



STAR ONLINE PUBLICATION



Case Number: S2423000027 Rev. B

Release Date: September 2024

Symptom/Vehicle Issue: Horn Sound Is Weak, Off Tone, Or Inoperative.

Customer Complaint/Technician Observation: Owner complains the horns do not sound correct or work.

Discussion: Several parts returned with no issues found. Along with standard diagnostics, review the horn system testing details below. Verify that both the low note and high note horn make an adequate sound. If the horn is weak or sounds incorrectly, please do the following:

Record any diagnostic trouble codes (DTCs) on the repair order. Follow DTC diagnostics first. If DTC diagnostics do not resolve the condition, then and only then disconnect the battery negative (ground) cable, wait two minutes for the system capacitor to discharge before performing further diagnosis. Reconnect the battery and test operation. If the horn(s) still do not work properly continue to the next steps.

Refer to Service Library Service Information Group 29-Non-DTC Diagnostics, Circuit Testing Procedures. Use the Electrical Test Lead kit 2064100081 for probing circuits. Never face probe or back probe terminals as damage to the pin could result.

Service Library Service Information includes a diagnostic chart. Refer to Service Information, 8H – Horn, Diagnosis And Testing - Horn System.

<<<NOTE>>> Horns are designed to work between 9.3v and 16v. The ideal is 13 Volts with less than 6 amp draw for single horn and 12 amps for dual horns. These specifications can be used in testing the horn system.

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.



STAR ONLINE PUBLICATION



Other diagnosis tips:

1. On the Power Distribution Center (PDC) verify the Fuse F42 20A (DJ, D2, DD, DP) or Fuse F57 20A (DT) is not blown and its installation is correct (fully inserted and making connection)
2. Turn the ignition off. Disconnect the horns. Using the terminal test kit, bench test the horns to ensure they both function. Did the horn work?

Yes, continue to step 2 below.

No, replace the inoperative horn. Then retest operation.

3. Disconnect all harness connectors from the Power Distribution Center (PDC), Body Control Module (BCM) for the circuit being tested. Inspect the harness connectors and components, as well as the terminals, for the following conditions:
 - Proper connector installation.
 - Faulty connector locks
 - Corrosion.
 - Signs of water intrusion.
 - Bent terminals.
 - Overheating due to a poor connection
 - Terminals that have been pushed out into the connector cavity.
 - Perform a pin tension test on each terminal connector to verify terminal tension.
4. Turn the ignition on. Refer to the Service Library wiring diagram for the horn. Last page of this document has a copy of the diagrams. With an assistant helping press the horn button, use a digital volt ohm meter (DVOM) to measure the voltage starting at the PDC on the relay output side and working towards the

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.

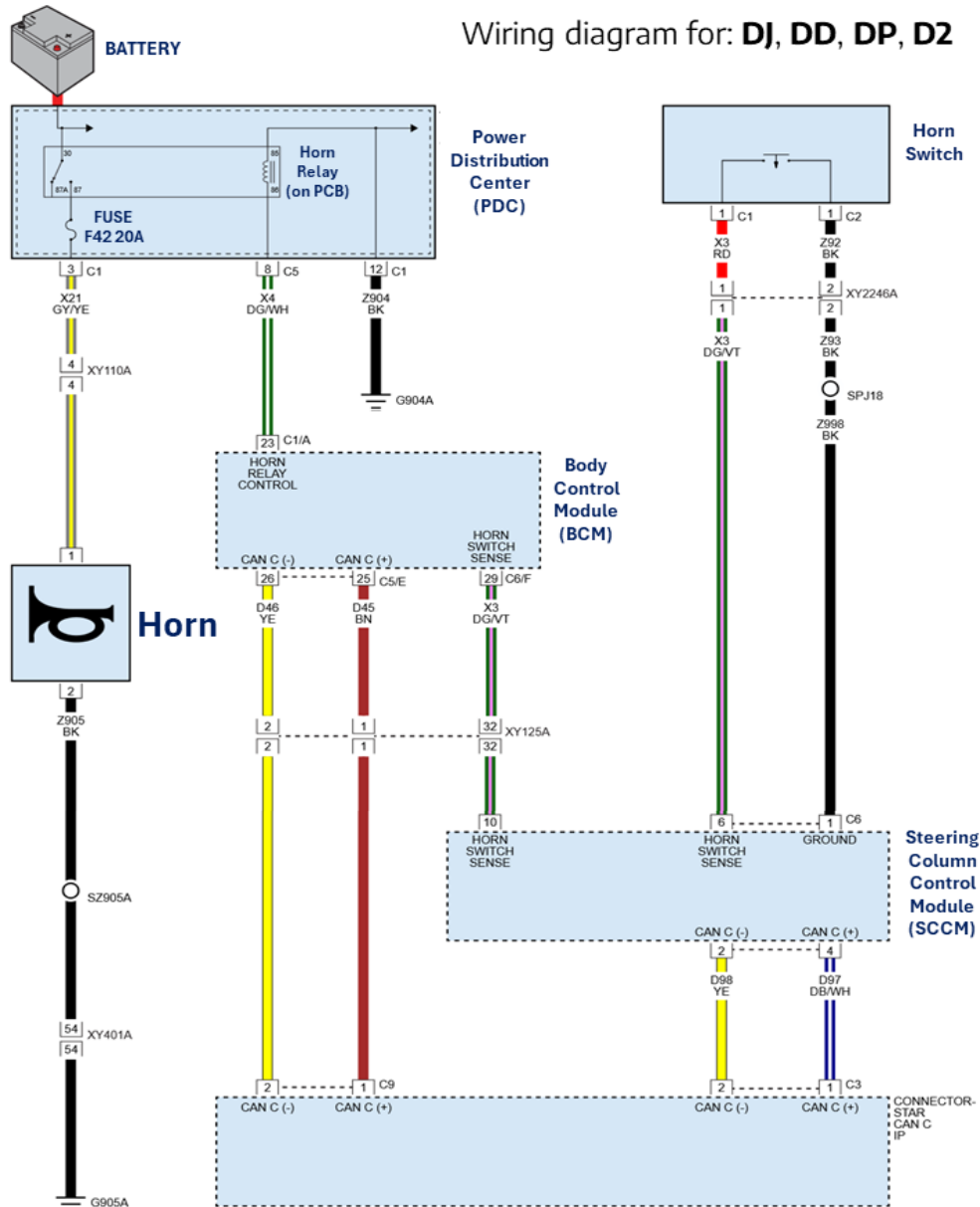
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



horn. Likewise test for ground at the BCM low current relay coil side harness connectors. Continue through the system until the cause is found.



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.

