



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Radio May Have A Stored or Active Diagnostic Trouble Codes (DTC) B1400-1A, B1404-1A, B1408-1A or B140C-1A

Customer Complaint/Technician Observation: The Radio may have one or more of the following DTC(s) shown on wiTECH. For vehicles with Sale code RCJ - 6 Premium Speakers system.

B1400-1A Front Left Audio Speaker Output-Circuit Resistance Below Threshold
B1404-1A Front Right Audio Speaker Output-Circuit Resistance Below Threshold
B1408-1A Rear Left Audio Speaker Output-Circuit Resistance Below Threshold
B140C-1A Rear Right Audio Speaker Output-Circuit Resistance Below Threshold

Discussion: The radio may erroneously set or have a stored code for speaker circuit resistance below threshold. This is a known software concern that the radio may set the speaker circuit resistance DTC(s). If the DTC(s) are cleared with wiTECH, they may reset. This is not a customer facing issue, the system audio output should operate correctly. If the system has one of the above codes and the audio output is not working on one or all the speaker circuits, then perform normal DTC diagnostics in Service Library.

With normal audio output, **Do Not replace the radio, harnesses, or speakers.** A radio software enhancement is Tentative in 4th quarter 2022.

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.