Safety Recall: 2019 Insight: Rear Backup Camera

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	Insight	EX, Touring	Check the iN VIN status for eligibility.

BACKGROUND

There is a problem with the audio/audio-navigation unit software, which may lead to one or more of the following symptoms:

- Display Audio screen only shows guidance lines with the transmission in reverse. As a result, affected vehicles do not comply with applicable Federal Motor Vehicle Safety Standards.
- Display Audio screen turns black when shifting from reverse to park.
- Head Up Display (if equipped) and Meter does not show the compass and turn by turn for navigation.
- Navigation app crashes when using VR to add destinations or when rerouting a destination.
- The key is in the OFF position while the "incoming call" screen is displayed and when key is turned back to the ON position, the "incoming call" screen will remain on Head Up Display (if equipped).

If the rear-view camera image does not appear while the vehicle is moving backwards, the driver may have limited visibility, raising the potential for a collision.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Update the audio unit/audio navigation unit software using the audio-navigation system update USB flash drive.

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105A9	Update the audio unit/ audio navigation unit software.	0.3 hr	6RR00	K2G00	A18093A	39171-TXM-A01

Skill Level: Repair Technician

REQUIRED TOOLS

Tool Name	Part Number
Display Audio Update	07AAU-TVAA1D0

## HONDA FIRMWARE DOWNLOADING PROCEDURE

Honda is providing dealers with two options to do this update:

- A pre-loaded USB flash drive
- Using the Honda Firmware Downloader tool

NOTE

If the USB flash drive is damaged or misplaced, you can download the software from the Honda Firmware Downloader as a backup. You will need a 16GB USB flash drive that is clear of data and formatted to FAT32.

1. From your computer's desktop, open Honda Firmware Downloader. Refer to job aid *Honda Firmware Downloader* for additional information.

