October 25, 2019 Version 2

Service Manual Update: MOST Bus Network Failure Log

Supersedes 19-097, dated September 13, 2019, to revise the information highlighted in yellow.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018 - 20	Odyssey	ALL except LX	ALL
2019	Passport	ALL except Sport	ALL
2019 - 20	Pilot	ALL except LX	ALL

REVISION SUMMARY

Under DESCRIPTIONS, Troubleshooting Intermittent Network Failures, steps 1 and 2 were added.

BACKGROUND

Vehicles with system software version B.1.0.24 or higher now have the capability to log MOST bus network failures.

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.

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DESCRIPTION

MOST Bus Network Failure Log

You will find the MOST Bus Network Failure Log under **Dealer Diagnostics**. Select **DETAIL INFORMATION & SETTING**, then **SHUTDOWN REASON**.

The log includes the date, time and type of failure, making it easier to compare it to your customer's complaint. It can hold up to 10,000 events.

To clear this log, you must select **CLEAR** from the screen. You cannot clear it using a factory data reset or battery cable reset.



Troubleshooting Intermittent Network Failures

NOTE

Before using this new feature, refer in the service information to the Audio and Visual System MOST Bus Diagnostics Mode section as well as the *Tech2Tech*® video "Let's Talk MOST Bus Network and ECL Diagnostics" for basic information on the MOST bus network operation.

The MOST Bus Network Failure Log lists the most recent event first, followed by the previous events in the order they occurred. Each event is stamped and identified as one of these possible failures:

- **SUDDEN_SIGNAL_OFF**: This failure is for a temporary complete loss of signal on the network.
- **CRITICAL_UNLOCK**: This failure is for noise on the network.

This log can help confirm when your customer's complaint took place and what symptom occurred. These symptoms may vary from a complete loss of signal and a blank screen, to an intermittent popping from the speakers. It also identifies which control unit on the MOST bus network recorded the failure. The recording control unit tells you the failure occurred between that control unit and the previous one on the network.

1. Turn the ignition to ON.
2. Press and hold the VOL/Power AUDIO knob, **Day/Night** icon, and **HOME** icon at the same time. Hold until you hear a beep and the **Dealer Diagnostics** menu screen is displayed.

