

Document Information

Location: Electrical - Infotainment

Topic: No sound from all media sources

Condition: Permanent

Diagnostic Trouble Codes: N/A

Measure

The purpose of this document is to identify which component and/or wire could be the reason for losing audio through all input methods. The way the infotainment system is designed is to protect the amplifier from internal permanent damage in the event of a fault on one of the components. As an example, if the system identifies there is a fault with one of the speakers or wiring, the audio output will stop to protect the amplifier from permanent damage.

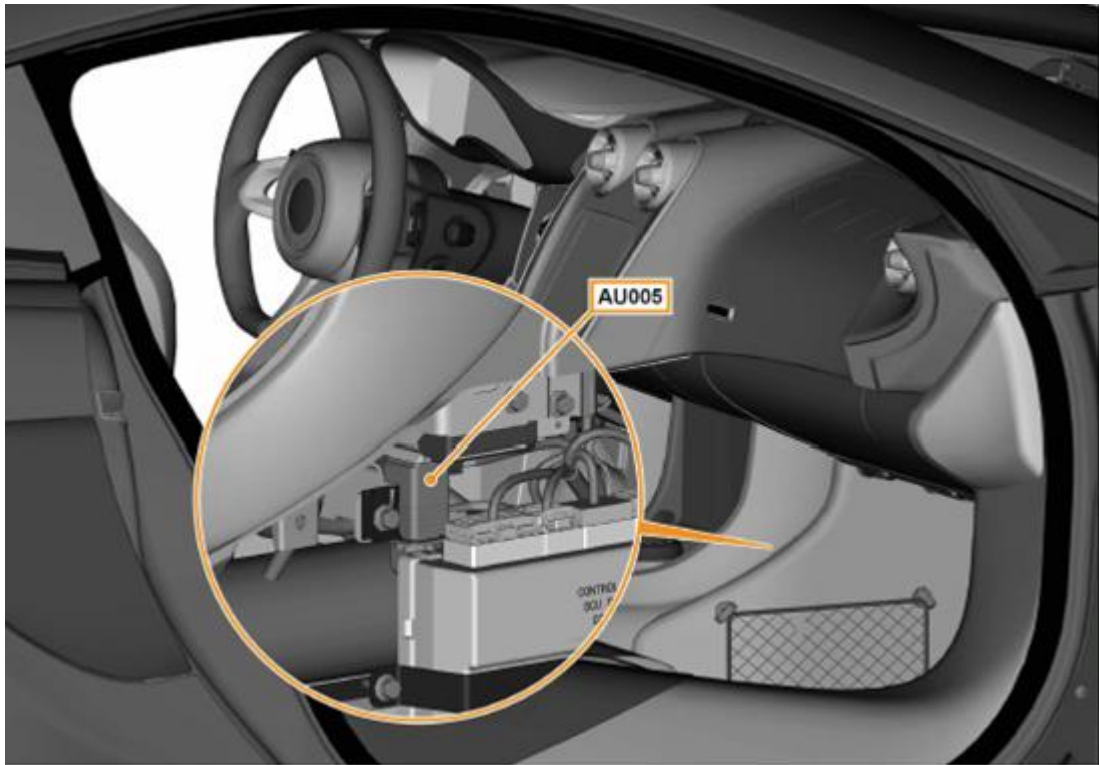
Find below a list of possible items that can cause permanent loss of audio via FM/AM, DAB, SiriusXM Radio, Navigation prompts or media player through Bluetooth:

- Speaker shorting to ground or Vbatt
- Speaker wiring shorting to ground or Vbatt
- Loss of Vbatt or ground to the DAC module
- DAC cable shorting
- Amplifier
- Head Unit

The test below varies in some steps depending on the speaker system installed to the vehicle (i.e. 4, 8 or 12 speakers).

