Audio System Not Working and/or Audio/Information Screen Blank

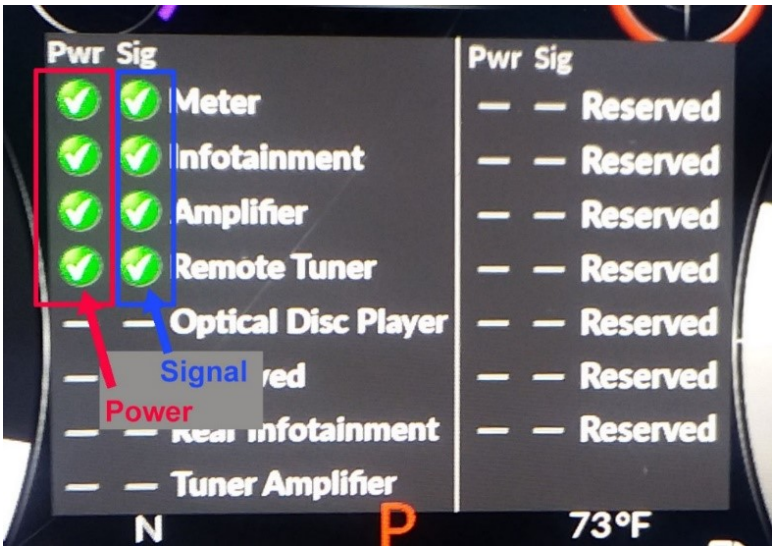
AFFECTED VEHICLES

Year	Model	Trim
2019	RDX	ALL

Troubleshooting an audio system that's stopped working and/or has a blank audio/information screen? You may have noticed the service information is a bit lean on how to troubleshoot the media-oriented systems transport (MOST) network using electrical control line (ECL) diagnosis. Until we can revise the service information, here's some important info on how to access the ECL diagnostic screen and interpret the data.

1. With the ignition turned to ON, hold down the left scroll wheel and Return button on the steering wheel for about **10 seconds**.

You'll then see the ECL diagnostic screen in the driver information interface.

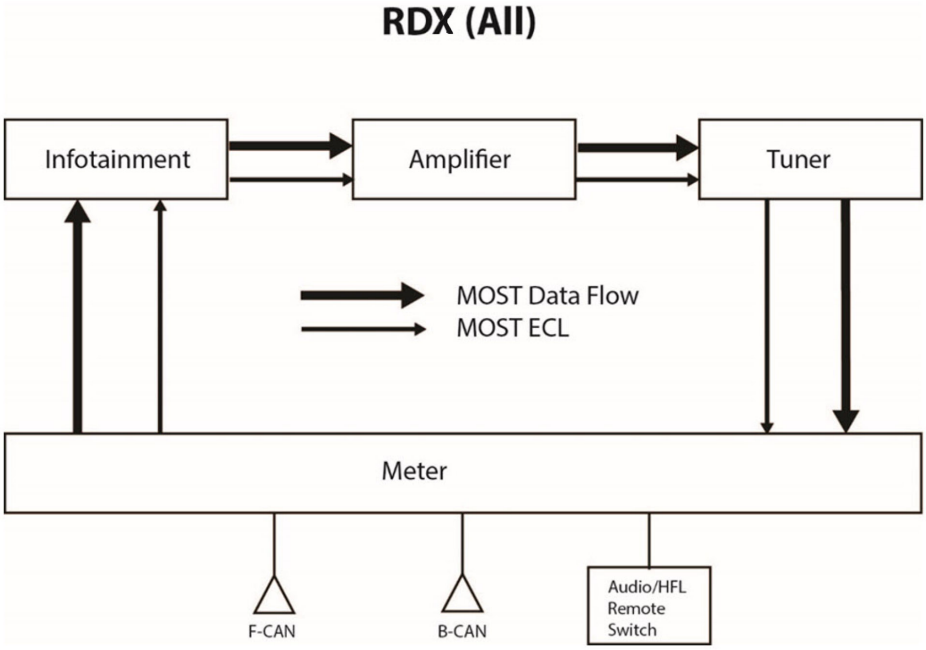


The **Pwr** (Power) and **Sig** (Signal) columns give you the status of each listed component. Each column can have a green check, a red X, or a dash if the component doesn't apply. Here are the possible combinations and what they mean.

