

February 18, 2021

Version 4

## 2019-21 Passport/Pilot: Popping or Crackling from the Speakers; No Sound from the Audio System; Network Loss Message and/or Display Issues

Supersedes 20-058, dated September 10, 2020, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

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

### REVISION SUMMARY

- Under AFFECTED VEHICLES – The population of 2019-20 models were updated and for those that are out of warranty, please refer to service bulletin, “21-012 Warranty Extension: 2019-20 Passport/Pilot MOST Bus Network Connectors”.
- Under REPAIR PROCEDURE steps have been updated.
- Under PARTS INFORMATION applicable models were updated
- Under WARRANTY INFORMATION model information and codes were updated.

### 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 **AA0**, **AB0**, **AC0**, and **AD0** or **BA0**, **BB0**, **BC0**, and **BD0**. Either part number is correct.

**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.

**2019-21 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

**2019-21 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

**2019-20 Pilot (EX, EX-L) or 2021 Pilot (EX, EX-L, SE)**

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

**2019-20 Pilot (EX-L RES) or 2021 Pilot (EX, EX-L with accessory CD player)**

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

**2019-20 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

**2021 Pilot (Black Edition, 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

## 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
0101Q5	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
0101Q7	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
0101Q5	2019-20 Pilot EX, EX-L, and 2021 Pilot EX, EX-L, and SE: 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
0101Q6	Pilot with CD player: Access the gauge control module, infotainment unit, and CD player. Then, replace the affected FAKRA connectors, and install the MOST service cords to the gauge control module and CD player (includes test-drive).	1.6 hr	03214	03217	A20058E	39540-TG7-AB2
0101Q7	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

0101Q8	Pilot Black Edition, Elite, and Touring only: 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).	1.9 hr	03214	03217	A20058G	39540-TG7-AG2
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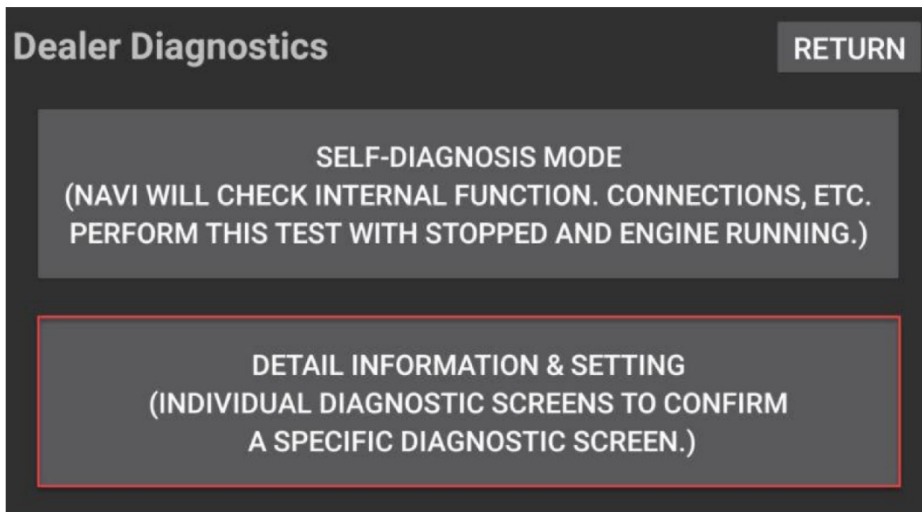
Skill Level: Repair Technician

### INSPECTION PROCEDURE

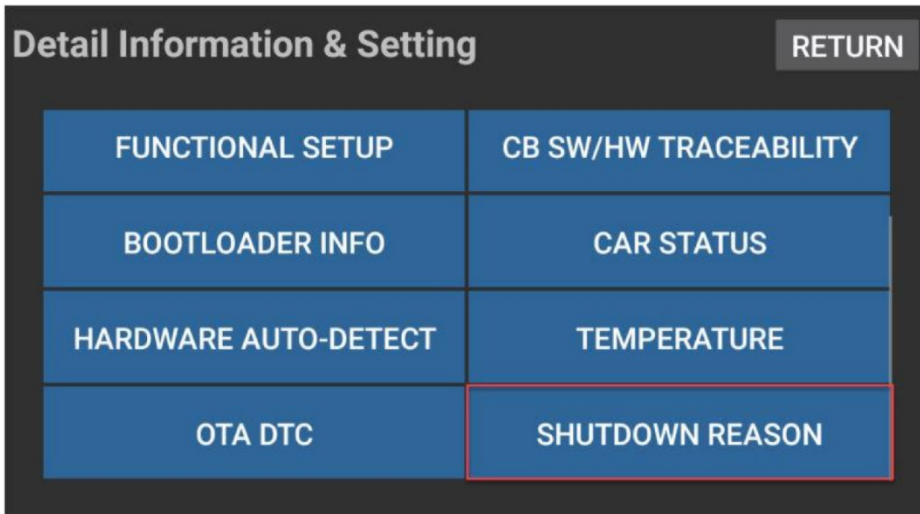
1. Turn the ignition to ON.
2. Press and hold the VOL/Power AUDIO knob, **DAY/NIGHT** icon, and **HOME** icon at the same time. Hold until the **Dealer Diagnostics** menu screen appears.



