March 3, 2020   Version 1

RES Is Frozen with Cabin Watch Error Message

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	Odyssey	EX-L with RES	ALL
2018	Odyssey	Touring, Elite	ALL
2019	Odyssey	EX-L with RES	5FNRL6H...KB000001 thru 5FNRL6H...KB021692
2019	Odyssey	Touring, Elite	5FNRL6H...KB000001 thru 5FNRL6H...KB021738

SYMPTOM

The RES screen will freeze or go blank while in use, and a **Camera System Problem. Image cannot be displayed** message appears on the Display Audio screen when using Cabin Watch (if equipped).

POSSIBLE CAUSES

The RES control unit may have a software or hardware issue.

CORRECTIVE ACTION

Check the RES control unit hardware and software versions. Based on your results, either replace the RES control unit or update its software.

PARTS INFORMATION

Part Name	Part Number	Quantity
RES Control Unit (EX-L with RES)	39450-THR-A04	1
RES Control Unit (Touring and Elite)	39450-THR-A14	1

TOOL INFORMATION

Tool Name	Tool Number
90 Degree FAKRA A Puller	07AAC-THRA100

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101M9	Check the RES control unit hardware version, and replace the RES control unit (EX-L).	0.6 hr	03214	03217	A20013A	39450-THR-A01
0101M9	Check the RES control unit hardware version, and replace the RES control unit (Touring and Elite).	0.6 hr	03214	03217	A20013B	39450-THR-A11
0105B2	Check the RES software version.	0.2 hr	03214	03217	A20013C	39450-THR-A11

Skill Level: Repair Technician

DIAGNOSIS

1. Enter the dealer diagnostics by pressing and holding the **HOME** icon, **Day/Night icon**, and the VOL/Power AUDIO knob, then select **Detailed Info**, **Unit Check**, **MOST Nodes**, and **RCU**.

2. Scroll down and check **Hardware Version**.

   - If you see A010 or A110, go to REPAIR PROCEDURE.

   - If you see A030 or A130, go to SOFTWARE INSPECTION/UPDATE PROCEDURE

SOFTWARE INSPECTION/UPDATE

1. Enter the dealer diagnostics by pressing and holding the **HOME** icon, **Day/Night** icon, the VOL/Power AUDIO knob, then select **Detailed Info**, **Unit Check**, **MOST Nodes**, and **RCU**.

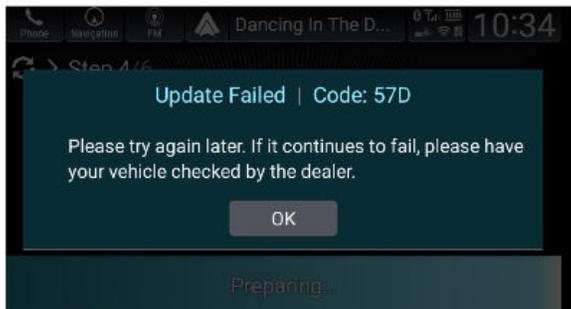2. Scroll up and check **Software Version**.

Is version 21 or higher displayed?

YES - The software is up to date. This bulletin does not apply. Continue with normal system troubleshooting.

NO - Update the software by way of **System Updates**. See 2018 or 2019 Front Control Box, Rear Entertainment System, and Navigation App.

NOTE

If an **Update Failed Code 57D** message appears, check the internet connection and retry **System Updates** again.
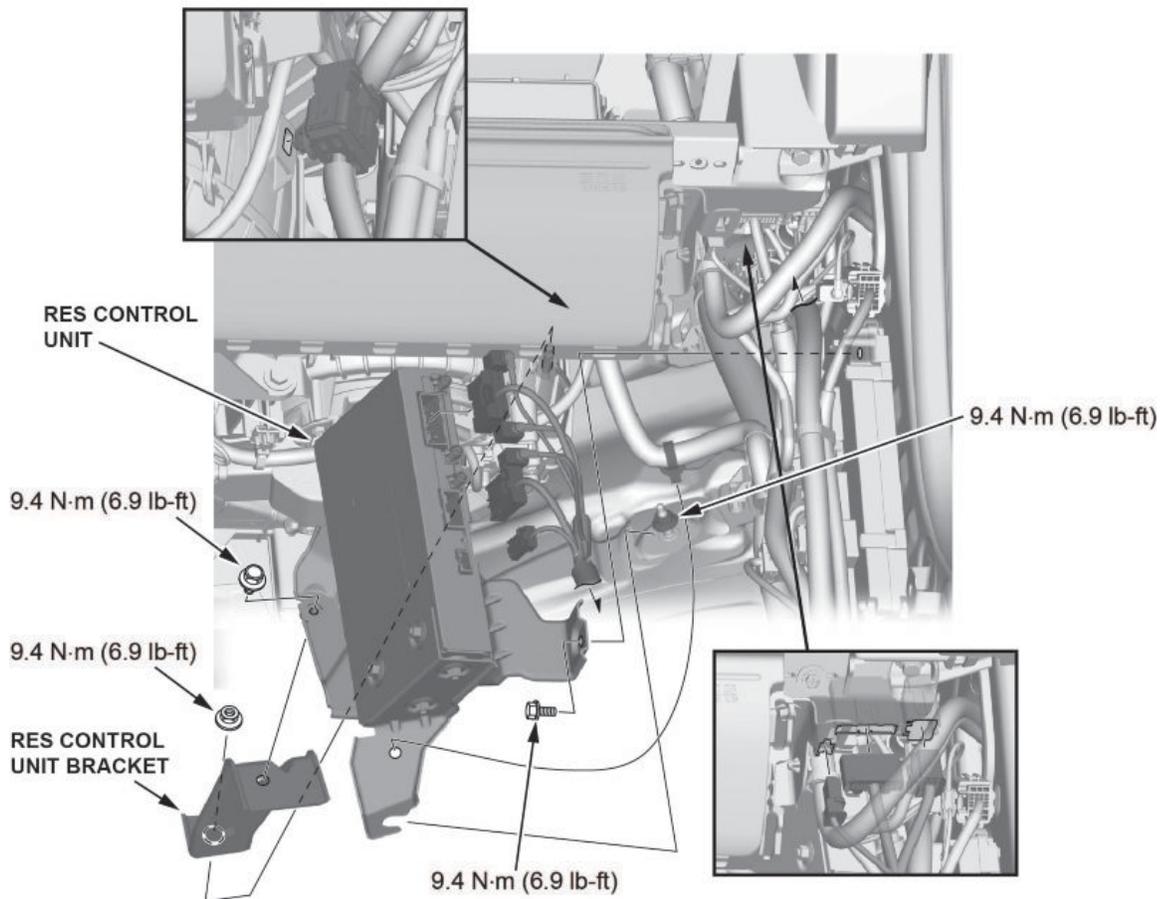
REPAIR PROCEDURE

1. Disconnect the 12-volt battery.

2. Remove the glove box.

3. Remove the right side kick panel.

4. Remove the RES control unit.

   NOTE

   Use the 90 Degree FAKRA A Puller (07AAC-THRA100) to remove the connectors from the RES control unit. See job aid *Using the MOST Connector Tools.*

5. Remove the RES control unit bracket.

6. Install the RES control unit bracket to the new RES control unit.

7. Install the new RES control unit and bracket assembly.

8. Install the right side kick panel and the glove box. Then, reconnect the 12-volt battery.

END