

August 4, 2020

Version 1

Popping or Crackling from the Speakers; No Sound from the Audio System; Network Loss Message and/or Display Issues

AFFECTED VEHICLES

| Year | Model | Trim Level | VIN Range |
|---------|----------|------------------|-----------|
| 2019-20 | Passport | ALL except Sport | ALL |
| 2019-21 | Pilot | ALL except LX | ALL |

SYMPTOM

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

POSSIBLE CAUSE

There is a loose connection in the MOST bus network.

CORRECTIVE ACTION

Install the FAKRA connector set and the MOST service cords..

PARTS INFORMATION

NOTE

When ordering the MOST service cords, you may get an alternate part number where the first character of the last three are different, such as **BA0**, **BB0**, **BC0**, and **BD0**. Both part numbers are correct.

Passport (EX-L)

| Part Name | Part Number | Quantity |
|---------------------------------------|---------------|----------|
| FAKRA Service Housing | 39817-TJB-AC0 | 2 |
| MOST Service Cord TX Straight (Green) | 39165-TG7-AC0 | 1 |
| MOST Service Cord RX Straight (Red) | 39165-TG7-AD0 | 1 |

Passport (Elite, Touring)

| Part Name | Part Number | Quantity |
|---------------------------------------|---------------|----------|
| FAKRA Service Housing | 39817-TJB-AC0 | 3 |
| MOST Service Cord TX Straight (Green) | 39165-TG7-AC0 | 1 |
| MOST Service Cord RX Straight (Red) | 39165-TG7-AD0 | 1 |

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.

Pilot (EX, EX-L)

| Part Name | Part Number | Quantity |
|---------------------------------------|---------------|----------|
| FAKRA Service Housing | 39817-TJB-AC0 | 2 |
| MOST Service Cord TX Straight (Green) | 39165-TG7-AC0 | 1 |
| MOST Service Cord RX Straight (Red) | 39165-TG7-AD0 | 1 |

Pilot (EX-L-RES)

| Part Name | Part Number | Quantity |
|--|---------------|----------|
| FAKRA Service Housing | 39817-TJB-AC0 | 3 |
| MOST Service Cord TX 90 Degree (Green) | 39165-TG7-AA0 | 1 |
| MOST Service Cord RX 90 Degree (Red) | 39165-TG7-AB0 | 1 |
| MOST Service Cord TX Straight (Green) | 39165-TG7-AC0 | 1 |
| MOST Service Cord RX Straight (Red) | 39165-TG7-AD0 | 1 |

Pilot (Black Edition, Elite, Touring)

| Part Name | Part Number | Quantity |
|--|---------------|----------|
| FAKRA Service Housing | 39817-TJB-AC0 | 4 |
| MOST Service Cord TX 90 Degree (Green) | 39165-TG7-AA0 | 1 |
| MOST Service Cord RX 90 Degree (Red) | 39165-TG7-AB0 | 1 |
| MOST Service Cord TX Straight (Green) | 39165-TG7-AC0 | 1 |
| MOST Service Cord RX Straight (Red) | 39165-TG7-AD0 | 1 |

Tool Information

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

WARRANTY CLAIM INFORMATION

The normal warranty applies.

| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|--|----------------|-------------|--------------|-------------|--------------------|
| 0101Q0 | Passport EX-L: Access the gauge control module, infotainment unit. Then, replace the affected FAKRA connectors, and install the MOST service cords to the gauge control module (includes test-drive). | 1.3 hr | 03214 | 03217 | A20058B | 39540-TGT-AB2 |
| 0101Q2 | Passport Elite, Touring: Access the gauge control module, infotainment unit, and tuner unit. Then, replace the affected FAKRA connectors, and install the MOST service cords to the gauge control module (includes test-drive). | 1.6 hr | 03214 | 03217 | A20058C | 39540-TGS-AD2 |
| 0101Q0 | Pilot EX, EX-L: Access the gauge control module, infotainment unit. Then, replace the affected FAKRA connectors, and install the MOST service cords (includes test-drive). | 1.3 hr | 03214 | 03217 | A20058D | 39540-TG8-AB2 |
| 0101Q1 | Pilot EX-L with RES: Access the gauge control module, infotainment unit, and DVD player. Then, replace the affected FAKRA connectors, and install the MOST service cords to the gauge control module and DVD player (includes test-drive). | 1.6 hr | 03214 | 03217 | A20058E | 39540-TG7-AB2 |
| 0101Q2 | Pilot Black Edition, Elite, Touring: Access the gauge control module, infotainment unit, tuner unit, and DVD player. Then, replace the affected FAKRA connectors, and install the MOST service cords to the gauge control module and DVD player (includes test-drive). | 2.1 hr | 03214 | 03217 | A20058F | 39540-TG7-AG2 |

Skill Level: Repair Technician

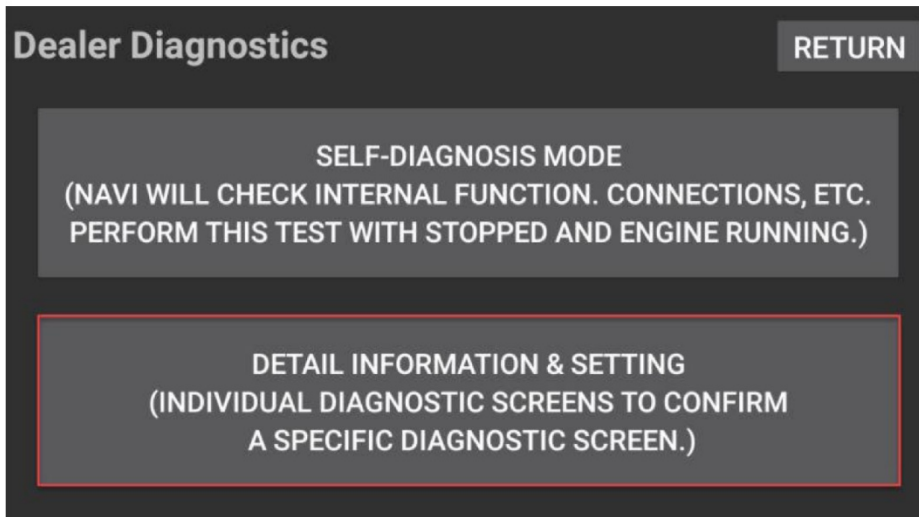
INSPECTION PROCEDURE

1. Turn the ignition to ON.

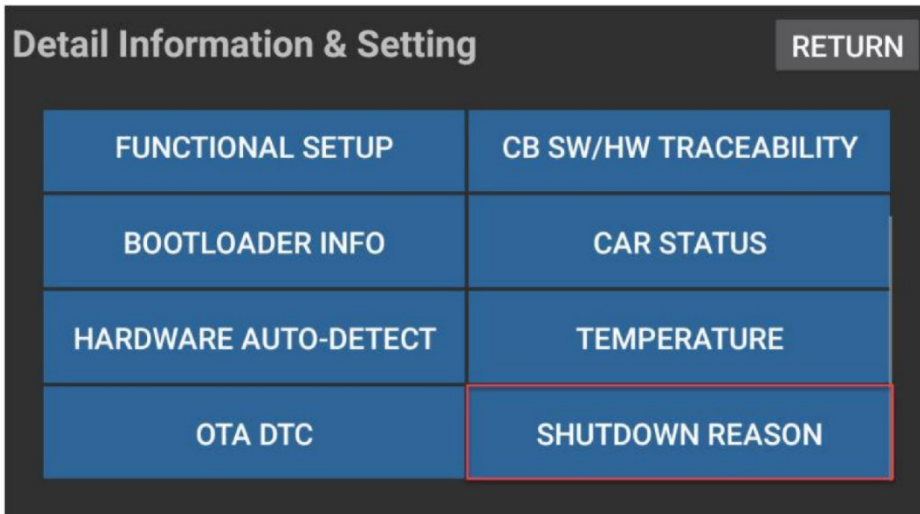
2. Press and hold the VOL/Power AUDIO knob, **DAY/NIGHT** icon, and **HOME** icon at the same time. Hold until the **Dealer Diagnostics** menu screen appears.