2. Select **About**, and make sure you are running version 1.5.0 or higher.
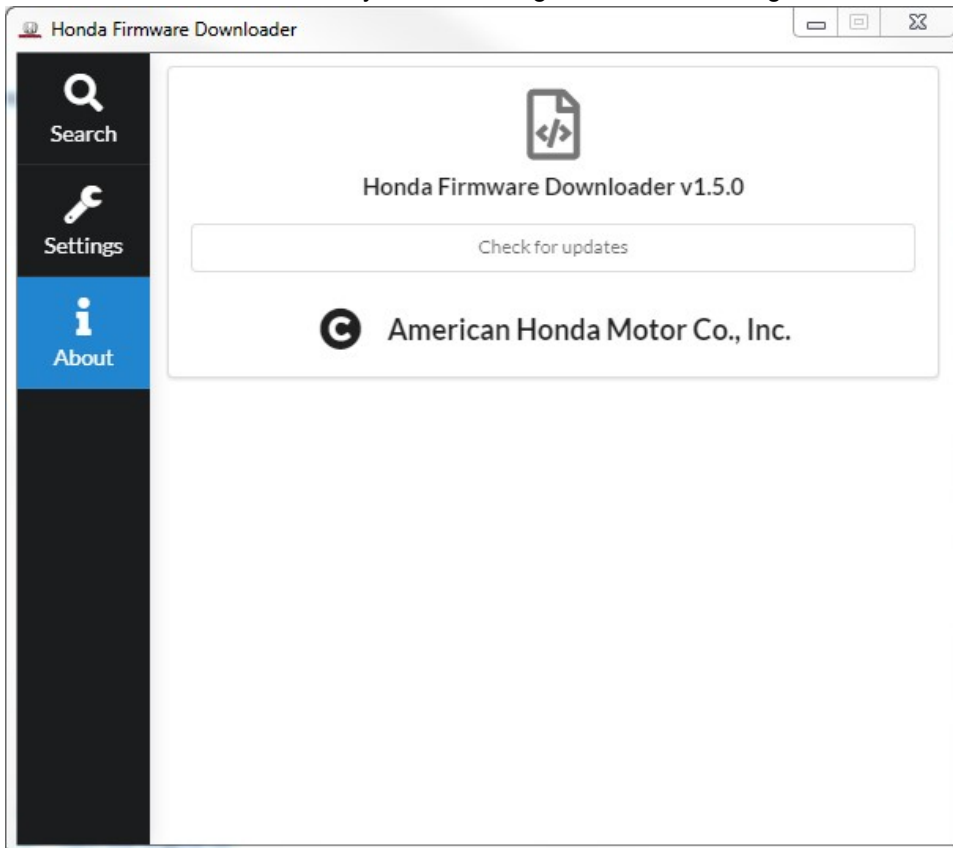
3. Enter the service bulletin number and the VIN, then select the Download icon when the software appears.
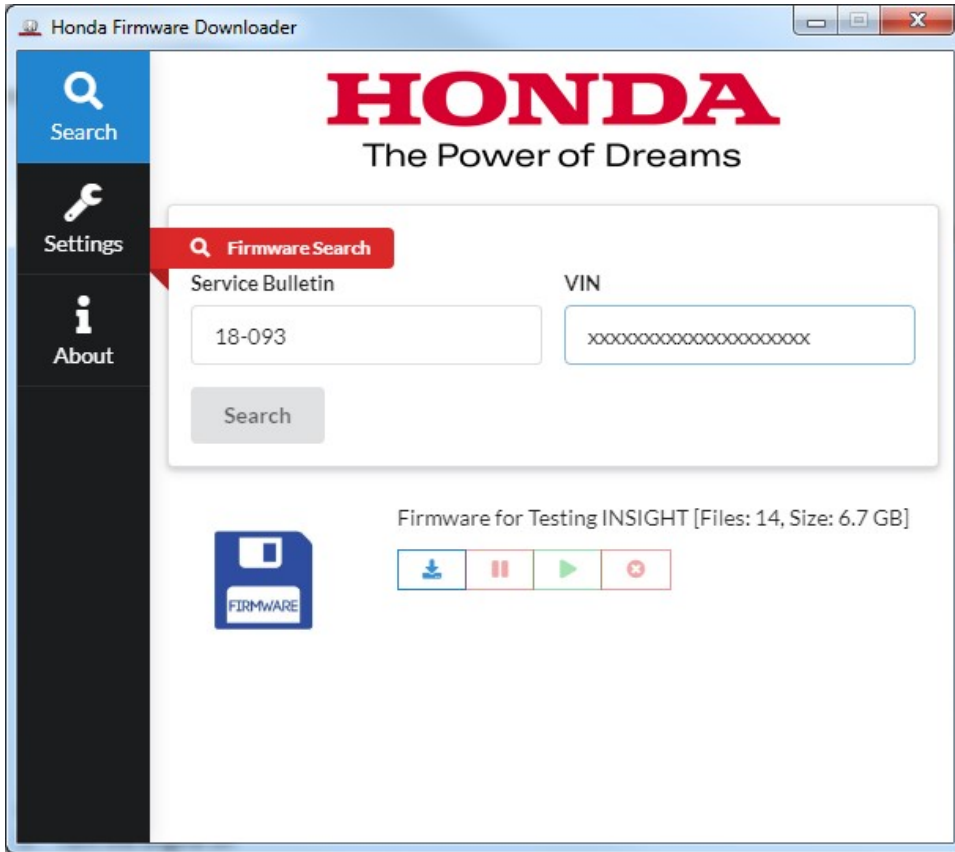

4. Once the download is complete, label the USB flash drive for future use.

NOTE

Downloading could take anywhere from **30 minutes to 3 hours** to complete because of the large file size and your internet speed.

REPAIR PROCEDURE

1. Before updating the software, write down the customer's audio unit presets.

2. Prepare the vehicle for the update by doing either of the following:

    • If the engine will be running, park the vehicle in a well-ventilated area or attach an exhaust vent.

    • If the engine will not be running, connect an active charger to the battery so it does not die during the update.

