

**DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM >
SYMPTOM CHARTS > SYMPTOM CHART: SOUND QUALITY**

Condition	Possible Sources	Actions
Poor reception - AM/ FM	Refer to the Pinpoint Test	GO to Pinpoint Test A
Continuous seek or scan - AM/ FM	Refer to the Pinpoint Test	GO to Pinpoint Test A
A loud popping sound is heard when cycling the ignition	Refer to the Pinpoint Test	GO to Pinpoint Test D
Poor sound quality or distorted sound from one or more speakers (not all speakers)	Refer to the Pinpoint Test	GO to Pinpoint Test E
No sound from all speakers	Refer to the Pinpoint Test	GO to Pinpoint Test F
The LHF door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test G
The LHF A-pillar tweeter speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test H
The RHF A-pillar tweeter speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test I
The RHF door speaker is inoperative	Refer to the Pinpoint Test	GO to Pinpoint Test J
The RHR door speaker is inoperative (SuperCab and SuperCrew ®)	Refer to the Pinpoint Test	GO to Pinpoint Test K
The LHR door speaker is inoperative (SuperCab and SuperCrew ®)	Refer to the Pinpoint Test	GO to Pinpoint Test L

**DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM >
PINPOINT TESTS > PINPOINT TEST A : POOR RECEPTION OR CONTINUOUS SEEK
OR SCAN - AM (AMPLITUDE MODULATION) / FM (FREQUENCY MODULATION)**

Refer to Audio System/Navigation - Without SYNC for schematic and connector information.

Normal Operation and Fault Conditions

REFER to: Information and Entertainment System - System Operation and Component Description . See AM/ FM Radio, RDS, Antenna, and Noise Suppression Equipment.

Possible Sources

- No channel found in the selected RDS category
- Charging system