

September 22, 2022

Version 3

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

Supersedes 22-027, dated August 31, 2022, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018–20	Odyssey	Elite	ALL
2019–20	Pilot	Touring & Elite	ALL
2019–20	Passport	Touring & Elite	ALL

### REVISION SUMMARY

Under **WARRANTY CLAIM INFORMATION** and **PARTS INFORMATION**, a part number was updated.

### SYMPTOM

Audio sound will stop 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
Amplifier (Odyssey)	39186-THR-A03	1
Amplifier (Pilot)	39186-TG7-A22	1
Amplifier (Passport)	<b>39186-TGS-A02</b>	1

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

**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.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101B3	Replace Audio Amplifier (Odyssey)	0.6 hr	06801	03217	A22027A	39186-THR-A03
0101G9	Replace Audio Amplifier (Pilot)	0.8 hr	06801	03217	A22027B	39186-TG7-A22
0101B3	Replace Audio Amplifier (Passport)	0.5 hr	06801	03217	A22027C	<b>39186-TGS-A02</b>

## REPAIR PROCEDURE

### 2018–2020 Odyssey Repair Procedure

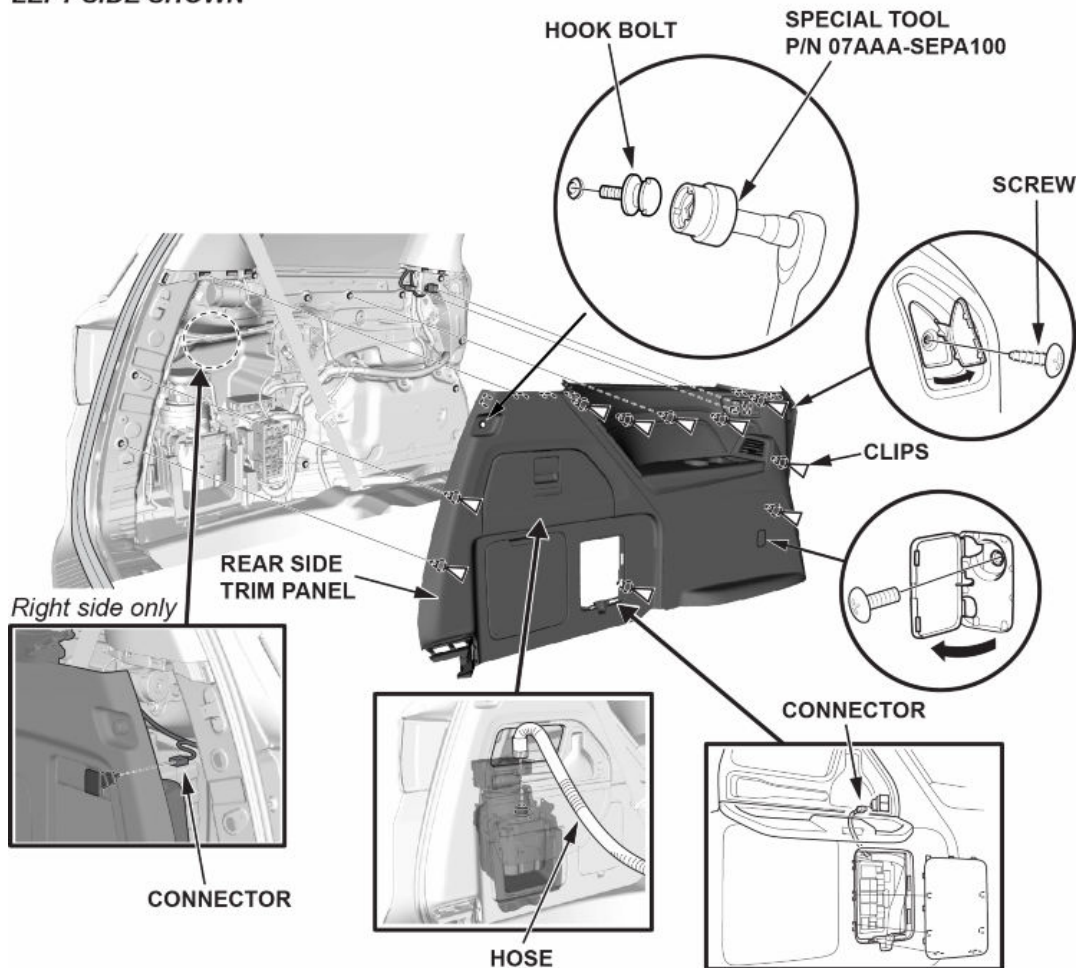
1. Remove the hook bolt from the right rear side panel.

