

October 1, 2021

Version 1

## Popping/Crackling from the Speaker; Display Blank

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2021	TLX	ALL	ALL

### SYMPTOM

There is a popping or cracking 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
FAKRA Connector Set	39817-TJB-AC0	4

### TOOLS INFORMATION

Part 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.

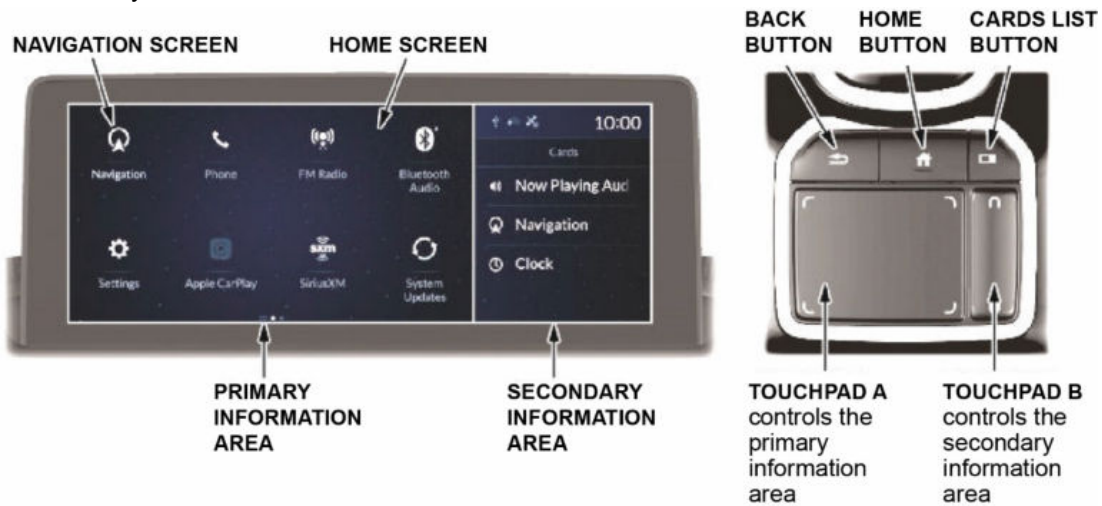
## WARRANTY CLAIM INFORMATION

The normal warranty applies.

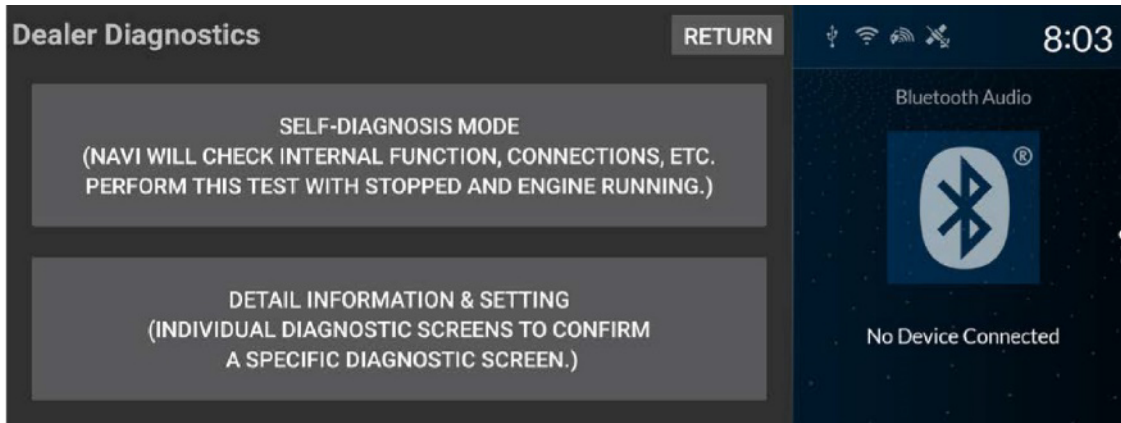
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101Q5	Access the meter, infotainment, amplifier, and tuner units, then replace the affected FAKRA connectors (includes test drive).	2.0 hr	03124	03127	B21032A	39540-TGV-A03

## INSPECTION PROCEDURE

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



- Using Touchpad A, Select **DETAIL INFORMATION & SETTING**.