1. Check fuse F9 3A in the fascia fuse box. This supplies power to the DAC cable

- If OK proceed to step 2, if not ok replace fuse and retest. If fuse fails again, check for the cause
2. Check the RJ45 connection AU005 onto the HU. Remove, check and re-connect
- If OK proceed to step 3. If not OK, resolve the poor connection and retest the audio system



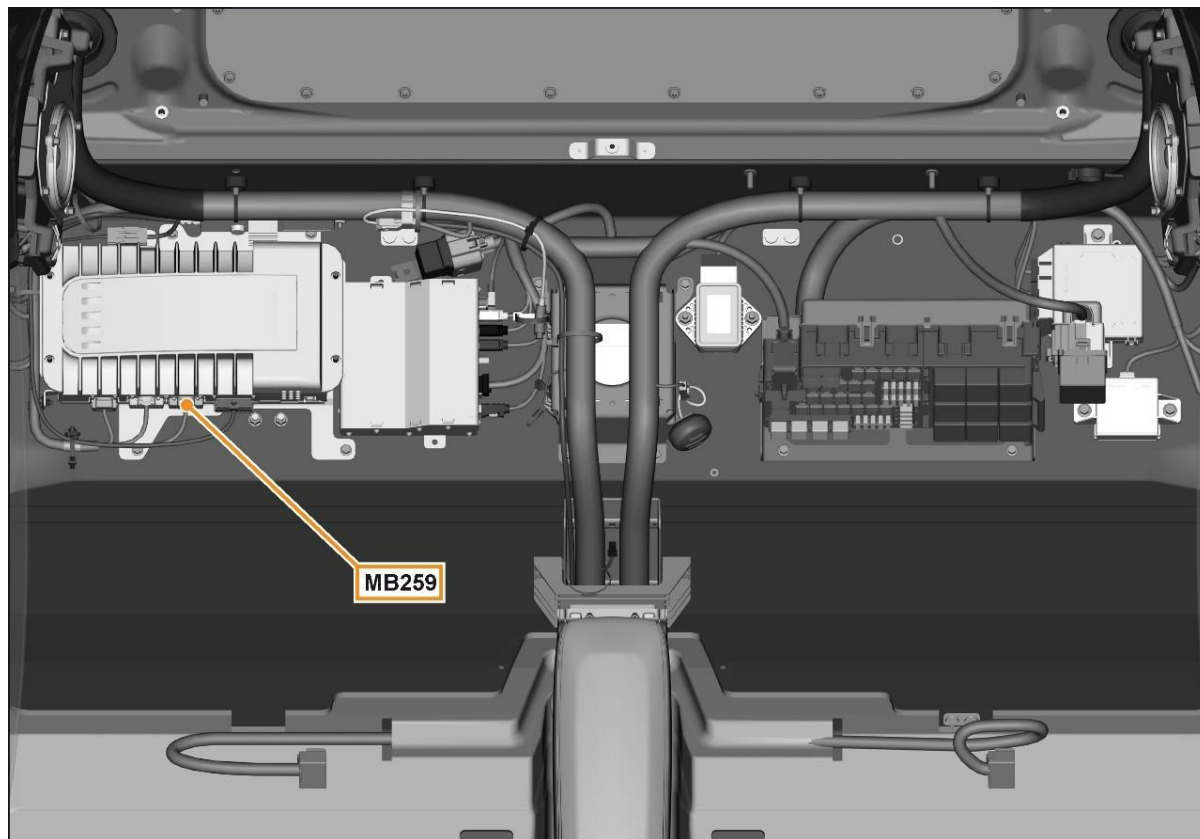
Care Point: Steps 3 to 5 apply only on vehicles installed with the 12 speakers system. If the vehicle is fitted with the 4 or 8 speaker system, proceed directly to step 6.

