

# TWINGO

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## 8 Electrical equipment

### 86C MULTIMEDIA CONNECTION

#### CBOX Vdiag No.: 04

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V1

Edition Anglaise

"The repair procedures given by the manufacturer in this document are based on the technical specifications current when it was prepared.

The procedures may be modified as a result of changes introduced by the manufacturer in the production of the various component units and accessories from which his vehicles are constructed."

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## 1. APPLICABILITY OF THE DOCUMENT

This document presents the fault finding method applicable to all computers with the following specifications:

*Vehicle(s):* **New Twingo and Clio III**

*Function concerned:* **Multimedia connection**

*Computer name:* **Mobile connectivity (CBOX)**

*Vdiag No.:* **04**

## 2. PREREQUISITES FOR FAULT FINDING

### Documentation type

**Fault finding procedures** (this manual):

- Assisted fault finding (integrated into the **diagnostic tool**), Dialogys.

### Wiring Diagrams:

- Visu-Schéma.

### Type of diagnostic tools

- CLIP

### Special tooling required

Special tooling required
<b>Diagnostic tool</b>
Multimeter
Elé. 1681 Universal bornier

## 3. REMINDERS

### Fault finding procedure

To run fault finding on the vehicle computers, switch on the ignition.

Depending on the type of vehicle equipment, proceed as follows:

**For vehicles with key-operated/radio frequency remote control**, use the key to switch on the ignition.

**For vehicles with Renault cards,**

- with the vehicle card in the card reader,
- press and hold the start button (**+5 seconds**) outside starting conditions, connect **the diagnostic tool**, and carry out the desired operations.

To cut off the + after ignition feed, proceed as follows:

**For vehicles with radio frequency remote control/key**, use the key to switch off the ignition.

**For vehicles with Renault cards**,

Press the Start button twice briefly (less than **3 seconds**),  
Ensure that the forced + after ignition feed has been cut off by checking that the computer warning lights on the instrument panel have gone out.

### Faults

Faults are declared either present or stored (depending on whether they appeared in a certain context and have disappeared since, or whether they remain present but have not been diagnosed within the current context).

The **present** or **stored** status of faults should be taken into consideration when the **diagnostic tool** is used after the **+ after ignition feed** has been activated (without any of the system components being activated).

For a **present fault**, apply the procedure described in the **Interpretation of faults** section.

For a **stored fault**, note the faults displayed and apply the **Notes** section.

If the fault is **confirmed** when the instructions are applied, the fault is present. Deal with the fault.

If the fault is **not confirmed**, check:

- the electrical lines which correspond to the fault,
- the connectors on these lines (corrosion, bent pins, etc.),
- the resistance of the component detected as faulty,
- the condition of the wires (melted or split insulation, wear).

### Conformity check

The aim of the conformity check is to check the data that does not display a fault on the **diagnostic tool** when the data is inconsistent. Therefore, this stage is used to:

- carry out fault finding on faults that do not have a fault display, and which may correspond to a customer complaint.
- check that the system is operating correctly and that there is no risk of a fault recurring after repair.

This section gives the fault finding procedures for statuses and parameters and the conditions for checking them.

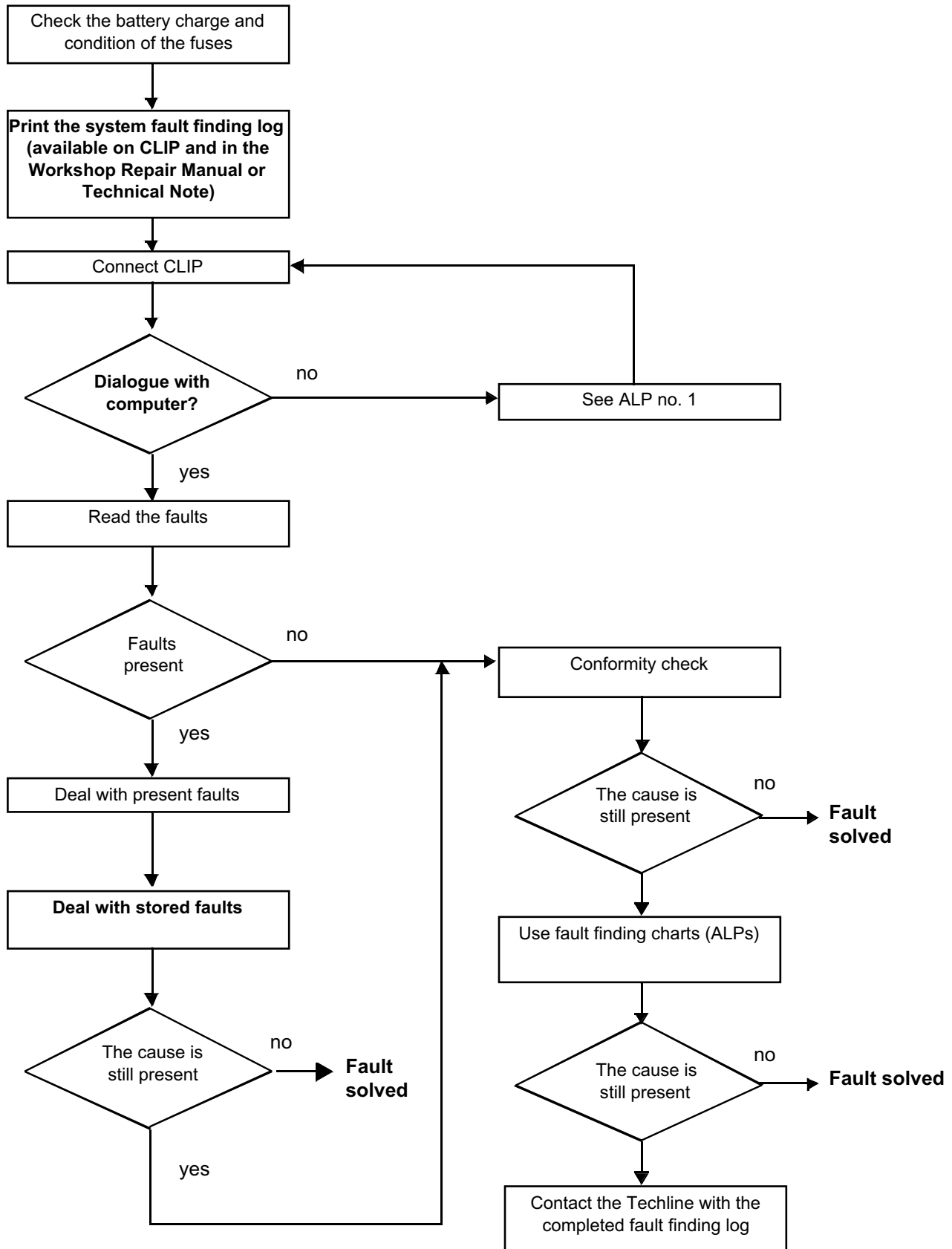
If a status is not behaving normally or a parameter is outside the permitted tolerance values, consult the corresponding fault finding page.

### Customer complaints - Fault finding chart

If the test with the **diagnostic tool** is OK but the customer complaint is still present, the fault should be processed by **customer complaints**.

**A synopsis of the general procedure to follow is provided on the following page in the form of a flow chart.**

### 4. FAULT FINDING PROCEDURE



#### 4. FAULT FINDING PROCEDURE (continued)

##### 4.1. Wiring check

###### Fault finding problems

Disconnecting the connectors and/or manipulating the wiring may temporarily remove the cause of a fault. Electrical measurements of voltage, resistance and insulation are generally correct, especially if the fault is not present when the analysis is made (stored fault).

###### Visual inspection

Look for damage under the bonnet and in the passenger compartment. Carefully check the fuses, insulators and wiring harness routing. Look for signs of oxidation.

###### Physical inspection

When handling the wiring, use the **diagnostic tool** to detect any change in the status of the fault from "stored" to "present".

Make sure that the connectors are properly locked.

Apply light pressure to the connectors.

Twist the wiring harness.

If there is a change in status, try to locate the source of the fault.

###### Checking earth insulation

This check is carried out by measuring the voltage (multimeter in voltmeter mode) between the suspect connection and the **12 V** or **5 V**. The correct measured value is **0 V**.

###### Checking insulation against + 12 V or + 5 V

This check is carried out by measuring the voltage (multimeter in voltmeter mode) between the suspect connection and the earth. In the first instance, the earth may be taken on the chassis. The correct measured value should be **0 V**

###### Continuity check

A continuity check is carried out by measuring the resistance (multimeter in ohmmeter mode), with the connectors disconnected at both ends. The expected result must be between:  **$0 \Omega < X < 2 \Omega$**  for every connection. The line must be fully checked, and the intermediate connections are only included in the method if this saves time during the fault finding procedure. The continuity check on the multiplex lines must be carried out on both wires. The measured value must be between:  **$0 \Omega < X < 2 \Omega$** .