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



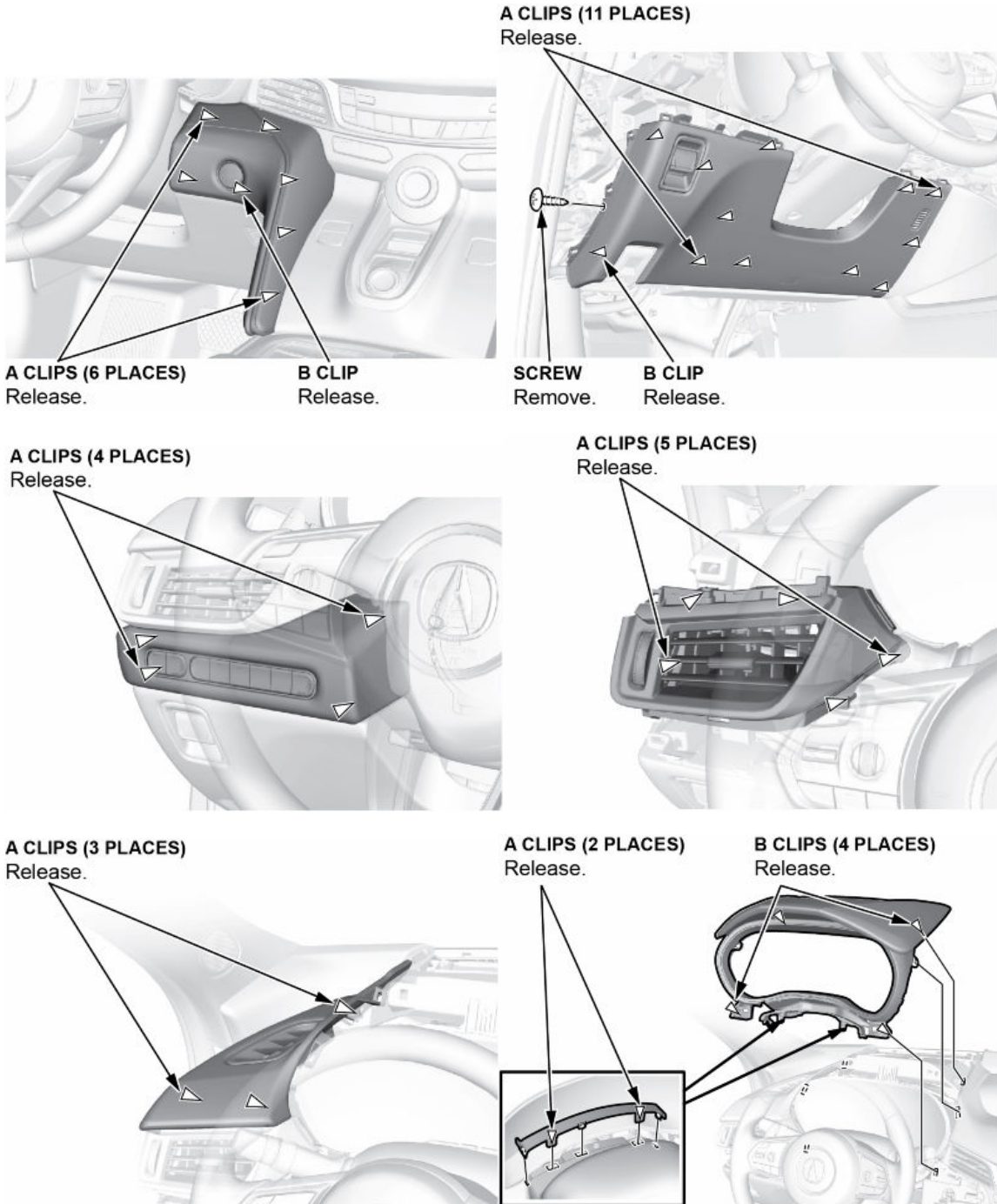
In this example, the cause of the failure can be identified as **Meter:SUDDEN\_SIGNAL\_OFF**



