

April 25, 2018

Version 1

Clock Resets and Navigation Does Not Acquire Satellites

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	Accord	All with Navigation	ALL
2017	Accord	2 Door EX-L	1HGCT1B6.HA000001 thru 1HGCT1B6.HA005767
2017	Accord	2 Door EX-L V6	1HGCT2B8.HA000001 thru 1HGCT2B8.HA003981
2017	Accord	2 Door Touring	1HGCT2B0.HA000001 thru 1HGCT2B0.HA003902
2017	Accord	4 Door EX-L	1HGCR2F9.HA000001 thru 1HGCR2F9.HA023639
2017	Accord	4 Door EX-L V6	1HGCR3F0.HA000001 thru 1HGCR3F0.HA023680
2017	Accord	Touring	1HGCR3F9.HA000001 thru 1HGCR3F9.HA023653
2016	Pilot	All with Navigation	ALL
2017	Pilot	2WD EX-L	5FNYP5H7.HB000001 thru 5FNYP5H7.HB013365
2017	Pilot	2WD Touring	5FNYP5H9.HB000001 thru 5FNYP5H9.HB012626
2017	Pilot	AWD EX-L	5FNYP6H7.HB000001 thru 5FNYP6H7.HB027318
2017	Pilot	AWD Touring	5FNYP6H9.HB000001 thru 5FNYP6H9.HB027450
2017	Pilot	AWD Elite	5FNYP6H0.HB000001 thru 5FNYP6H0.HB026665
2017	Ridgeline	2WD RTL-T	5FPYK2F6.HB000001 thru 5FPYK2F6.HB008893
2017	Ridgeline	4WD RTL-T	5FPYK3F6.HB000001 thru 5FPYK3F6.HB027596
2017	Ridgeline	4WD RTL-E	5FPYK3F7.HB000001 thru 5FPYK3F7.HB026162
2017	Ridgeline	Black Edition	5FPYK3F8.HB000001 thru 5FPYK3F8.HB026109

SYMPTOM

The clock resets, and the navigation shows the vehicle in the wrong location.

PROBABLE CAUSE

The navigation unit is faulty.

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.

CORRECTIVE ACTION

Troubleshoot the GPS antenna circuit or replace the audio-navigation unit.

PARTS INFORMATION

Part Name	Part Number	Quantity
Display Audio Unit - Accord 2 Door	39101-T3L-A92RM	1
Display Audio Unit - Accord 4 Door	39101-T2F-A92RM	1
Display Audio Unit - 2016 Pilot EX-L	39540-TG7-A21RM	1
Display Audio Unit - 2016 Pilot Touring	39540-TG7-A41RM	1
Display Audio Unit - 2016 Pilot Elite	39540-TG7-A51RM	1
Display Audio Unit - 2017 Pilot EX-L	39540-TG7-A22RM	1
Display Audio Unit - 2017 Pilot Touring	39540-TG7-A42RM	1
Display Audio Unit - 2017 Pilot Elite	39540-TG7-A52RM	1
Display Audio Unit - Ridgeline RTL-T	39540-T6Z-A31RM	1
Display Audio Unit - Ridgeline RTL-E	39540-T6Z-A41RM	1
Display Audio Unit - Ridgeline Black Edition	39540-T6Z-A51RM	1

TOOL INFORMATION

Part Name	Part Number	Quantity
GPS Test Antenna	NUD420391	1

If you need additional tools, they are available for ordering through the tool and equipment program.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101A7	Replace the navigation unit on Accord 2 Door .	0.7 hr	03214	03217	A18024A	39170-T2F-A61
0101A7	Replace the navigation unit on Accord 4 Door .	0.7 hr	03214	03217	A18024B	39170-T2F-A61
0101A7	Replace the navigation unit on 2016 Pilot EX-L .	1.1 hr	03214	03217	A18024C	39541-TG7-A11
0101A7	Replace the navigation unit on 2016 Pilot Touring .	1.1 hr	03214	03217	A18024D	39541-TG7-A11

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101A7	Replace the navigation unit on 2016 Pilot Elite .	1.1 hr	03214	03217	A18024E	39541-TG7-A11
0101A7	Replace the navigation unit on 2017 Pilot EX-L .	1.1 hr	03214	03217	A18024F	39541-TG7-A12
0101A7	Replace the navigation unit on 2017 Pilot Touring .	1.1 hr	03214	03217	A18024G	39541-TG7-A12
0101A7	Replace the navigation unit on 2017 Pilot Elite .	1.1 hr	03214	03217	A18024H	39541-TG7-A12
0101A7	Replace the navigation unit on Ridgeline RTL-T .	1.1 hr	03214	03217	A18024I	39170-T6Z-A71
0101A7	Replace the navigation unit on Ridgeline RTL-E .	1.1 hr	03214	03217	A18024J	39170-T6Z-A71
0101A7	Replace the navigation unit on Ridgeline Black Edition .	1.1 hr	03214	03217	A18024K	39170-T6Z-A71

Skill Level: Repair Technician

REPAIR PROCEDURE

1. Check to see if the clock is resetting, and the navigation unit is showing the wrong location.
2. Disconnect the GPS antenna from the back of the audio-navigation unit. Refer to the service information.

NOTE

Leave the factory antenna in place. Disconnect the connector only.

3. Plug in the GPS test antenna (NUD420391).
4. Place the GPS antenna on the roof and park the vehicle outside, away from any tall buildings, trees, or high powered electrical lines. If necessary, drive the vehicle around and check if the issue goes away.

Does the clock show the correct time and does the navigation show the correct location?

Yes - Troubleshoot the GPS antenna circuit.

No - Replace the audio-navigation unit. Refer to the service information.

END