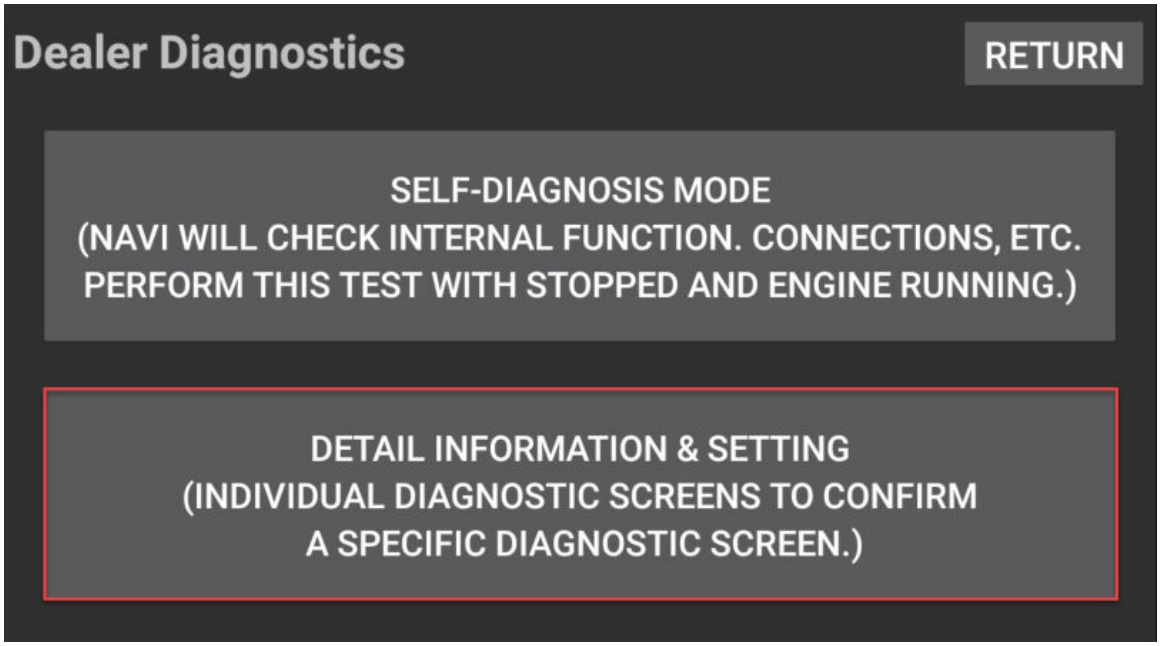
ODYSSEY



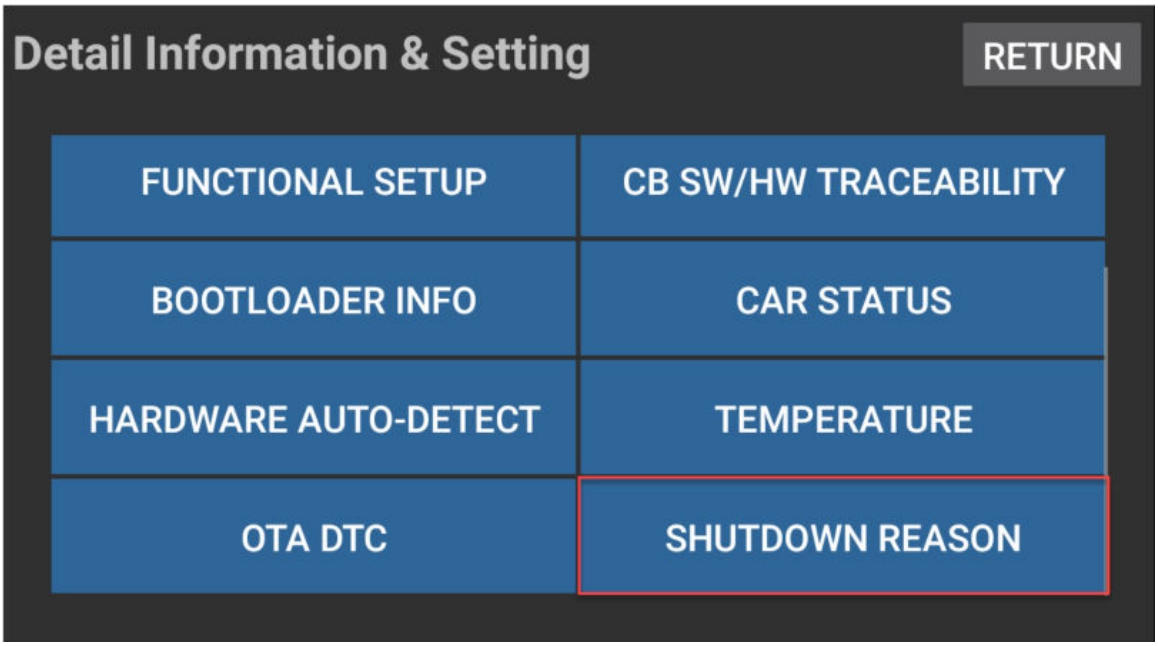
PASSPORT AND PILOT



3. Select **DETAIL INFORMATION & SETTING**.



4. Select **SHUTDOWN REASON**.

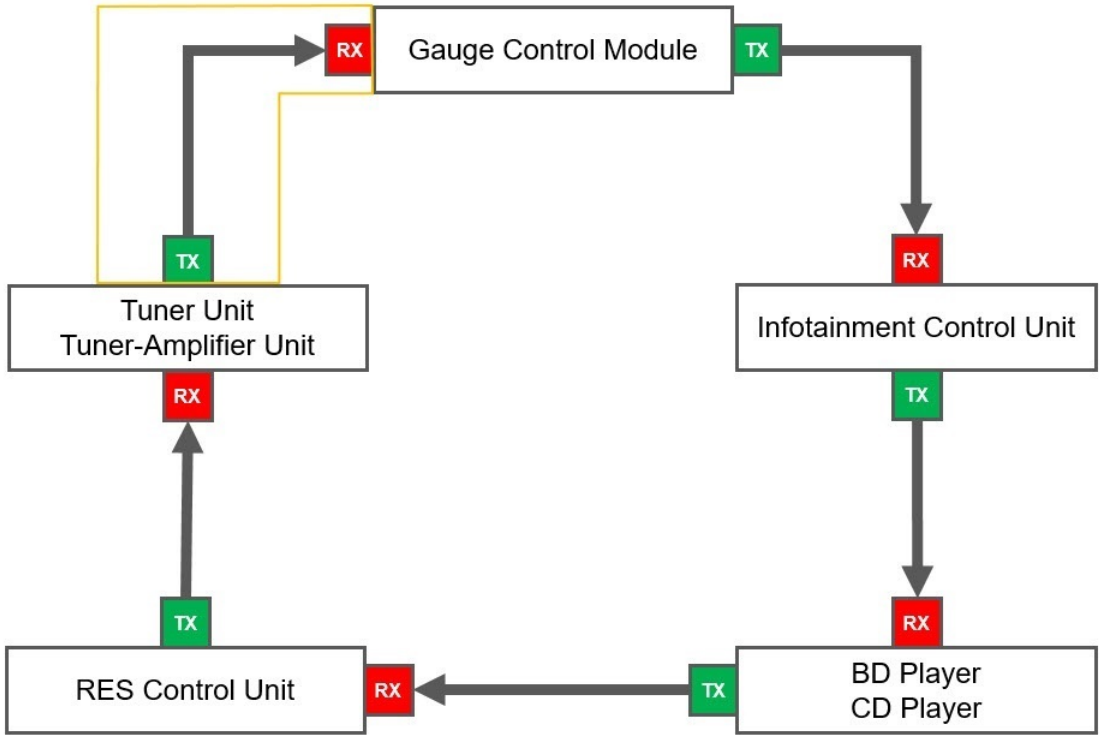


In this example, the cause of the failure can be identified as **Meter:SUDDEN_SIGNAL_OFF**.



There was a complete loss of signal on the network between the meter (gauge control module) and the previous transmitting unit on the network. In this example, the previous unit is the tuner or tuner-amplifier unit. Although the specific cause is not identified, the failure was confirmed, and the components and connections that should be inspected have been isolated.

MOST Bus Network Example



Refer to the specific model and trim information in the Audio and Visual System MOST Bus Diagnostics Mode section in order to determine each control unit's location on the network and identify where a failure potentially occurred.

System Limitations

The MOST Bus Network Failure Log will not record during a permanent network failure and cannot be accessed during that time. In the event of a current network failure, use the ECL test described under How to Check MOST Bus Network Condition in the service information. During a current, complete network failure, ECL diagnosis is conducted by the meter (gauge).

NOTE

The log is a recorded event - not a current failure. It can only be accessed when the MOST bus network and audio/ visual system are actually online.

Since the log can store up to 10,000 events, be sure to clear it when troubleshooting multiple control unit entries and after any repairs have been made.

END