Steps 3 to 5 are only applicable to 12 speakers system

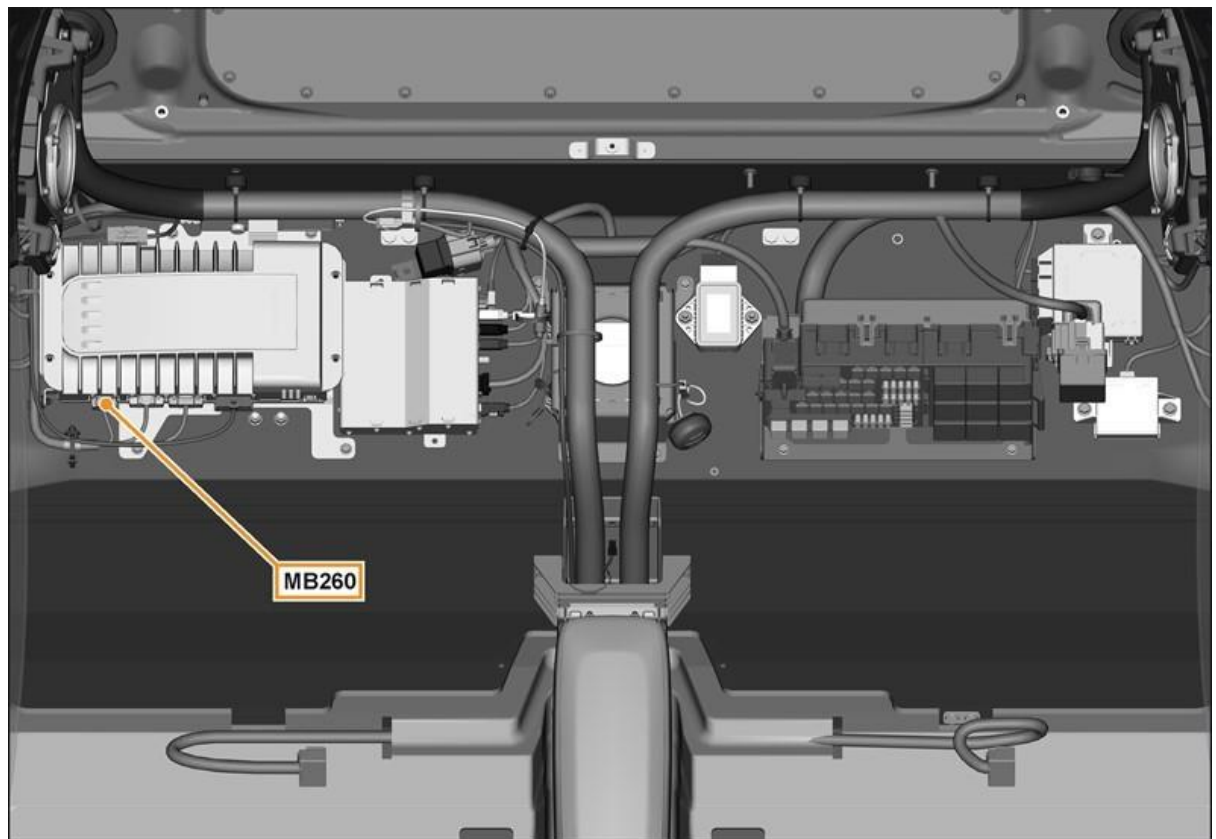
3. Ensure the ignition is OFF and car fully asleep. Remove both A-pillar trims so the tweeters are not touching anything and then switch the ignition ON and check if the audio has returned
- If the audio is recovered, then apply foam tape behind each speaker to insulate from the trim
 - If the issue is still present proceed to step 4

