



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

1- Contents

Customer's complaint	Diagnostic
Overview and Pinout	Chap 2
General functional problem	Chap 3
No Operating or no power-up (black screen):	Chap 3-1
Button inoperative	Chap 3-2
Touch-screen doesn't work (correctly):	Chap 3-3
CD mechanism problem	Chap 3-4
Steering Remote Control problem	Chap 3-5
Audio problem	Chap 4
Tuner problem (radio reception problem)	Chap 4-1
Portable Media Player problem	Chap 4-2
USB Key problem	Chap 4-3
iPod	Chap 4-4
Audio CD problem	Chap 4-5
MP3/WMA CD problem	Chap 4-6
Bluetooth streaming problem	Chap 4-7
Aux problem	Chap 4-8
Sound quality problem	Chap 4-9
Navigation problem	Chap 5
GYRO sensor	Chap 5-1
VSP speed problem	Chap 5-2
GPS antenna reception	Chap 5-3
Hand Free Phone problem	Chap 6
Voice quality	Chap 6-1
Phone connection problem	Chap 6-2
Phonebook download problem	Chap 6-3
Electrical connection problem	Chap 7
VSP connection problem	Chap 7-1
Light signal connection problem	Chap 7-2
Reverse signal connection problem	Chap 7-3
Other problems	Chap 8



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

2- Overview and Pinout:

- Front View -



- Rear View -



Connectors

- 1** USB(Connector PWB J102)

1	USB VBUS
2	USB DATA+
3	USB DATA-
4	USB GND
5	USB SHIELD
- 2** GPS-ANT (BASE PWB ANT301)

1	GPS RF IN
2	GND
- 3** MIC-IN(BASE PWB J101)

1	MIC-IN
2	A-GND
- 4** MAIN-CP(BASE PWB J901)

1	MAIN GND	13	-B
2	RL SP+	14	FL SP+
3	RL SP-	15	FL SP-
4	N.C.	16	N.C.
5	N.C.	17	N.C.
6	RR SP+	18	FR SP+
7	RR SP-	19	FR SP-
8	REM GND	20	TUNER +B
9	SC17 IN	21	REM
10	N.C.	22	VSP
11	N.C.	23	ACC
12	LL-	24	LL+

- 5** VTR(TUNER PWB P501)

1	A-R-IN	2	A-GND
3	A-L-IN	4	S-GND
5	N.C.	6	SH-GND
7	N.C.	8	A-GND
9	V-IN	10	V-GND
11	V-OUT	12	V-GND
- 6** Rear-Camera (TUNER PWB J902)

1	VCC(RO8V)
2	GND(RC)
3	N.C.
4	CAMERA GND(RC)
5	CAMERA VIDEO(RC)
6	CAMERA SH
7	CAMERA ADPT(RC)
- 7** Vehicle Signal (BASE PWB J301)

1	VSP
2	BACK LT.
3	PARKING BRAKE SW
- 8** RADIO-ANT (TUNER PWB ANT202)

1	TUNER-B
2	RADIO RF
3	RADIO GND
- ~~**9** CANET(BASE PWB J551)~~

1	GND	5	N.C.
2	N.C.	9	N.C.
3	N.C.	10	Ce-BUS(-)
4	N.C.	11	N.C.
6	N.C.	12	N.C.
6	Ce-BUS(+)	13	N.C.
7	N.C.	-	N.C.
- ~~**10** Product Connector (BASE PWB P501)~~

1	D-SV	6	SEISAN-SH
2	GND	7	SH-DEBUG
3	FESTO	8	DEB-IG-SH
4	FEST1	9	N.C.
5	SH-SEISAN	10	N.C.



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

3- General functional problem:

3-1 : No Operating or no power-up (black screen):

- a) Check power supply
 - C4-Pin 13 : 12V permanent
 - C4-Pin 1 : Main GND
 - C4-Pin 23 : 12V when key is ON
- b) Remove USB key
- c) Check FUSEs
- d) Disconnect unit, wait 10 minutes, reconnect and check power supply again.
- e) Remove CD/USB device and reset the unit to factory setting.
- f) If problem remains, replace unit.

