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<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [12/2022 - ]
<b>Title:</b> AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: In all Modes Noise Occurs in all of the Speakers; 2023 - 2024 MY Prius Prius Prime [12/2022 - ]		

**In all Modes Noise Occurs in all of the Speakers**

## PROCEDURE

### 1. CHECK NOISE CONDITION

(a) Check from which direction the noise comes (front left or right, or rear left or right).

OK:

The location of the noise source can be determined.

**NG** ► **GO TO STEP 3**

**OK**



### 2. CHECK SPEAKERS

(a) Check the installation condition of the speaker units that are located near the noise source and that there are no cracks, scratches, deformation or other failures.

RESULT	PROCEED TO
No malfunction is found.	A
A speaker is installed incorrectly.	B
Foreign matter is in a speaker.	C
A speaker cone paper is broken.	D

**B** ► **REINSTALL SPEAKER**

**C** ► **REMOVE FOREIGN MATTER**

**D** ► **REPLACE SPEAKER**



<b>3.</b>	<b>CHECK NOISE CONDITIONS</b>
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(a) Check the noise condition.

**HINT:**

The radio has a noise prevention function to reduce noise when listening to the radio. If a loud noise occurs, check whether the ground at the antenna mounting base and the noise prevention unit are installed and wired correctly.

CONDITION UNDER WHICH NOISE OCCURS	NOISE SOURCE
Noise increases when the accelerator pedal is depressed, but stops when the engine is stopped.	Generator
Noise occurs during A/C or heater operation.	Blower motor
Noise occurs when the horn switch is pressed and released or when pressed and held.	Horn
Noise occurs synchronously with the turn signal blinking pattern.	Flasher
Noise occurs during window washer operation.	Washer
Noise occurs during wiper operation.	Wiper
Noise occurs when the brake pedal is depressed.	Stop light switch
Others	Static electricity

**HINT:**

- In the left column of the table, find the situation that matches the customer's complaint. Then, in the right column, find the part that is causing the noise. Check the respective noise filter.
- To save time and avoid a misdiagnosis, first make sure that the noise is not coming from outside the vehicle.
- Troubleshoot noises in descending order of loudness.
- Setting the radio to a frequency where no signal is received may make recognition of the noise problem easier.

RESULT	PROCEED TO
The noise source cannot be determined.	A
The noise source can be determined.	B

**A** ▶ PROCEED TO NEXT SUSPECTED AREA SHOWN IN PROBLEM SYMPTOMS TABLE INFO

**B** ▶ REPAIR OR REPLACE NOISE SOURCE

