



# Technical Service Bulletin

SUBJECT:			No: <b>TSB-15-54-004</b>
<b>AUDIO SPEAKER TROUBLESHOOTING AND REPLACEMENT GUIDELINES – UPDATED</b>			DATE: <b>July, 2015</b>
			MODEL: <b>All Models</b>
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

***This bulletin supersedes TSB-04-54-002REV, issued June, 2004 to include updated flowcharts, an updated Car Speaker Diagnostic Check List, and an added Note in Warranty Information. Revisions are not indicated as this bulletin has been completely re-written.***

## PURPOSE

This TSB contains troubleshooting steps for diagnosis of various customer complaints relating to the audio system speakers in Mitsubishi vehicles equipped with original equipment audio components.

## AFFECTED VEHICLES

All Mitsubishi models and model years

## BACKGROUND INFORMATION

### Symptom/Condition

You may receive customer reports of abnormal noise from the audio system speakers. These can be described as any of the following:

- Static
- Popping
- Crackle
- Buzzing
- Rattle
- Distorted Sound
- Poor sound quality
- No sound (speaker inoperative)

Proper diagnosis of speaker or speaker related conditions is important for customer satisfaction and correct warranty reporting. Some of these reported abnormal sounds, which are often attributed to the speakers, may have other origins. Speakers returned for warranty have been checked by the speaker manufacturer with no problem found. Make sure the suspected speaker is carefully evaluated before replacement. Use the troubleshooting procedures represented in the three flowcharts that follow to help diagnose speaker related conditions.

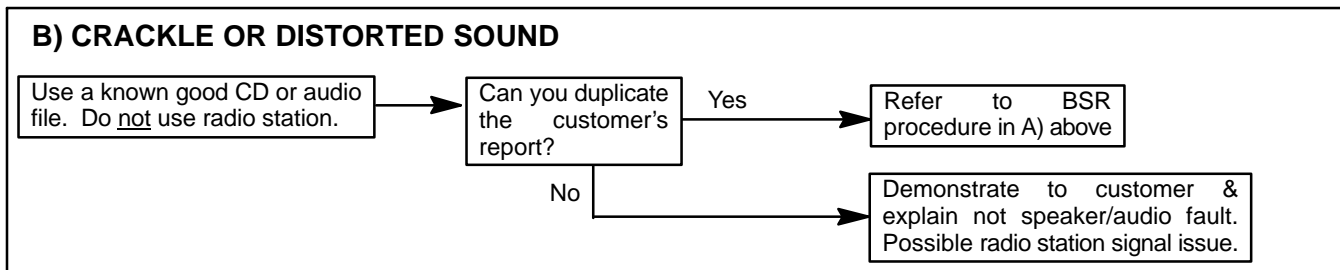
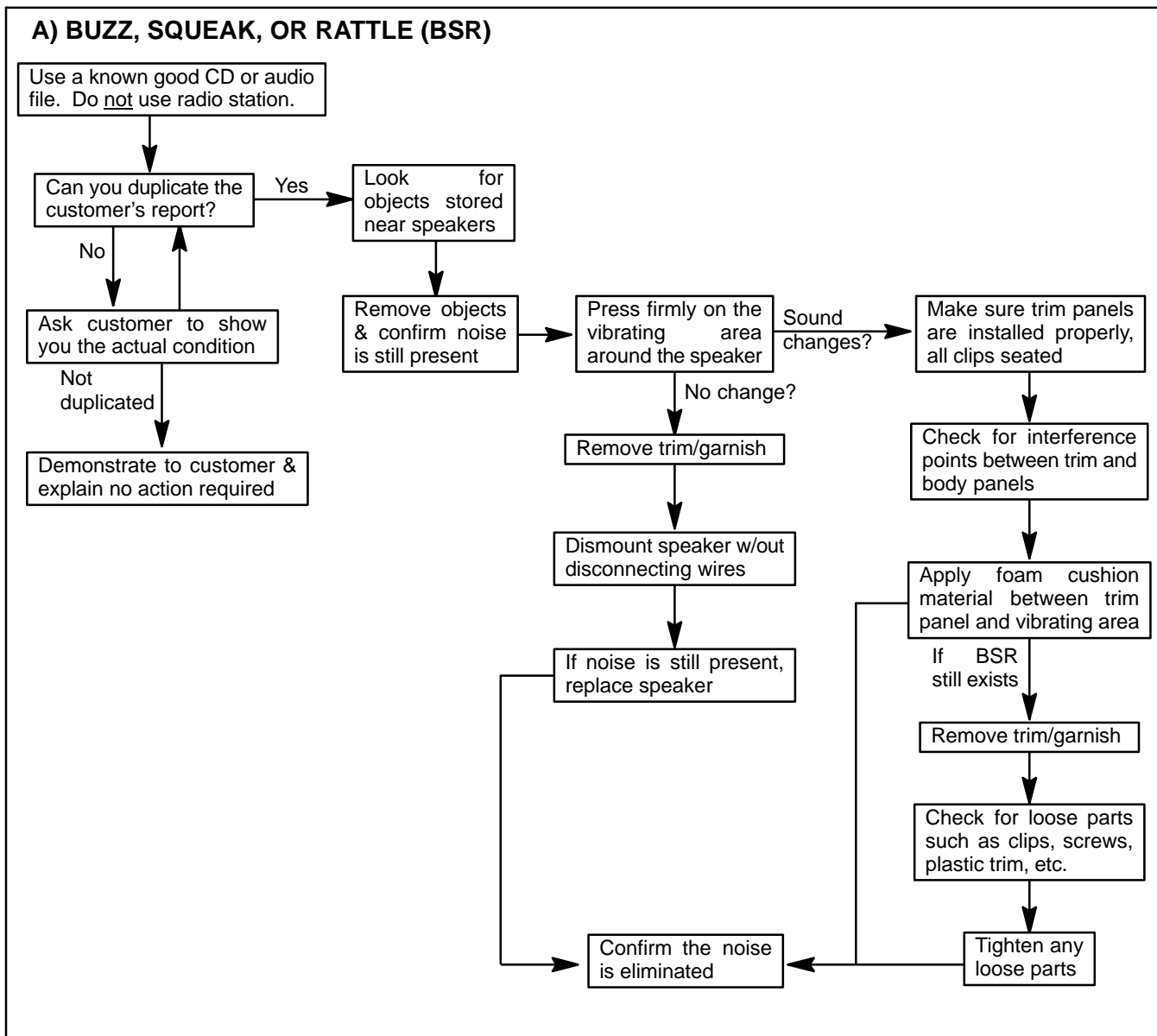
## CHECK LIST REQUIRED