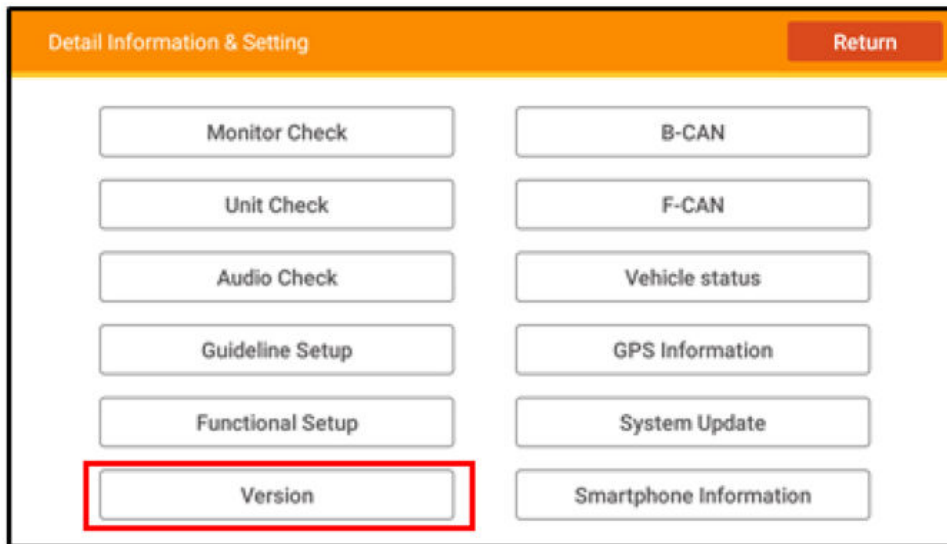3. Insert the USB flash drive into USB Port 1.
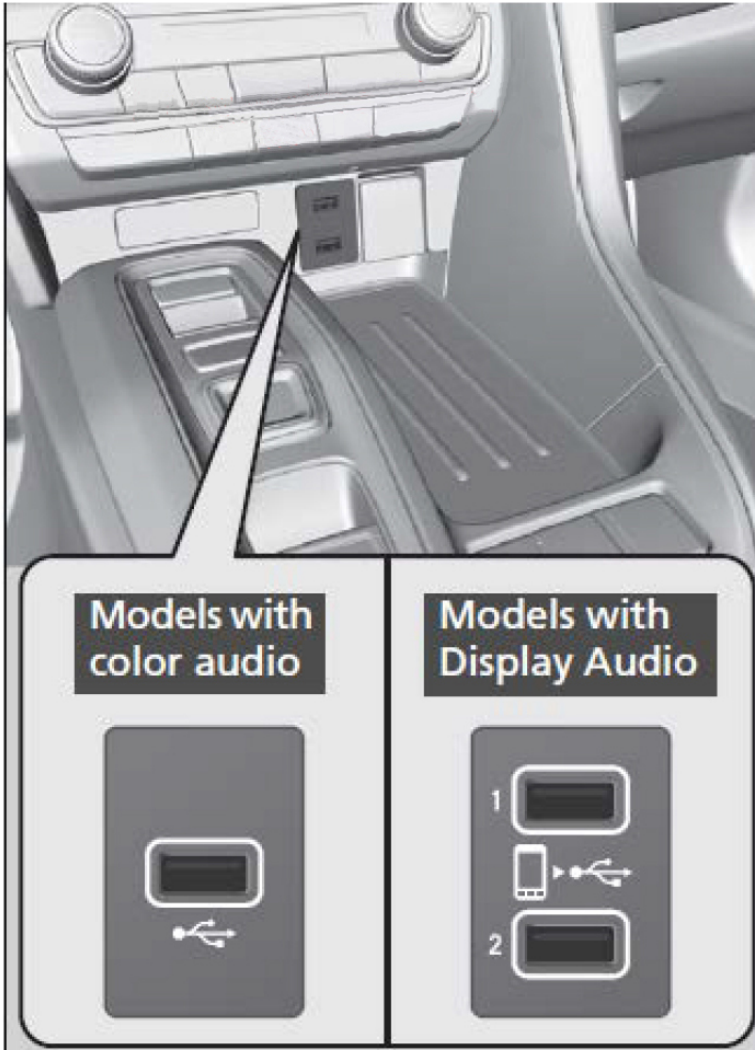
4. From the Home screen, press and hold the **HOME**+**POWER**+**SOURCE** for at least **5 seconds** to enter the **Diagnosis Menu**.