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

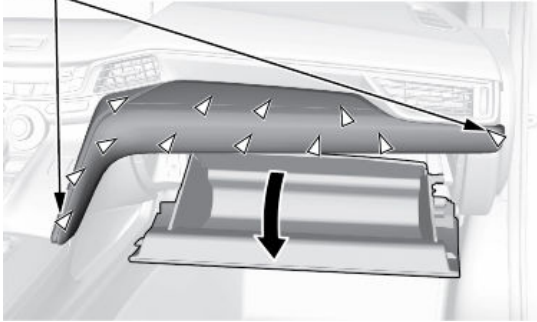
## REPAIR PROCEDURE

1. Remove the following dash components to gain access to the meter.

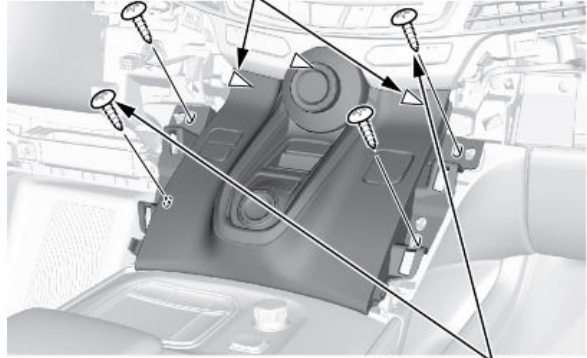


2. Remove the following components to gain access to the infotainment unit and amplifier.

**A CLIPS (12 PLACES)**  
Release.

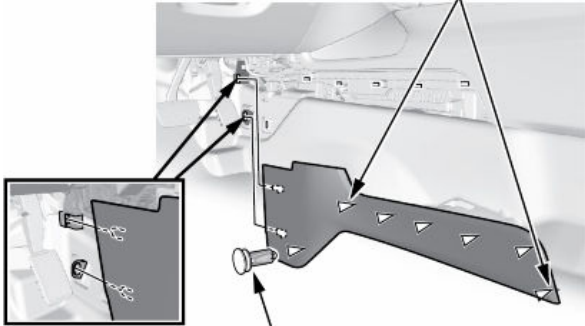


**A CLIPS (3 PLACES)**  
Release.



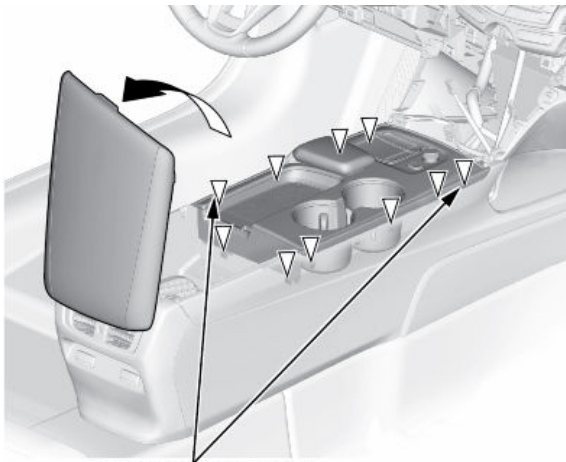
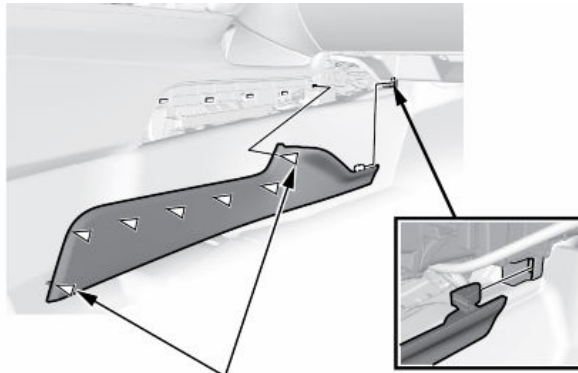
**SCREWS (4 PLACES)**  
Remove.

