
TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]

Id0903h5845000

Symptom	Possible DTC	
	Using the M-MDS	Without using M-MDS (On-board diagnostic test mode)
HANDS-FREE TELEPHONE SYSTEM DOES NOT RECEIVE/ TRANSMIT CALLS, DOES NOT CONNECT [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]	B116A:12, B116A:13, B116A:44	26:Er81, 26:Er82, 26:Er86
CALLER'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]	—	26:Er81
ADDRESSEE'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]	—	26:Er81

Quick Diagnostic Chart

X: Applicable

Possible factor	Troubleshooting item		
	Hands-free telephone system does not receive/transmit calls, does not connect	Caller's voice volume too low, or noise interrupts call	Addressee's voice volume too low, or noise interrupts call
A cellular phone other than a hands-free telephone system-enabled models is used	X	X	X
Cellular phone is outside of the signal transmission area	X		
Cellular phone does not operate (low battery voltage, power off)	X		
Cellular phone does not set up to Bluetooth system	X		
Bluetooth does not operate	X	X	X
Poor connection in the connector	X	X	X
Open or short circuit in the wiring harness between the microphone and Bluetooth unit	X	X	
Microphone malfunction	X	X	
Open or short circuit in the wiring harness between the Hang-up/Pick-up/Talk switch and Bluetooth unit	X	X	
Hang-up/Pick-up/Talk switch malfunction	X	X	
CAN communication error between the audio unit and Bluetooth unit	X	X	X
Open or short circuit in the wiring harness between the Bluetooth unit and the speaker through the audio unit (without Bose®)	X		X
Open or short circuit in the wiring harness between the Bluetooth unit and the speaker through the audio amplifier (with Bose®)	X		X
Open or short circuit in the wiring harness between the Bluetooth unit and the audio unit (without Bose®)	X		
Open or short circuit in the wiring harness between the Bluetooth unit and the audio amplifier (with Bose®)	X		
Open or short circuit in the wiring harness of the Bluetooth unit power supply or ground circuit	X		
Bluetooth unit malfunction	X	X	X
Vehicle is in a place where signal transmission is weak		X	X
Noise while driving is loud (engine, tire noise, blower fan noise)		X	
Windows and/or sunroof are open		X	
Bluetooth unit does not receive the vehicle speed signal		X	X
Steering switch (+) and/or related circuit malfunction		X	X
The volume of the Hands-free telephone system is set at a low level or zero			X