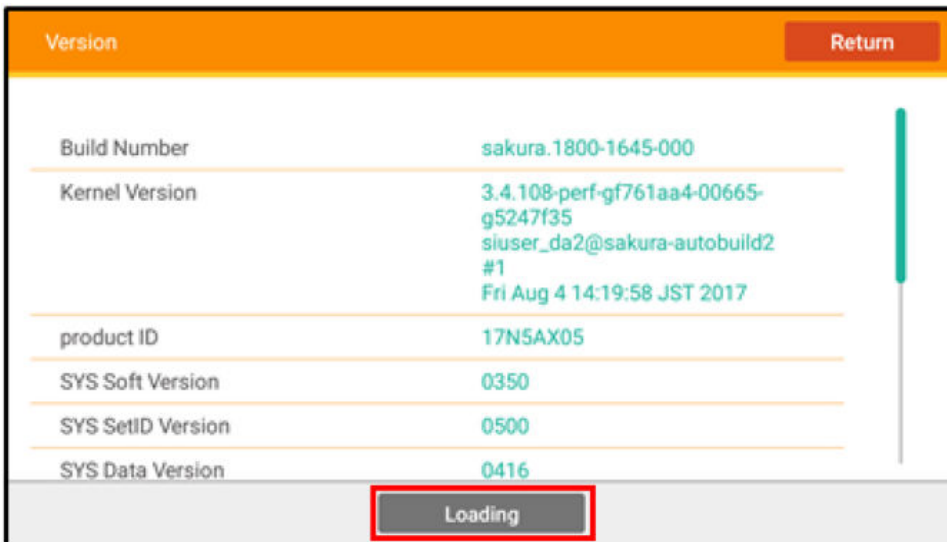
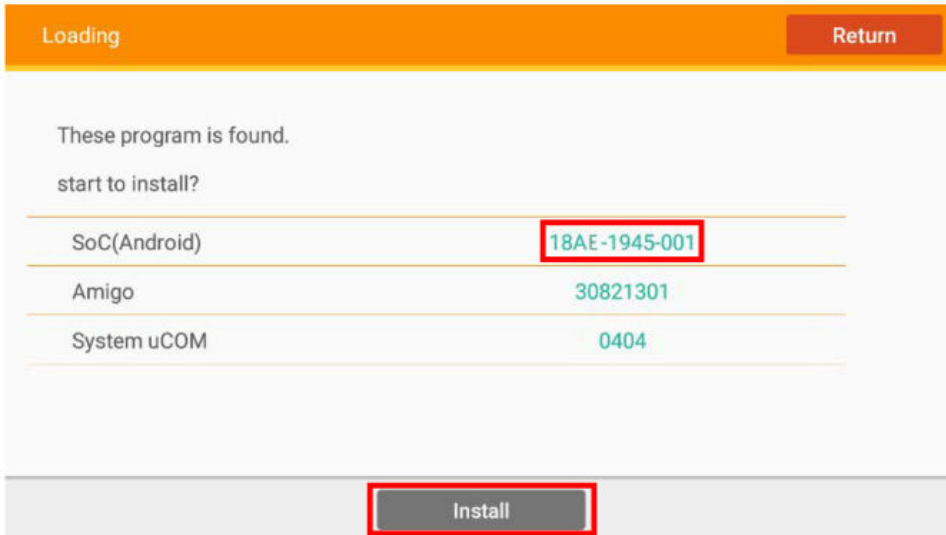5. From the **Diagnosis Menu**, select **Detail Information & Setting**.
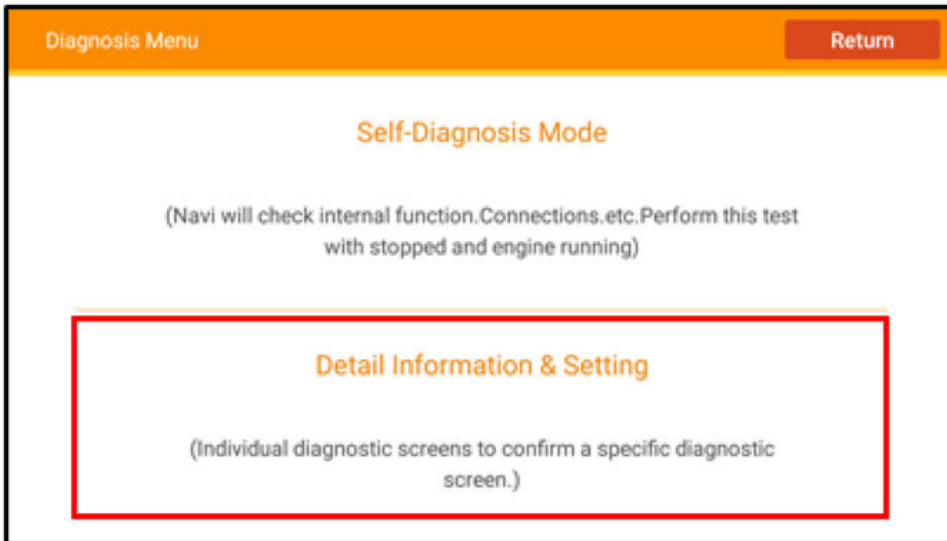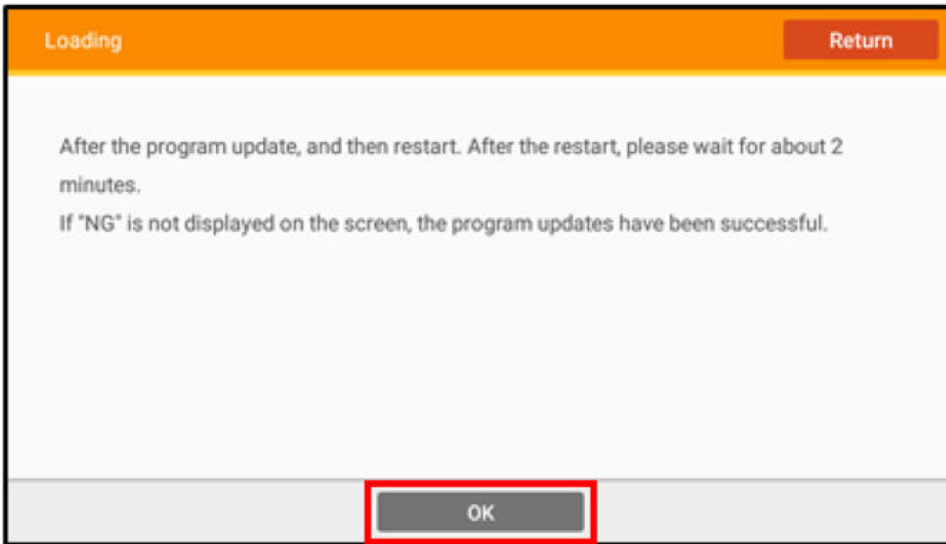