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



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



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



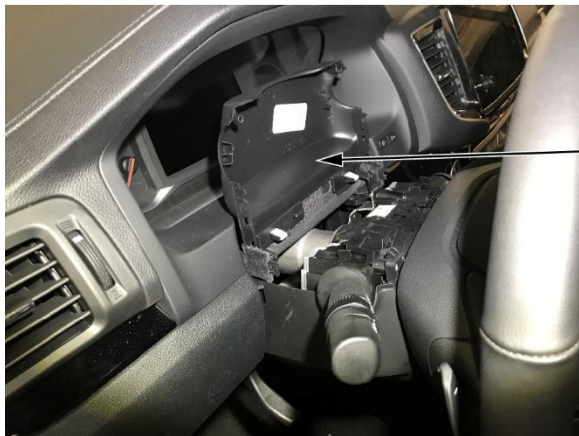
Write down any failures; they will be collected on the warranty claim. Then, clear the data.

REPAIR PROCEDURE - PASSPORT

1. Remove the side cover.



2. Loosen the upper column cover.



UPPER
COLUMN
COVER

3. Remove the lower dash panel.



LOWER
DASH PANEL

4. Remove the screw to loosen the dash panel.



SCREW

5. Pull back the dash panel to allow meter bezel removal.



6. Disengage the clips around the meter bezel, then remove the bezel and upper column cover as one piece.



7. Turn the gauge control module to access the rear connectors. Then, using the straight FAKRA tool, disconnect the red and green FAKRA connectors, and remove them from the gauge control module.

NOTE

For more information on using the FAKRA tools, see the job aid *Using the MOST Connector Tools*.



8. Remove the hazard switch panel.



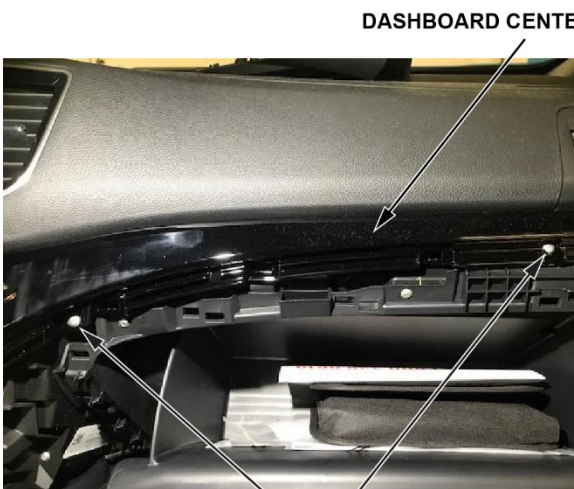
HAZARD
SWITCH
PANEL

9. Remove the passenger mid dash panel.



PASSENGER
MID DASH
PANEL

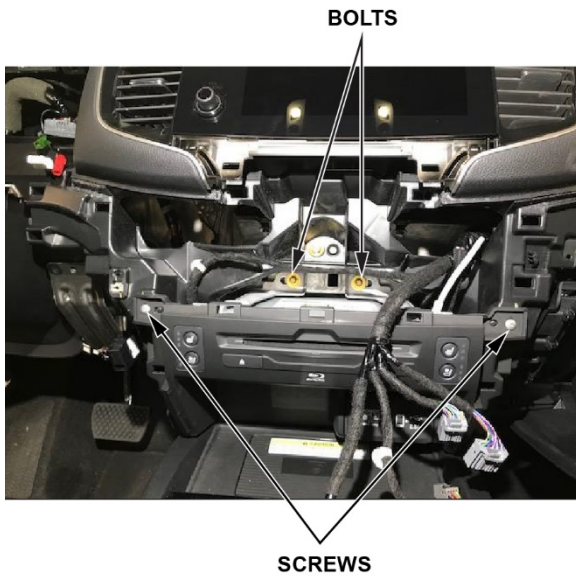
10. Remove the two screws, then remove the dashboard center middle trim.



