

August 10, 2022

Version 1

## Audio Sound Stops and "No Audio Connection" Message Appears

### AFFECTED VEHICLES

| Year    | Model | Trim | VIN Range |
|---------|-------|------|-----------|
| 2019–20 | RDX   | ALL  | ALL       |

### SYMPTOM

Audio sound stops and **No Audio Connection** message appears in the audio display.

NOTE: This is not related to **MOST** ring break conditions.

### POSSIBLE CAUSE

Audio amplifier software error.

### CORRECTIVE ACTION

Replace the audio amplifier.

### PARTS INFORMATION

| Part Name         | Part Number   | Quantity |
|-------------------|---------------|----------|
| A-Spec Amplifier  | 39186-TJB-A42 | 1        |
| Advance Amplifier | 39186-TJB-A32 | 1        |
| Tech Amplifier    | 39186-TJB-A22 | 1        |
| Base Amplifier    | 39186-TJB-A12 | 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.

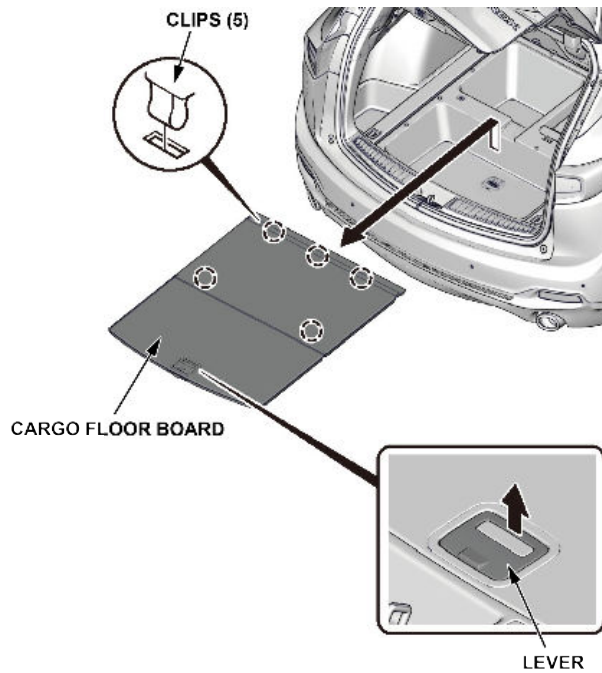
## WARRANTY CLAIM INFORMATION

The normal warranty applies.

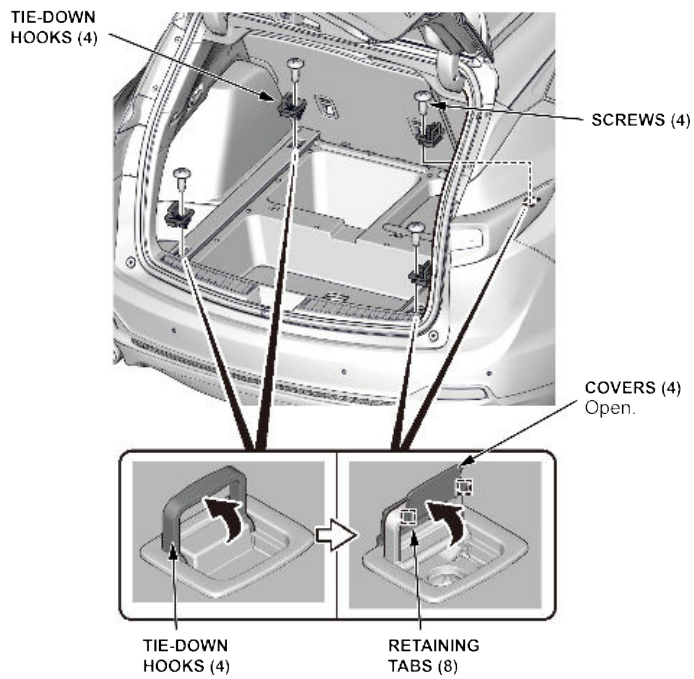
| Operation Number | Description                            | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|--|----------------|-------------|--------------|-------------|--------------------|
| 0101B3           | A-Spec Trim - Replace Audio Amplifier  | 0.4 hr         | 06801       | 03217        | B22016A     | 39186-TJB-A42      |
| 0101B3           | Advance Trim - Replace Audio Amplifier | 0.4 hr         | 06801       | 03217        | B22016B     | 39186-TJB-A32      |
| 0101B3           | Tech Trim - Replace Audio Amplifier    | 0.4 hr         | 06801       | 03217        | B22016C     | 39186-TJB-A22      |
| 0101B3           | Base Trim - Replace Audio Amplifier    | 0.4 hr         | 06801       | 03217        | B22016D     | 39186-TJB-A12      |