###### Checking the supply

This check may be carried out using a test light (**21 W** or **5 W** depending on the maximum authorised load)

## 4.2. Connector check

**Note:**

Carry out each requested check visually. Do not remove a connector if it is not required.

**Note:**

Repeated connections and disconnections alter the functionality of the connectors and increase the risk of poor electrical contact. Limit the number of connections/disconnections as much as possible.

**Note:**

The check is carried out on the 2 parts of the connection. There may be two types of connection:

- Connector/Connector.
- Connector/Device.

### 1. Visual inspection of the connection:

- Check that the connector is connected correctly and that the male and female parts of the connection are correctly coupled.

### 2. Visual inspection of the area around the connection:

- Check the condition of the mounting (pin, strap, adhesive tape, etc.) if the connectors are attached to the vehicle.
- Check that there is no damage to the wiring trim (sheath, foam, adhesive tape, etc.) near the wiring.
- Check that there is no damage to the electrical wires at the connector outputs, in particular on the insulating material (wear, cuts, burns, etc.).

Disconnect the connector to continue the checks.

### 3. Visual inspection of the plastic casing:

- Check that there is no mechanical damage (casing crushed, cracked, broken, etc.), in particular to the fragile components (lever, lock, openings, etc.).
- Check that there is no heat damage (casing melted, darker, deformed, etc.).
- Check that there are no stains (grease, mud, liquid, etc.).

### 4. Visual inspection of the metal contacts:

*(The female contact is called CLIP. The male contact is called TAB).*

- Check that there are no bent contacts (the contact is not inserted correctly and can come out of the back of the connector). The contact comes out of the connector when the wire is gently pulled.
- Check that there is no damage (folded tabs, clips open too wide, blackened or melted contact, etc.).
- Check that there is no oxidation on the metal contacts.

**Visual inspection of the sealing:***(Only for watertight connectors)*

Check for the seal on the connection (between the 2 parts of the connection).

- Check the seal at the back of the connectors:
  - For unit **seals** (1 for each wire), check that the unit seals are present on each electrical wire and that they are correctly positioned in the opening (level with the housing). Check that plugs are present on openings which are not used.
  - For a **grommet** seal (one seal which covers the entire internal surface of the connector), check that the seal is present.
  - For gel **seals**, check for gel in all of the openings without removing the excess or any protruding sections (it does not matter if there is gel on the contacts).
  - For hotmelt **sealing** (heat-shrink sheath with glue), check that the sheath has contracted correctly on the rear of the connectors and the electrical wires, and that the hardened glue comes out of the side of the wire.
  - Check that there is no damage to any of the seals (cuts, burns, significant deformation, etc.).

If a fault is detected, consult **Technical Note 6015A, Repairing electrical wiring**.**5. FAULT FINDING LOG****IMPORTANT!****IMPORTANT**

All faults involving a complex system call for thorough diagnostics with the appropriate tools. The FAULT FINDING LOG, which should be completed during the fault finding procedure, ensures a record is kept of the procedure carried out. It is an essential document when consulting the manufacturer.

**IT IS THEREFORE COMPULSORY TO COMPLETE A FAULT FINDING LOG  
EACH TIME IT IS REQUESTED BY TECHLINE OR THE WARRANTY RETURNS DEPARTMENT.**

You will always be asked for this log:

- when requesting technical assistance from Techline,
- when requesting approval before replacing parts for which approval is compulsory,
- to be attached to monitored parts for which reimbursement is requested. The log is needed for warranty reimbursement, and enables better analysis of the parts removed.

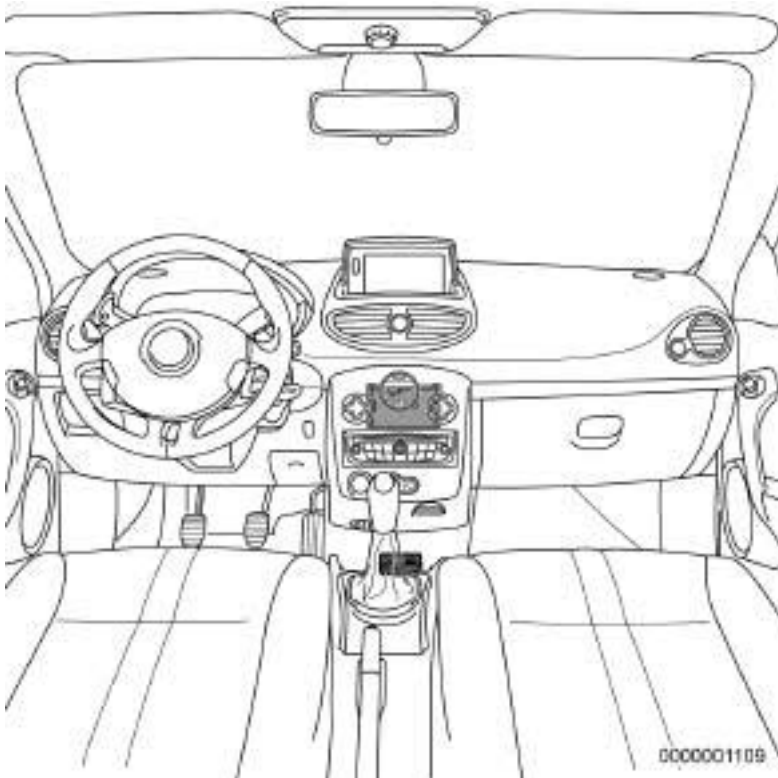
**6. SAFETY INSTRUCTIONS**

Safety rules must be observed during any work on a component to prevent any material damage or personal injury:

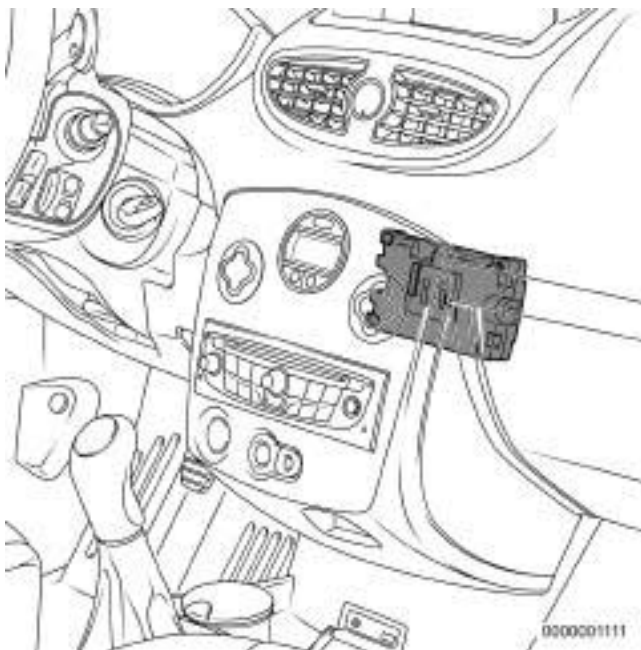
- check the battery voltage to avoid incorrect operation of computer functions,
- use the proper tools.