NOTE:

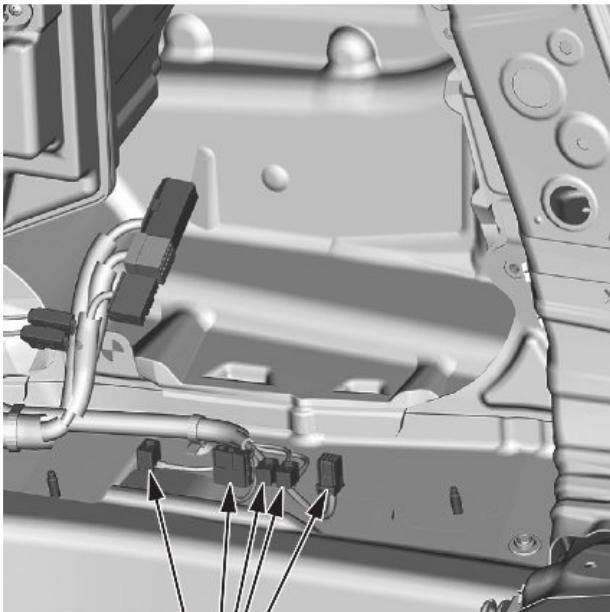
- Illustration show is left side. Remove the right side.
- If necessary, use Special Tool 07AAA-SEPA100 to loosen the hook bolt.

2. Open the covers and remove the screws.
3. Remove the clips.

**LEFT SIDE SHOWN**

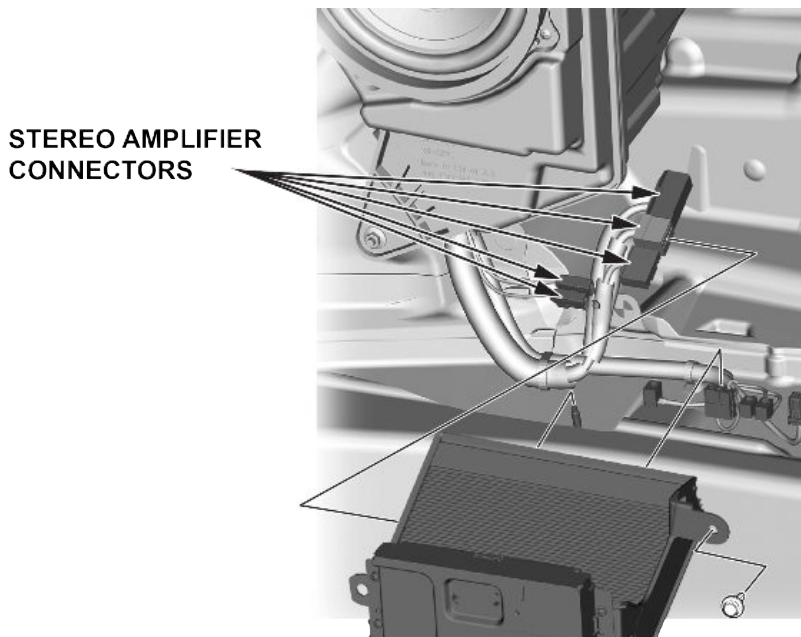


4. Disconnect the connector from the right rear power socket.
5. Disconnect the connector from the rear entertainment.
6. Disconnect the connector and remove the hose from the HondaVac, if equipped.
7. Disconnect the connector from the right rear side.
8. Remove the tuner unit connectors.