4. Gain access to the amplifier, the test below will confirm which side is causing the loss of audio:

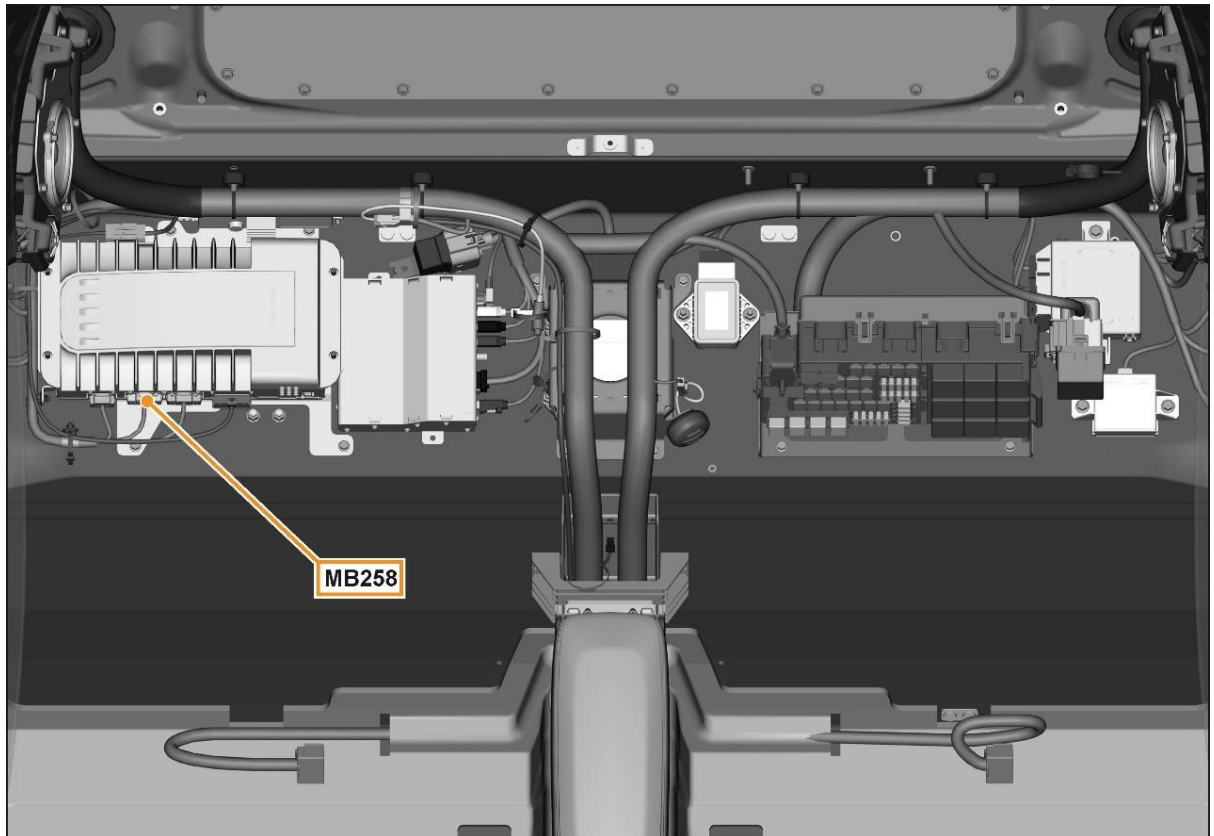
- Disconnect connector MB259 blue connector



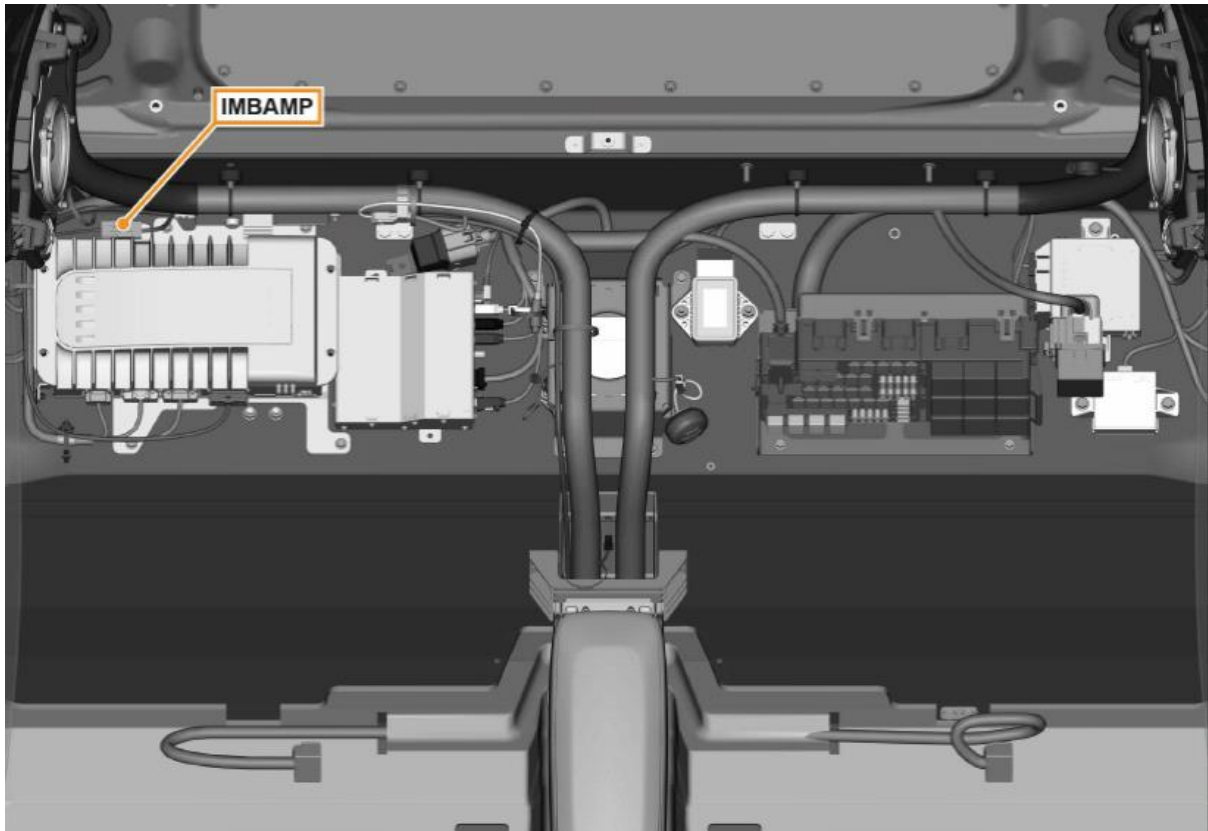
- Then disconnect the power supply connector MB260 and wait for 30 seconds
- Then reconnect connector MB260