3-2 : Button inoperative:

- a) No beep when pushing button
 - a. Remove USB key.
 - b. Disconnect unit and wait 10min.
 - c. If problem remains, replace unit.
- OR
- b) Beep without action.
 - a. Check in user's manual that this button is available in this case.
 - b. If yes disconnect unit during 10min.
 - c. If problem remains, replace unit.

3-3 : Touch-screen doesn't work (correctly):

- a) Recalibrate touch-screen (see Owner's manual). Try again.
- b) Reset the unit to factory setting.
- c) If problem remains, replace unit.

3-4 : CD mechanism problem:

- a) CD cannot be ejected.
 - a. Confirm there is a CD inserted (indicator light).
 - b. If yes disconnect unit during 30min.
 - c. If problem remains, replace unit.



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

OR

b) CD cannot be inserted/Loaded

- a. Confirm there is NO CD inside (indicator light).
- b. Disconnect unit and wait 10min before reconnect it.
- c. If problem remains, replace unit.

3-5: Steering Remote Control problem :

- a. Check and replace the steering R/C connection to the navigation unit.
- b. Remove CD/USB device and reset the unit to factory setting
- c. If problem remains, replace unit.

4- Audio problem :

4-1 : Tuner problem (radio reception problem):

→Please check these points :

- a) Check you are in a good location to have good reception, compare with the nearest car.
- b) Check and replace the antenna connector.
- c) Check power supply from vehicle antenna (C8, leg 1 : Tuner +B=12V).
- d) Reset the unit to factory setting.
- e) If problem remains, replace unit.

4-2 : Portable Media Player problem :

→Please check these points :

- a) Check with another device.
- b) Confirm that device plays normally when disconnect to unit.
- c) Confirm media file type is supported.
- d) Confirm map structure is supported and within limits.
- e) Confirm file type is supported.
- f) If the device works in another portable player, reset the unit to factory setting.
- g) If problem remains, replace unit.



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

4-3 : USB Key problem :

→Please check these points :

- a) Check with an other USB key.
- b) Check and replace the USB cable.
- c) Format the USB key on a other PC.
- d) Use a correct MP3 DATA file.
- e) Use only mp3 files on USB key device
- f) Do not use a auto-boot USB key device

4-4 iPod:

→Please check these points :

- a) Check with an other iPod device.
- b) Check the iPod software version with the compatibility list
- c) Confirm that the iPod play normally when disconnect to unit.
- d) Check and replace the iPod cable.
- e) Reset the unit to factory setting
- f) If problem remains, replace unit.

4-5 : Audio CD problem :

→Please check these points :

- a) Verify scratches and clean the CD.
- b) Try the CD in another CD player.
- c) If the CD plays in another CD player, reset the unit to factory setting.
- d) If problem remains, replace unit.

4-6 : MP3/WMA CD problem :

→Please check these points :

- a) Confirm file type is supported (see Owner's manual).
- b) Confirm map structure is supported (see Owner's manual).
- c) Verify scratches and clean the CD.
- d) If the CD plays in another CD player, Reset the unit to factory setting..
- e) If problem remains, replace unit.

4-7 : Bluetooth streaming problem :

→Try this procedure with compatible mobile phone see HONDA list

→Please check these points:

- a) Please pair correctly the phone (see 6-2).
- b) Check volume of the phone
- c) Reset the unit to factory setting and try again.
- d) If problem remains, replace unit.



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

4-8 : Aux

→Please check these points:

- a) Check with another device.
- b) Confirm that device plays normally when disconnect to unit.
- c) Change the audio input level
- d) Check and replace the device cable.
- e) Reset the unit to factory setting
- f) If problem remains, replace unit.

