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Sent on	01	24	2020	Expires on	02	12	2020
From	Parts and Service Division						
Subject	2018 Odyssey, 2019-2020 Odyssey/Passport/Pilot Speaker Popping/Crackling Noise						

INFORMATION ONLY

To: All Honda Parts and Service Managers, Advisors, and Personnel
From: American Honda Parts, Service, and Technical Division
RE: 2018 Odyssey, 2019-2020 Odyssey/Passport/Pilot Speaker Popping/Crackling Noise

Print this iN message and provide a copy to the Service Manager, Service Advisors, and appropriate personnel.

Dear Service Manager,

Popping or Crackling noise from the speakers is a current market issue that affects 2018-2020 Odysseys, 2019-2020 Passports, and 2019-2020 Pilots.

We are actively investigating this issue. Until a complete countermeasure is available, we would like to make you aware of a Honda Service News dated December 2019, "Popping or Crackling from the Speakers? Check MOST Bus Network." This Service News shows some examples of problem areas found during repairs and offers suggestions for how to isolate the source of the noise.

Please continue to reference the Service News article as it will be updated when new information becomes available.

You can also visit the Honda Tech Line Forum and search for forum post title, "2019-2020 PILOT ELITE CRACKLE/POPPING NOISE FROM SPEAKERS *RE-ROUTE HARNESS*." This forum post is where technicians can share their findings and repairs with other technicians.

Thank you.