For Clio III

Location of components in the passenger compartment

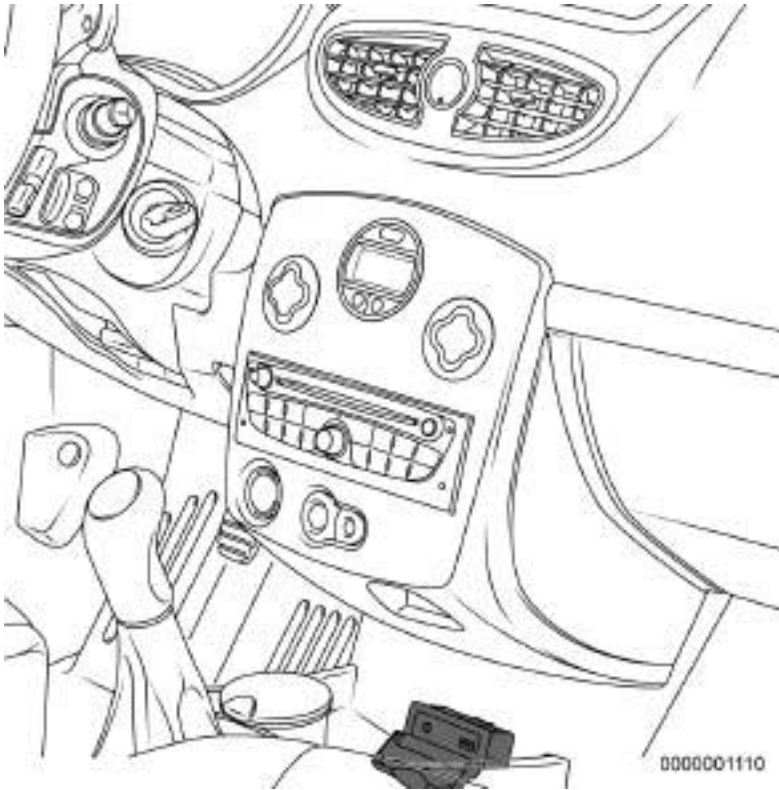


Mobile connectivity computer

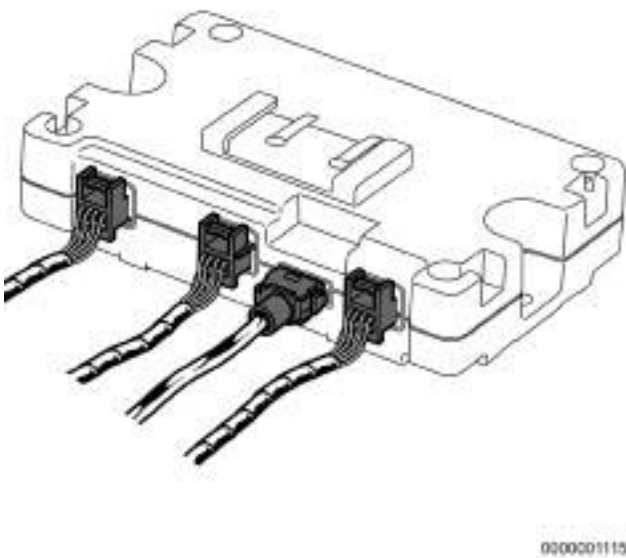




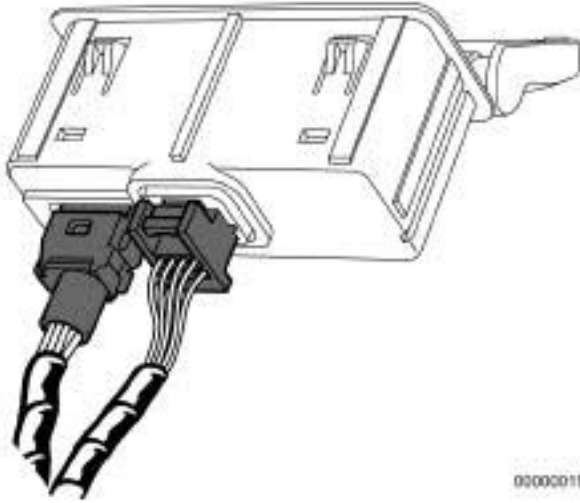
## Mobile connectivity terminal



## Rear view of the mobile connectivity computer



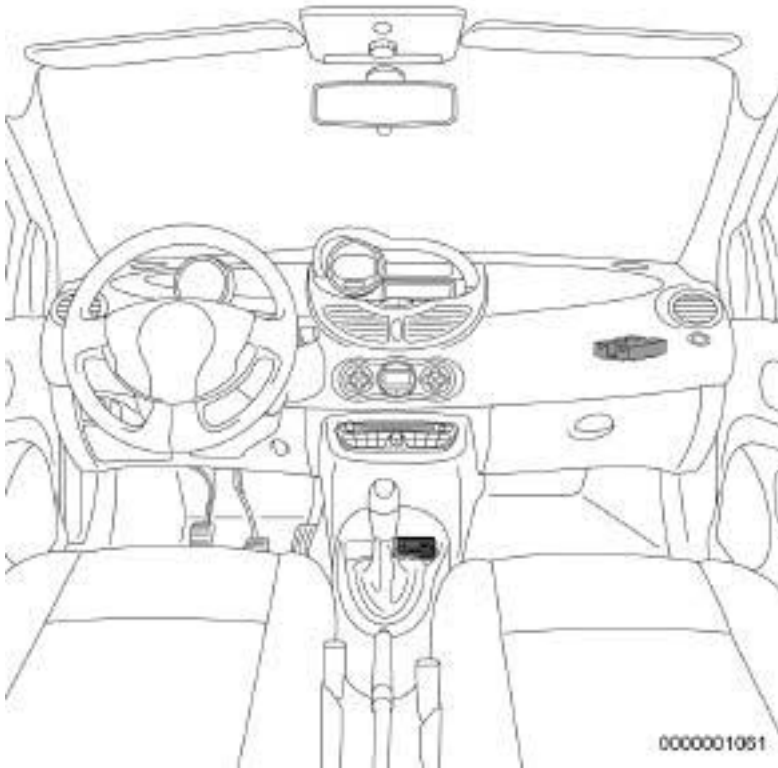
Rear view of the mobile connectivity terminal



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For New Twingo

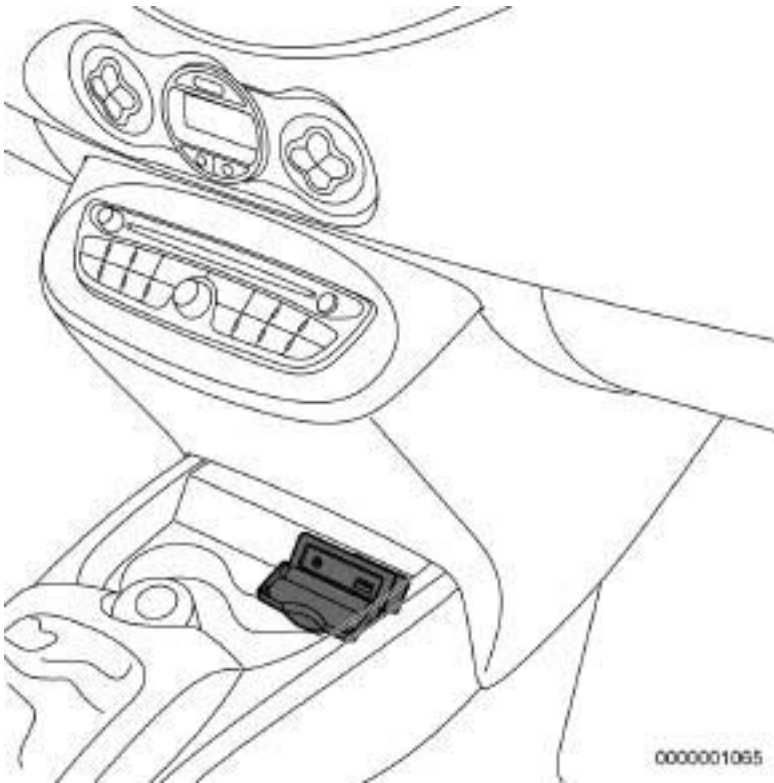
Location of components in the passenger compartment



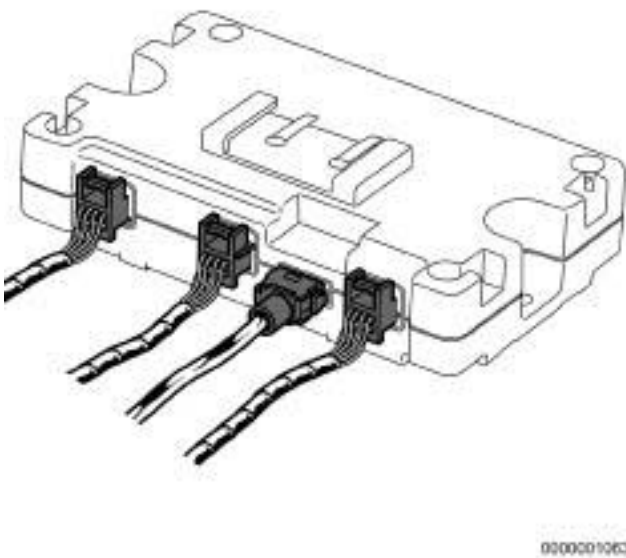
Mobile connectivity computer



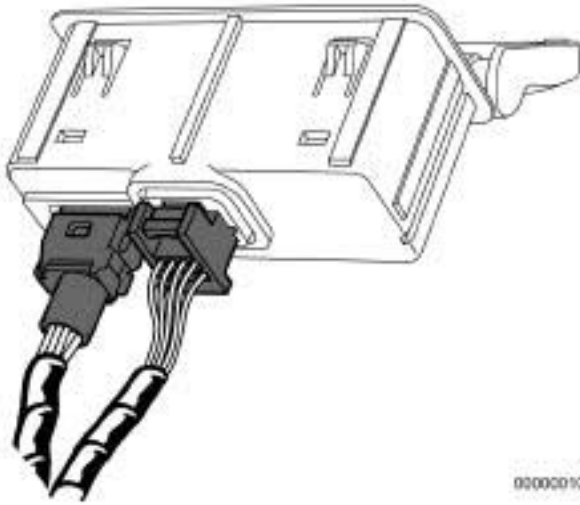
**Mobile connectivity terminal**



**Rear view of the mobile connectivity computer**



Rear view of the mobile connectivity terminal



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# MULTIMEDIA CONNECTION

## Fault finding – Role of components

The mobile connectivity computer provides the link between the radio and the mobile peripherals connected to the mobile connectivity terminal.