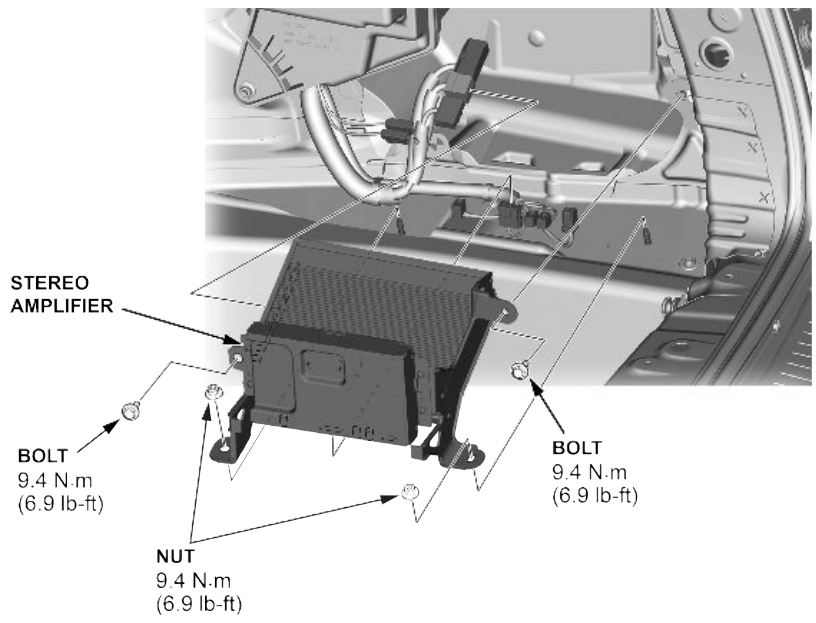
**TUNER UNIT  
CONNECTORS**

9. Remove the stereo amplifier connectors.

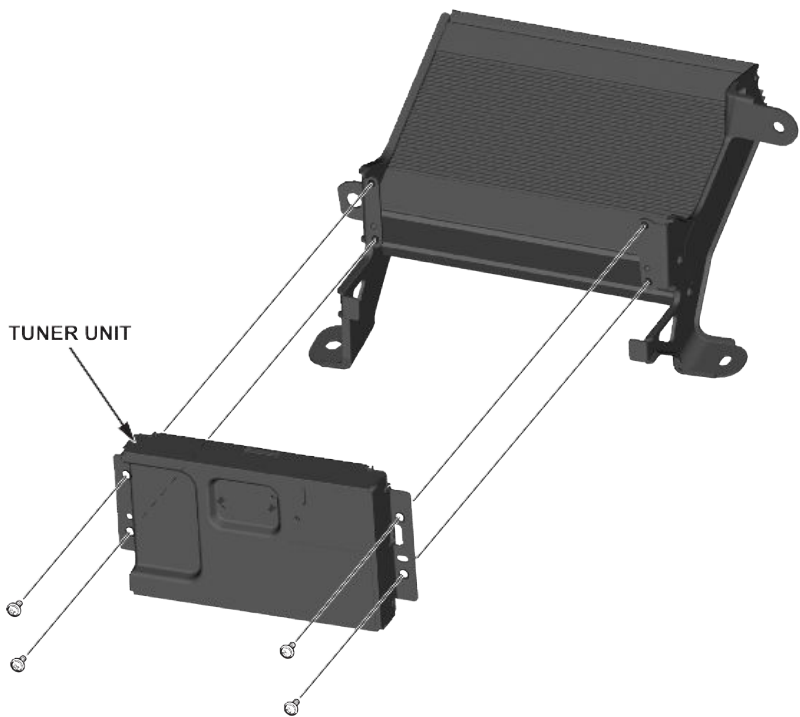


**STEREO AMPLIFIER  
CONNECTORS**

10. Remove the bolts.



11. Remove the tuner unit.



12. Replace the stereo amplifier.

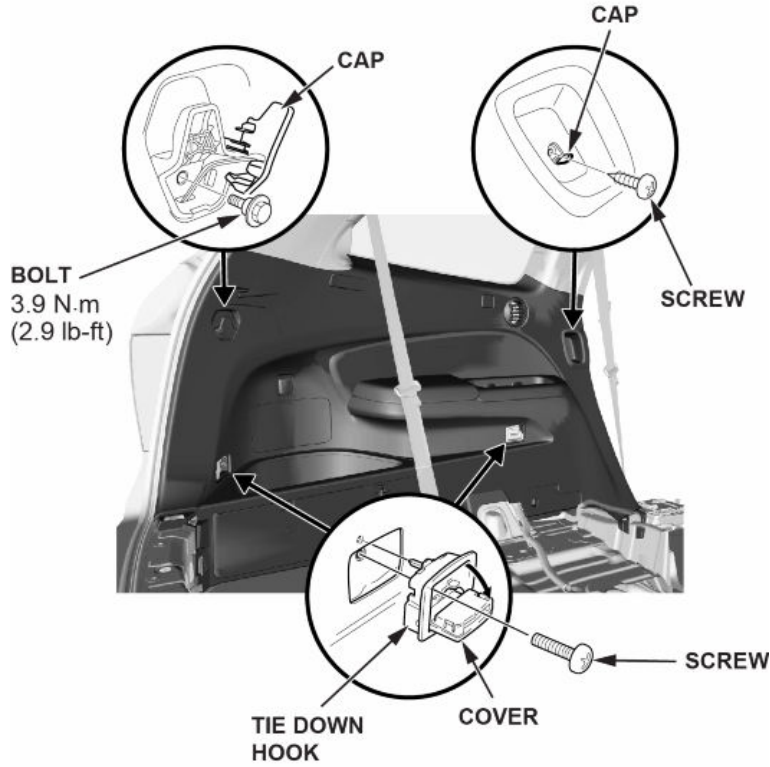
13. Install all removed parts in reverse order.

**2019–2020 Pilot Repair Procedure**

1. Open the caps, and remove the bolt and screw in the right rear side panel.
2. Pry out the covers, and remove the screws.
3. Remove the tie down hook.

NOTE: Illustration shown is left side. Remove the right side.

