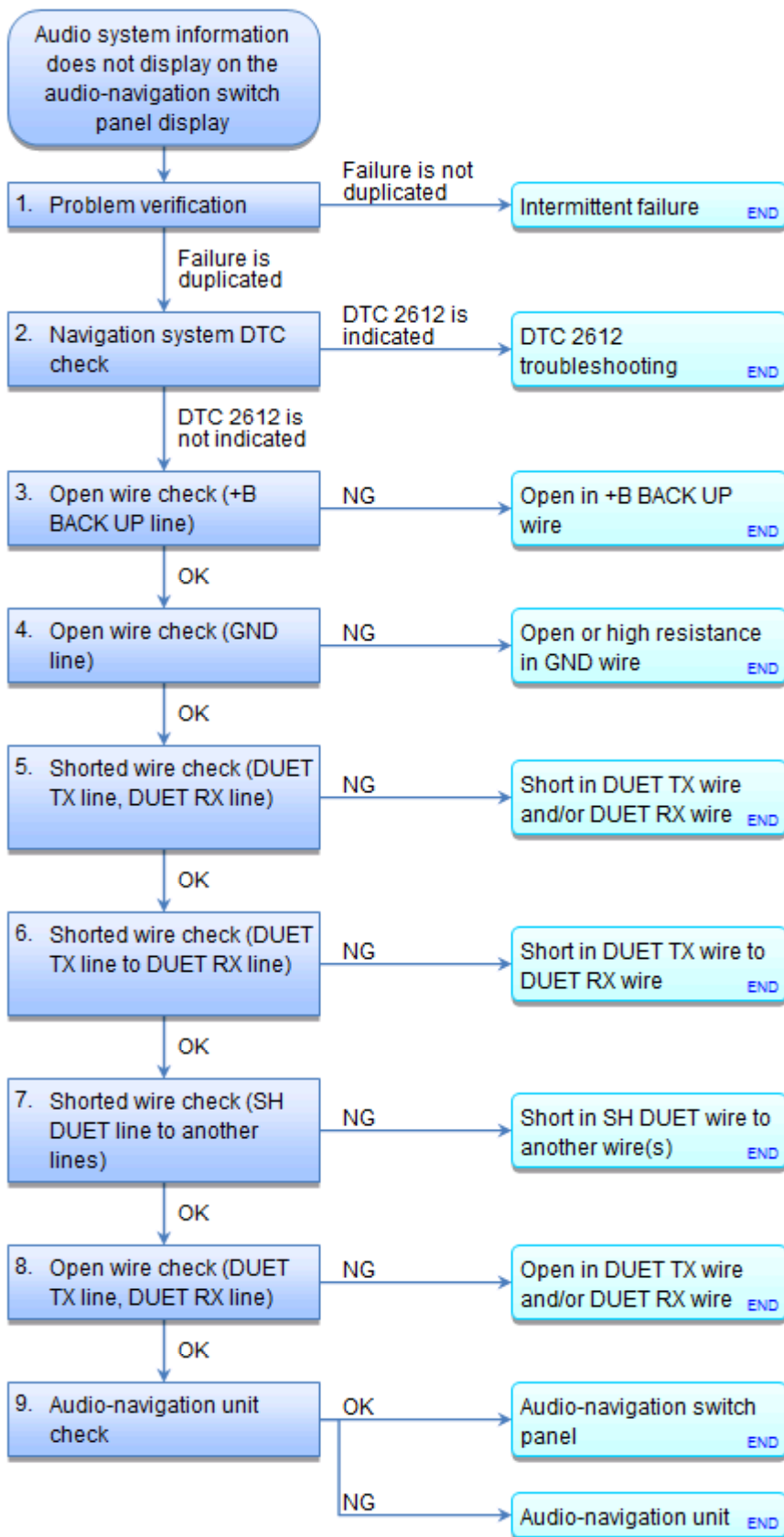


Audio System Symptom Troubleshooting - Audio system information does not display on the audio-navigation switch panel display



Audio system information does not display on the audio-navigation switch panel display

NOTE:

- [Check the vehicle battery condition first.](#)
- Check the connectors for poor connections or loose terminals.

1. Problem verification:

- 1. Press the engine start/stop button to select the ON mode.
- 2. Check if clock information appears on the audio-navigation switch panel display.

Is there clock information displayed?

YES Intermittent failure, the system is OK at this time.■

NO The failure is duplicated, go to step 2.