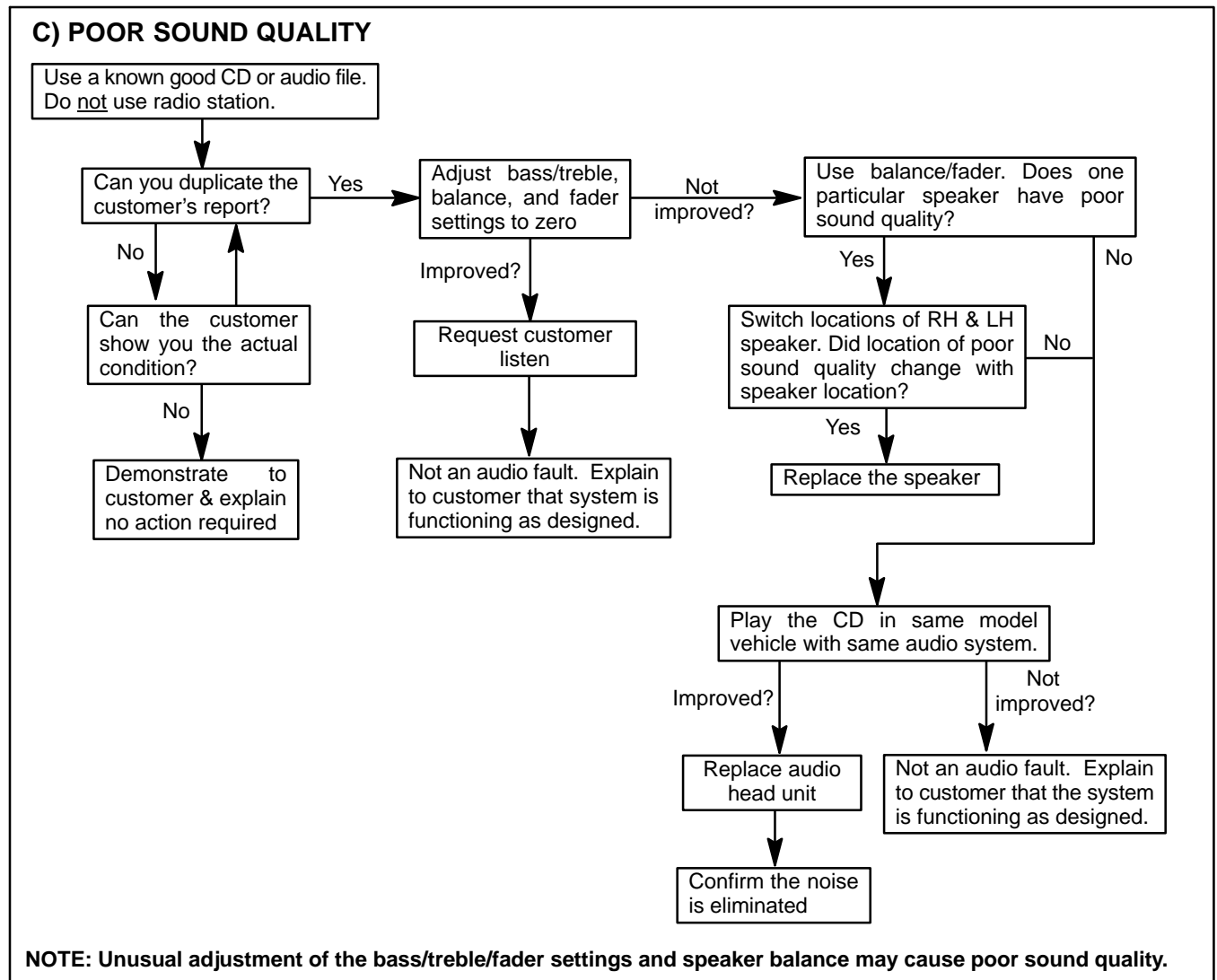
If warranty speaker replacement is required, the **Car Speaker Diagnostic Check List** at the end of this bulletin **MUST** be completed and attached to the replaced speaker and held until the subsequent request for return is issued. Make copies of the Check List and use it each time warranty speaker replacement is required.

