



## VM9022M Troubleshooting Guide

### Radio will not turn ON

- Try the RESET button.
- Check fuse.
- Confirm 12V+ on the ACC+ wire (RED wire).
- Confirm 12V+ on the Memory/Battery wire (YELLOW wire).
- Confirm Ground.

### “Enter Password” Prompt is displayed

- The VM9022M is equipped with an anti-theft feature requiring the user to enter a password upon initial power on, or when power has been removed. The default password is 012345 (6 digits).

### Radio turns ON, but no sound

- Verify **Volume, Fader/Balance, Mute** controls are set correctly (see owners manual).
- Try RESET button.
- Verify proper speaker connections.
- Check for shorts or opens on speaker wires.

### CD/DVD does not load fully

- Make sure unit has power and no other CD/DVD is currently inside.

### CD/DVD does not play correctly

- Check to make sure disc is inserted correctly.
- Verify disc is free from dirt, scratches, etc.
- Check with factory CDs.
- Check factory original CDs for compatibility warnings (due to various copy-protection, multi-media content, etc).
- Disc skips during playback – verify you have not exceeded 30 degrees mounting angle.

### No AM or FM reception

- Verify you are tuned to a valid station.
- Check your antenna connection on rear of stereo.
- Try a different antenna.

### Unit is locked up after inserting SD card larger than 2GB

- VM9022M is not compatible with SD cards larger than 2GB. To clear lockup:
  - Remove SD card.
  - Power unit OFF.
  - Power unit ON.

### Poor Video Quality

- Verify you have a color camera installed (use of black and white cameras will result in picture distortion). Applies to revision A models only.
- Verify proper video settings are selected.

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### No Video

- General video playback is only available when Parking Brake wire (PINK wire) is connected to vehicle's Parking Brake Ground. Parking Brake must be in use to enable Video playback on screen.
- If source is in AUX1 or AUX2:
  - Verify connections with external source.
- If source is in camera mode:
  - Verify camera and camera cable has a good connection. If the issue continues trouble shoot the camera.
- If source is in iPod:
  - To transmit the video from your iPod to the VM9022M screen, you must set the following options through the iPod video settings menu: TV Out = On, TV Signal = NTSC, and Widescreen = On.