6. Select **Version**.

7. Select **Loading**.

8. Verify that the software verison is **18AE-1945-001**. If the verison is correct, select **Install** to begin the update.


Loading	Return
These program is found.	
start to install?	
SoC(Android)	18AE-1945-001
Amigo	30821301
System uCOM	0404
	Install

9. Once you select **Install**, a notification will appear. Press **OK**.

Loading	Return
After the program update, and then restart. After the restart, please wait for about 2 minutes.	
If "NG" is not displayed on the screen, the program updates have been successful.	
	OK

NOTE

The install takes about **25 minutes**.

During the updating process, the audio unit will reset several times. Do not remove the USB flash drive and/or turn the engine off.
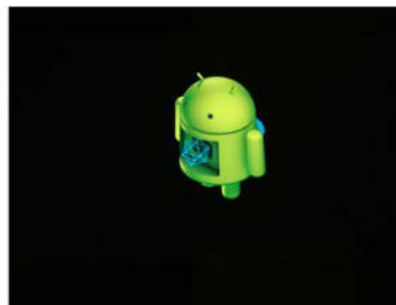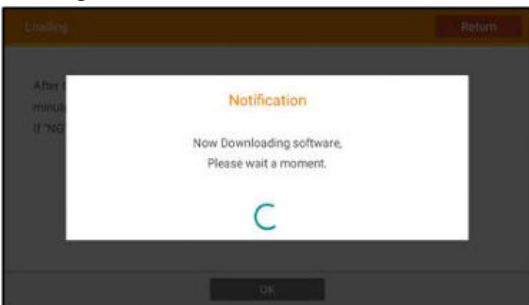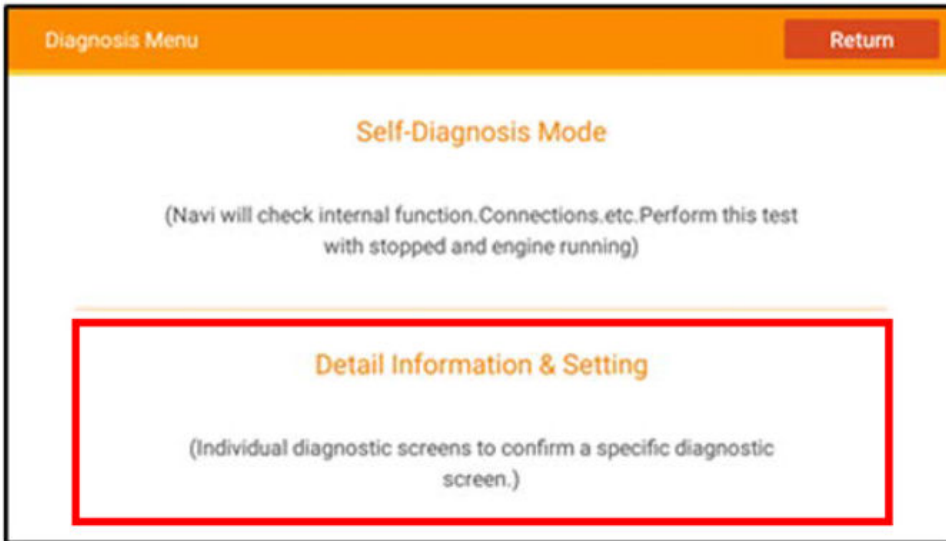

