

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

Is the concern still present?

Yes	CHECK OASIS for any applicable Technical Service Bulletins (TSBs). If a TSB exists for this concern, DISCONTINUE this test and FOLLOW the TSB instructions. If no Technical Service Bulletins (TSBs) address this concern, INSTALL a new ACM. REFER to: Audio Front Control Module (ACM) .
No	The system is operating correctly at this time. The concern may have been caused by module connections. ADDRESS the root cause of any connector or pin issues.

**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)**

Normal Operation and Fault Conditions

The ACM sends audio signals to the speakers in the form of AC voltage, resulting in clear audio output. REFER to: Information and Entertainment System - System Operation and Component Description . See USB Audio Mode.

Possible Sources

- Loose component fasteners
- Loose door handle, lock, and other trim panel components and fasteners
- Loose items in storage areas
- Loose speaker grilles
- Loose wire harnesses or wire harness fasteners
- Speaker(s)
- Water shield bonding and placement

Visual Inspection and Diagnostic Pre-checks

Inspect the suspect area for any possible rattle conditions such as:

- Any storage compartments including cup holders (if equipped)
- Door map pockets for contents that can rattle (if equipped)
- Door pull cup attachments (if equipped)
- Door switch bezels (if equipped)
- Package tray (if equipped)