

Applies To: **2010 ZDX with Navigation** –
From VIN 2HNYB1H..AH500001 thru 2HNYB1H..AH501820

May 18, 2010

Audio and Navigation Systems Reboot by Themselves

SYMPTOM

The audio part of the audio/navigation system turns off, then comes back on, followed by the navigation part of the system rebooting about 20 seconds later.

NOTE: If the audio system and navigation system turn off or reboot at the same time, this bulletin does not apply.

PROBABLE CAUSE

The two plastic washers located in the center console interfere with the audio and navigation system body ground.

CORRECTIVE ACTION

Remove the two plastic washers in the center console to improve the body ground.

TOOL INFORMATION

KTC Trim Tool Set: T/N SQJATP2014

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number: 8410C3

Flat Rate Time: 0.2 hour

Failed Part: 83407-SZN-A11ZD

Defect Code: 08001

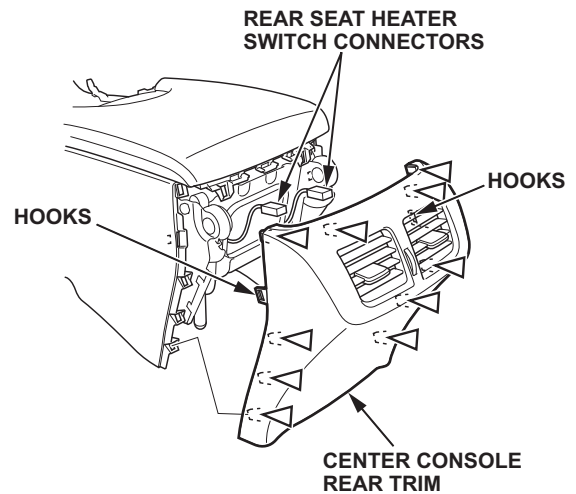
Symptom Code: 06802

Skill Level: Repair Technician

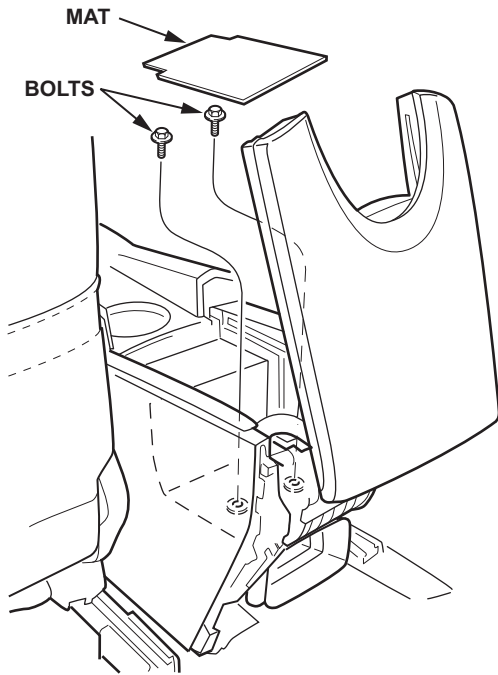
REPAIR PROCEDURE

- Starting at the bottom, gently pull out the center console rear trim to detach the clips and release the hooks.

NOTE: If the vehicle is equipped with a rear seat cushion heater, disconnect the rear seat heater switch connectors.

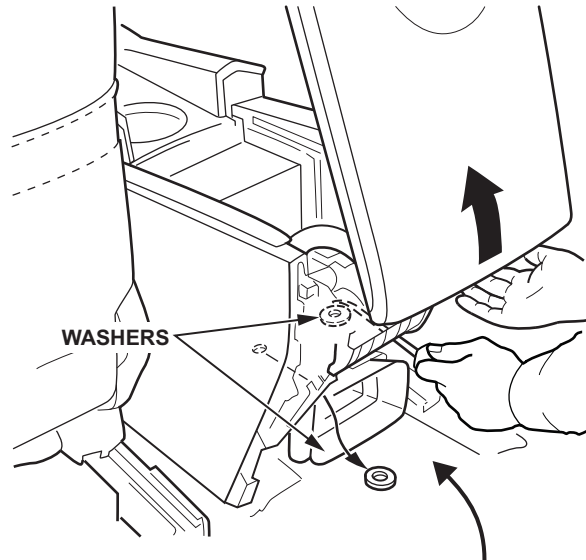


2. Open the center console, and remove the center console tray and mat.



3. Remove the two bolts securing the rear of the center console.

4. Lift the rear of the center console just enough to slide a pick or screwdriver in, and remove the two plastic washers.



5. Reinstall the two bolts securing the center console.
6. Reinstall the center console mat and the tray.
7. Reinstall the center console rear trim.