June 18, 2020 Version 1

Popping/Crackling from the Speakers; Display Blank

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2019-20	RDX	ALL	ALL

SYMPTOM

There is a popping or crackling from the speakers, a blank display, or no sound from the audio system. You may also see a **Network Loss** message.

POSSIBLE CAUSE

There is a loose connection in the MOST bus network.

CORRECTIVE ACTION

Install the FAKRA connector set.

PARTS INFORMATION

Part Name	Part Number	Quantity
Rear Pillar Trim Clip	91561-TA5-A11	1
FAKRA Connector Set	06390-TJB-305	1

TOOL INFORMATION

Tool Name	Part Number	Quantity
Straight FAKRA Puller	07AAC-THRA200	1

CLIENT 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 Acura automobile dealer.

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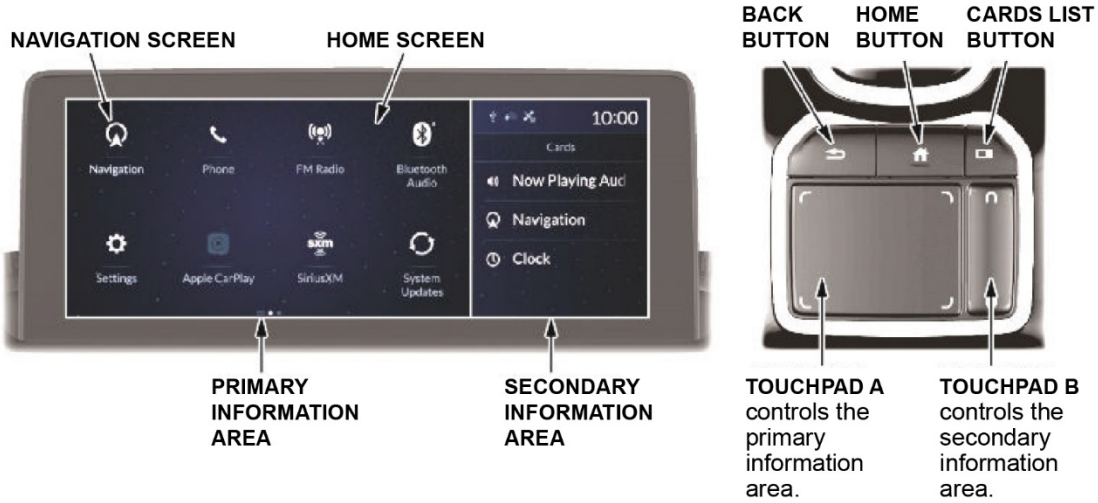
WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101Q0	Access the infotainment, amplifier, and tuner units, then replace the affected FAKRA connectors (includes test drive).	1.4 hr	03214	03217	B20031A	39540-TJB-A01

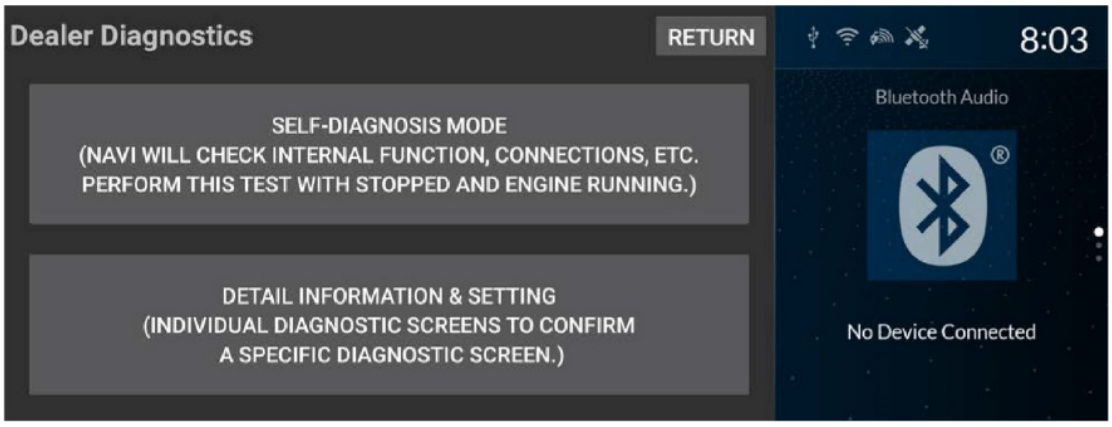
Skill Level: Repair Technician

INSPECTION PROCEDURE

1. Turn the ignition to ON, and on the touch pad, press and hold the Back, Home, and Cards List buttons at the same time. Hold until the **Dealer Diagnostics** menu screen appears in the primary information area. You will hear a tone when you release the buttons.