4-9 : Sound quality problem :

→Please check these points:

- a) Check the volume > 0
- b) Check speakers lines (resistor should be around 4 Ohms).
Front Left speaker: measure resistor between C4- pin 14 and 15
Front right speaker: measure resistor between C4- pin 18 and 19
Rear Left speaker: measure resistor between C4- pin 2 and 3
Rear Right speaker: measure resistor between C4- pin 6 and 7
- c) Adjust Equalizer settings.
- d) Remove device (usb,...) and reset the unit to factory setting. Try again.
- e) If problem remains, replace unit.

5- GPS and navigation problem:

5-1 GYRO sensor

- a) Check the GYRO sensor status in Navigation system Check menu.
- d) GYRO sensor can be activate on map display by moving the unit left/right.
- e) Remove CD/USB device and reset the unit to factory setting.
- f) If problem remains, replace unit.

5-2 VSP connection (speed pulse)

- a) Check the VSP signal in Navigation system Check menu.
- a) VSP signal can be activate by driving forward/backward in a few meter
Measure the VSP signal on C4-Pin 22 (fluctuating voltage depends of the vehicle speed)
- b) Remove CD/USB device and reset the unit to factory setting.
- c) If problem remains, replace unit.



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

5-3 GPS antenna reception

- a) Check the GPS antenna connection in Navigation system Check menu.
- b) Confirm and replace the GPS antenna.
- c) Drive a few minutes (20 min maxi) in area without building or mountain....
- d) Remove CD/USB device and reset the unit to factory setting
- e) If problem remains, replace unit.

6- Hand Free Phone problem:

6-1 Voice quality

- a) Confirm the phone is in the compatibility list
- b) Adjust “phone Incoming volume”
- c) Adjust “phone Outgoing volume”
- d) Check and replace microphone.
- e) Remove CD/USB device and reset the unit to factory setting.
- f) If problem remains, replace unit.

6-2 Phone connection problem

- a) Confirm the phone is in the compatibility list.
- b) Check Bluetooth visibility setting on phone
- c) Remove CD/USB device and reset the unit to factory setting.
- d) Try to delete all paired devices from unit and from phone and pair again.
- e) Try another phone in the compatibility list.
- f) If problem remains, replace unit.

6-3 Phonebook download problem

- a) Confirm the phone is in the compatibility list.
- b) Confirm in the compatibility list if phonebook download is supported.
- c) Remove CD/USB device and reset the unit to factory setting.
- d) Try to connect (pair) the phone again.
- e) Try another phone in the compatibility list.
- f) If problem remains, replace unit.



HONDA

TROUBLESHOOT PROCEDURE SSD-NAVI (version 3.00)

7- Electrical connection problem:

7-1 VSP Vehicle Speed pulse connection (speed)

- a) Check the Speed pulse signal in Navigation system Check menu.
- b) Speed pulse signal can be activate by driving forward/backward in a few meter Measure the Speed pulse signal on C7-Pin 1 (fluctuating voltage depends of the vehicle speed)
- c) Remove CD/USB device and reset the unit to factory setting.
- d) If problem remains, replace unit.

7-2 Light signal connection problem

- a) Check Light signal in Navigation system Check menu.
- b) Activate light signal by switching lights on & off.
- c) Confirm the DAY/NIGHT brightness in set to a different level.
- d) Measure the light signal on vehicle connector C4-pin24 : 12V
- e) Remove CD/USB device and reset the unit to factory setting.
- f) If problem remains, replace unit.

7-3 Reverse signal connection problem

- a) Check Reverse signal in Navigation system Check menu..
- b) Activate Reverse signal by selecting reverse gear.
- c) Measure the reverse signal on vehicle connector C7-pin2 : 0V
- d) Remove CD/USB device and reset the unit to factory setting.
- e) If problem remains, replace unit.

8- Others problems:

→Please check these points :

- a) Remove CD / Usb / other device connected.
- b) Disconnect unit and wait 10min. Try again.
- c) Reset the unit to factory setting.
- d) If problem remains, replace unit.

If this procedure has not solved the defect please send back unit to supplier