

Noise heard through speakers while utilizing CANBUS with CA-D200, AMP2, AMP5

Service Notice # 0012

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SYMPTOM/PROBLEM DESCRIPTIONS:

While having CANBUS plugged in using a CA-D200, AMP2 or AMP5 and using single ended input connections, a high pitched noise may be heard from the corresponding speaker outputs.

TEST CONDITIONS FOR VERIFICATION:

Using CT/SSP-800, SIGMA SSP, CP-800 with CA-D200 or SIGMA AMP2 or AMP5 connected via CANBUS and using single-ended audio connections.

ROOT CAUSE:

A ground loop is caused when connecting CANBUS to the CA-D200, AMP2 or AMP5.

SCOPE:

Serial numbers

CA-D200: SN#2260785 and below

AMP2: SN#2220929 and below

AMP5: SN#2231072 and below

SOLUTION:

Create a custom CAT-5 cable with only pins 7 and 8 connected at amplifier end.

