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Case Number: S248A000011

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Symptom/Vehicle Issue: Driver Hears Noise, Static or Can Not Hear Phone Caller on Other End

Discussion: The customer hears noise, static or unable hear incoming phone call. But the caller can hear the vehicle driver. On an external amplified radio system, if there is an in-car audio issue with phone calls, check the radio audio Right Front output circuits to amplifier. This circuit has the audio from the phone calls out of the radio to the Amplifier. Check connector XY331A, check for bent, damaged or loose terminal connections. Check rest of the circuit wiring and connectors for damage.

Example of amplified speaker systems sales codes:

RC3 - 9 Amplified speakers W/Subwoofer

RCA - 19 Speaker Premium sound

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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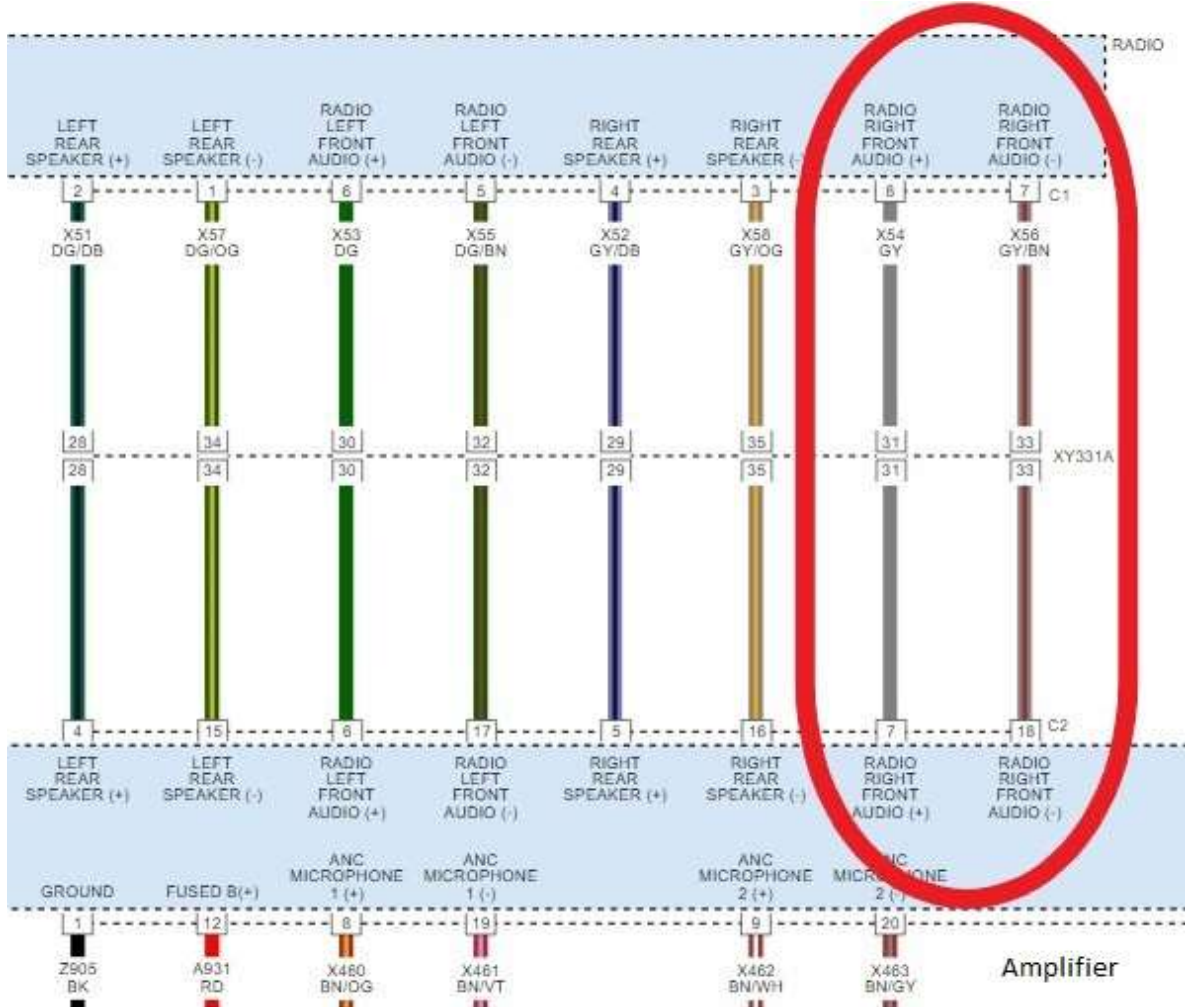