**Failure to submit the completed Car Speaker Diagnostic Check List subjects the claim to possible chargeback.**

## PROCEDURE

Use the flowcharts below to diagnose suspected speaker related audio system conditions:





## PARTS INFORMATION

For the best performance from a Mitsubishi original equipment audio system, use genuine Mitsubishi original equipment speakers for replacement. Refer to ASA-CAPS for correct part numbers.

## WARRANTY INFORMATION

This bulletin provides technical information only. Normal warranty information applies.

**!! IMPORTANT !!** Failure to submit the completed **Car Speaker Diagnostic Check List** with a parts return request for a replaced speaker subjects the claim to chargeback.

**NOTE:** A downloadable copy of the check list can also be found on the *MDL > Service > Warranty Central > 15. Warranty Forms > 6) Car Speaker Diagnostic Check List*

### Mitsubishi Motors Car Speaker Diagnostic Check List

Customer Report Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Dealer Code:

Production Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Technician Name: \_\_\_\_\_

VIN:         (last 8 digits)

Mileage: \_\_\_\_\_

Part No.:

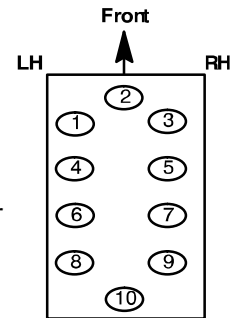
*Please select condition(s) by checking the boxes that best describe the customer's complaint, and provide detailed information in the spaces provided.*

#### Customer Information

1. Please describe what the customer reported in the space below.

#### 2. Speaker Location

- 1) LH Tweeter
- 2) CTR IP
- 3) RH Tweeter
- 4) LH Front Door
- 5) RH Front Door
- 6) LH Rear Door/Qtr
- 7) RH Rear Door/Qtr
- 8) LH Rear Shelf
- 9) RH Rear Shelf
- 10) Woofer



3. During which operation(s) does the condition occur?

- All  CD Player
- AM station: \_\_\_\_\_  Satellite Radio
- FM station: \_\_\_\_\_  Cassette Tape
- Music Player (e.g., iPod)  When making wireless call
- Other: \_\_\_\_\_

6. Specific time of day:

- Any  Morning  Afternoon
- Evening/Night

4. How often does the condition occur?

- All the time / frequently
- Occasionally: \_\_\_\_\_ times per \_\_\_\_\_
- Occurred once (day/week/month)

7. Specific road conditions/location:

- Paved  Rough  Gravel
- Over bumps
- Only in a specific geographic area
- Where: \_\_\_\_\_

5. Specific volume conditions:

- Lower than: \_\_\_\_  Higher than: \_\_\_\_  Not related

8. Outside weather conditions:

- Hot  Cold  Humid  Rain/Snow

#### Dealer Verification

1. Was the reported condition verified?

- Yes  No  Verified a different condition (describe below in "Additional Comments/Description")

2. Stereo Type:

- OE - Factory  OE - Accessory  Non-OE (Aftermarket)

3. Speaker Diagnosis:

- BSR (Buzz/Squeak/Rattle)  Crackle/Distorted sound  Static/Pop noise
- Poor Sound Quality  Intermittent operation  Blown speaker

4. Additional Comments/Description: \_\_\_\_\_

#### Dealer Remedy

Describe action taken to remedy condition (please give details of repair): \_\_\_\_\_

**Check List must be completed and attached to all replaced speakers.**