STAR ONLINE PUBLICATION

Case Number: S258A000017

Release Date: July 2025

Symptom/Vehicle Issue: Door speaker Inoperative or No Sound

Customer Complaint/Technician Observation: Customer complaints related to door speakers inoperative or without sound.

Discussion:

The door speakers, woofer, in vehicles equipped with Premium Audio Systems are designed to reproduce only low-frequency (bass) tones and do not output sounds in the vocal range.
As a result, some customers may mistakenly believe the speakers are inoperative. However, this is not the case. To confirm speaker functionality, please use the audio test files available on DealerConnect, Service Library, under Reference Materials, Audio Test Files For Diagnosis. Use the MP3 file 80Hz to verify door woofer speaker operation.

- Download Zip Archive
- 40Hz_Audio_Test_File.mp3
- 43Hz_Audio_Test_File.mp3
- 46Hz_Audio_Test_File.mp3
- 49Hz_Audio_Test_File.mp3
- 52Hz_Audio_Test_File.mp3
- 55Hz_Audio_Test_File.mp3
- 58Hz_Audio_Test_File.mp3
- 61Hz_Audio_Test_File.mp3
- 64Hz_Audio_Test_File.mp3
- 67Hz_Audio_Test_File.mp3
- 70Hz_Audio_Test_File.mp3
- 73Hz_Audio_Test_File.mp3
- 76Hz_Audio_Test_File.mp3
- 79Hz_Audio_Test_File.mp3
- 80Hz_Audio_Test_File.mp3
- Test_Signal_for_Harman_Amps.mp3

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.

1. Download the MP3 file to a USB drive.
2. Insert the USB drive into the vehicle's radio system.
3. Play the track and listen for the 80Hz tone from the door speakers.
4. If the 80Hz tone is heard clearly without any unusual noise, the speaker is functioning properly. If no sound is heard, it may indicate a non-operational (inoperative)speaker.

This guidance applies to all vehicles equipped with an external audio amplifier as part of a Premium Audio System.

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