

Display Audio Screen Goes Blank After 30 Seconds

AFFECTED VEHICLES

Year	Model	Trim
2018	Accord	ALL
2018	Accord Hybrid	ALL

If the Display Audio screen goes blank after not touching it for **30 seconds**, it's because your customer has gained access to the audio unit's Developer Mode and made changes to the system. There are websites that show you how to do this, but be aware we don't support this kind of activity.

If you get a vehicle in for this issue, fortunately, it' can be easily fixed with a factory data reset. Just follow these steps:

1. From the Home screen, select **Settings**, then **System**.
2. Scroll down, and select **Factory Data Reset**. You'll see a confirmation message on the screen.
3. Select **Continue**, then **Continue** again. The system will reboot.

Keep in mind a factory data reset clears your customer's personal info and settings. So, before you do this, be sure to let the service advisor know so that he or she can notify your customer.