2. Using Touchpad A, select **DETAIL INFORMATION & SETTING.**



3. Scroll down the menu, and select **SHUTDOWN REASON.**

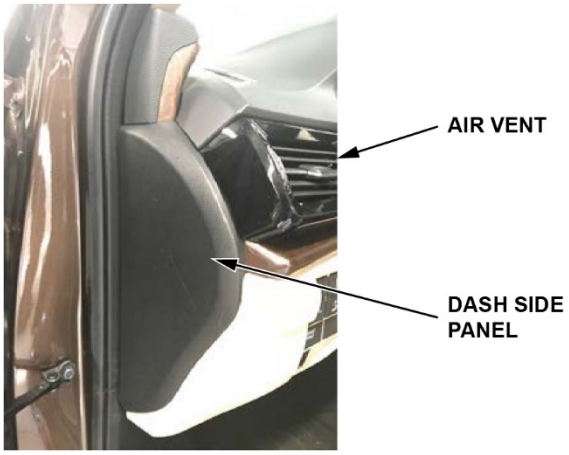
NOTE

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

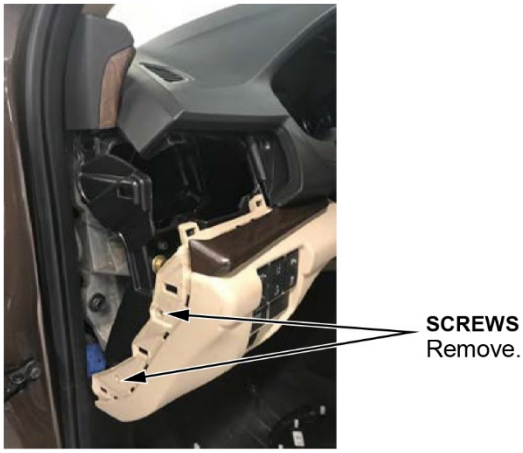
4. Write down any failures as they will be collected on the warranty claim. Then, clear the data.

REPAIR PROCEDURE

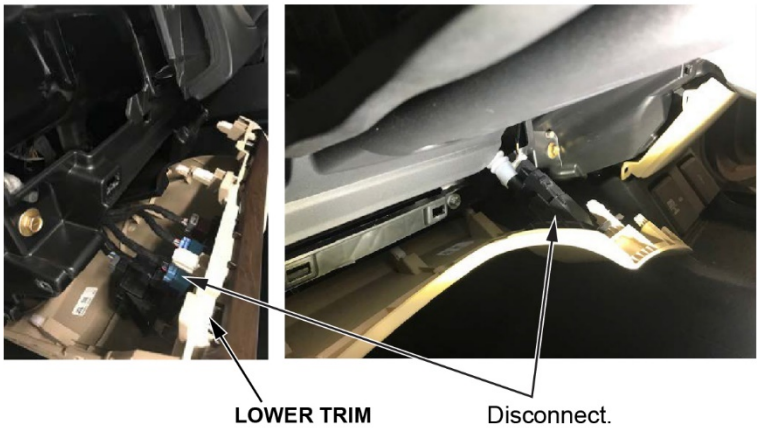
1. Remove the dash side panel and air vent.



