

Display Audio Screen Not Dimming

AFFECTED VEHICLES

Year	Model	Trim
2017	CR-V	EX and above

Do you have a vehicle in your shop for any of these issues?

- The Display Audio screen won't dim. When you select the **Day/Night** icon, the screen may flicker and go back to its earlier brightness level.
- AM stations are filled with static and sound much louder than they should at volume level 5.
- After the Display Audio boots up, the **OK** icon doesn't respond and the clock screen comes up.
- When receiving a call, you hear crackling when you adjust the volume.
- When you plug in a USB flash drive, it won't play and the message **LOADING** comes up.

We're aware of these issues and know they're due to a software problem in the audio unit/audio-navigation unit. For now, replace the audio unit/audio-navigation unit.

We're also aware that the supplier, at their discretion, may offer a USB software update instead of a reman unit. When ordering a reman unit, be sure to leave a best contact phone number. If the supplier decides to send that software update, they need to let your dealership know. Being able to reach your dealership quickly will result in less vehicle down time.