It transmits:

- Audio signals to the speakers via the radio.
- Display information (song title, list, etc.) to the display via the radio.

The mobile connectivity terminal enables different types of mobile medium to be connected using the USB port and the Jack socket.

The multimedia connection unit (Display or Multimedia connection unit) receives various signals from the vehicle CAN (speed, status of exterior lights) and retransmits them to the radio via the Multimedia CAN.

The multimedia connection unit (Display or Multimedia connection unit) transmits the activation signal to the radio and to the other computers participating in the multimedia function when the user switches on the radio.

The display shows different multimedia information such as radio information, the time and the temperature.

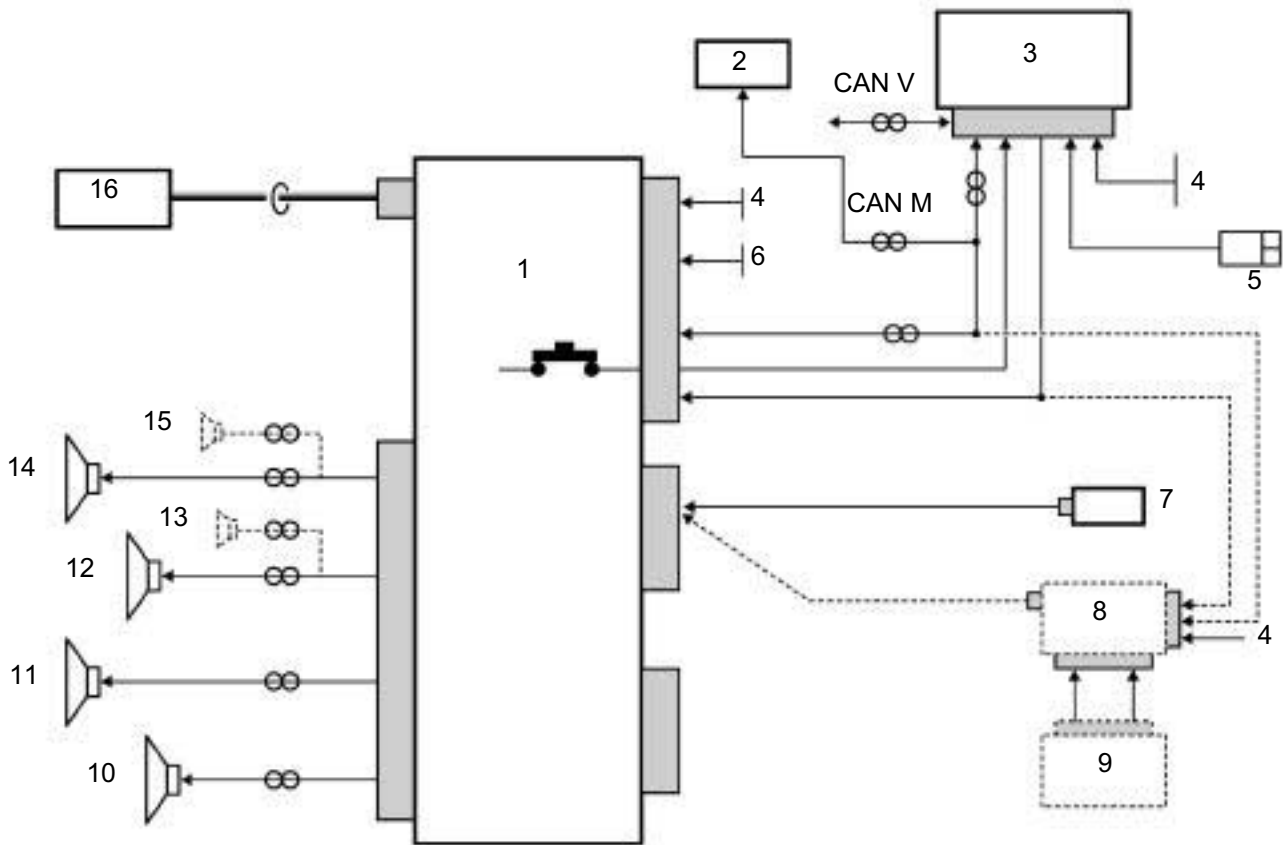
The radio control satellite on the steering wheel enables the different radio functions to be accessed.

## I. LIST OF COMPONENTS

Number	Description	Number	Description
1	Radio	9	Mobile connectivity terminal (digital / analogue)
2	Diagnostic socket	10	Rear right-hand speaker
3	Display	11	Rear left-hand speaker
4	Supply	12	Front right-hand speaker
5	Radio control satellite	13	Front right-hand tweeter (depending on equipment).
6	Earth	14	Front left-hand speaker
7	Mobile connectivity terminal (RCA type)	15	Front left-hand tweeter (depending on equipment).
8	Mobile connectivity computer	16	Aerial

## II. LOCATION OF COMPONENTS

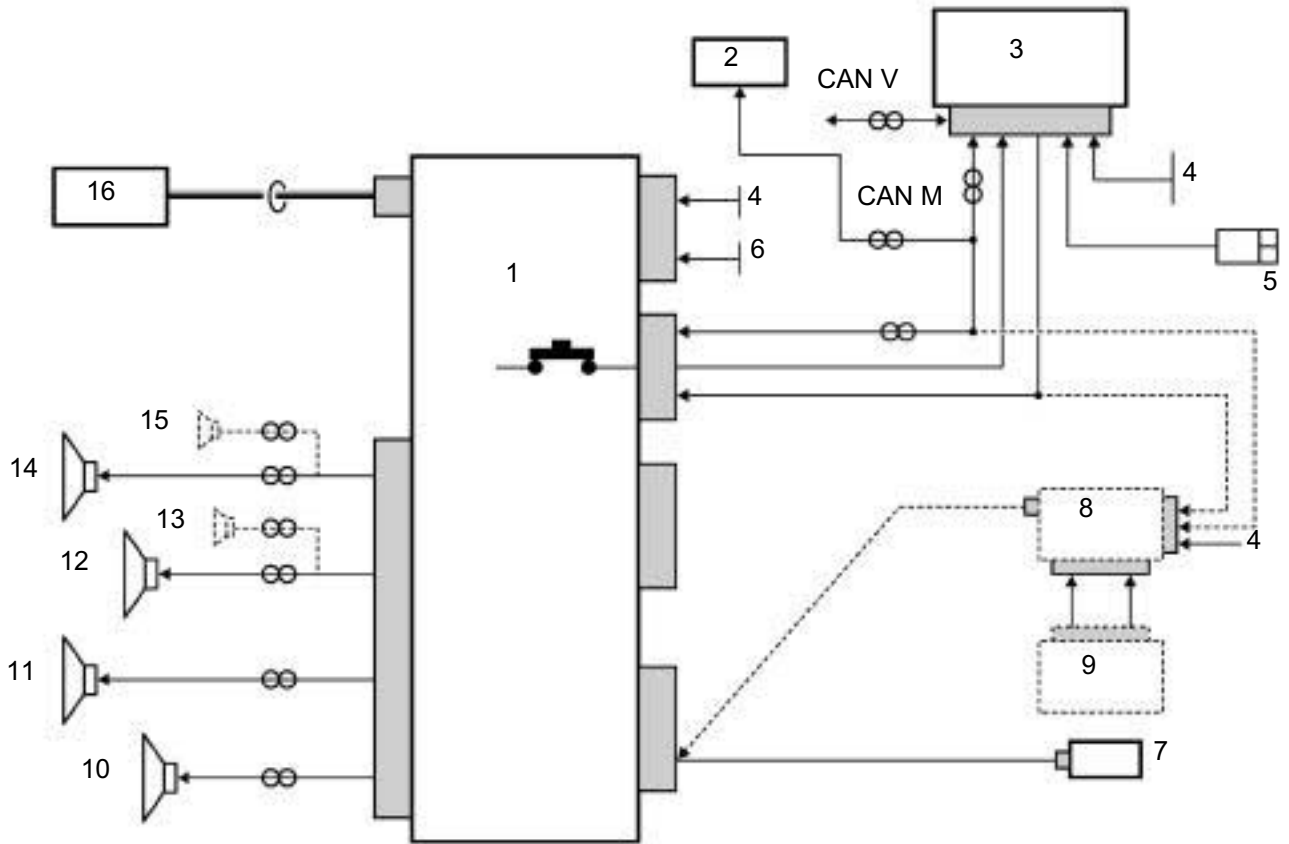
New Twingo



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Clio III



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The **mobile connectivity computer** enables music files to be played (MP3, WMA, etc.) on:

- USB mobile peripherals (USB key, MP3 player, etc.) (Except hard disk with own power supply),
- audio peripherals via the jack socket.