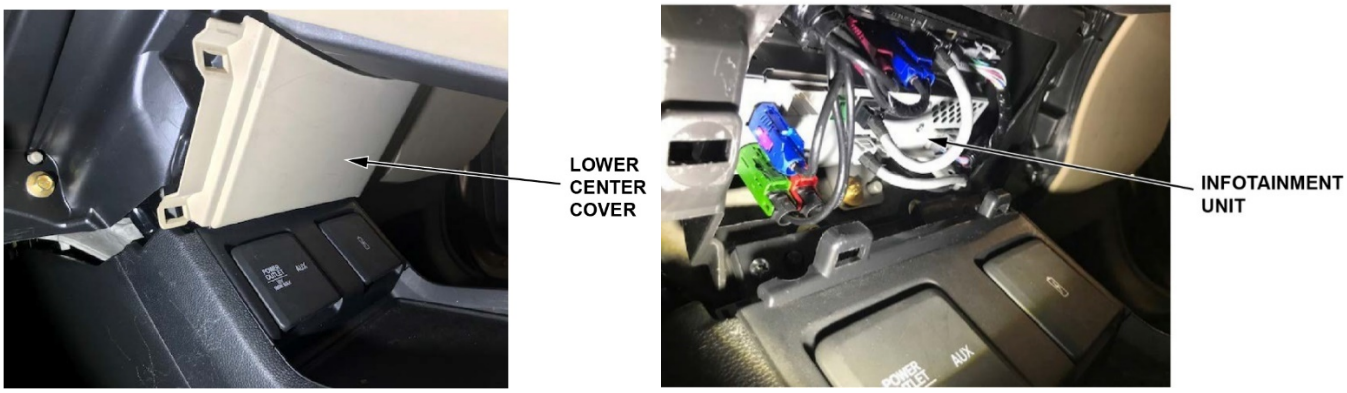
2. Remove the two screws.