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. **Do not pull on the units or MOST feeders while the FAKRA connectors are connected to help prevent communication issues.**

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



CONNECTORS

8. Remove the hazard switch panel.



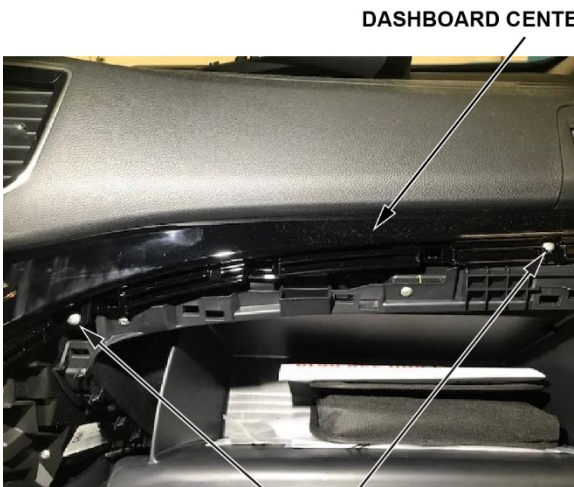
HAZARD  
SWITCH  
PANEL

9. Remove the passenger mid dash panel.



PASSENGER  
MID DASH  
PANEL

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

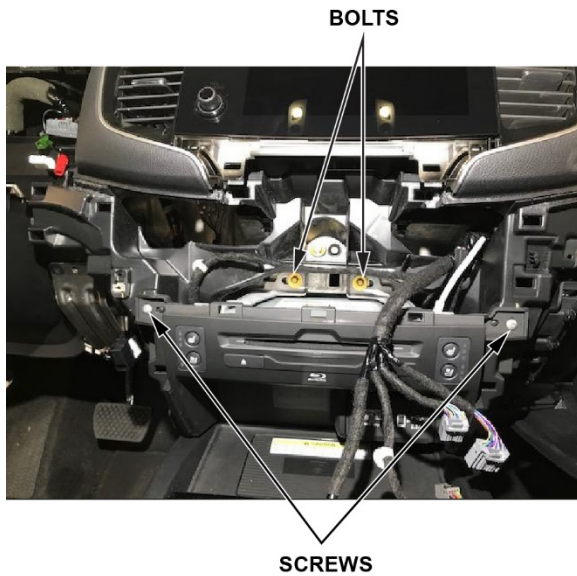


DASHBOARD CENTER MIDDLE TRIM

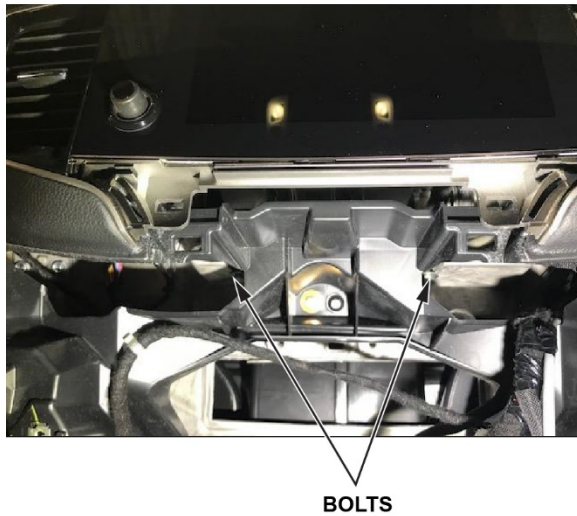
SCREWS



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.