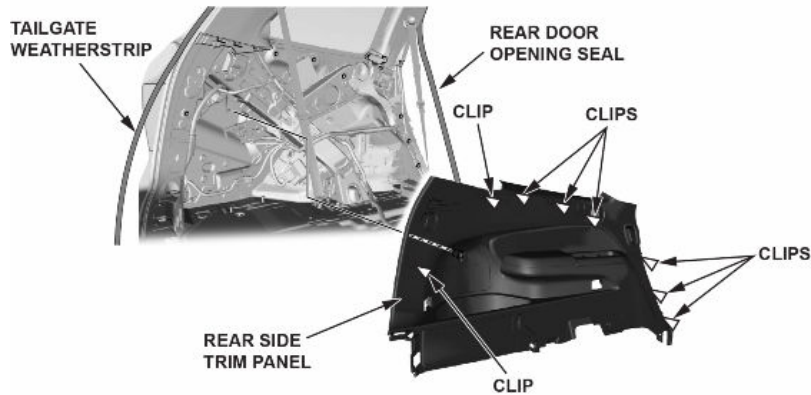
**LEFT SIDE SHOWN**



4. Pull out the rear door opening seal and tailgate weatherstrip as needed.
5. Remove the clips.

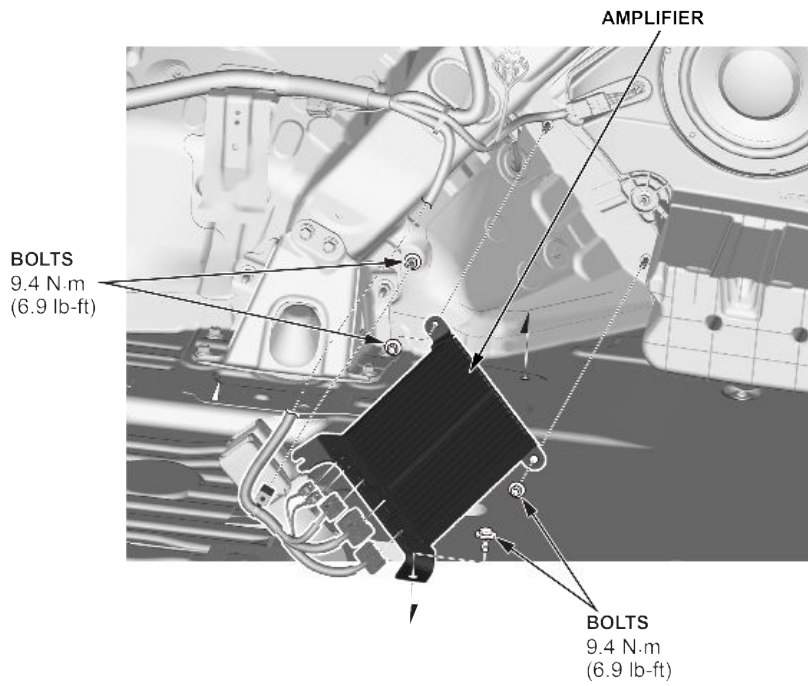
NOTE: Illustration shown is left side. Remove the right side.