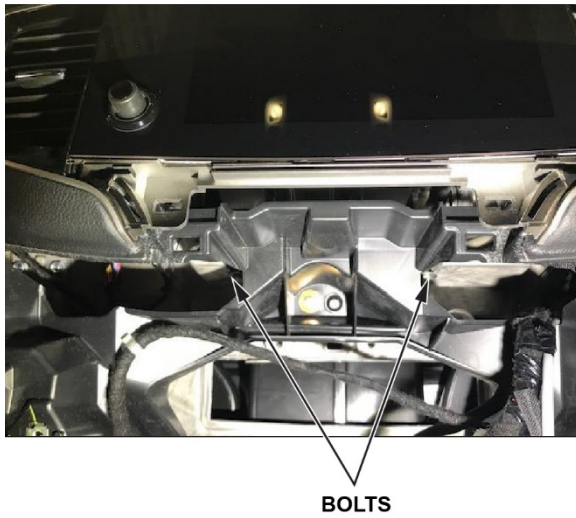
DASHBOARD CENTER MIDDLE TRIM

SCREWS

11. Remove the two screws and bolts, then remove the dashboard center lower panel or accessory CD player.



12. Loosen the two bolts holding the infotainment unit, then remove the unit.



NOTE

For the EX-L trim level, go to step 16. For the Touring and Elite trim levels, go to step 13.

13. Remove the rear cargo cover, cargo tray, rear panel, and spare tire.



14. Remove the rear passenger door trim.



15. Remove the three screws and one clip from the quarter panel, then remove the panel.



16. Disconnect the red and green FAKRA connectors at the gauge control module, infotainment unit, and tuner unit (Touring, Elite), using the straight FAKRA puller.

NOTE

Disassemble the connectors one at a time to avoid swapping the green and red wires.



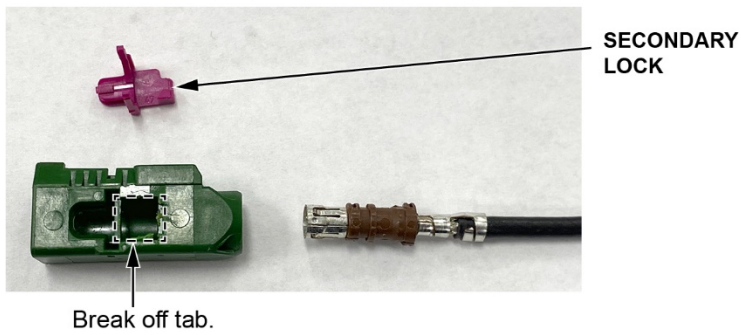
**GAUGE
CONTROL
MODULE**

**INFOTAINMENT
UNIT**



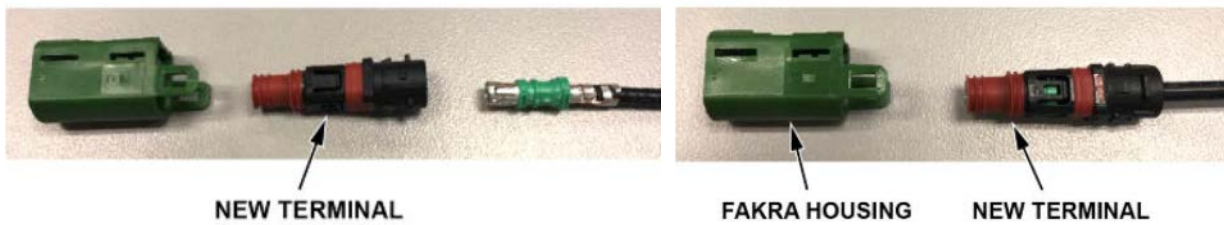
TUNER UNIT

17. Using a small screwdriver, remove the secondary lock, then break off the tab as shown. Then, discard the housing and lock.