**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. **Do not pull on the units or MOST feeders while the FAKRA connectors are connected to help prevent communication issues.**

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



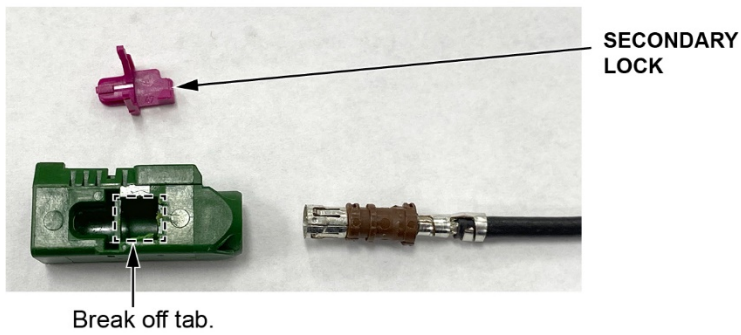
GAUGE  
CONTROL  
MODULE

INFOTAINMENT  
UNIT

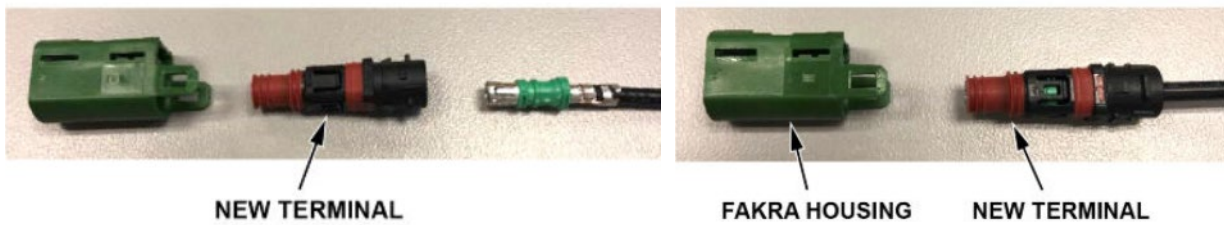


TUNER UNIT

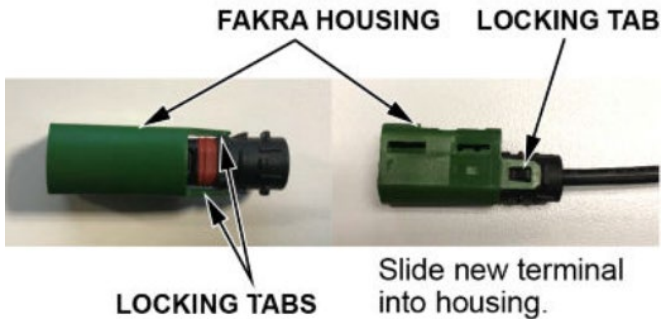
17. Using a small screwdriver, remove the secondary lock, then break off the tab as shown. Then, discard the housing and lock.



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.

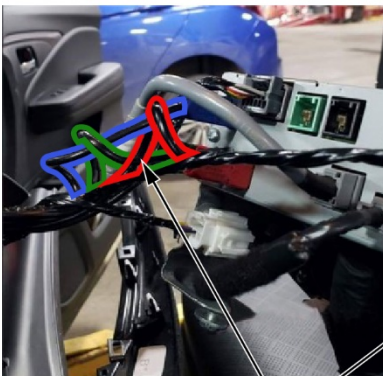


Attach couplers to the main span with tape to prevent any rattles (roughly in line with existing PVC tape on the tube). Attach the MOST cord at the same location.

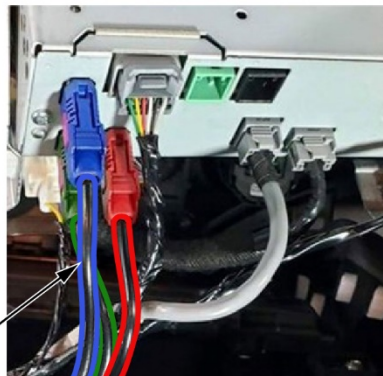
**Important:**  
Keep smooth curve with target bend radius greater than 25 mm.

23. Install all of the removed parts in the reverse order. **When installing units, make sure the harness is routed correctly. A mis-routed harness can put pressure on the wires and connectors causing connection issues. Do not pull on the units or MOST feeders while the FAKRA connectors are connected to help prevent communication issues.**

**BEFORE**



**AFTER**



**HARNESS**  
Reroute.

24. Test-drive the vehicle to confirm the repair. If the repair was not successful after WPC application, proceed with normal troubleshooting based on customer symptom(s).