- Now check if the audio has returned to left hand speakers only. If audio has returned, check to confirm which speaker or associated wiring is causing the short circuit and therefore the loss of audio
- If the problem remains, reconnect connector MB259
- Now disconnect connector MB258 grey connector

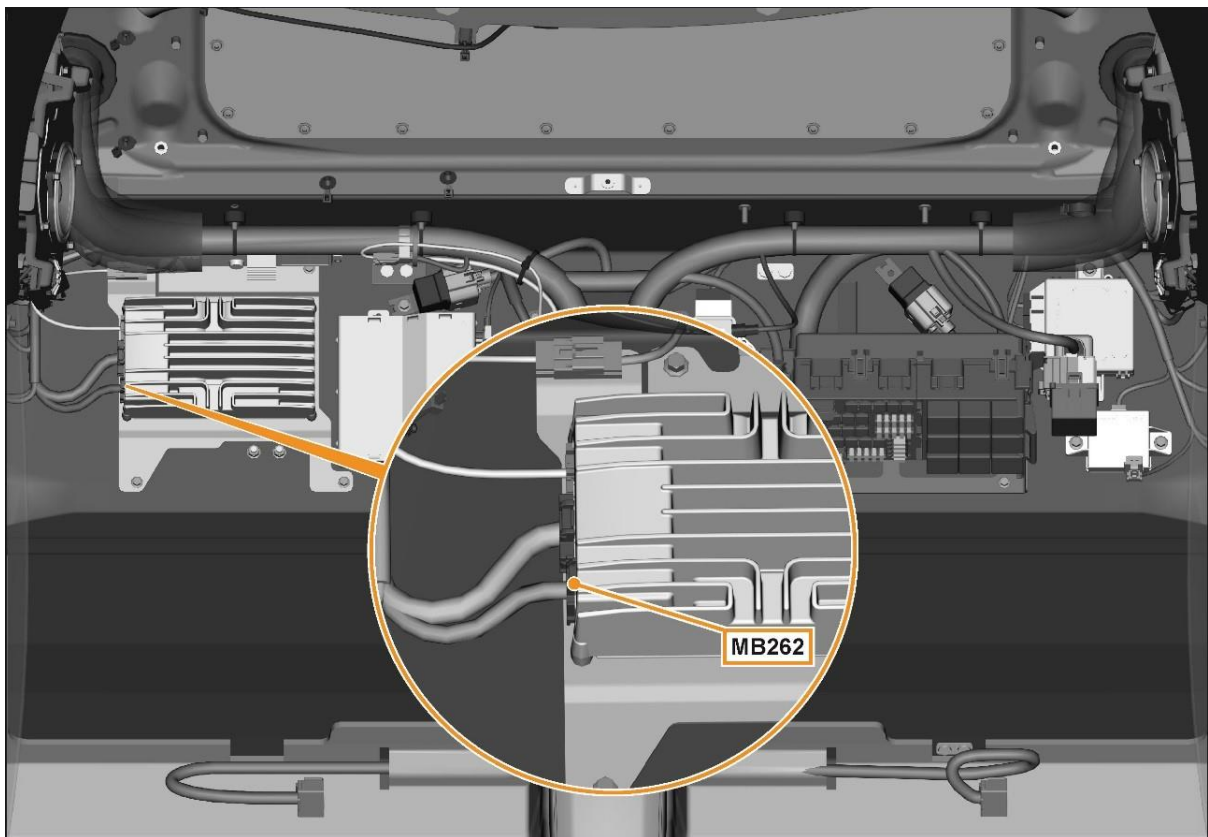
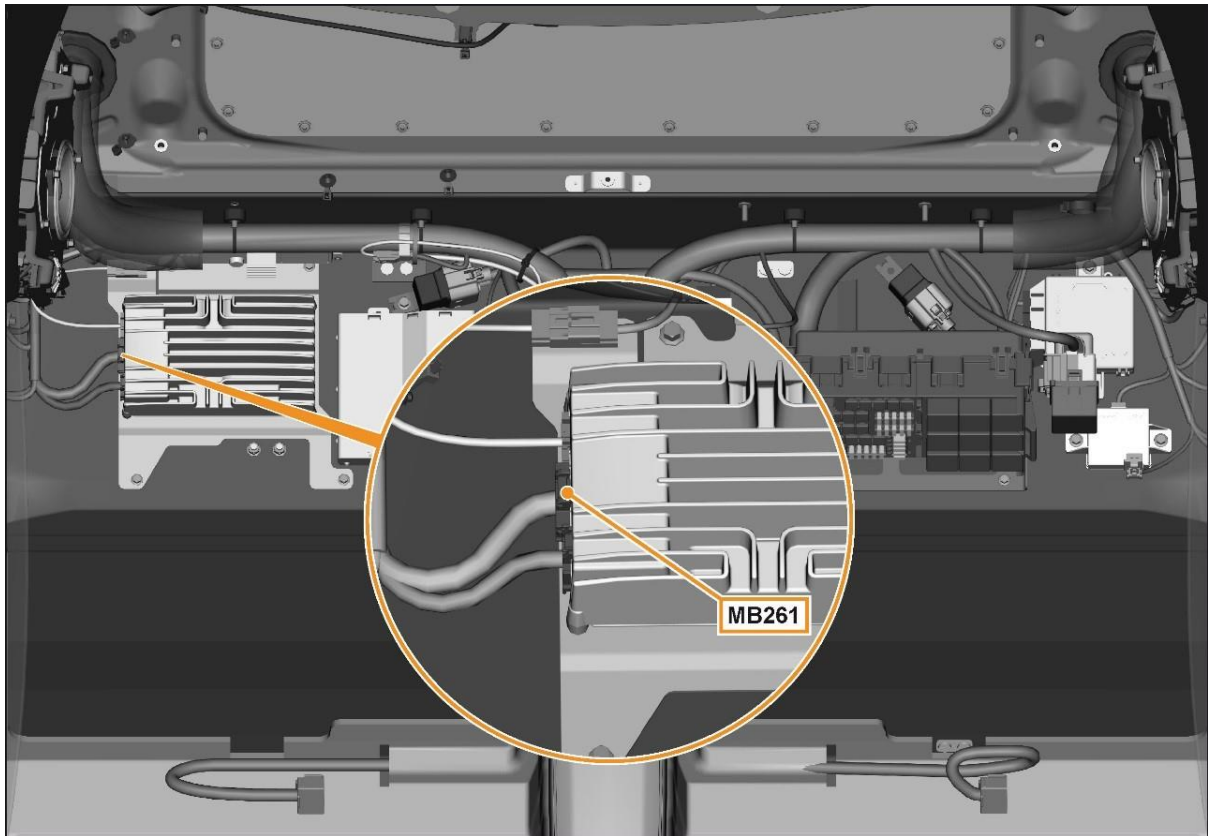


- Then disconnect the power supply connector MB260 and wait for 30 seconds
 - Then reconnect connector MB260
 - Now check if the audio has returned to right hand speakers only. If audio has returned, need to confirm which speaker or associated wiring is causing the short circuit and therefore the loss of audio
5. Check connector IMBAMP white connector, check pin 1 for 12 volts and pin 6 for ground. If no 12 volts present, check fuse F9 again that was checked at step 1. This is Vbatt supply for the DAC module. If no ground, check ground GRND21, which is also the ground for the amplifier