The multimedia system offers the following possibilities:

- Choose FM radio stations using the presets, the list or manual selection.
- Have access to an automatically updated FM radio list.
- Listen to CDs and MP3s.
- Control the radio using the radio control satellite.
- Have access to optimised audio and acoustic telephone configurations for each vehicle according to the vehicle type.
- Modify various acoustic parameters (base, treble, front/rear balance, etc.).
- Use the hands-free telephone function (sound relayed towards the radio speakers) with a Bluetooth telephone.
- Use voice recognition for the telephone functions (button on the radio control satellite). The voice identifier can be recorded.
- Benefit from a connection for a CD changer.
- Possibility of connecting a peripheral with a USB port, Jack socket, etc.
- Has anti-theft protection

### Computer activation system

The mobile connectivity computer has an activation system.

The mobile connectivity computer is activated under the following conditions:

- by pressing the radio ON/OFF button,
- by starting the engine.

The mobile connectivity computer is switched off under the following conditions:

- The ignition is switched off.
- Door opened (**Clio III**)
- Door opened for **1 minute (New Twingo)**
- By pressing the radio ON/OFF button (**Clio III** and **New Twingo**).

The multimedia connection unit (Display or Multimedia connection unit ) is activated by the UCH (central door unlocking); this then activates the multimedia computers (Navigation, Radio, mobile connectivity computer, etc.) via the "Activation signal" connections.

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**CF001: System configuration**

This command is used to configure the computer according to the vehicle equipment.

**VP003: Write V.I.N**

This command permits manual entry of the vehicle's VIN into the computer. Use this command each time the computer is replaced. The VIN number is inscribed on the manufacturer's plate.

**Procedure for writing the VIN**

- Establish dialogue with the navigation computer.
- Select the **Repair mode** menu.
- Select the **Other configuration** menu.
- Select line **VP003 Write VIN**.
- Enter the VIN.
- Exit fault finding mode.
- Switch off the ignition.
- Wait for the end of the Powerlatch\* phase (**20 minutes** maximum).
- Reread the VIN in the **Identification** menu to confirm **ID008 VIN code**.

**VP001: Enter last After-Sales operation date**

This command is used to enter the date of the last After-Sales operation on the radio.

Consecutively enter the six figures of the date: two for the year, two for the month and two for the day.  
E.g. 000706 (06 July 2000).

Reread the date of the last After-sales operation in the **Identification** menu to confirm **ID012 Last After-Sales operation date**.

\*Powerlatch: Time required for injection computer supply after + 12 V after ignition feed cut-off.

# MULTIMEDIA CONNECTION

## Fault finding – Fault summary table

**86C**

Tool fault	Associated DTC	Diagnostic tool title
DF001	9341	Computer configuration
DF002	9343	Computer
DF003	9344	Computer
DF004	93F0	Battery voltage
DF005	935D	USB controller
DF006	9332	Digital terminal connection
DF007	93D9	USB function
DF008	932A	USB supply

<b>DF001 PRESENT OR STORED</b>	<u>COMPUTER CONFIGURATION</u> 1.DEF: Blank or incomplete configuration
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<b>NOTES</b>	Check whether the system is correctly configured (see <b>Configuration and Programming</b> ).
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Check the system configuration in relation to the vehicle equipment (see <b>Configuration and Programming</b> ).
If the fault persists, contact your Techline.

<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b> . Deal with any other faults.
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<b>DF002 PRESENT OR STORED</b>	<u>COMPUTER</u> 1.DEF: Internal electronic fault
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<b>NOTES</b>	None.
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Replace the mobile connectivity computer (see **MR 392 (Clio III)** or **MR 411 (New Twingo) 86A, Radio, Offset multimedia socket computer: Removal – Refitting**).

If the fault persists, contact your Techline.

<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b> . Deal with any other faults.
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<b>DF003 PRESENT OR STORED</b>	<u>COMPUTER</u> 1.DEF: Internal electronic fault
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<b>NOTES</b>	None.
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Replace the mobile connectivity computer (see **MR 392 (Clio III)** or **MR 411 (New Twingo) 86A, Radio, Offset multimedia socket computer: Removal – Refitting**).

If the fault persists, contact your Techline.

<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b> . Deal with any other faults.
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<b>DF004 PRESENT OR STORED</b>	<b>BATTERY VOLTAGE</b> 1.DEF: Undervoltage
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<b>NOTES</b>	<p><b>Conditions for applying fault finding procedures to stored faults:</b> The fault is declared present after:</p> <ul style="list-style-type: none"> <li>– The + after ignition feed is activated,</li> <li>– The multimedia system is switched on using the on/off button.</li> <li>– The battery voltage is out of range (<b>12 V &lt; X &lt; 15 V</b>).</li> </ul>
	Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b> .

<p>Remove the card from the reader or the key from the ignition, then check the condition of the battery. Check the battery: leaks, incorrectly fitted, loosened battery terminal, and corrosion. Check the earth connections of the vehicle: battery/chassis, engine/chassis, starter/engine, alternator/engine, gearbox/chassis. If the fault is detected, resolve the abnormal contact fault.</p>
Check the battery and perform an alternator supply test (see <b>16A, Starting, Charging</b> ).
<p>Check the conformity of the fuse of the fuse and relay box (use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b>):</p> <ul style="list-style-type: none"> <li>– for <b>New Twingo: F48 (15A)</b>,</li> <li>– for <b>Clio III: unit fuse 710 (15A) and F2 (20A) on component 260</b>.</li> </ul> <p>Replace the fuse if not correct.</p>
<p>Disconnect the connector of the mobile connectivity computer, component code <b>1959</b>. Check the continuity of the <b>earth</b> on connection <b>NAM</b>. If the connections are faulty and there is a repair procedure (see <b>Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair</b>), repair the wiring, otherwise replace it.</p>

<b>AFTER REPAIR</b>	<p>Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b>. Deal with any other faults.</p>
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**DF004**  
**CONTINUED**

Check the **insulation** against earth and the **absence of interference resistance** on the connection:

- **BCP4** between components **260** and **1959** (for **New Twingo**),
- **BCP4** between components **710** and **1959** (for **Clio III**)

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

For **Clio III** only:

Check the **insulation** against earth and the **absence of interference resistance** on the connection:

- **BP69** between components **710** and **260**.

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

If the fault persists, contact your Techline.

**AFTER REPAIR**

Carry out another fault finding check on the system.  
Clear the stored faults using command **RZ001 Fault memory**.  
Deal with any other faults.

<b>DF005 PRESENT OR STORED</b>	<u>USB CONTROLLER</u> 1.DEF: Internal electronic fault
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<b>NOTES</b>	None.
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Replace the mobile connectivity terminal (see **MR 392 (Clio III)** or **MR 411 (New Twingo) 86A, Radio, Offset audio socket: Removal – Refitting**).

If the fault persists, contact your Techline.

<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b> . Deal with any other faults.
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<b>DF006 PRESENT OR STORED</b>	<b><u>DIGITAL TERMINAL CONNECTION</u></b> CO: Open circuit
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<b>NOTES</b>	<b>Conditions for applying fault finding procedures to stored faults:</b> The fault is declared present after the multimedia system was switched on using the radio on/off button.
	Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b> .

<p>Check the <b>connection and condition</b> of the connectors of the mobile connectivity computer, component code <b>1959</b> and of the mobile connectivity terminal, component code <b>1877</b>. If the connectors are faulty and if there is a repair procedure (see <b>Technical Note 6015A, Repairing electrical wiring, Wiring: Precautions for repair</b>), repair the connector, otherwise replace the wiring.</p>
<p>Disconnect the computer connector and check the <b>insulation, continuity and the absence of interference resistance</b> on the following connections:</p> <ul style="list-style-type: none"> <li>– <b>34PE</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34PH</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34PG</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34PJ</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34TE</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34TJ</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34TH</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34TG</b> between components <b>1959</b> and <b>1877</b>.</li> </ul> <p>If the connection or connections are faulty and there is a repair procedure (see <b>Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair</b>), repair the wiring, otherwise replace it.</p>

<b>AFTER REPAIR</b>	<p>Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b>. Deal with any other faults.</p>
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**DF006**  
**CONTINUED**

Replace the mobile connectivity terminal (see **MR 392 (Clio III)** or **MR 411 (New Twingo) 86A, Radio, Offset audio socket: Removal – Refitting**).