2. Navigation system DTC check:

- 1. [Check for hard error codes.](#)

Is DTC 2612 (Sub Display Diag) indicated?

YES [Go to DTC 2612 troubleshooting.](#)■

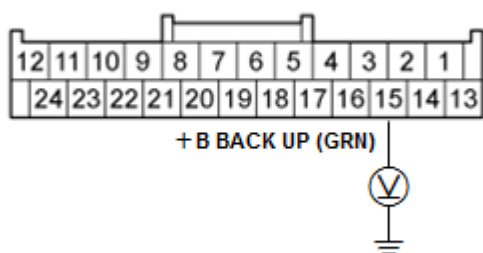
NO Go to step 3.

3. Open wire check (+B BACK UP line):

- 1. Press the engine start/stop button to select the OFF mode.
- 2. Measure the voltage between test points 1 and 2.

Test condition	OFF mode
Test circuit	+B BACK UP
Test point 1	Audio-navigation switch panel 24P connector No. 15 (GRN)
Test point 2	Body ground

AUDIO-NAVIGATION SWITCH PANEL 24P CONNECTOR



Wire side of female terminals

Is there battery voltage?

YES The +B BACK UP wire is not open. Go to step 4.

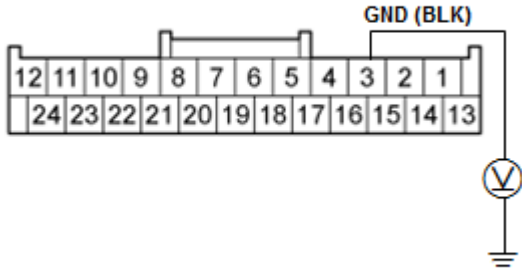
NO Repair an open in the wire between the No. A29 (10 A) fuse in the under-hood fuse/relay box and the audio-navigation switch panel.■

4. Open wire check (GND line):

- 1. Press the engine start/stop button to select the ON mode.

- 2. Measure the voltage between test points 1 and 2.
 - Test condition ON mode
 - Test circuit GND
 - Test point 1 [Audio-navigation switch panel 24P connector No. 3 \(BLK\)](#)
 - Test point 2 Body ground

AUDIO-NAVIGATION SWITCH PANEL 24P CONNECTOR



Wire side of female terminals

Is there less than 0.2 V?

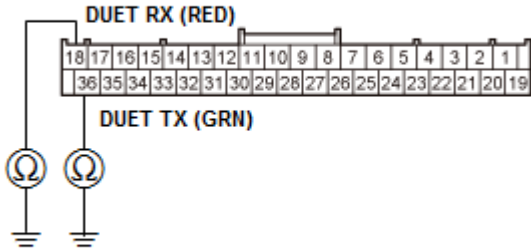
YES The GND wire is not open. Go to step 5.

NO Repair an open or high resistance in the wire between the audio-navigation switch panel and body ground (G503).■

5. Shorted wire check (DUET TX line, DUET RX line):

- 1. Press the engine start/stop button to select the OFF mode.
- 2. Disconnect the following connectors.
 - [Audio-navigation switch panel 24P connector](#)
 - [Audio-navigation unit connector E \(36P\)](#)
- 3. Check for continuity between test points 1 and 2.
 - Test condition OFF mode
 - Audio-navigation switch panel 24P connector: disconnected
 - Audio-navigation unit connector E (36P): disconnected
 - Test circuit DUET TX
 - Test point 1 Audio-navigation unit connector E (36P) No. 36 (GRN)
 - Test point 2 Body ground
 - Test circuit DUET RX
 - Test point 1 Audio-navigation unit connector E (36P) No. 18 (RED)
 - Test point 2 Body ground

AUDIO-NAVIGATION UNIT CONNECTOR E (36P)



Wire side of female terminals

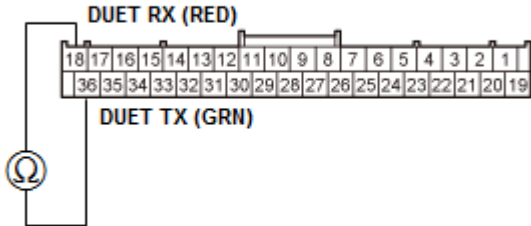
Is there continuity?

- YES There is a short to body ground in the wire(s) between the audio-navigation unit and the audio-navigation switch panel. Replace the affected shielded harness.■
- NO The DUET TX and the DUET RX wires are not shorted to ground. Go to step 6.