Step 6 is only applicable to 4 or 8 speakers system

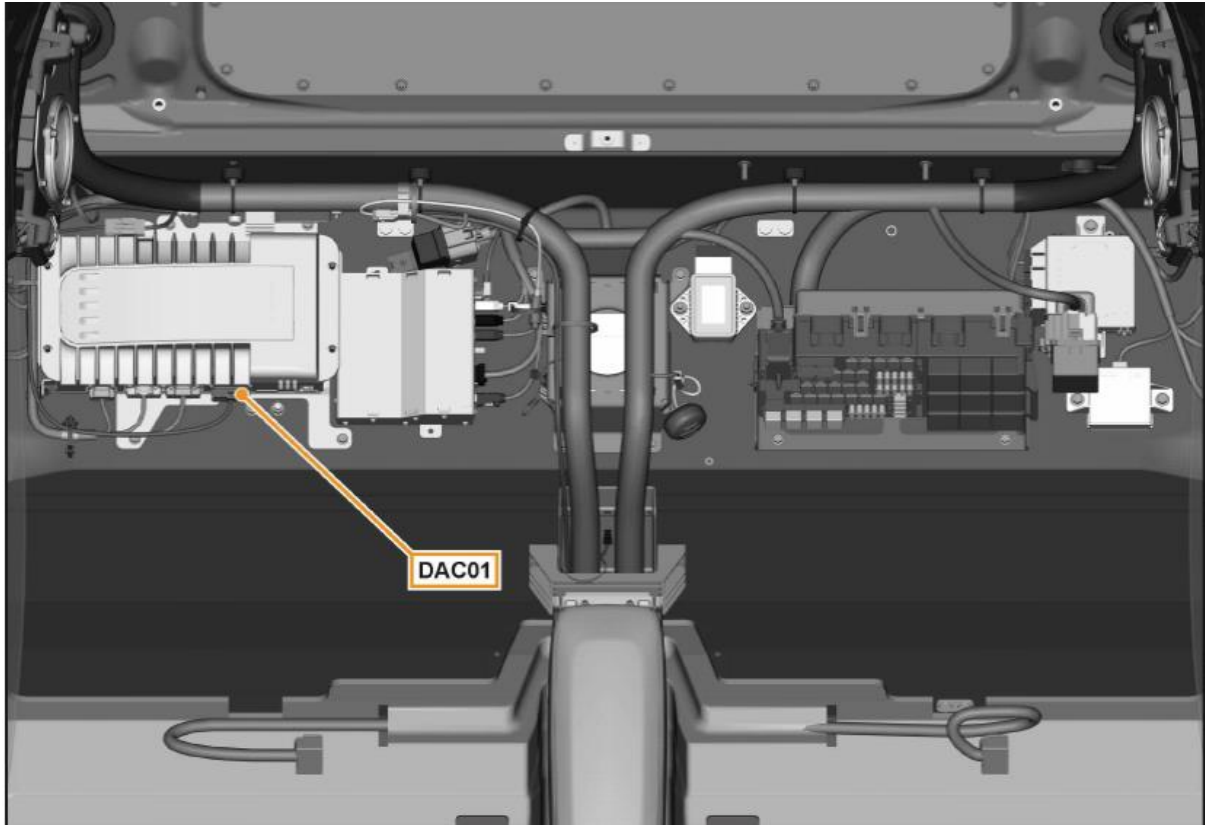
6. As previously mentioned Steps 3 to 5 are only applicable for 12 speakers system, so for vehicles fitted with 4 or 8 speaker, you need to check the wiring of the speakers if shorting to Vbatt or ground with a use of multimeter. This is because all the speakers are connected through two connectors (MB261 and MB262) so it is not possible to isolate sides and test as previously done. As a result, check for short to Vbatt and ground at connectors MB261 and MB262 and the relevant speakers



