

**November 11, 2017**

07639 Version 1

**Check Tuner and/or Radio Unavailable Message on the Audio Unit/  
Audio-Navigation Unit****AFFECTED VEHICLES**

<b>Year</b>	<b>Model</b>	<b>Trim</b>	<b>VIN Range</b>
2018	Odyssey	EX	5FNRL6H...JB000002 thru 5FNRL6H...JB021567
2018	Odyssey	EX-L with Navigation/RES	5FNRL6H...JB000003 thru 5FNRL6H...JB021781
2018	Odyssey	EX-L	5FNRL6H...JB000022 thru 5FNRL6H...JB021624
2018	Odyssey	Touring	5FNRL6H...JB000009 thru 5FNRL6H...JB021682
2018	Odyssey	Elite	5FNRL6H...JB000001 thru 5FNRL6H...JB021741

**SYMPTOM**

The audio unit displays **Check Tuner** when in the SXM mode or **Radio Unavailable** displays in AM/FM mode.

**POSSIBLE CAUSES**

The remote tuner unit has a software problem.

**CORRECTIVE ACTION**

Replace the tuner unit.

**PARTS INFORMATION**

<b>Part Name</b>	<b>Part Number</b>	<b>Quantity</b>
Tuner Unit (EX models)	39886-THR-A01RM	1
Tuner Unit (EX-L models)	39886-THR-A21RM	1
Tuner Unit (EX-L Navigation/RES and Touring)	39886-THR-A11RM	1
Tuner Unit (Elite)	39800-THR-A01RM	1

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Replacement Part Number	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101E1	Replace the tuner unit. (EX models)	39886-THR-A01RM	0.4 hr	03214	03217	A17088A	39800-THR-A01
0101E1	Replace the tuner unit. (EX-L models)	39886-THR-A21RM	0.4 hr	03214	03217	A17088B	39800-THR-A01
0101E1	Replace the tuner unit. (EX-L Navi/RES and Touring)	39886-THR-A11RM	0.4 hr	03214	03217	A17088C	39800-THR-A01
0101E1	Replace the tuner unit. (Elite)	39800-THR-A01RM	0.4 hr	03214	03217	A17088D	39800-THR-A01

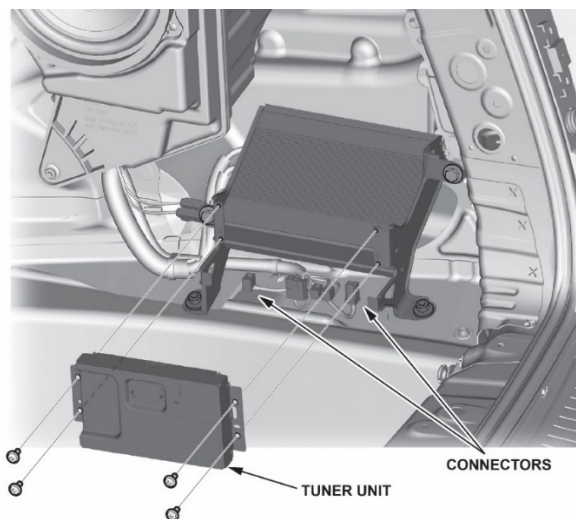
Skill Level: Repair Technician

## REPAIR PROCEDURE

### NOTE:

- With SXM radio, write down the SXM radio presets (if possible), and enter them into the center display unit.
- The tuner unit is located on the **right rear side of the vehicle**.
- See the service information for more details. Use keyword TUNER.

1. Remove the sliding door sill upper trim.
2. Remove the CESS articulated harness (as needed).
3. Remove the rear floor vent trim.
4. Remove the sliding door weatherstrip (as needed).
5. Remove the tailgate weatherstrip (as needed).
6. Remove the right side rear trim panel.
7. Remove the tuner unit connectors.



8. Remove the tuner unit.
9. Install the new tuner unit and torque the bolts to **9.6 N·m (6.9 lb-ft)**.

10. Connect the connectors.

11. Install all removed parts in the reverse order of removal.

END