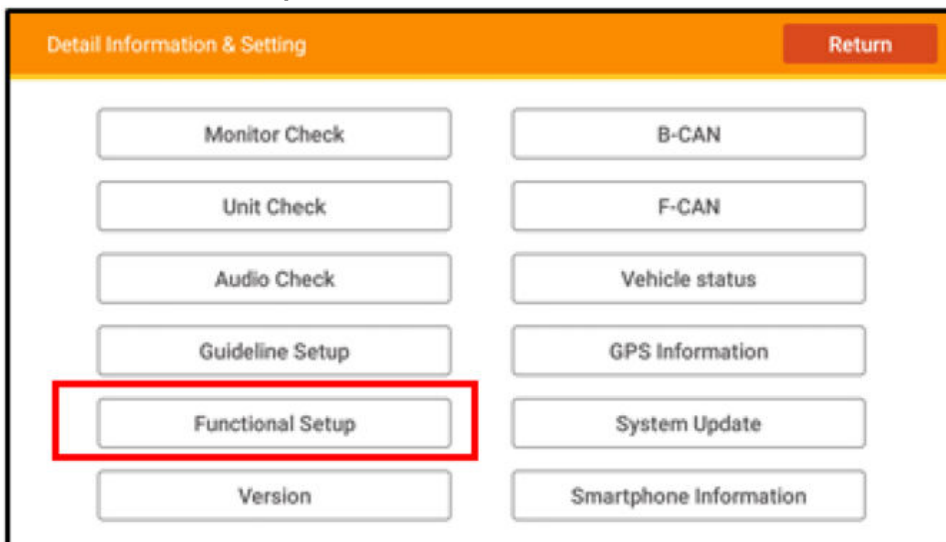Once complete, the system will reboot and load to the **Home** screen.

10. Go to RESETTING DATA.

RESETTING DATA

1. From the Home screen, press and hold the **HOME**+**POWER**+**SOURCE** for at least **5 seconds** to enter the **Diagnosis Menu**.

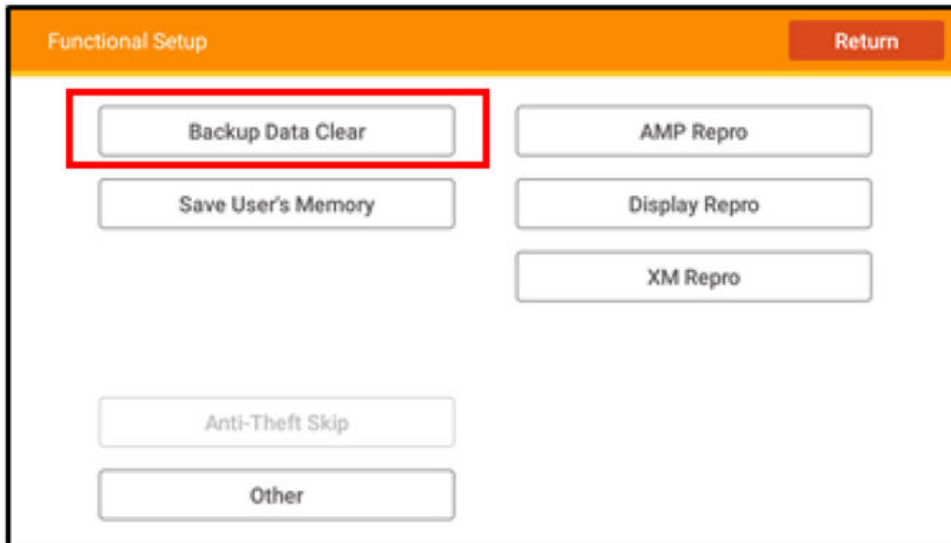2. From the **Diagnosis Menu**, select **Detail Information & Setting**.