If the fault is still present, contact Techline.

**AFTER REPAIR**

Carry out another fault finding check on the system.  
Clear the stored faults using command **RZ001 Fault memory**.  
Deal with any other faults.

<b>DF007 PRESENT OR STORED</b>	<u>USB FUNCTION</u> 1. DEF: Faulty function
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<b>NOTES</b>	<b>Conditions for applying fault finding procedures to stored faults:</b> The fault is declared present after the multimedia system was switched on using the radio on/off button.
	On <b>Clio III</b> , if the vehicle is not equipped with a navigation system, the mobile connectivity computer is directly connected to the radio. Otherwise, the mobile connectivity computer is connected to the navigation system.

Consult the interpretation of **ALP 2 My USB peripheral cannot be read** (See **Fault finding charts**).

<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b> . Deal with any other faults.
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<b>DF008 PRESENT OR STORED</b>	<p><b>USB SUPPLY</b> CC.0: Short circuit to earth 1.DEF: Undervoltage</p>
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<b>NOTES</b>	<p><b>Conditions for applying fault finding procedures to stored faults:</b> The fault is declared present after the multimedia system was switched on using the radio on/off button.</p>
	<p>Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b>.</p>

<p>Check the <b>connection and condition</b> of the connectors of the mobile connectivity computer, component code <b>1959</b> and of the mobile connectivity terminal, component code <b>1877</b>, depending on the vehicle equipment. If the connectors are faulty and if there is a repair procedure (see <b>Technical Note 6015A, Repairing electrical wiring, Wiring: Precautions for repair</b>), repair the connector, otherwise replace the wiring.</p>
<p>Disconnect the computer connector and check the <b>insulation, continuity and the absence of interference resistance</b> on the following connections:</p> <ul style="list-style-type: none"> <li>– <b>34TE</b> between components <b>1959</b> and <b>1877</b>,</li> <li>– <b>34TG</b> between components <b>1959</b> and <b>1877</b>.</li> </ul> <p>If the connection or connections are faulty and there is a repair procedure (see <b>Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair</b>), repair the wiring, otherwise replace it.</p>
<p>Replace the mobile connectivity terminal (see <b>MR 392 (Clio III) or MR 411 (New Twingo) 86A, Radio, Offset audio socket: Removal – Refitting</b>).</p>
<p>If the fault is still present, contact Techline.</p>

<b>AFTER REPAIR</b>	<p>Carry out another fault finding check on the system. Clear the stored faults using command <b>RZ001 Fault memory</b>. Deal with any other faults.</p>
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# MULTIMEDIA CONNECTION

## Fault finding – Conformity check

# 86C

### NOTES

Only carry out a conformity check after a **complete check** with the **diagnostic tool**. The values shown in this conformity check are given as a guide.  
**Application conditions:** Engine **stopped**, ignition **on**.

### MAIN SCREEN

Function	Parameter or Status Check or Action	Display and Notes	Fault finding
Peripheral	<b>ET002:</b> USB peripheral	<b>ABSENT / PRESENT</b> Connect a peripheral to the USB port	In the event of an inconsistency, consult the interpretation of <b>ALP2 My USB peripheral cannot be read.</b>
	<b>ET003:</b> JACK peripheral	<b>ABSENT / PRESENT</b> Connect a musical peripheral to the jack socket.	In the event of an inconsistency, consult the interpretation of <b>ALP3 Auxiliary input does not work.</b>
Analogue signal level	<b>PR001:</b> Analogue signal level, right-hand track	<b>0 V &lt; X &lt; 4 V</b>	In the event of an inconsistency, consult the interpretation of <b>ALP3 Auxiliary input does not work.</b>
	<b>PR002:</b> Analogue signal level, left-hand track	<b>0 V &lt; X &lt; 4 V</b>	In the event of an inconsistency, consult the interpretation of <b>ALP3 Auxiliary input does not work.</b>



# MULTIMEDIA CONNECTION

## Fault finding – Status summary table

Tool status	Diagnostic tool title
ET002	USB peripheral
ET003	JACK peripheral

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Tool Parameter	Diagnostic tool title
PR001	Analogue signal level, right-hand track
PR002	Analogue signal level, left-hand track

# MULTIMEDIA CONNECTION

## Fault finding – Command summary table

### CLEAR:

RZ001	<b>Fault memory.</b> This command is used for clearing the <b>stored</b> faults from the computer.
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### CONFIGURATION:

VP001	<b>Enter last After-Sales operation date</b> This command is used to enter the date of the last After-Sales operation on the radio.
VP003	<b>Write VIN</b> This command permits manual entry of the vehicle's VIN into the computer.

**NOTES**

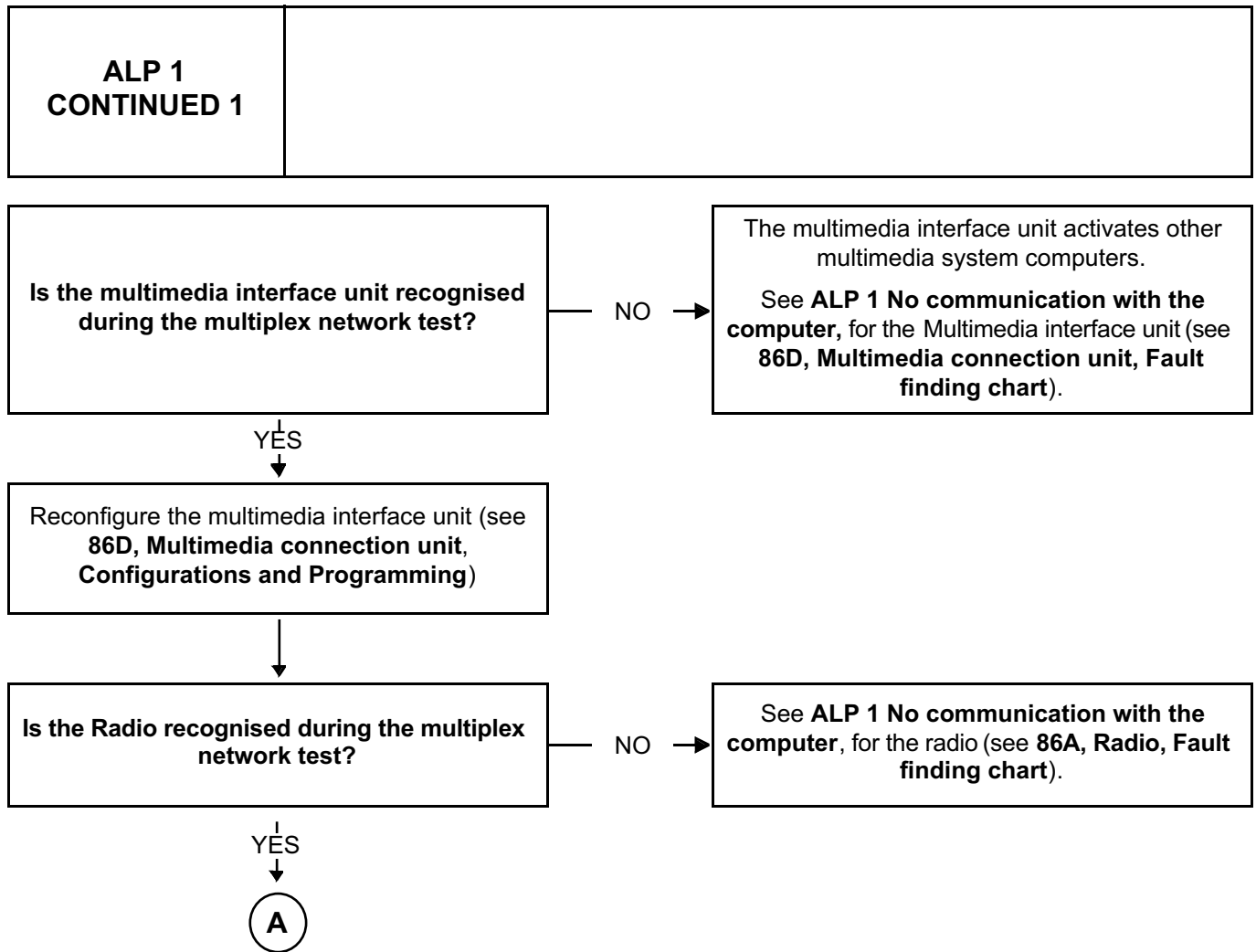
Only refer to the customer complaints after performing a complete check using the diagnostic tool.