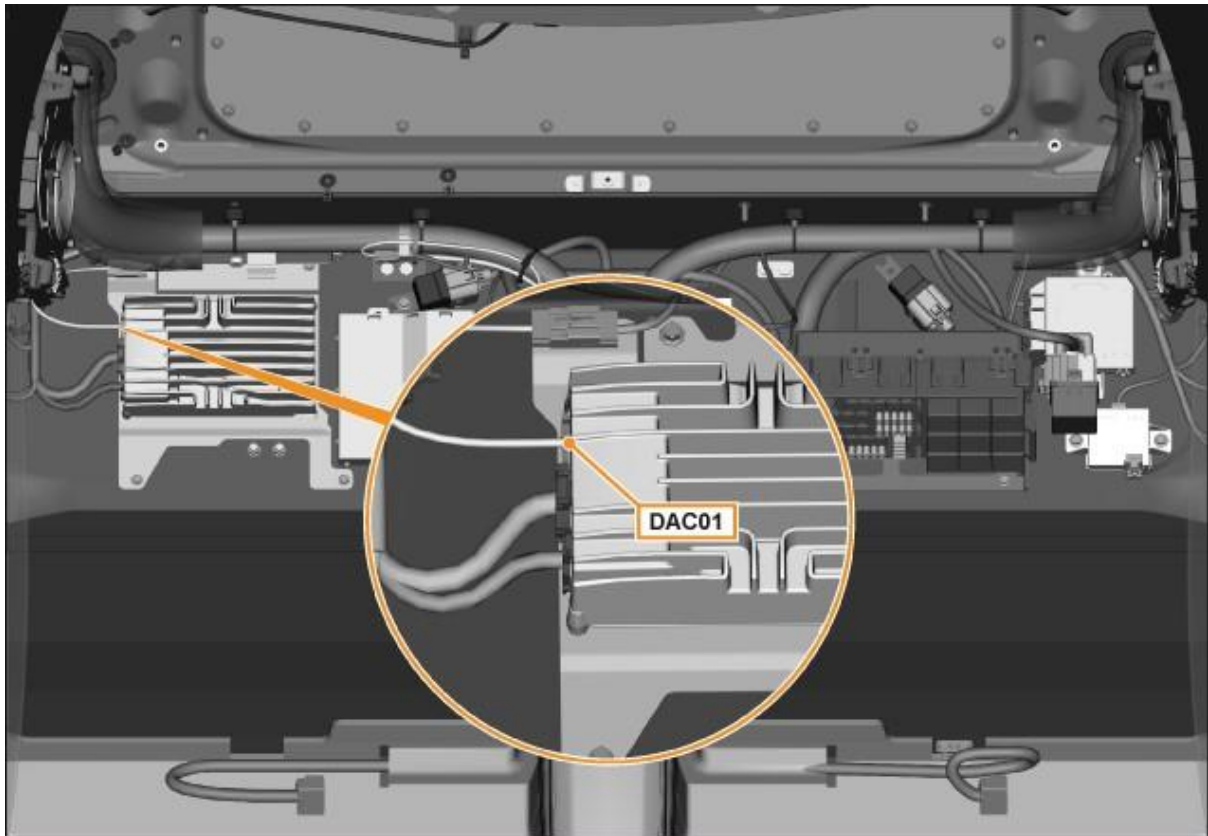
7. Once the above steps have been completed, if a speaker or its wiring is not shorting to Vbatt or ground, the next step will be to check the AC output from the DAC cable

8. Disconnect DAC01 connector from the amplifier – note the connector is different according to the type of amplifier fitted

DAC01 for 12 Speakers Amplifier



DAC01 for 4 or 8 Speakers Amplifier



9. Use the multimeter and set to AC volts

Care Point: Steps 10 to 12 apply only on vehicles installed with the 12 speakers system. If the vehicle is fitted with the 4 or 8 speaker system, proceed directly to step 13.

Steps 10 to 12 are only applicable to 12 speakers system

10. At the DAC01 connector go across pins 3 and 13 with the multimeter.
11. Raise and lower the volume on the IRIS and monitor the AC voltage. Ensure a radio station is selected so that audio is being transmitted from the HU
12. Repeat the same test across pins 4 and 14, 5 and 15, 6 and 18

Steps 13 to 14 are only applicable to 4 and 8 speakers system

13. At the DAC01 connector go across pins 7 and 15 with the multimeter.
14. Raise and lower the volume on the IRIS and monitor the AC voltage. Ensure a radio station is selected so that audio is being transmitted from the HU

15. Repeat the same test across pins 8 and 16
16. If the AC voltage does not vary while the volume is increased / decreased, the DAC cable is faulty and needs replacing
17. If the testing above does not find the cause for the loss of audio, please raise a Technical Request with your test results

Parts Information

13M1273CP - Link Harness - Audio Amplifier to Head Unit - High-Line (DAC Cable)

13M1271CP - Link Harness - Audio Amplifier to Head Unit - Low-Line (DAC Cable)

Warranty Information

Resolution Category

Casual Part Number: N/A

Casual Part Name: N/A

Casual Issue: N/A

Rectification: N/A

Time: N/A

Attachments

N/A

KA Updates Information

N/A

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