

No Audio Connection or Radio Unavailable Message and No Sound?

AFFECTED VEHICLES

Year	Model	Trim
2018-19	Odyssey	ALL except LX
2019	Passport	ALL except LX
2019	Pilot	ALL except LX

There's a video going around on YouTube and online forums that claims to fix an issue where the audio unit stays on with the ignition turned to OFF. This fix has you run a **Hardware Auto Detect** from the diagnostic screen.

There's just one problem with this fix: if you run it with the audio unit in this failed state, it causes a **No Audio Connection** or **Radio Unavailable** message and a loss of sound! If you get any vehicles in for this issue, find out if your customer tried this fix. If they did, advise them to not run it again.

To fix this **new** issue of the added messages and the loss of sound, you must run the **Hardware Auto Detect** again by opening the diagnostic screen, selecting **Detailed Information, Hardware Auto Detect**, then **Apply**.

As far as this issue of the audio unit staying on with the ignition turned to OFF, we're working on a permanent fix. Until it's available, you can either remove/install the audio unit backup fuse or disconnect/connect the battery cable as a temporary fix.