**LEFT SIDE SHOWN**



6. Remove the rear side trim panel.

7. Remove the bolts.

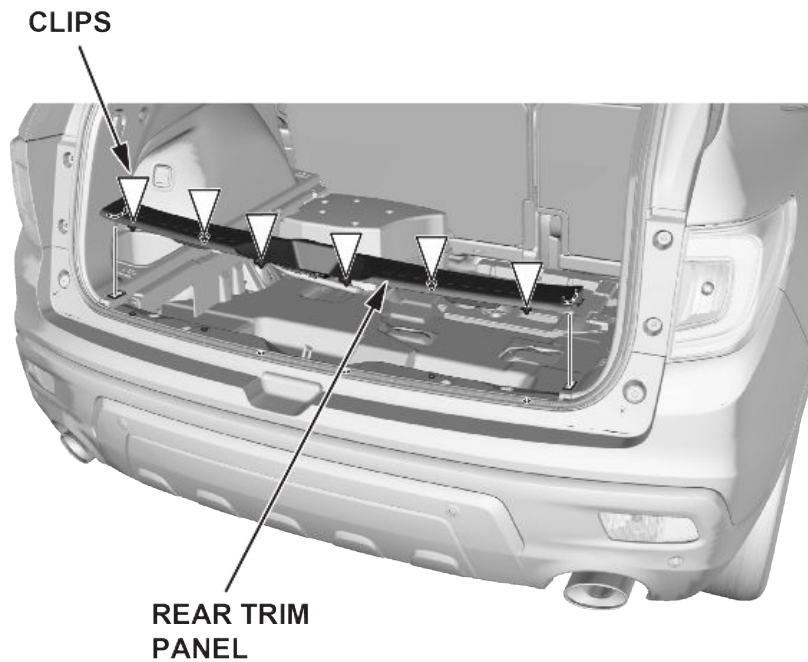


8. Disconnect the stereo amplifier, and then replace the amplifier.

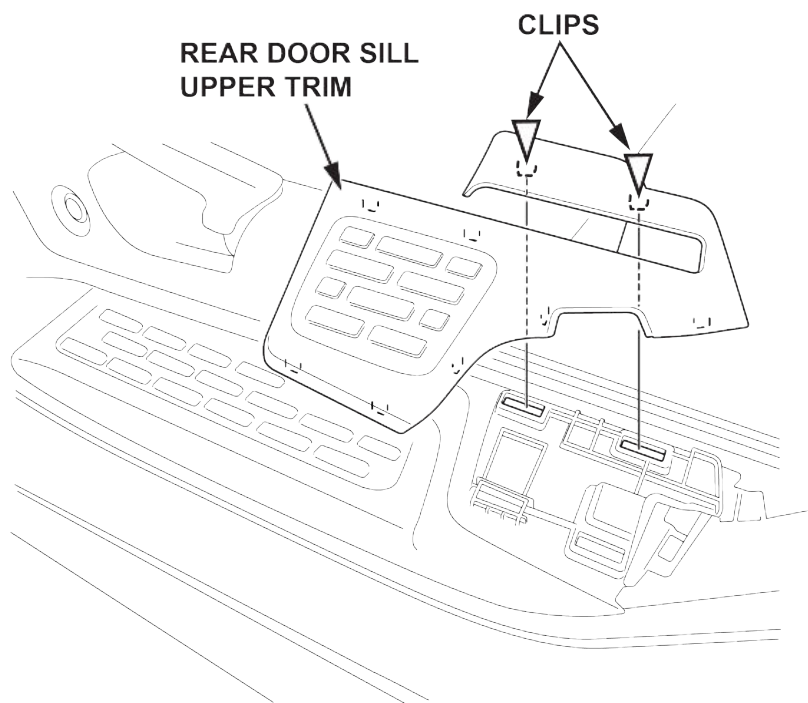
9. Install all removed parts in reverse order.

## 2019–2020 Passport Repair Procedure

1. Remove the rear trim panel cover.



2. Slide the second row seat forward.
3. Remove the right rear door sill upper trim.

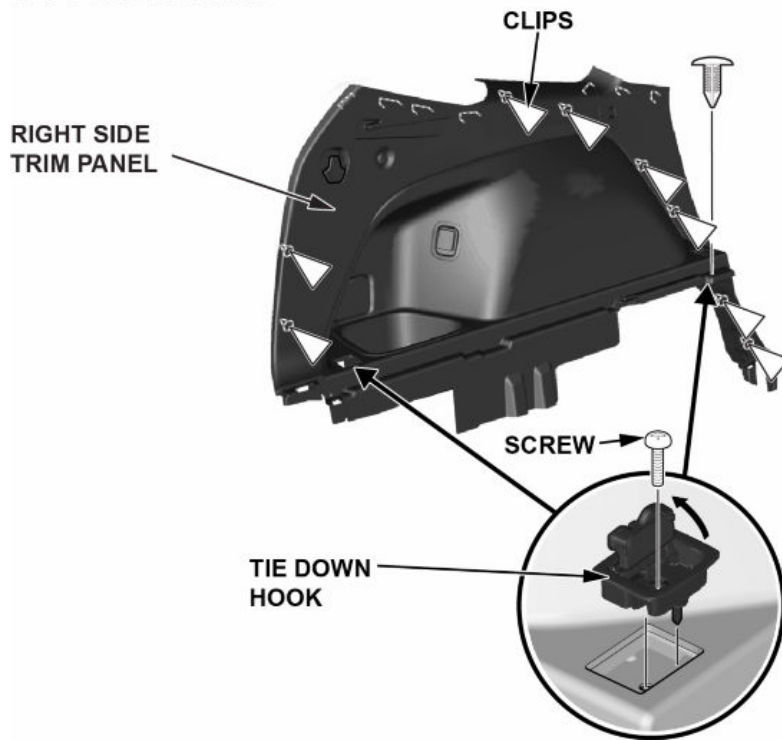


4. Remove the tie down hook in the right rear side trim panel.

5. Remove the clips.

NOTE: Illustration shown is left side. Remove the right side.

