

**NO OUTGOING AUDIO IS HEARD ON THE OUTSIDE DEVICE > PINPOINT TEST R :  
VOICE RECOGNITION IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY, OR  
DURING A PHONE CALL, POOR QUALITY OR NO OUTGOING AUDIO IS HEARD ON  
THE OUTSIDE DEVICE**

**R1 CHECK THE AUDIBLE PROMPT FUNCTIONALITY**

Operate the audio system in AM/ FM mode.

Operate the VOICE steering wheel switch and listen for the SYNC ® audible prompt.

**Does the SYNC ® system produce an audible prompt correctly; indicating voice recognition mode has been entered?**

|            |          |
|------------|----------|
| <b>Yes</b> | GO to R3 |
| <b>No</b>  | GO to R2 |

**R2 CHECK THE OPERATION OF THE RH (RIGHT-HAND) STEERING WHEEL SWITCHES**

Operate the audio system in AM/ FM mode.

Operate the VOLUME +/-, SEEK +/-, AUDIO MODE, MUTE, VOICE, SEND/RECEIVE CALL, and END CALL steering wheel switches.

**Do the VOLUME +/-, SEEK +/-, AUDIO MODE, MUTE, VOICE, SEND/RECEIVE CALL, and END CALL steering wheel switches operate correctly?**

|            |                       |
|------------|-----------------------|
| <b>Yes</b> | GO to Pinpoint Test Q |
| <b>No</b>  | GO to Pinpoint Test V |

**R3 CHECK THE MICROPHONE CIRCUITS TO THE APIM (SYNC MODULE) FOR A SHORT TO VOLTAGE**

Ignition OFF.

Disconnect: APIM C2383 .

Ignition ON.

Measure:

| Positive Lead | Measurement / Action                                                                | Negative Lead |
|---------------|-------------------------------------------------------------------------------------|---------------|
| C2383-12      |  | Ground        |
| C2383-13      |  | Ground        |

**Is any voltage present?**

|            |                                 |
|------------|---------------------------------|
| <b>Yes</b> | REPAIR the circuit in question. |
| <b>No</b>  | GO to R4                        |

R4 CHECK THE MICROPHONE CIRCUITS TO THE APIM (SYNC MODULE) FOR A SHORT TO GROUND

Ignition OFF.

Disconnect: Microphone C9221 .

Measure:

| Positive Lead | Measurement / Action | Negative Lead |
|---------------|----------------------|---------------|
| C2383-12      | $\Omega$             | Ground        |
| C2383-13      | $\Omega$             | Ground        |

**Are the resistances greater than 10, 000 ohms?**

|            |                                 |
|------------|---------------------------------|
| <b>Yes</b> | GO to R5                        |
| <b>No</b>  | REPAIR the circuit in question. |

R5 CHECK THE MICROPHONE CIRCUITS TO THE APIM (SYNC MODULE) FOR AN OPEN

Measure:

| Positive Lead | Measurement / Action | Negative Lead |
|---------------|----------------------|---------------|
| C2383-5       | $\Omega$             | C9221-2       |
| C2383-6       | $\Omega$             | C9221-3       |

**Are the resistances less than 3 ohms?**

|            |                                 |
|------------|---------------------------------|
| <b>Yes</b> | GO to R6                        |
| <b>No</b>  | REPAIR the circuit in question. |

R6 CHECK THE MICROPHONE CIRCUITS TO THE APIM (SYNC MODULE) FOR A SHORT TOGETHER

Measure:

| Positive Lead | Measurement / Action | Negative Lead |
|---------------|----------------------|---------------|
| C2383-5       | $\Omega$             | C2383-6       |

**Is the resistance greater than 10, 000 ohms?**

|            |          |
|------------|----------|
| <b>Yes</b> | GO to R7 |
|------------|----------|

|           |                                 |
|-----------|---------------------------------|
| <b>No</b> | REPAIR the circuit in question. |
|-----------|---------------------------------|

**R7 ISOLATE THE MICROPHONE**

Connect: APIM C2383 .

Install a new microphone. REFER to: Microphone .

Operate the audio system in AM/ FM mode.

Operate the VOICE steering wheel switch and listen for the SYNC ® audible prompt.

Speak a command to test the voice recognition for normal operation.

**Is the voice recognition functioning correctly?**

|            |                                                                                                      |
|------------|------------------------------------------------------------------------------------------------------|
| <b>Yes</b> | The system is operating correctly at this time. The concern was caused by an inoperative microphone. |
|------------|------------------------------------------------------------------------------------------------------|

|           |          |
|-----------|----------|
| <b>No</b> | GO to R8 |
|-----------|----------|

**R8 CHECK FOR CORRECT APIM (SYNC MODULE) OPERATION**

Ignition OFF.

Disconnect and inspect the APIM connector.

Repair:

Corrosion (clean module pins or install new connectors or terminals)

Damaged or bent pins (install new terminals or pins)

Pushed-out pins (install new pins as necessary)

Reconnect the APIM connector. Make sure they seat and latch correctly.

Wait at least 2 minutes for the APIM to re-initialize.

Operate the system and determine if the concern is still present.

**Is the concern still present?**

|            |                                                                                        |
|------------|----------------------------------------------------------------------------------------|
| <b>Yes</b> | CHECK OASIS for any applicable Technical Service Bulletins (TSBs). If a TSB exists for |
|------------|----------------------------------------------------------------------------------------|