MULTI-MODEL
PORTABLE USB AUDIO DEVICE INOPERATIVE

Some customers may complain about their portable USB connected device (e.g., iPod, iPhone, smart phone) being inoperative. This may be caused by a compatibility issue between the vehicle's audio unit and the USB device. Create a test tool to check the vehicle's USB connection.

Create USB Tool
Use a known good USB flash drive and upload a known good audio file.   Flash drive size should not matter because you only need to upload one song.
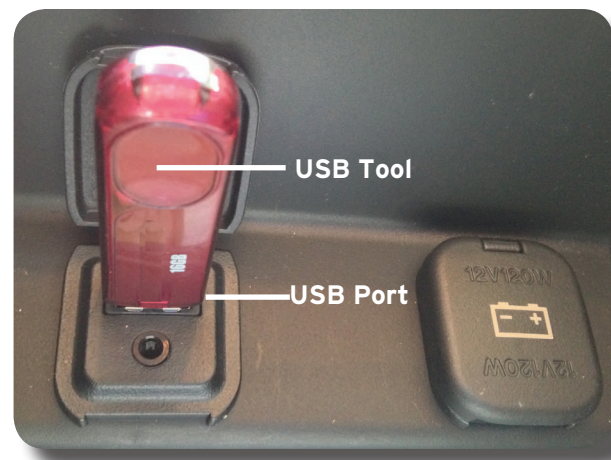
Note:
- The newly created USB tool should not have any other files stored in it.
- Do not use a password protected flash drive.

USB Tool

Vehicle USB Port Connection Test
1. Turn on the vehicle audio system.
2. Connect the USB tool into the vehicle's USB port.

3. The audio USB tab should switch from gray to white text.
4. Select the USB tab.
5. Music should begin to play from the USB flash drive.

Test Results
- <u>Audio playback is successful</u> - The connection between the audio unit and the USB port is good. Customer's concern may be caused by a compatibility issue between the vehicle's audio unit and their USB device.
- <u>Audio playback was not successful</u> - Further diagnosis is needed. Refer to MS3 AUXILIARY JACK/USB PORT INSPECTION.
- Save the USB tool in your toolbox for future vehicle testing.