3. Remove the lower trim, and disconnect the switch connectors and in-car temp sensor.

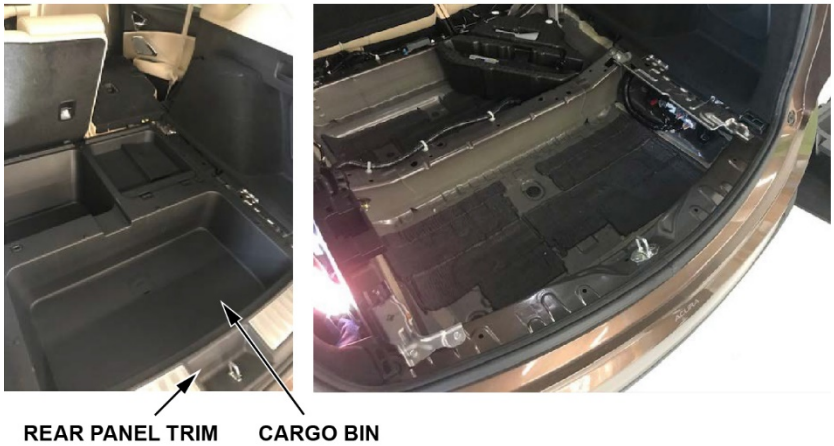


4. Remove the lower center cover to expose the infotainment unit.

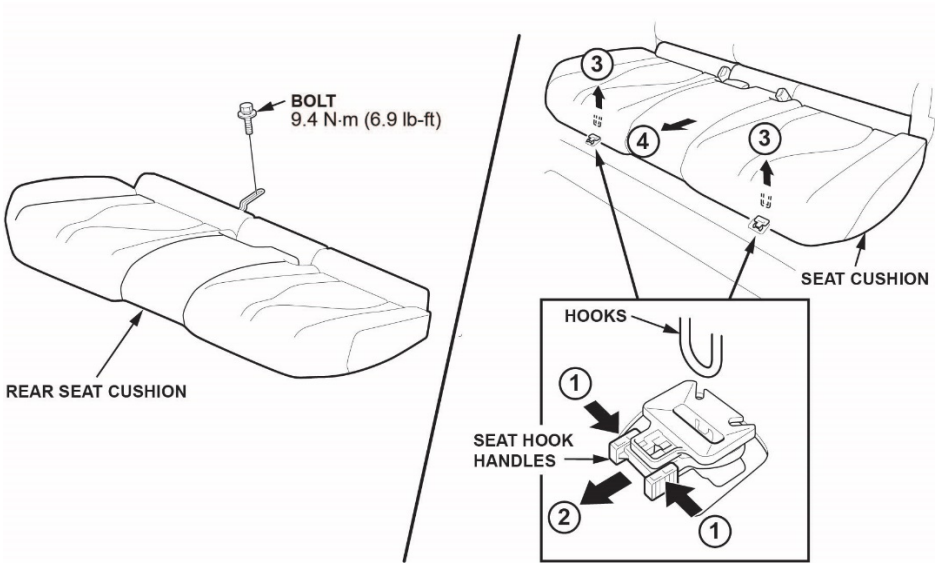


5. Remove the two tie down hooks on the passenger side, then remove the load floor strip.

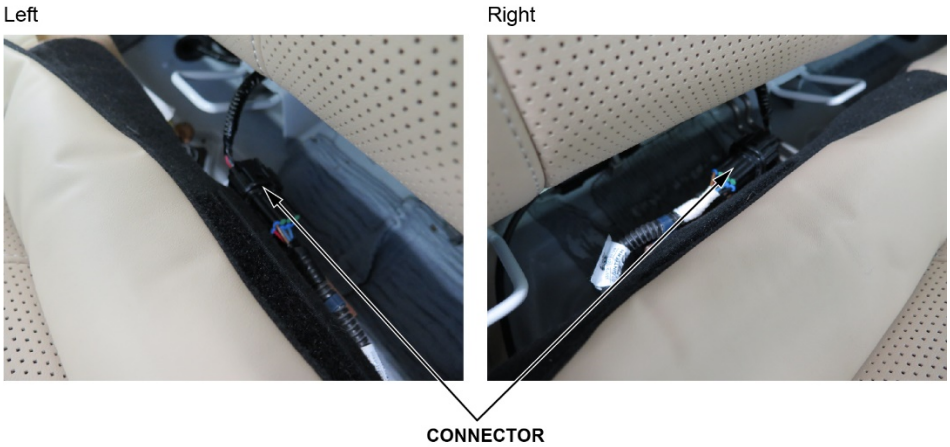
6. Remove the cargo floor lid, cargo bin, then the rear trim panel.



7. Remove the bolt from the rear seat cushion.



8. While pushing down on the rear seat cushion, pull the seat hook handles to release the hooks.
9. Pull back the seat cushion to pull the seat belt buckles from the slits in the seat cushion.
10. *With rear seat heaters*: Disconnect the connectors.



11. Remove the rear seat cushion.
12. Remove the lower trim.

13. Remove the rear passenger seat hinge cover by lifting it up.

SEAT HINGE COVER
Lift up.

14. Remove the inner handle cap.

INNER HANDLE CAP

15. Pull back and remove the lower side trim panel.

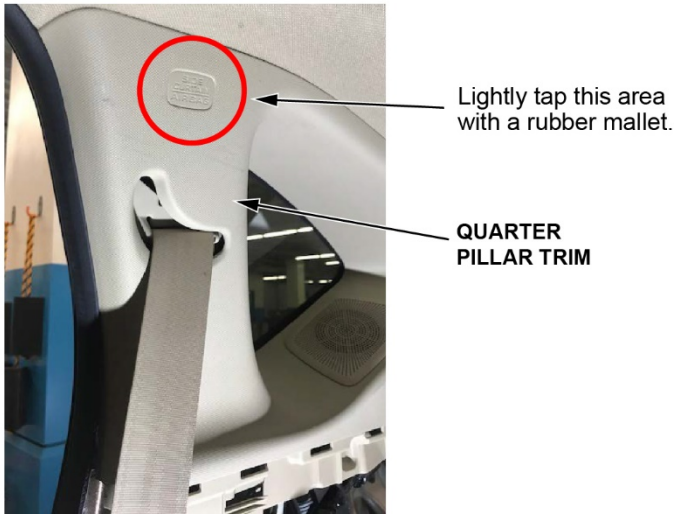
LOWER SIDE TRIM PANEL
Pull back and remove.

NUT
Remove.

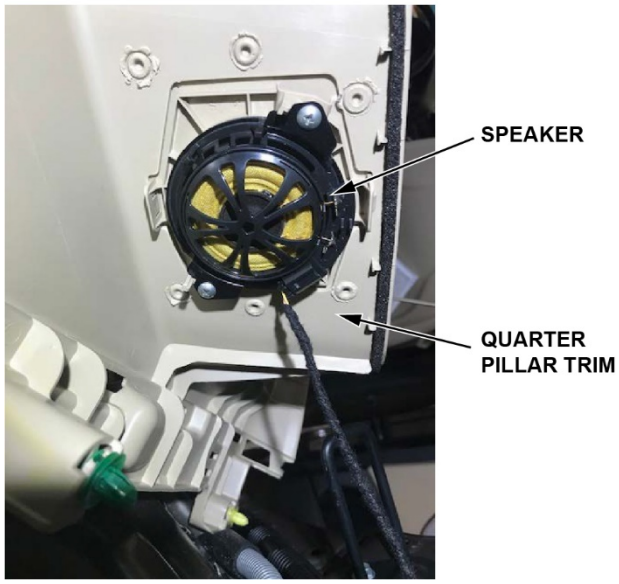
16. Remove the two screws.