18. Pull and twist counterclockwise to remove the housing from the wire.

19. Select the correct color FAKRA housing, then slide the new terminal over the wire until it clicks into place.



20. Line up locking tabs of the FAKRA housing to the new terminal, then push in the terminal until it clicks into place.



21. Repeat steps 17 thru 20 for the other connectors. Then, install the FAKRA connectors to the infotainment unit and tuner unit.

22. Install the MOST service cord between the dash harness and gauge control module (straight connector at both ends). Then, install the FAKRA connectors to the gauge control module.



Important:
Keep smooth curve
with radius of the bend
greater than 25 mm.



Attach couplers to the main span with tape to prevent any rattles (roughly in line with existing PVC tape on the tube). Attach the MOST cord at the same location.

Important:
Keep smooth curve with target
bend radius greater than 25 mm.

23. Install all of the removed parts in the reverse order of removal.
24. Test-drive the vehicle to confirm the repair.

REPAIR PROCEDURE - PILOT

1. Remove the side cover.



SIDE
COVER

2. Loosen the upper column cover.



UPPER
COLUMN
COVER

3. Remove the lower dash panel.



LOWER
DASH PANEL

4. Remove the screw to loosen the dash panel.



SCREW

5. Pull back the dash panel to allow the meter bezel removal.



6. Disengage the clips around the meter bezel, then remove the bezel and upper column cover as one piece.



7. Turn the gauge control module to access the rear connectors. Then, using the straight FAKRA tool, disconnect the red and green FAKRA connectors, and remove them from the gauge control module.



