

### Diagnosis – Complaint Related Diagnostic Chart

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
In-dash controller (IDC) display is blank		11
No keypad response on IDC display	Wiring IDC (A35/3)	11 ⇒ 5.0
Feature or memory failure		11
ROAM indicator stays on	Antenna	11 ⇒ 4.0
No Srvc indicator stays on	Antenna	11 ⇒ 3.0
Error code on IDC display		13
Constant intercept tone		11 23
Constant fast busy/reorder tone		11 23
Can not place any calls		11 23 ⇒ 1.0 24
Can not receive any calls		11 23 ⇒ 2.0 24
Poor reception quality, static <sup>2)</sup>		11 23 ⇒ 1.0 24

<sup>1)</sup> Observe Preparation for Test, see 22.

<sup>2)</sup> Usually this type of complaint is due to limitations of the cellular system. Find out if complaint is limited to specific geographic areas.

Diagnosis – Complaint Related Diagnostic Chart

Complaint/Problem	Possible cause	Test step/Remedy <sup>1)</sup>
Frequently dropped calls <sup>2)</sup>		11 23 ⇒ 1.0 24
Antenna will not extend or retract	Wiring Antenna	11 24 ⇒ 2.0
Radio does not mute with incoming or outgoing calls		26
No microphone audio at IDC	Ensure that handset is properly seated in cradle	28 27
No speaker audio	Ensure that handset is properly seated in cradle	23 25 ⇒ 1.0 (Model 129) 25 ⇒ 4.0 (Model 140) 26
No mouthpiece audio at handset		27
No earpiece audio at handset		27
Poor audio quality		11 23 25 ⇒ 1.0 (Model 129) 25 ⇒ 4.0 (Model 140)
No Touchtone® audio from keypad		11 23 25 ⇒ 1.0 (Model 129) 25 ⇒ 4.0 (Model 140) 27

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