SCREWS
Remove.

17. Using a rubber mallet, apply a light blow to disengage the quarter pillar trim clip (a must-replace part). Then, remove the quarter pillar trim. Once it is removed, install a new quarter pillar trim clip.



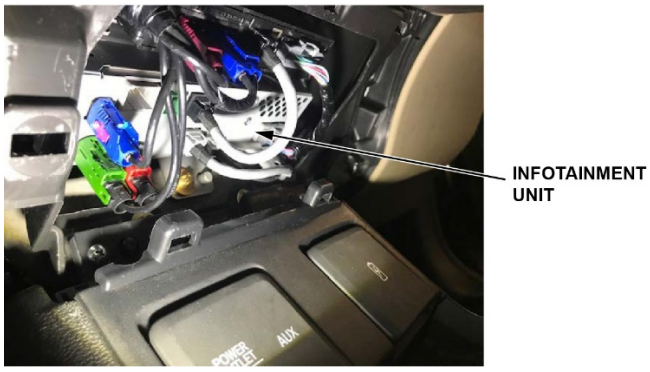
18. *With rear speaker*: Disconnect the rear speaker from the upper quarter pillar trim.

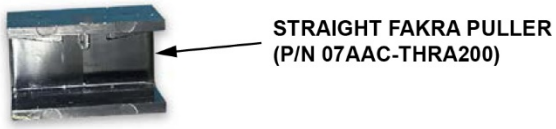


19. Disconnect the red and green MOST connectors at the infotainment, stereo amplifier, and tuner units using the straight FAKRA puller.

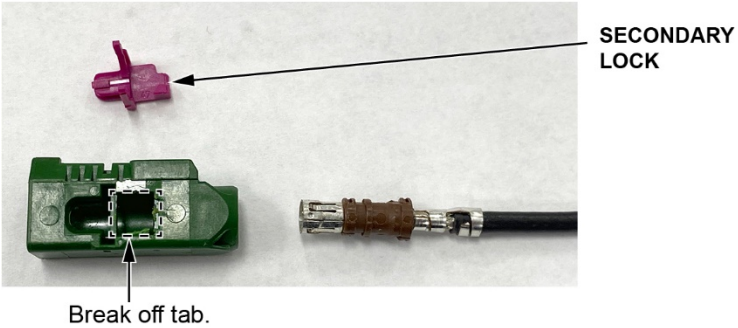
NOTE

To avoid mixing up the wires, remove only one FAKRA connector at a time.

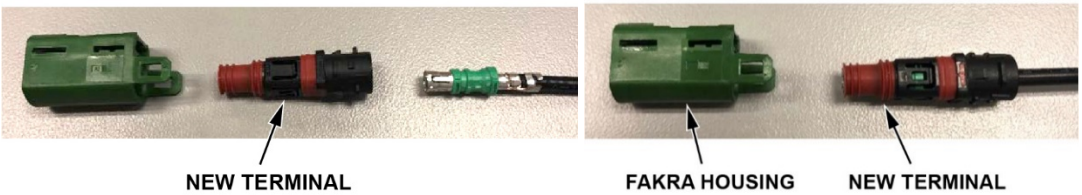




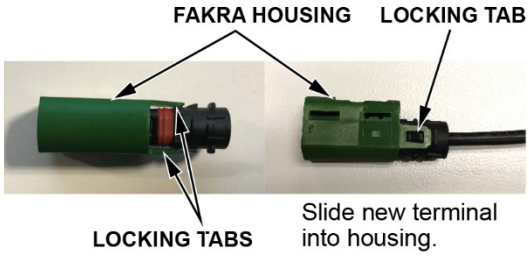
20. Using a small flat-tip screwdriver, remove the secondary lock, then break off the tab as shown.



21. Pull and twist counterclockwise to remove the housing from the wire. Then, discard the housing and lock.
22. Select the correct color FAKRA housing, then slide the new terminal onto the wire until it clicks into place.



23. Line up the locking tabs of the FAKRA housing to the new terminal, then slide the new terminal into the housing until it clicks.



24. Repeat steps 19 thru 23 for the other connectors. Then, install the MOST connecters to the infotainment, amplifier and tuner units.
25. Install all of the removed panels and trim pieces.
26. Test-drive the vehicle to confirm the repair.

END