**A CLIPS (6 PLACES)**  
Release.



**FASTENER**  
Release.

**A CLIPS (7 PLACES)**  
Release.

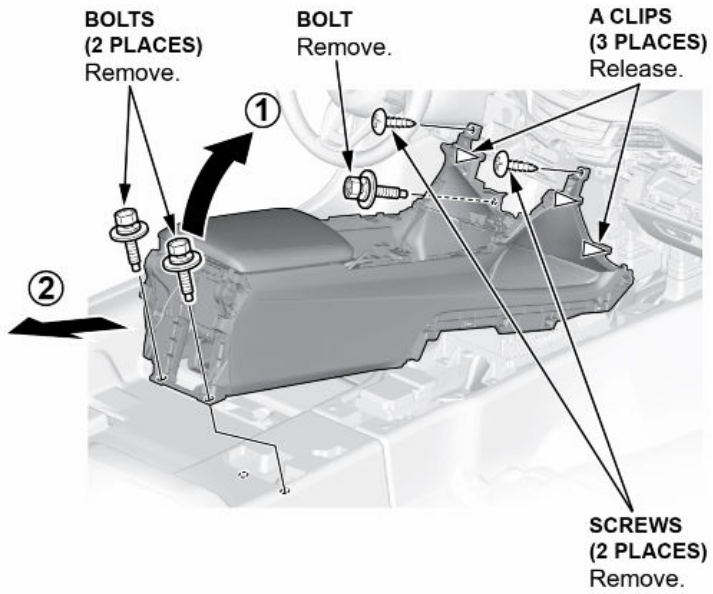


**A CLIPS (10 PLACES)**  
Release.

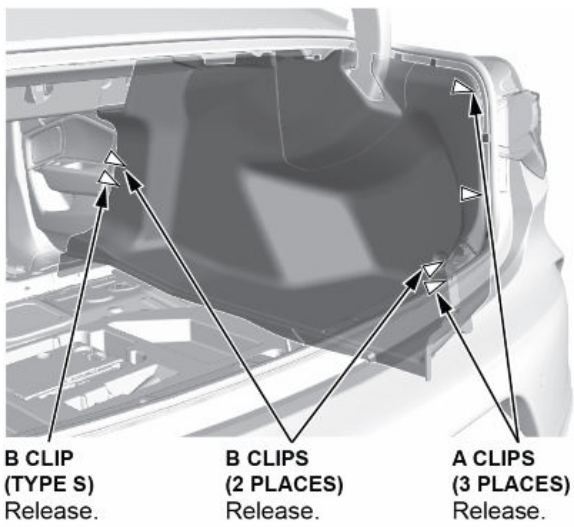


**A CLIPS (6 PLACES)**  
Release.



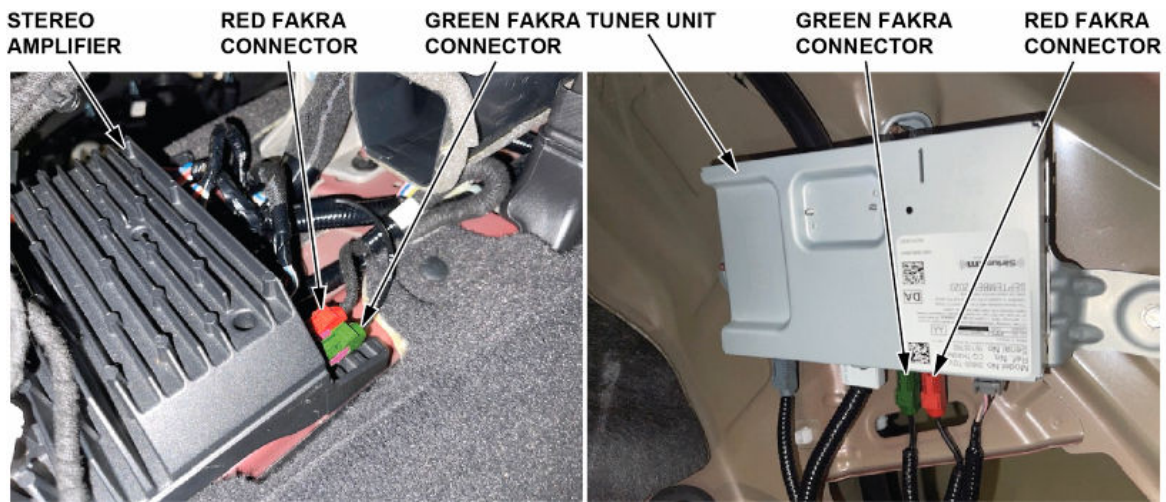