6. Shorted wire check (DUET TX line to DUET RX line):

- 1. Check for continuity between test points 1 and 2.
 - Test condition OFF mode
 - Audio-navigation switch panel 24P connector: disconnected
 - Audio-navigation unit connector E (36P): disconnected
 - Test circuit DUET TX, DUET RX
 - Test point 1 Audio-navigation unit connector E (36P) No. 36 (GRN)
 - Test point 2 Audio-navigation unit connector E (36P) No. 18 (RED)

AUDIO-NAVIGATION UNIT CONNECTOR E (36P)



Wire side of female terminals

Is there continuity?

- YES There is a short in the wires between the audio-navigation unit and the audio-navigation switch panel. Replace the affected shielded harness.■
- NO The DUET TX and the DUET RX wires are not shorted. Go to step 7.

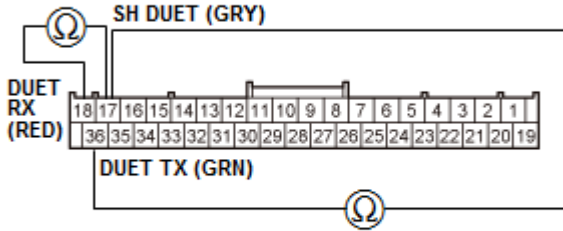
7. Shorted wire check (SH DUET line to another lines):

- 1. Check for continuity between test points 1 and 2.
 - Test condition OFF mode
 - Audio-navigation switch panel 24P connector: disconnected
 - Audio-navigation unit connector E (36P): disconnected

Test circuit SH DUET, DUET TX
 Test point 1 Audio-navigation unit connector E (36P) No. 17 (GRY)
 Test point 2 Audio-navigation unit connector E (36P) No. 36 (GRN)

Test circuit SH DUET, DUET RX
 Test point 1 Audio-navigation unit connector E (36P) No. 17 (GRY)
 Test point 2 Audio-navigation unit connector E (36P) No. 18 (RED)

AUDIO-NAVIGATION UNIT CONNECTOR E (36P)



Wire side of female terminals

Is there continuity?

YES There is a short in the wires between the audio-navigation unit and the audio-navigation switch panel. Replace the affected shielded harness.■

NO The SH DUET wire is OK. Go to step 8.

8. Open wire check (DUET TX line, DUET RX line):

-1. Check for continuity between test points 1 and 2.

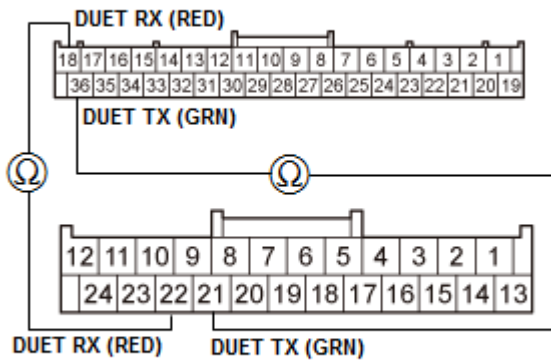
Test condition OFF mode
 Audio-navigation switch panel 24P connector: disconnected
 Audio-navigation unit connector E (36P): disconnected

Test circuit DUET TX
 Test point 1 Audio-navigation unit connector E (36P) No. 36 (GRN)
 Test point 2 Audio-navigation switch panel 24P connector No. 21 (GRN)

Test circuit DUET RX
 Test point 1 Audio-navigation unit connector E (36P) No. 18 (RED)
 Test point 2 Audio-navigation switch panel 24P connector No. 22 (RED)

AUDIO-NAVIGATION UNIT CONNECTOR E (36P)

Wire side of female terminals



AUDIO-NAVIGATION SWITCH PANEL 24P CONNECTOR

Wire side of female terminals

Is there continuity?

YES The DUET TX and the DUET RX wires are OK. Go to step 9.

NO There is an open in the wire(s) between the audio-navigation unit and the audio-navigation switch panel. Replace affected shielded harness.■

9. Audio-navigation unit check:

- 1. [Substitute a known-good audio-navigation switch panel.](#)
- 2. Reconnect all the connectors, and recheck.

Does the symptom go away?

YES Replace the original audio-navigation switch panel.■

NO [Replace the audio-navigation unit.](#)■