8. Remove the hazard switch panel.



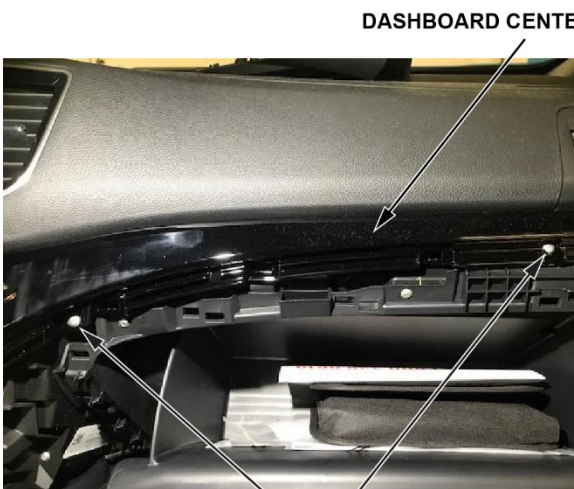
HAZARD
SWITCH
PANEL

9. Remove the passenger mid dash panel.



PASSENGER
MID DASH
PANEL

10. Remove the two screws, then remove the dashboard center middle trim.



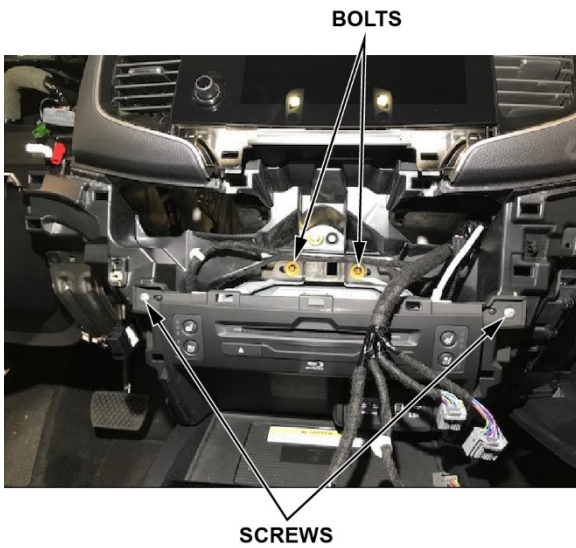
DASHBOARD CENTER MIDDLE TRIM

SCREWS

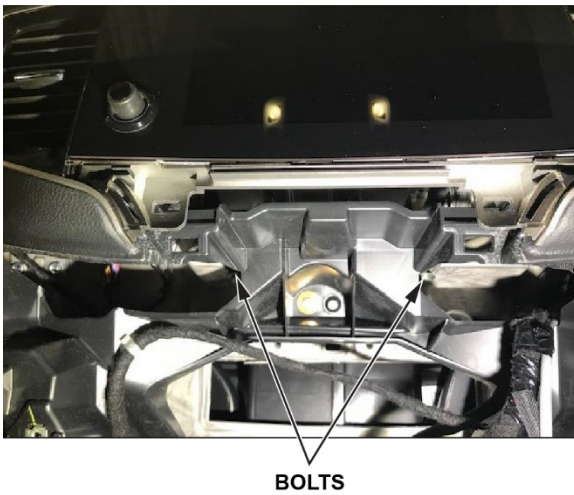
11. Remove the two screws and bolts to remove the DVD player.

NOTE

Some trim levels will have a CD player or dashboard center lower panel.



12. Loosen the two bolts holding the infotainment unit, then remove the unit.

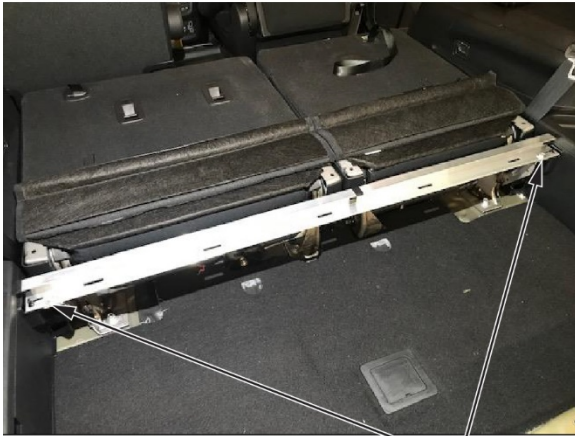


For EX and EX-L trim levels, go to step 20. For Touring, Elite, and Black Edition trim levels, go to step 13

13. Remove the rear cargo trim panel.



14. Remove the aluminum support brace by removing the two bolts.



BOLTS

15. Remove the two rear bolts for the right third row seat.



BOLTS

16. Remove the third row lower seat cushion by removing the three bolts.



BOLTS

17. Remove the two front bolts for the passenger third row seat-back.



18. Remove the passenger door lower trim.



19. Remove the four bolts securing the right quarter panel.



20. Disconnect the red and green FAKRA connectors at the gauge control module, infotainment unit, DVD player (if equipped), and tuner unit(Touring, Elite) using the straight FAKRA puller.

NOTE

Disassemble the connectors one at a time to avoid swapping the green and red wires.



