

August 2020

A20080C Version 1

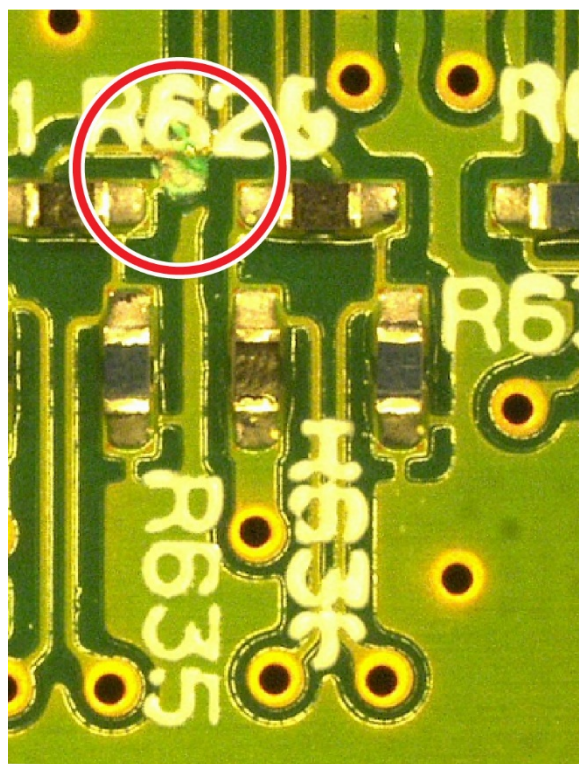
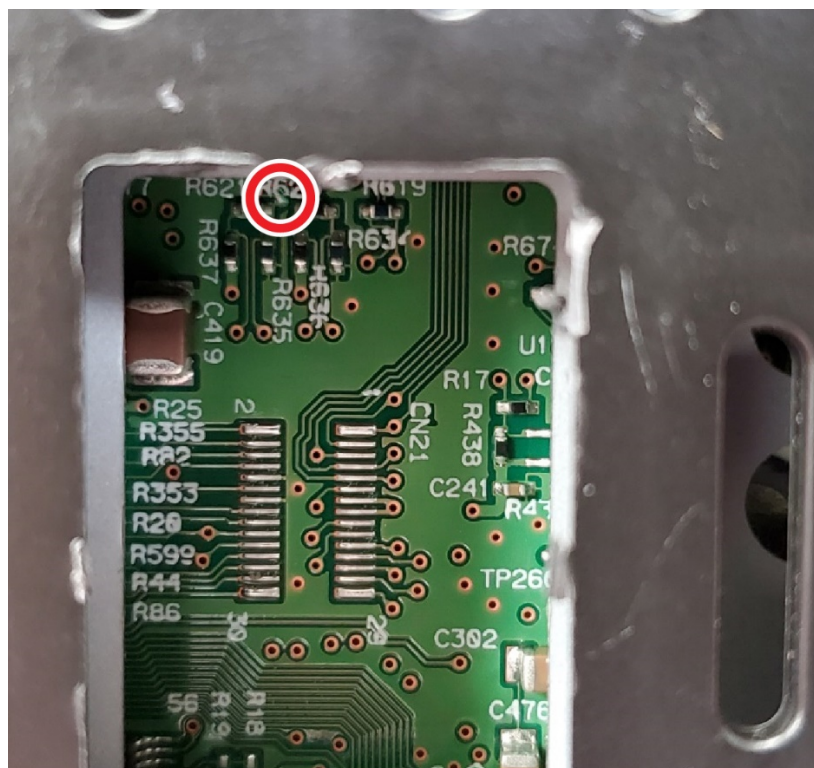
## Audio System Not Working After Completing S/B 20-047?

### AFFECTED VEHICLES

Year	Model	Trim Level
2018–20	Odyssey	All except LX
2019–20	Passport	All except Sport
2019–21	Pilot	All except LX

Just wrapped up the repair procedure in S/B 20-047, *Noncompliance Recall: Gauge Control Module Software Update*, and now the audio system **won't** turn on? We've gotten several reports from dealers of this happening.

From our investigation of returned gauge control modules, we found the printed circuit boards were damaged. Here's a look and a closer look at one of those circuit boards. We've circled the damaged area in red.



We've concluded this damage happened when either removing the access cover from the back of the module or when lowering the pogo head onto the circuit board with the Z-axis control knob. You can easily damage this printed circuit board when doing either of those actions, so you need to be extra careful.

To remove the access cover, **always** use a small snipping tool (as called out in the bulletin) and make sure it doesn't contact the circuit board while you're snipping. **Never** use a screwdriver or a pry tool.

When lowering the pogo head onto the circuit board with the Z-axis control knob, turn the knob **slowly** and stop as soon as you feel the pogo head lightly contacting the circuit board. **Don't** keep turning the knob.

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