Fig 1 Example of Radio Phone Output to Amplifier

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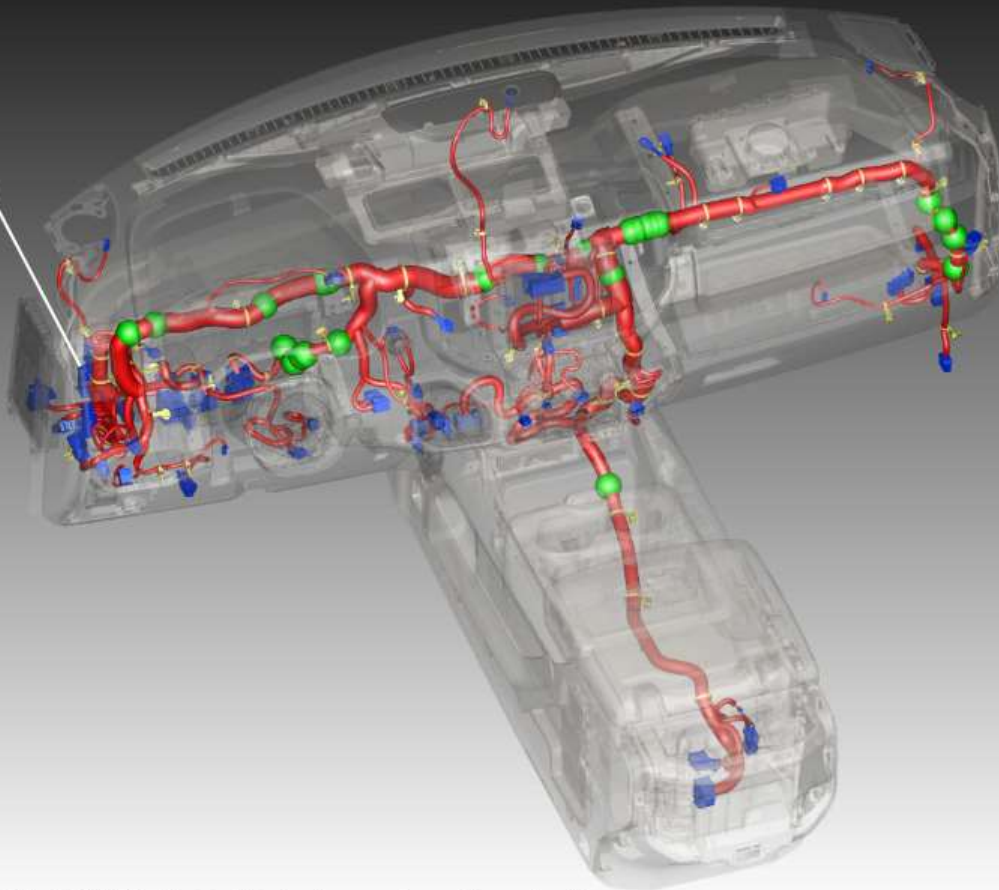


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CONNECTION:
XY331A

RAM 1500 (DT)



NOTE: This Harness Assembly is a COMPOSITE depicting all available options. Some connectors may not be present on vehicle.

IP Harness

Fig 2 Example IP to Body Connector location

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