NO DIALOGUE WITH THE COMPUTER	ALP 1
MY USB PERIPHERAL CANNOT BE READ	ALP 2
THE AUXILIARY INPUT DOES NOT WORK	ALP 3
THE SOUND IS DISTRIBUTED ON ONE SIDE ONLY OR IS POOR QUALITY (ONLY WHEN THE SOURCE IS MOBILE CONNECTIVITY)	ALP 4

<b>ALP 1</b>	<b>No dialogue with the computer</b>
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<b>NOTES</b>	<p>Try to establish dialogue with a computer on another vehicle to check that <b>the diagnostic tool</b> is not faulty. If the <b>diagnostic tool</b> is not causing the fault and dialogue cannot be established with any other computer on the same vehicle, it may be that a faulty computer is disrupting the fault finding line. Use a process of successive disconnections to locate this computer. Check the battery voltage, component code <b>107</b>, and perform the necessary operations to obtain the correct voltage (<b>12 V &lt; X &lt; 15 V</b>).</p>
	<p>Ensure that the communication conditions are present: + After ignition feed and radio on/off button pressed.</p>
	<p>Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b>.</p>
	<p>For a vehicle equipped with a Navigation computer, use component <b>1714</b>, Multimedia connection unit, for fault finding on the Multimedia interface unit. Otherwise use component <b>653</b>, display computer.</p>
	<p>If the vehicle is equipped with a navigation computer, the mobile connectivity computer is connected to the navigation computer, component code <b>662</b>, otherwise it is connected to the radio, component code <b>261</b>.</p>

<b>AFTER REPAIR</b>	When communication is established, deal with any faults indicated.
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**AFTER REPAIR** When communication is established, deal with any faults indicated.

<b>ALP 1 CONTINUED 2</b>	
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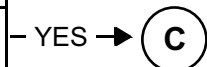


Check the **condition** and **connection** of the **mobile connectivity** computer connector component code **1959**.  
If the connector is faulty and there is a repair method (see **Technical Note 6015A, Repairing electrical wiring, Wiring: Precautions for repair**), repair the connector, otherwise replace the wiring.  
Disconnect the connector of the **mobile connectivity computer**, component code **1959**.

Check for **+ 12 V** and **earth** on the **mobile connectivity** computer, component code **1959** between the following connections:

- **BCP4** and **NAM** of component **1959**.

**Are the checks correct?**



<b>AFTER REPAIR</b>	When communication is established, deal with any faults indicated.
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### ALP 1 CONTINUED 3

**B**

Check for **+ 12 V** on the **mobile connectivity** computer, component code **1959** between the following connections:

- **BCP4** of component **1959** and **earth**.

Is the result of the check correct?

YES →

NO  
↓

Check the **continuity, insulation and absence of interference resistance** on the following connections:

- **BCP4** between components **1959** and **710**,
- **BP69** between components **260** and **710** (only for **Clio III**).

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

Check the **continuity, insulation and the absence of interference resistance** of connection **NAM** between the **mobile connectivity** computer, component code **1959** and **earth**.

If the connection is faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

### AFTER REPAIR

When communication is established, deal with any faults indicated.



<b>ALP 1 CONTINUED 4</b>	
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Check the **insulation, continuity and absence of interference resistance** on the following connections:

- **107W** between components **1959** and **225**,
- **107X** between components **1959** and **225**.

**Are the checks correct?**

NO →

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

|  
YES

↓

Check the **continuity, insulation and absence of interference resistance** on the following connection:

- **34HU** between components **1959** and **1714** or **653**.

**Are the checks correct?**

NO →

If the connection is faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

|  
YES

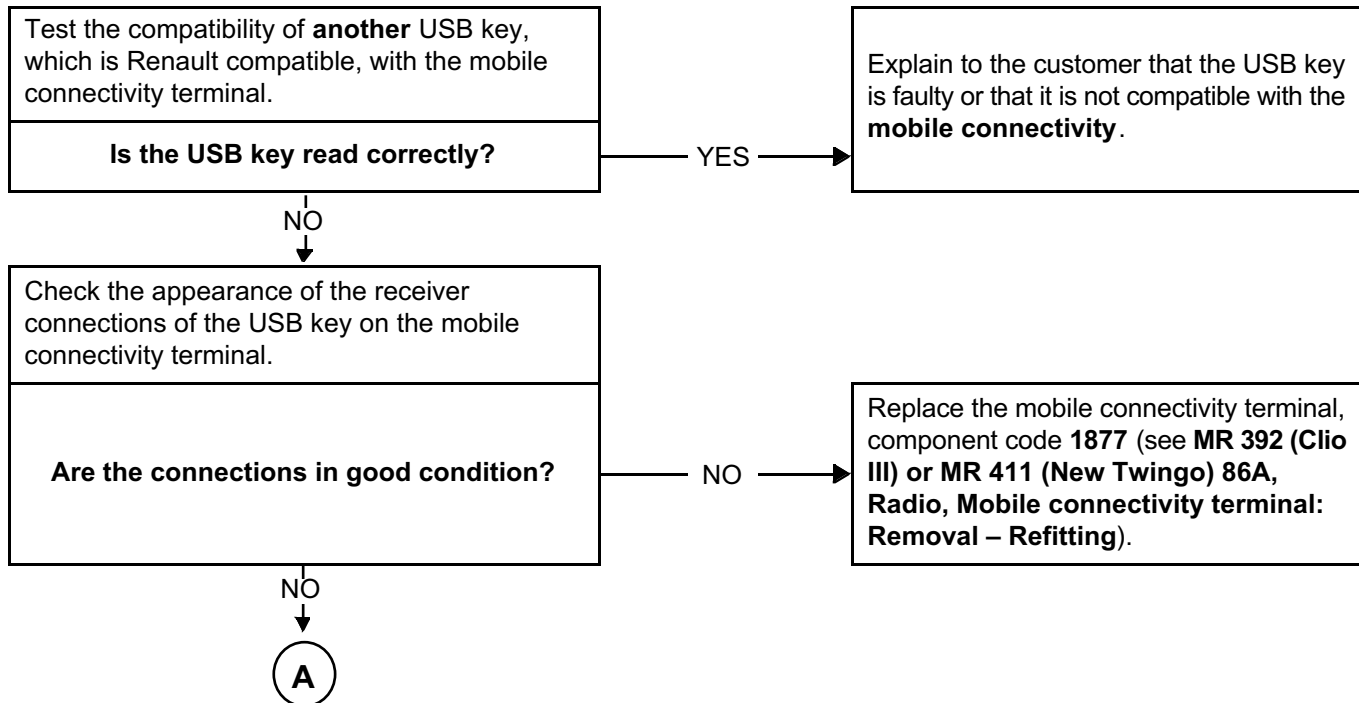
↓

Replace the mobile connectivity computer, component code **1959** (see **MR 392 (Clio III)** or **MR 411 (New Twingo) 86A, Radio, Offset multimedia socket computer: Removal – Refitting**).

<b>AFTER REPAIR</b>	When communication is established, deal with any faults indicated.
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<b>ALP 2</b>	<b>My USB peripheral cannot be read</b>
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<b>NOTES</b>	Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b> .
	If an error message appears, consult the Internet site, renault.net, to check the compatibility of the USB peripheral.
	If the vehicle is equipped with a navigation computer, the mobile connectivity computer is connected to the navigation computer, component code <b>662</b> , otherwise it is connected to the radio, component code <b>261</b> .



<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Deal with any faults.
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<b>ALP 2 CONTINUED 1</b>	
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Check the **continuity, insulation and absence of interference resistance** on the following connections:

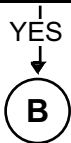
- **34TE** between components **1959** and **1877**,
- **34TJ** between components **1959** and **1877**,
- **34TH** between components **1959** and **1877**,
- **34TG** between components **1959** and **1877**.

as well as the condition of the shielding **TB59** between the mobile connectivity terminal, component code **1877** and the component **1959**.

**Are the checks correct?**

NO →

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.



<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Deal with any faults.
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### ALP 2 CONTINUED 2



Check the **continuity, insulation and absence of interference resistance** on the following connections:

- **34EE** between components **1959** and **261** or **662**,
- **34ET** between components **1959** and **261** or **662**,
- **34EC** between components **1959** and **261** or **662**,
- **TB37** between components **1959** and **261** or **662**.

as well as the condition of the shielding **TB37** between the mobile connectivity computer, component code **1959** and component **261** or **662**.