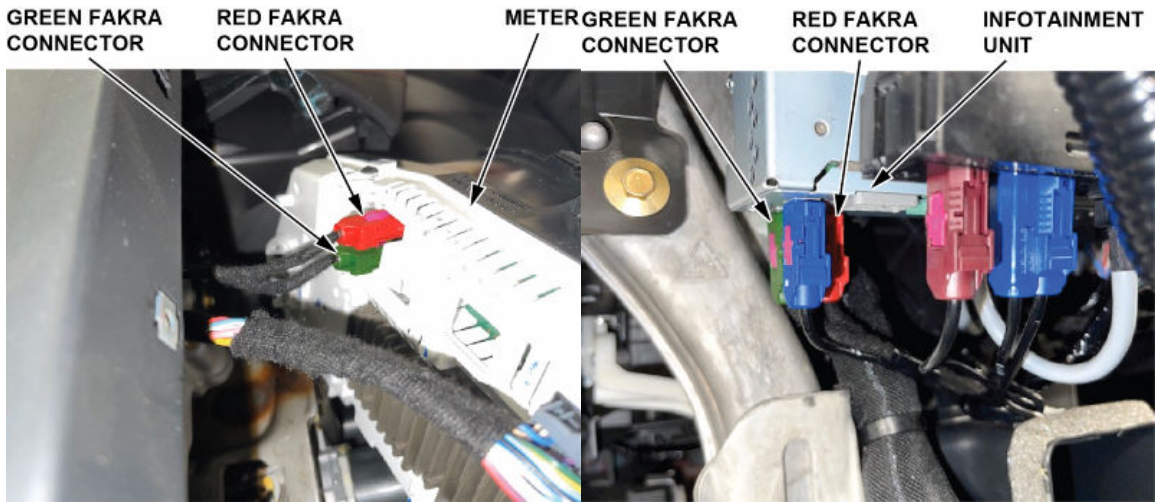


3. Remove the right rear trunk liner to gain access to the tuner unit.



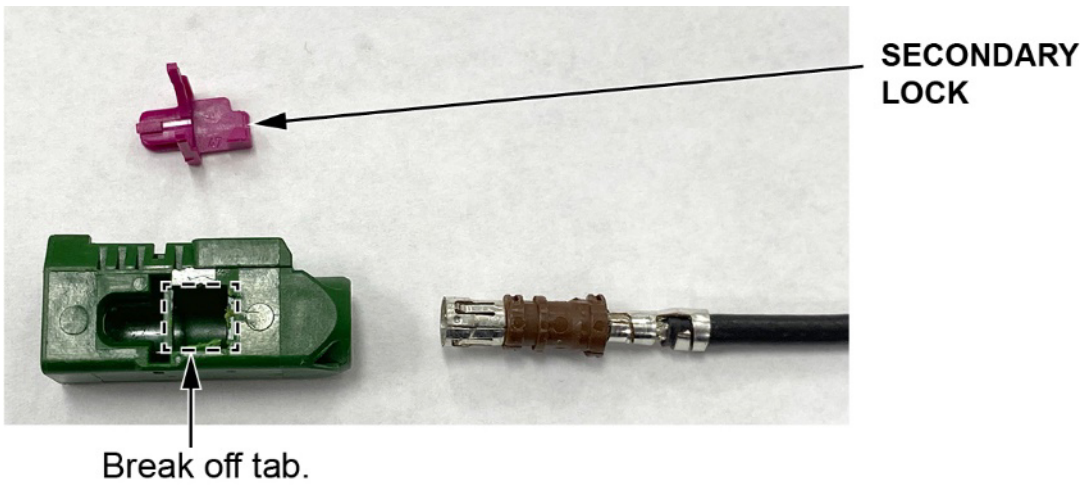
4. Disconnect the red and green MOST connectors at the meter, infotainment, stereo amplifier, and tuner units using the straight FAKRA puller.

