

- Door pull cup attachments (if equipped)
- Door switch bezels (if equipped)
- Package tray (if equipped)
- Speaker grilles
- Trim panels and fasteners

DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM > PINPOINT TESTS > PINPOINT TEST G : POOR SOUND QUALITY OR DISTORTED SOUND (BUZZ/CRACKLE/RATTLE) FROM ONE OR MORE SPEAKERS (NOT ALL SPEAKERS) > PINPOINT TEST G : POOR SOUND QUALITY OR DISTORTED SOUND (BUZZ/CRACKLE/RATTLE) FROM ONE OR MORE SPEAKERS (NOT ALL SPEAKERS)

G1 ISOLATE THE ZONE

Download all the diagnostic sound tracks to a suitable USB flash drive and install in the vehicle's Media Hub. To download the files, REFER to: Speaker Audio Test .

Operate the audio system in USB mode.

Using the audio system fade and balance feature, adjust the audio sound to each of the four zones (LHF, RHF, LHR, and RHR) of the vehicle and use the 6 test tracks to isolate the poor sound quality. Allow each track to run for 10 seconds, and then use the Seek buttons to change the test track.

Locate and apply pressure to the trim panel(s) around the poor sound quality area in question.

Does applying pressure to a trim panel reduce or eliminate the noise?

Yes	REPAIR or REPLACE the trim panel as needed.
No	GO to G2

G2 REMOVE AND INSPECT BEHIND/UNDERNEATH THE SUSPECT TRIM PANEL(S)

Remove the trim panel to access the suspect speaker.

Operate the audio system using digital media such as a CD or MP3.

Validate where the poor sound quality area is located.

Check:

All child safety belt anchors (if equipped).

All safety belt retractors.

All speaker bracket fasteners and other fasteners are secured and tightened to specified torque.

Lock and handle mechanical parts for correct attachment.

Storage areas for loose items.

Trim panel for loose components around the speaker area such as the speaker grille.

Trim panel joining components for missing or broken pieces.

Water shield for correct bonding to sheet metal.

Water shield for correct placement (speaker air path not blocked).

Wire harness fasteners for correct attachment.

Wire harnesses for correct routing.

Was the source of the noise located?

Yes	REPAIR or REPLACE any loose or broken component or fastener as needed.
No	GO to G3

G3 CHECK THE SUSPECT SPEAKER FOR WATER INTRUSION

Inspect for watermarks.

Check the:

Basket

Cone

Magnet

Are any watermarks present on the speaker?

Yes	VERIFY the water shield is in the correct location, REPAIR or REPLACE any trim, door, or speaker seal as required. DRY the speaker in question and TEST the system for normal operation.
No	GO to G4

G4 ISOLATE SPEAKER TO VERIFY NOISE

Remove the suspect speaker from its location and leave the speaker connected to the harness.

Hold the speaker away from any trim panel(s) and ensure the speaker is isolated from contact.