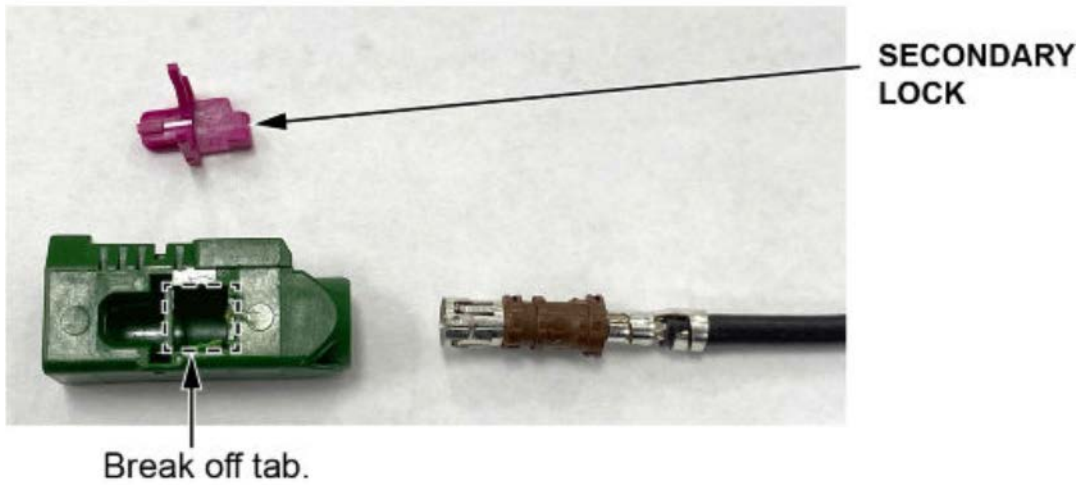
**GAUGE
CONTROL
MODULE**

**INFOTAINMENT
UNIT**

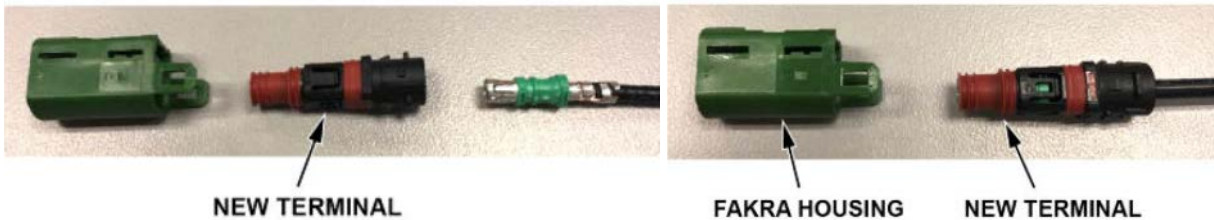


TUNER UNIT

21. Using a small screwdriver, remove the secondary lock, then break off the tab as shown. Then, discard the housing and lock.



22. Pull and twist counterclockwise to remove the housing from the wire.
23. Select the correct color FAKRA housing, then slide the new terminal over the wire until it clicks into place.



24. Line up the locking tabs of the FAKRA housing to the new terminal, then push in the terminal until it clicks into place.



25. Repeat steps 21 thru 24 for the other connectors. Then, connect the FAKRA connector to the infotainment unit and tuner unit.

26. Install the MOST service cord between the dash harness and the gauge control module (straight connectors at both ends). Then, install the FAKRA connectors to the gauge control module.



Important:
Keep smooth curve
with radius of the bend
greater than 25 mm.



Attach couplers to the main span with tape to prevent any rattles (roughly in line with existing PVC tape on the tube). Attach the MOST cord at the same location.

Important:
Keep smooth curve with target
bend radius greater than 25 mm.

27. *Trim levels with CD or DVD player.* Install the MOST service cord between the dash harness and the CD or DVD player (straight connector to the dash harness and the 90 degree connector to the CD or DVD player). Then, install the FAKRA connectors to the CD or DVD player.



Important:
Keep smooth curve
with radius of the bend
greater than 25 mm.



Important:
During re-install
ensure u-turn is
not pinched between
IP and Bluray Player
target bend radius
greater than 25 mm.

Attach couplers to the main span with
tape to prevent any rattles (roughly in
line with existing PVC tape on the tube).
Attach the MOST cord at the same location.

Important:
Keep smooth curve
with target bend radius
greater than 25 mm.

28. Install all of the removed parts in the reverse order of removal.
29. Test-drive the vehicle to confirm the repair.

END