**LEFT SIDE SHOWN**

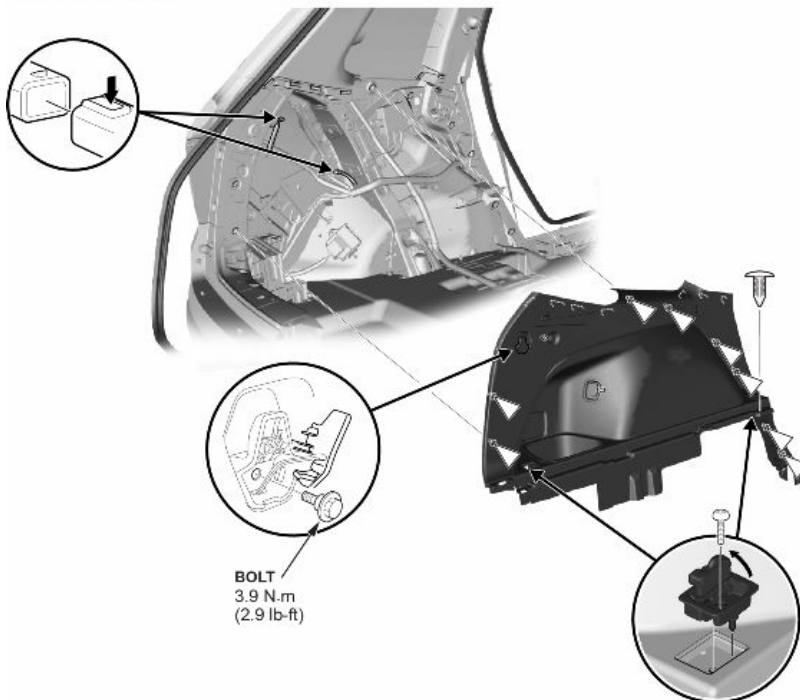


6. Remove the right rear door opening seal and tailgate weather strip as needed.

7. Remove the tie down hooks and bolt.

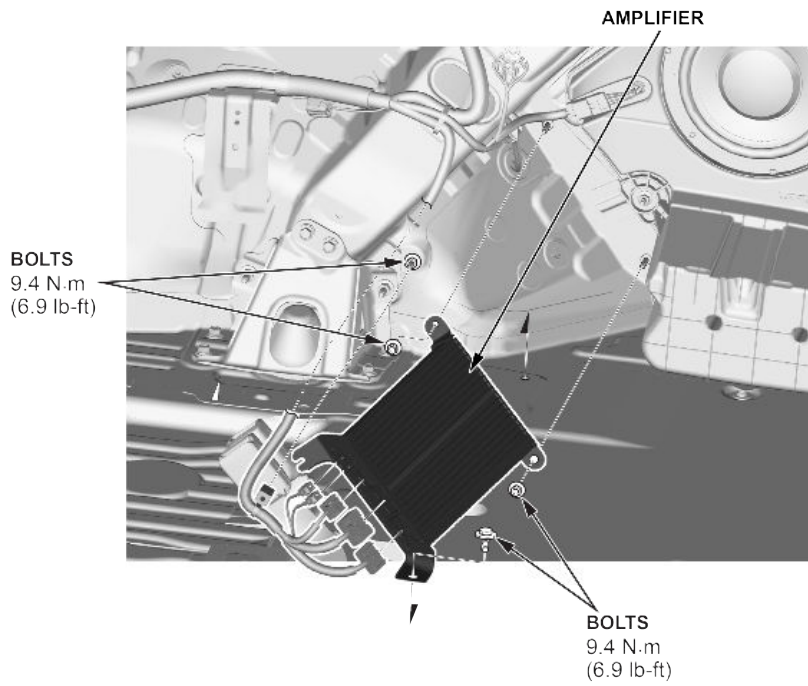
NOTE: Illustration shown is left side. Remove the right side.

**LEFT SIDE SHOWN**



8. Remove the rear side trim panel.

9. Remove the bolts.



10. Disconnect the connectors from the stereo amplifier.

11. Replace the stereo amplifier.

12. Install all removed parts in reverse order.

END