Pwr Column	Sig Column	What It Means
Green Check	Green Check	Communication Good
Green Check	Red X	Signal Lost Between Two Components
Red X	Red X	Bad Component or Unable to Power On
Dash	Dash	Not Installed

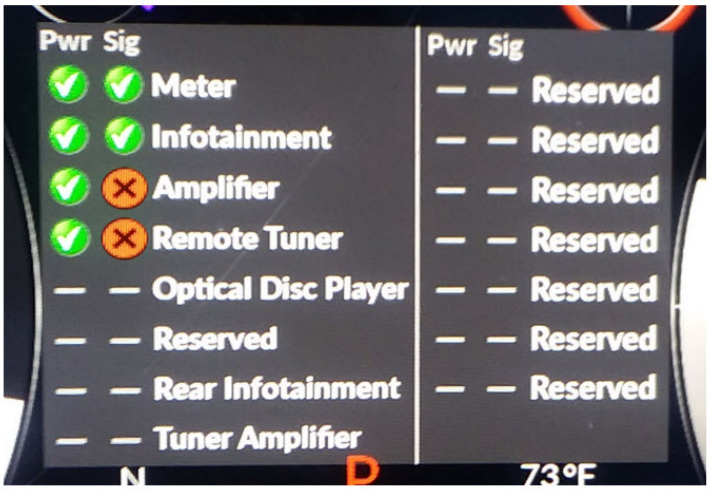
2. Print a copy of this chart. You'll be using it to show the status of every listed component on the screen.

Network Chart

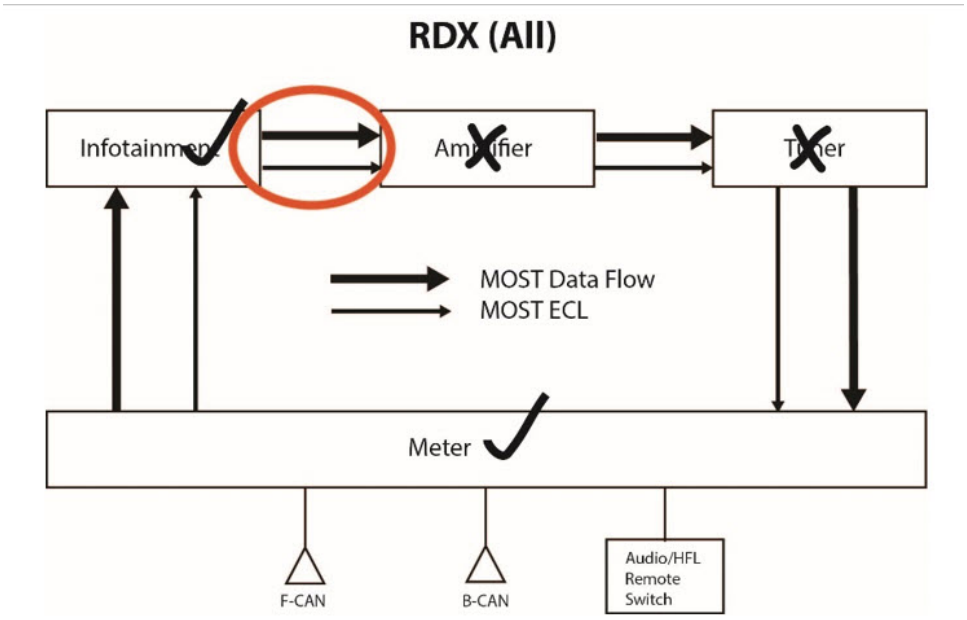


3. Starting with **Meter** on the screen, mark the matching component on your chart with a check mark if communication is good or an **X** if there's an issue. Then, do the same for the rest of the listed components on the screen.

To show you how this works, let's say the diagnostic screen looks like this:



Your marked up chart would look like this:



What this is telling you is the problem is either in the connection between the infotainment control unit and the amplifier, or it's an internal fault of the amplifier receiver or the infotainment transmitter. From here, you would check your connections and swap known-good components.

NOTE

When checking MOST connections, the connector body will tell you whether the connector is on the transmit or receive side of the network. If the connector is **green**, it's on the **transmit** side. If the connector is **red**, it's on the **receive** side.