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

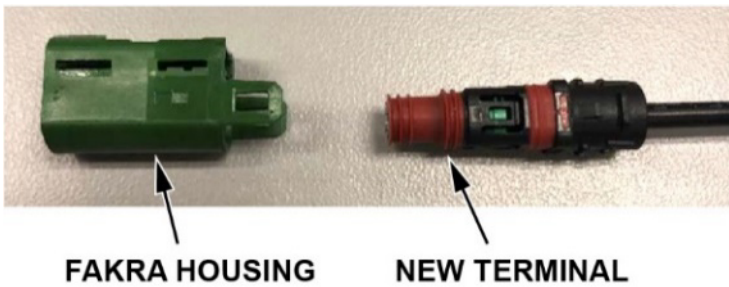


**STRAIGHT FAKRA PULLER  
(P/N 07AAC-THRA200)**

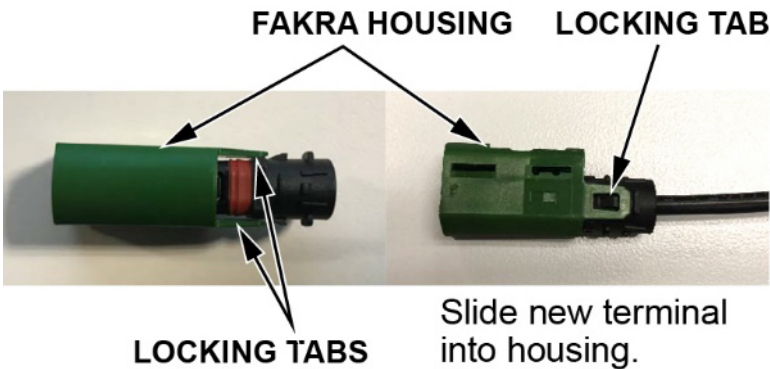
5. Using a small flat-tip screwdriver, remove the secondary lock, then break off the tab as shown.



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



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

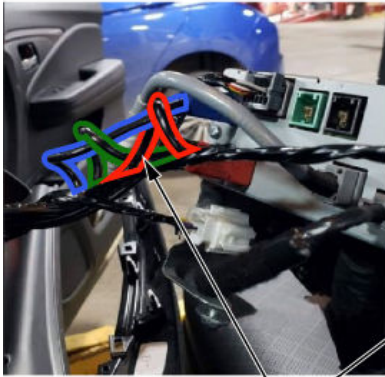


9. Repeat steps 5 thru 8 for the other connectors. Then, install the MOST connectors to the infotainment, amplifier, and tuner units.

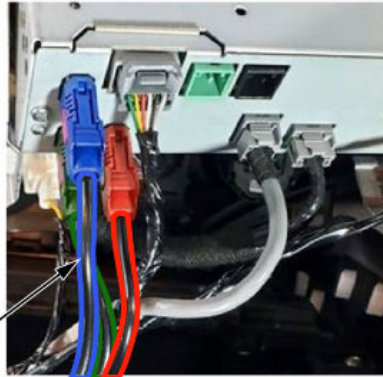


10. Install all the removed parts in the reverse order of removal. When installing units, make sure the harness is routed correctly because a misrouted harness can put pressure on the connectors, which can cause a connection issue. Do not pull on the units or MOST feeders while the FAKRA connectors are connected.

**BEFORE**



**AFTER**



**HARNESS  
Reroute.**

11. Test-drive the vehicle to confirm the repair.

END