## REPAIR PROCEDURE - PILOT

1. Remove the side cover.



2. Loosen the upper column cover.



3. Remove the lower dash panel.



4. Remove the screw to loosen the dash panel.



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. **Do not pull on the units or MOST feeders while the FAKRA connectors are connected to help prevent communication issues.**



**CONNECTORS**

8. Remove the hazard switch panel.



**HAZARD  
SWITCH  
PANEL**

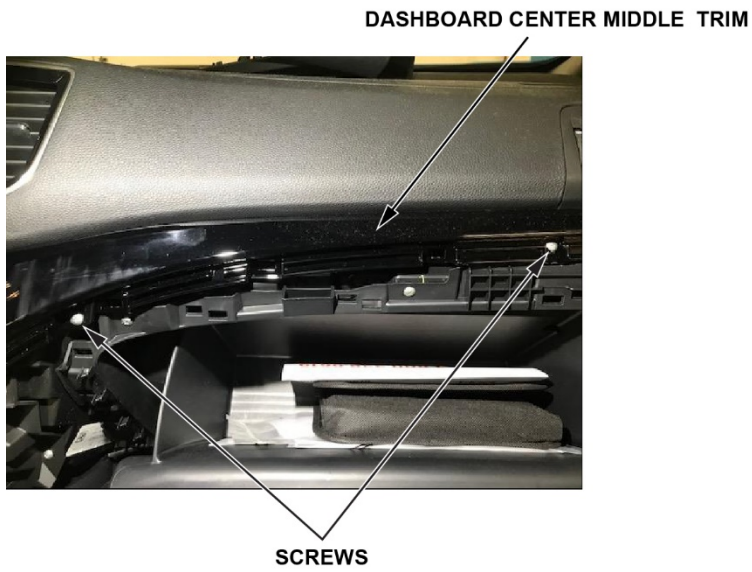
9. Remove the passenger mid dash panel.



**PASSENGER  
MID DASH  
PANEL**

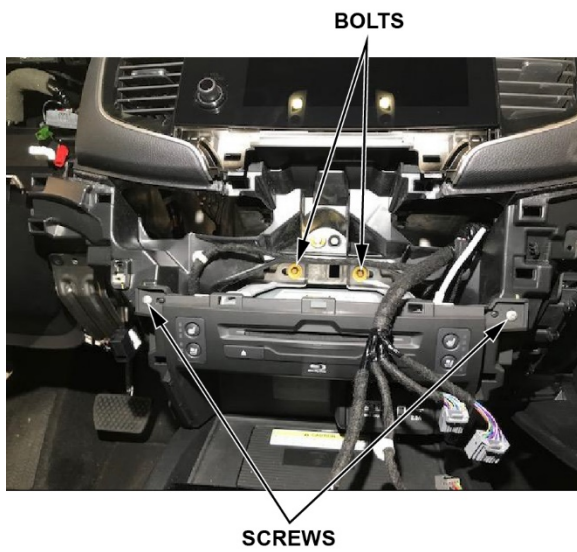


10. Remove the two screws, then remove the dashboard center middle trim.



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.



**BOLTS**

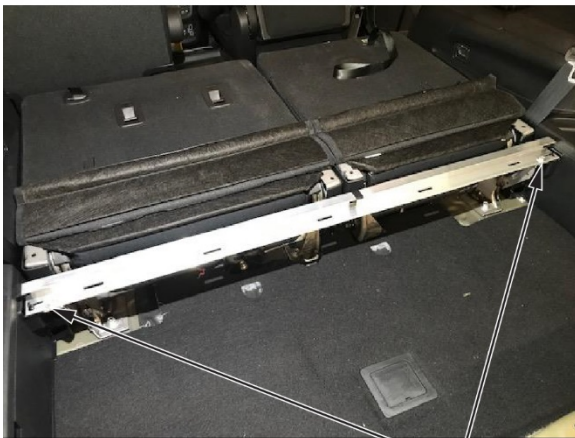
For EX and EX-L trim levels, go to step 20. For Touring, Elite, and Black Edition trim levels, go to step 13

