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Document Information

Location: Electrical - Infotainment (AIS)

Topic: "Tuner not found" warning message on AIS display and no audio output from radio only

Condition: Intermittent or Permanent

Diagnostic Trouble Codes: N/A

Measure

In the event of a customer complaint for "Tuner not found" warning message which results in no audio from the radio (media/Bluetooth audio still ok), follow the below diagnostic steps.

Care Point: "Tuner not found" warning message can be displayed if the user attempts to start Radio immediately after the system has booted-up. This is because the tuner has not fully initialised so is not ready to broadcast audio.

Rest of World (RoW) Markets

1. Check the McLaren Software Part Number to ensure the correct and most recent software for this vehicle is installed. If ok, proceed to next step. If not, update to the right software and then proceed to the next step if required.
2. Access the tuner module and inspect the 2-way black connector (MB240), ensure both Pins are secure.
3. With the tuner connector removed, check power (12V) at Pin 1 and ground at Pin 4, ensure the ignition is ON during this test. If the tuner is not powered, check Fuse F8 (3Amp) at the Facia fuse box MB135.
4. If power and ground found to be ok, check connectors of cable between HU and Tuner. If is found to be ok, proceed to next step.

5. Go to HU / Settings and perform Factory Data Reset. Ensure the Tuner responds to the hardware check that HU performs during start-up.

6. If all the above steps have been completed and the issue/warning still occurs, please order a new tuner. Use SPC to identify the correct part number of the tuner type fitted to the vehicle

7. Install the new tuner and carry out Factory Data Reset. Do not re-assemble the interior trims at this stage.

8. Verify if the "Tuner not found" message persists;

9. If the **warning is not present** anymore, remove the new tuner and re-install the original tuner. Then perform Factory Data Reset.

9a) If the warning returns with the original tuner, this confirms an issue with the original tuner. Re-install the new tuner and re-assemble the interior.

9b) If the warning does not return with the original tuner, this could indicate a connection issue that has now been resolved or the tuner reset via the Factory Data Reset sequence has cured it. Keep the original tuner installed and do further tests.

10. If the **warning is still present**, please raise a Technical Request via the Retailer Portal.

North America Market (NA)

1. Access the tuner module and inspect the 2-way black connector (MB240), ensure both Pins are secure.

2. With the tuner connector removed, check power (12V) at Pin 1 and ground at Pin 4, ensure the ignition is ON during this test. If the tuner is not powered, check Fuse F8 (3Amp) at the Facia fuse box MB135.

3. If power and ground found to be ok, check connectors of cable between HU and Tuner.

4. If the above found to be ok, proceed with installation of the following software:

NA HU SW: 13MA054CP.09

5. Verify if the "Tuner not found" message persists.

Parts Information

N/A

Attachments

N/A

KA Updates Information

11/04/2019

New diagnostic steps released for RoW and NA

New HU software released for NA market and link available to download

23/04/2021 KA Review

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