## REPAIR PROCEDURE

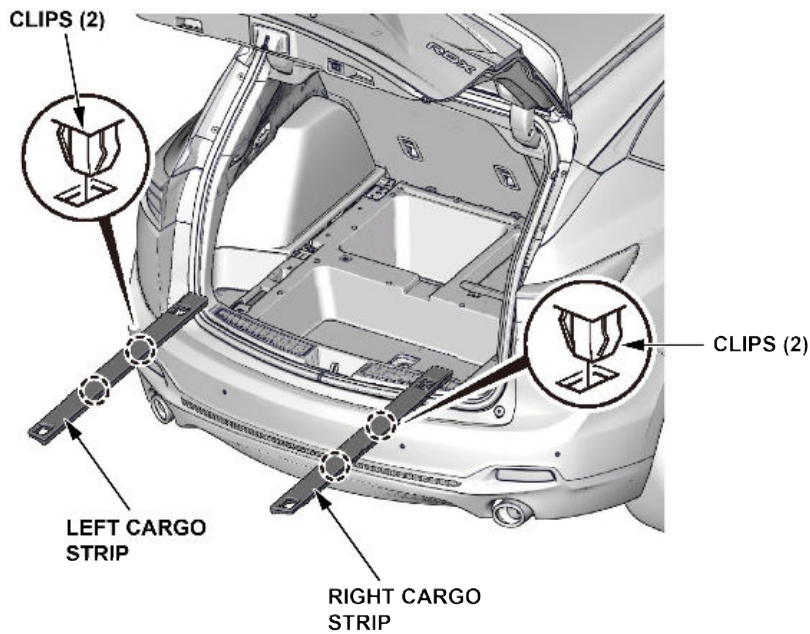
1. Remove the cargo floor board.



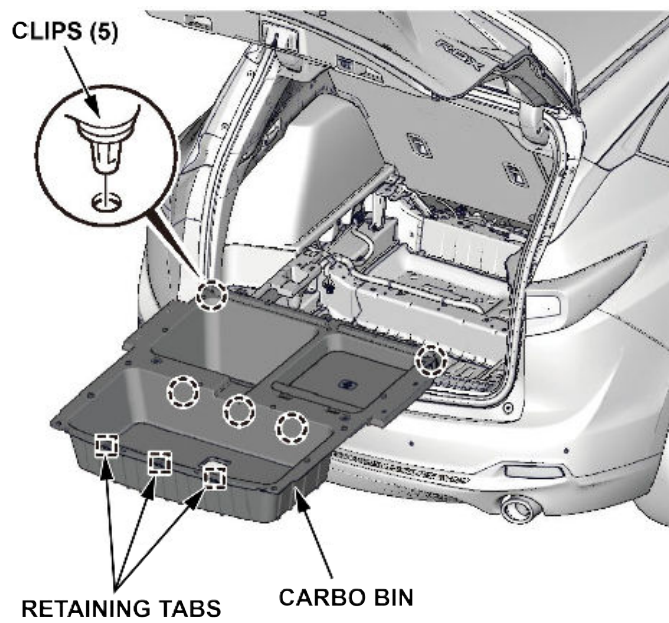
2. Open the retaining tabs, remove the screws, and then remove the tie-down hooks.



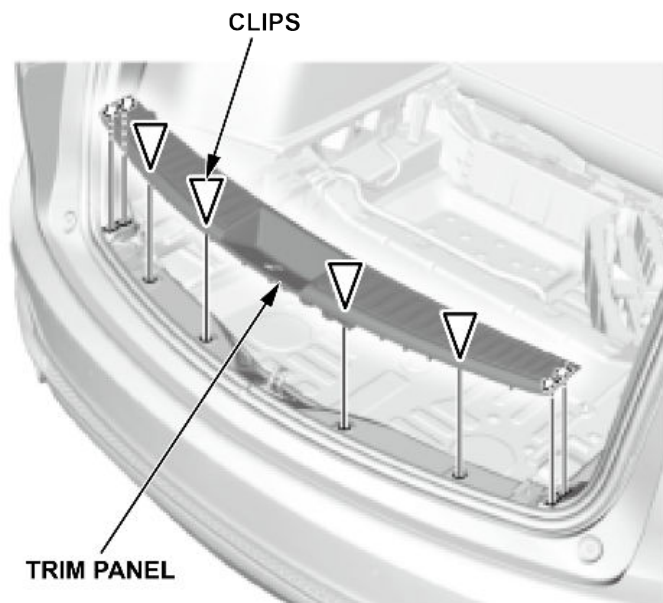
3. Remove the left and right cargo strips.



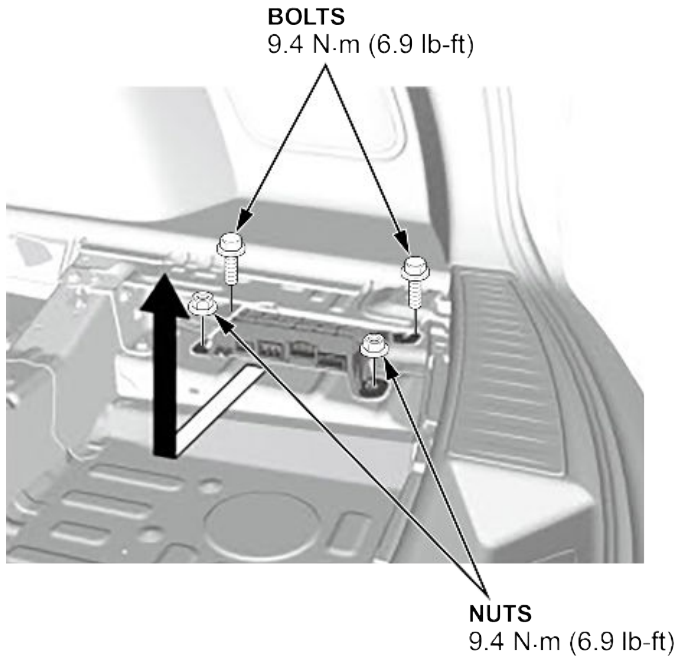
4. Remove the clips and retaining tabs shown below. Then, remove the cargo bin.



5. Remove the clips, and then remove the trim panel.



6. Unfasten the associated connectors going into the stereo amplifier.
7. Remove the bolts tightened at **9.4 N·m (6.9 lb-ft)**, and then remove the stereo amplifier as shown.



8. Replace the stereo amplifier.
9. Install the parts in the reverse order of removal.

END