13. Remove the rear cargo trim panel.



**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.



**BOLTS**

18. Remove the passenger door lower trim.



PASSENGER DOOR  
LOWER TRIM

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



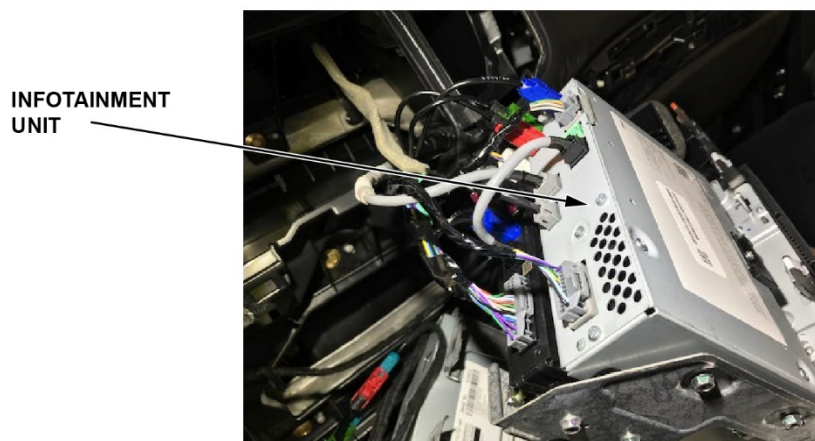
BOLTS

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

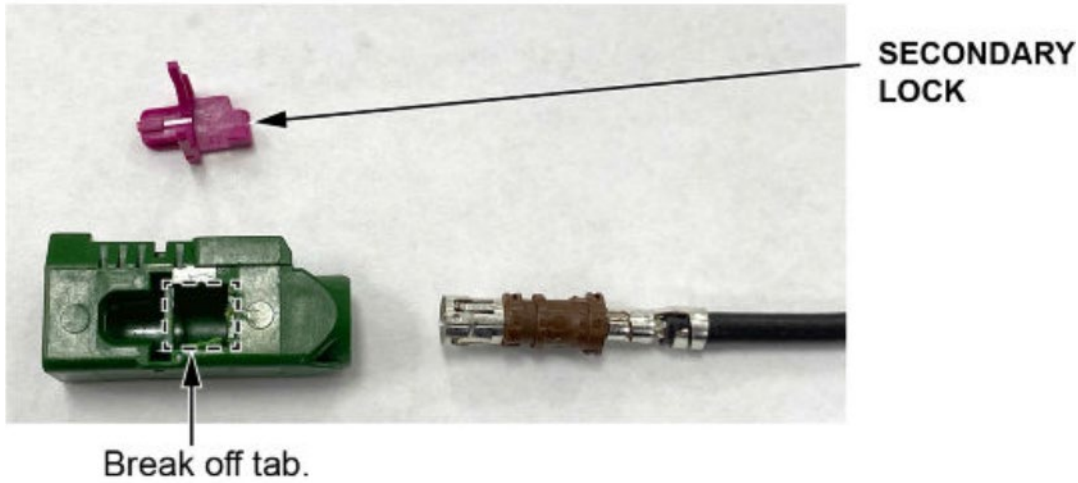


INFOTAINMENT  
UNIT

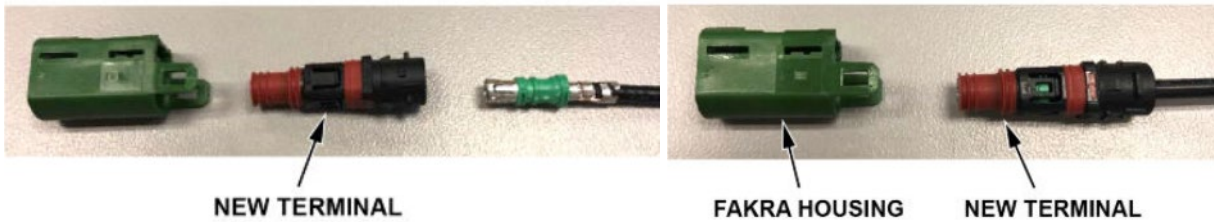


TUNER UNIT

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 except 2021 trim levels with RES: 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.

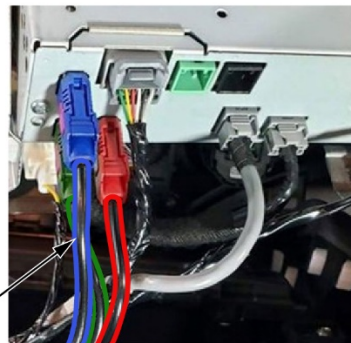
**Important:**  
Keep smooth curve with target bend radius greater than 25 mm.

28. Install all of the removed parts in the reverse order. When installing units, make sure the harness is routed correctly. A mis-routed harness can put pressure on the wires and connectors causing connection issues. Do not pull on the units or MOST feeders while the FAKRA connectors are connected to help prevent communication issues.

BEFORE



AFTER



HARNESS Reroute.

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

END