



Applies To: **See VEHICLES AFFECTED**

October 18, 2011

## DVD Read Error, or No Route Displayed, and Navigation DVD Is Scratched (Supersedes 08-051, dated November 25, 2010, to revise the information marked by the black bars)

### REVISION SUMMARY

Under DIAGNOSIS, step 4, was changed.

### SYMPTOM

**One or more** of the following symptoms are present:

- The message “DVD read error (incorrect DVD disc) please consult your dealer,” or “DVD disc reading error (unformatted), please consult your dealer,” appears on the display.
- After entering an address, the navigation system does not display a route or locks up.
- The system reboots, or displays a blank screen.
- The navigation DVD is scratched.

### PROBABLE CAUSE

The navigation DVD unit scratched the navigation DVD with circular scratches, scuffs, or arcs (see images on page 2).

### VEHICLES AFFECTED

#### Accord

2006–10 – ALL models with navigation

#### Accord Crosstour

2010 – ALL models with navigation

#### Accord Hybrid

2006–07 – ALL models with navigation

#### Civic

2006–11 – ALL models with navigation

#### Civic Hybrid

2006–09 – ALL models with navigation

2010 – From VIN JHMFA3...AS000001 thru  
JHMFA3...AS003020

#### CR-V

2006–09 – ALL models with navigation

2010 2WD – From VIN JHLRE3...AC000001 thru  
JHLRE3H71AC001057

2010 4WD – From VIN JHLRE4...AC000001 thru  
JHLRE4H70AC002769

#### Element

2007–10 – ALL models with navigation

### Fit

2009 – ALL models with navigation

2010 – From VIN JHMGE8...AC000001 thru  
JHMGE8...AC015782

### Insight

2010 – from VIN JHMZE2...AS000001 thru  
JHMZE2...AS026415

### Odyssey

2006–10 – ALL models with navigation

### Pilot

2006–10 – ALL models with navigation

### Ridgeline

2006–10 – ALL models with navigation

### CORRECTIVE ACTION

Replace the navigation unit, the navigation DVD, or both.

### PARTS INFORMATION

For information on navigation unit ordering, see Service Bulletin 06-001, *Audio, Navigation, and RES Unit In-Warranty Exchange and Out-of-Warranty Repair*.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
0521A3	Replace the navigation system control unit: <b>Accord</b> <b>Accord Crosstour</b> <b>Accord Hybrid</b> <b>Civic</b> <b>Civic Hybrid</b> <b>CR-V</b> <b>Element</b> <b>Fit</b> <b>Insight</b> <b>Odyssey</b> <b>Pilot</b> <b>Ridgeline</b>	0.2 0.3 0.2 0.4 0.4 0.6 0.4 0.5 0.4 0.2 0.2 0.2
0530A1	Inspect and/or replace the navigation DVD.	0.2

Failed Part: P/N 39546-SHJ-A01

Defect Code: 03217

Symptom Code: 03272

Skill Level: Repair Technician

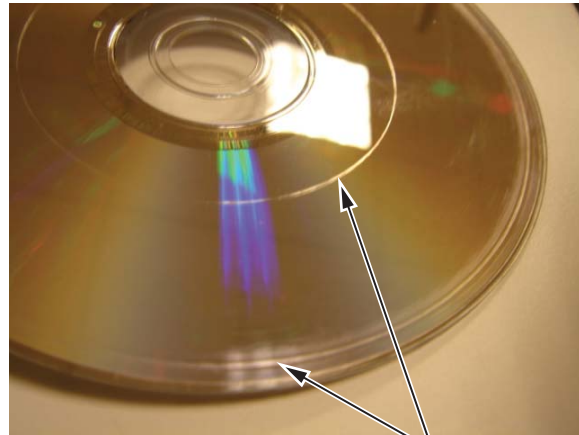
## DIAGNOSIS

NOTE: If a DVD is damaged by something other than the navigation unit, like rough handling by the customer, DVD replacement is not covered by warranty.

1. Eject the navigation DVD from the navigation unit. Refer to the applicable service manual, or online, enter keywords **NAVI DVD** for location and instructions on ejecting the DVD.
2. Check that the navigation DVD is the correct color and version for the vehicle. Refer to Service Bulletin 05-032, *Navigation System Information*, for more information. If the DVD is not the correct base DVD version or higher, replace it and retest.

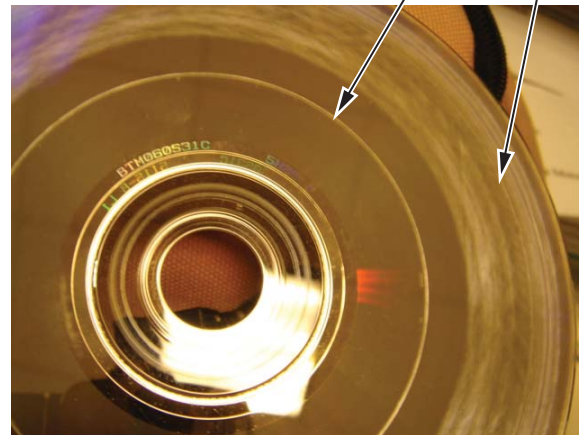
3. Check the read surface of the DVD for circular scratches, scuffs, or arcs.

NOTE: If there is damage on the DVD but not circular scratches, scuffs, or arcs, (damage not caused by the navigation unit) you may need to replace the DVD, but not the navigation unit.



SCRATCHES

SCUFFS



SCUFF MARKS

*Does the navigation DVD have circular scratches, scuffs, or arcs?*

**Yes** – Go to REPAIR PROCEDURE

**No** – Go to step 4.

4. For 2006–07 vehicles, refer to Service Bulletin 07-026, *Navigation Software Updates for Daylight Saving Time (DST), DVD Read Error Message, and Other Listed Symptoms* and do the update if it applies, and retest. If the update does not apply, or if the problem does not go away after doing the update, suggest to the customer that they replace the DVD and retest.

*Does the error message go away?*

**Yes** – Troubleshooting is complete.

**No** – Replace the navigation unit.

## REPAIR PROCEDURE

1. Replace the navigation unit:
  - Refer to the Navigation section of the appropriate service manual, or
  - Online, under **Search by Vehicle**, enter keywords **NAVI REMOVE** and select **Navigation Unit Removal/Installation (With Navigation)** from the list.
2. Remove the navigation DVD. Look at the DVD label to identify the version (VER). To order the replacement navigation DVD, call **888-291-4675**, select option 2 for dealerships, then select option 2 for map patches, and specify that you are replacing a DVD for circular scratches. Have the following information ready, and give it to the ordering clerk to ensure that you get the correct navigation DVD:
  - The order is for Service Bulletin 08-051.
  - The VIN.
  - The navigation DVD version on the label.

### NOTE:

- For 2007 DVDs with version 4.55 or 4.56, request a replacement DVD with version 4.56A.
- For 2008 DVDs with version 4.61, 4.62, or 4.63 request a replacement DVD with version 4.63.
- **Make sure you return the damaged navigation DVD.** Put it in a protective sleeve or jewel case with the faulty navigation unit. If you do not return the navigation DVD with the navigation unit, your account will be debited for the navigation unit.

3. Install the replacement navigation DVD into the new unit.

NOTE: The navigation DVD is mailed to your dealership, and the VIN is printed on the mailing label to make sure the navigation DVD is installed in the correct vehicle.

4. Do the update procedure in Service Bulletin 07-026, *Navigation Software Updates for Daylight Saving Time (DST), DVD Read Error Message, and Other Listed Symptoms* if applicable. Check online, and apply any other navigation patches or software updates for the navigation unit.