Are the checks correct?

NO →

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

YES  
↓

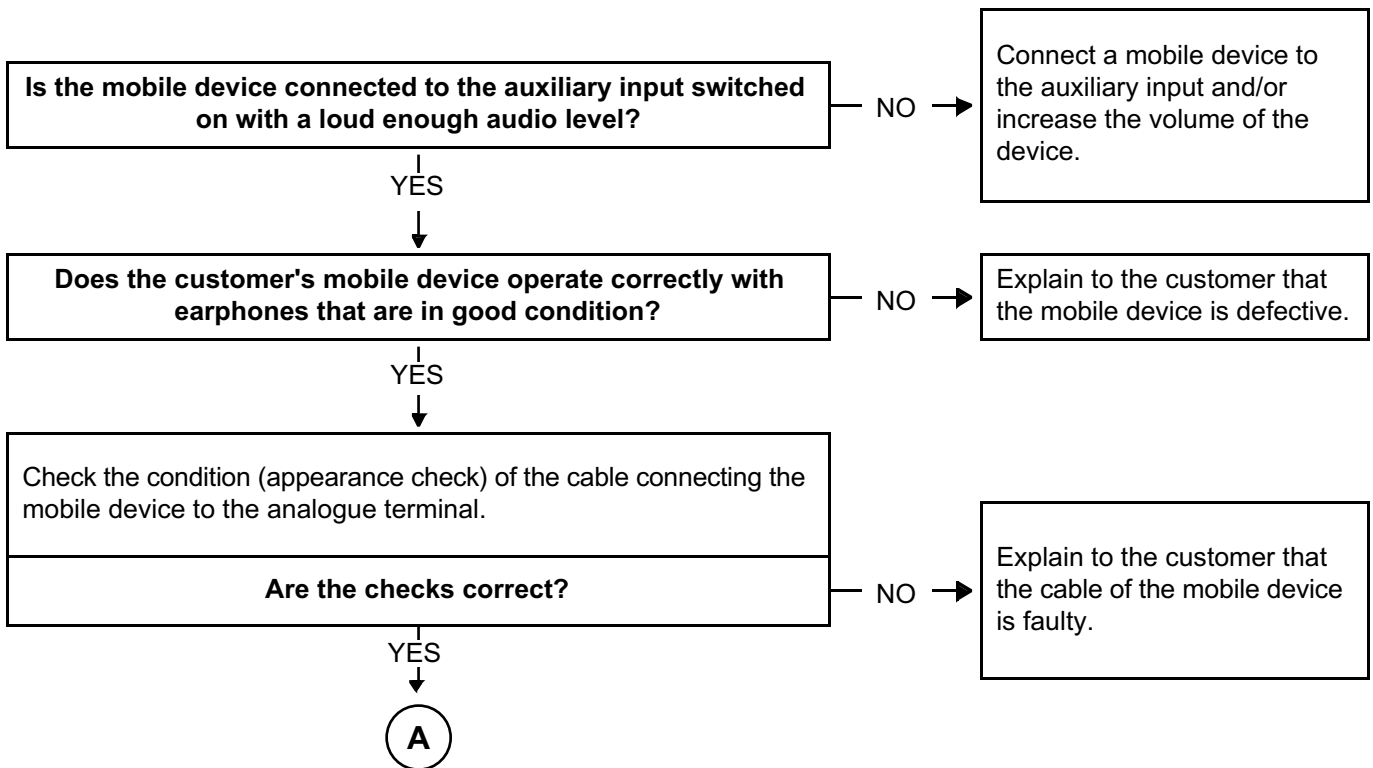
Contact the Techline.

### AFTER REPAIR

Carry out another fault finding check on the system.  
Deal with any faults.

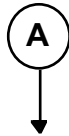
<b>ALP 3</b>	<b>The auxiliary input does not work</b>
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<b>NOTES</b>	Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b> .
	If the vehicle is equipped with a navigation computer, the mobile connectivity computer is connected to the navigation computer, component code <b>662</b> , otherwise it is connected to the radio, component code <b>261</b> .



<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Deal with any faults.
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### ALP 3 CONTINUED 1



Check the **continuity, insulation and absence of interference resistance** on the following connections:

- **34PE** between components **1959** and **1877**,
- **34PJ** between components **1959** and **1877**,
- **34PH** between components **1959** and **1877**,
- **34PG** between components **1959** and **1877**.

as well as the condition of the shielding **TB59** between the mobile connectivity terminal, component code **1877** and the component **1959**.

Are the checks correct?

NO →

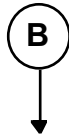
If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.



### AFTER REPAIR

Carry out another fault finding check on the system.  
Deal with any faults.

### ALP 3 CONTINUED 2



Check the **continuity, insulation and absence of interference resistance** on the following connections:

- **34EE** between components **1959** and **261** or **662**,
- **34ET** between components **1959** and **261** or **662**,
- **34EC** between components **1959** and **261** or **662**,
- **TB37** between components **1959** and **261** or **662**.

as well as the condition of the shielding **TB37** between the mobile connectivity computer, component code **1959** and component **261** or **662**.

Are the checks correct?

NO →

If the connection or connections are faulty and there is a repair procedure (see **Technical Note 6015A, Electrical wiring repair, Wiring: Precautions for repair**), repair the wiring, otherwise replace it.

YES  
↓

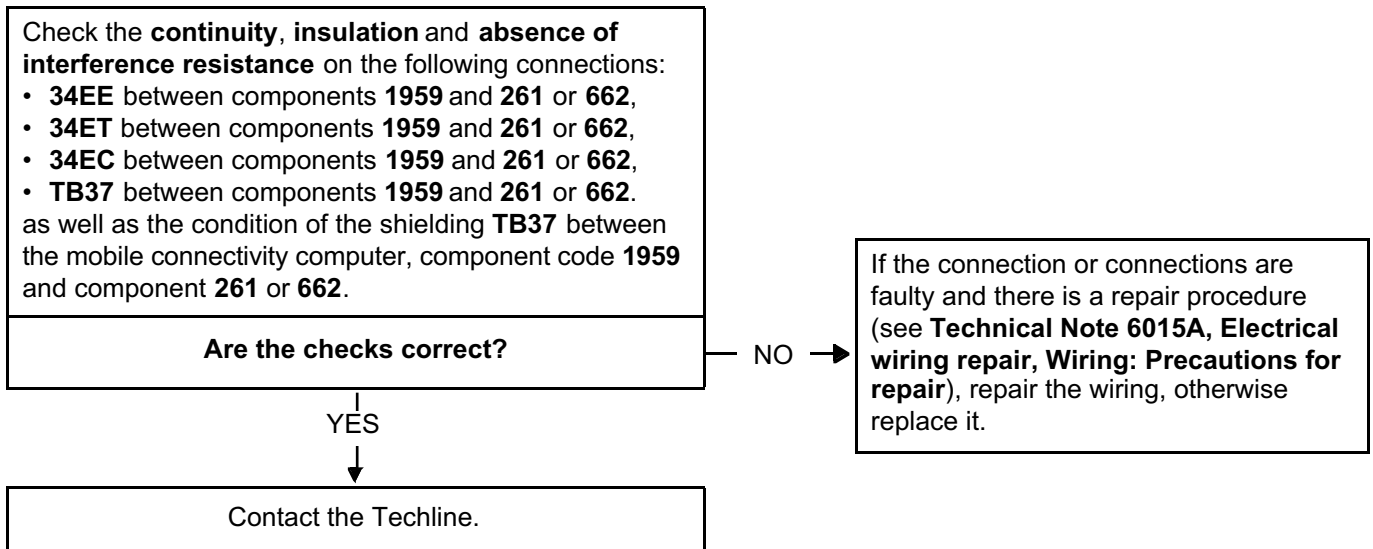
Contact the Techline.

### AFTER REPAIR

Carry out another fault finding check on the system.  
Deal with any faults.

<b>ALP 4</b>	<b>The sound is distributed on one side only or is poor quality (only when the source is mobile connectivity)</b>
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<b>NOTES</b>	Use the <b>Wiring Diagrams Technical Note for Clio III or New Twingo</b> .
	If the vehicle is equipped with a navigation computer, the mobile connectivity computer is connected to the navigation computer, component code <b>662</b> , otherwise it is connected to the radio, component code <b>261</b> .



<b>AFTER REPAIR</b>	Carry out another fault finding check on the system. Deal with any faults.
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