



## DV352WIN Troubleshooting Guide

### Unit will not turn ON

- Try the reset button.
- Check fuse.
- Check 12V+ on battery wire to radio (YELLOW wire).
- Check 12V+ on accessory wire to radio (RED wire).
- Check Ground.

### Unit turns ON, but no sound

- Verify **Volume** control on DV352 is turned up.
- Verify sound system is ON and set properly (input & volume).
- Try RESET button.
- Verify Audio cable is connected from DV352 to sound system.

### CD/DVD does not load fully

- Make sure unit has power and no other CD/DVD is currently inside.
- Inspect unit's chassis to verify shipping screw(s) have been removed.

### CD/DVD skips

- Verify player is installation angle does not exceed 30 degrees.
- Verify mounting strap is secure.

### 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 installation angle does not exceed 30 degrees.

### DVD plays sound but no video

- Make sure the video cable is routed from the video output (yellow RCA) to the input on the television.

### Unit does not respond to IR Remote Control

- Verify that you have a clear line of sight for the IR signal.
- Check the batteries.
- Confirm the remote IR eye has a solid connection (if applicable).

### Wired remote control not functioning

- Try the reset button.
- Verify remote is securely connected to the radio directly or via extension cable.
- If using extension cable, try connecting direct to radio. If the remote works in this manner, the extension cable is most likely damaged. Replace extension cable.
- If the remote still does not work when connected direct to radio, the remote could be defective. Replace with new remote.
- Verify compatible remote is used. Only the DWR52 is compatible.