
		No	Go to Step 5.
2	• Does noise occur?	Yes	Go to the next step.
		No	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
3	• Can the location where the sound jumps 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	• Can the broadcast where the sound jumps be specified?	Yes	Explain to the customer that the cause is poor broadcast reception conditions.
		No	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
5	• Does the sound jump only while in the CD mode?	Yes	Go to the next step.
		No	Go to Step 8.
6	• Can the disc in which the sound jump occurs be specified?	Yes	The system is normal. Explain to the customer that the cause is a disc that is damaged or dirty on the playback side, or warped.
		No	Go to the next step.
7	• Drive the vehicle and verify the malfunction symptom. • Does noise occur while driving on an unlevel road or under other driving conditions (sudden curve, quick operation)?	Yes	The system is normal. Explain to the customer that the cause is vibration while the vehicle is driven.
		No	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)
8	• Does the sound jump using the specified speaker?	Yes	**Without Bose®** • Go to the next step. **With Bose®** • Go to Step 10
		No	**With Bluetooth system** • Go to Step 13. **Without Bluetooth system** • Go to Step 14.

STEP	INSPECTION		ACTION
9	• Disconnect the speaker connector 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 B — Terminal 1C (LH-)—terminal A — Terminal 1D (RH+)—terminal B — Terminal 1F (RH-)—terminal A **Audio unit—rear door speaker** — Terminal 1S (LH+)—terminal B — Terminal 1U (LH-)—terminal A — Terminal 1V (RH+)—terminal B — Terminal 1X (RH-)—terminal A	Yes	Go to Step 12.
		No	Repair or replace the suspect wiring harness or speaker.
10	• 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 Step 11.
		No	Repair or replace the repair related wiring harnesses.

STEP	INSPECTION		ACTION
11	• 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.
12	• 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	**With Bluetooth system** • Go to the next step. **Without Bluetooth system** • Go to Step 14.
		No	**Without Bose®** • Replace the speaker. (See FRONT DOOR SPEAKER REMOVAL/INSTALLATION.) (See REAR DOOR SPEAKER REMOVAL/INSTALLATION.) (See TWEETER REMOVAL/INSTALLATION.) (Six-speaker type) **With Bose®** • 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.)
13	• 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.
14	• 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	Replace the audio unit. (See AUDIO UNIT REMOVAL/INSTALLATION.)