



Sound Cuts Out While Playing a CD

SYMPTOM

The sound cuts out from all speakers while playing a CD at high volume. The system display still works, but the sound will not return until the system is turned off and back on again.

PROBABLE CAUSE

A problem with a power protection circuit in the unit.

VEHICLES AFFECTED

All 1999–2000 models with a factory-installed AM/FM/CD player:

- 1999–00 Prelude
- 1999–00 Civic 2-door EX and Si
- 1999–00 Civic 4-door EX and DX-Value Package
- 1999–00 Odyssey EX
- 1999–00 CR-V EX
- 2000 S2000

CORRECTIVE ACTION

Replace the audio unit with a remanufactured unit.

PARTS INFORMATION

Remanufactured AM/FM/CD Audio System

- 1999–00 Prelude:
P/N 39100-S30-A11RM, H/C 5991930
- 1999–00 Civic 2-door Si:
P/N 39100-S02-A10RM, H/C 5992706
- 1999–00 Civic 2-door EX:
P/N 39100-S02-A00RM, H/C 5992680
- 1999–00 Civic 4-door EX and DX-Value Package:
P/N 39100-S01-A30RM, H/C 5992664
- 1999–00 CR-V EX:
P/N 39100-S10-A50RM, H/C 6109474
- 1999–00 Odyssey EX:
P/N 39100-S0X-A00RM, H/C 5952460
- 2000 Odyssey EX with Navigation System:
P/N 39100-S0X-A20RM, H/C 5952502
- 2000 S2000:
P/N 39100-S2A-A00RM, H/C 6217004

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 010150

Model	FRT	Failed Part
1999–00 Prelude	1.0	P/N 39100-S30-A11 H/C 6016042
1999–00 Civic 2-door Si	1.0	P/N 39100-S02-A10 H/C 5977376
1999–00 Civic 2-door EX	1.0	P/N 39100-S02-A00 H/C 5977368
1999–00 Civic 4-door EX and DX-Value Package	1.0	P/N 39100-S01-A30 H/C 5975669
1999–00 CR-V EX	1.0	P/N 39100-S10-A50 H/C 6084610
1999–00 Odyssey EX	1.5	P/N 39100-S0X-A00 H/C 5930185
2000 Odyssey EX with Navigation System	1.5	P/N 39100-S0X-A20 H/C 5930201
2000 S2000	1.0	P/N 39100-S2A-A00 H/C 6236178

Defect Code: 072

Contention Code: F99

Skill Level: Repair Technician

Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

DIAGNOSIS

This failure is dependent on the CD's recording level, so it happens only with certain CDs or certain tracks on a CD. If possible, have the customer provide you with the CD that causes the problem. If this is not possible, make sure the customer's description of the problem matches the SYMPTOM.

REPAIR PROCEDURE

Refer to section 22 of the appropriate service manual for the audio unit removal procedure.

Refer to service bulletin 98-019, *Audio Unit In-Warranty Exchange/Out-of-Warranty Repair*, for ordering and return procedures.