Diagnosis Menu	Return

Self-Diagnosis Mode

(Navi will check internal function.Connections.etc.Perform this test with stopped and engine running)

Detail Information & Setting

(Individual diagnostic screens to confirm a specific diagnostic screen.)

3. Select **Functional Setup**.

Detail Information & Setting	Return

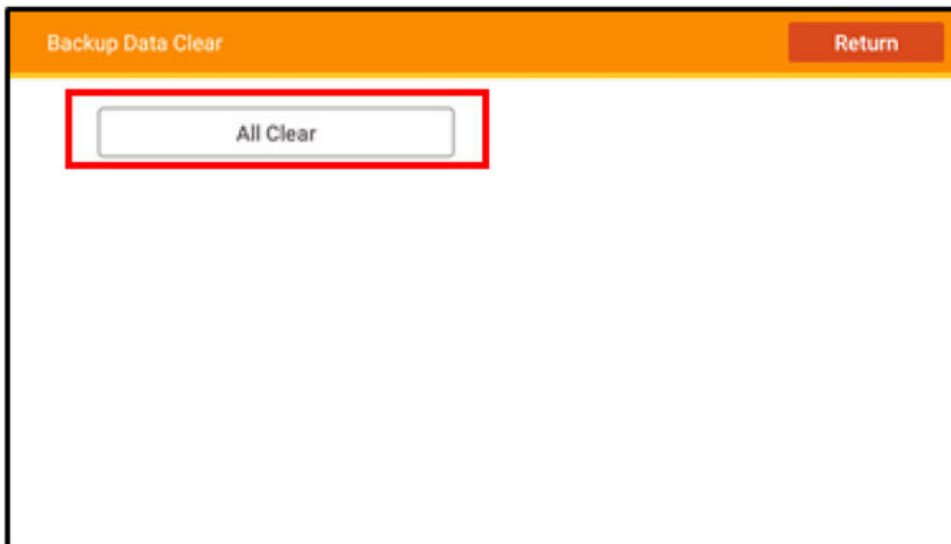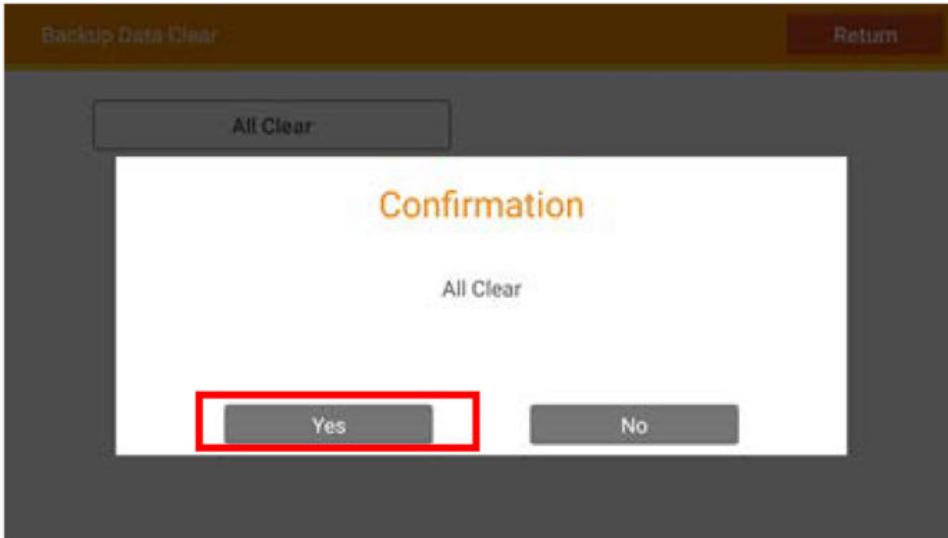| Monitor Check	B-CAN
Unit Check	F-CAN
Audio Check	Vehicle status
Guideline Setup	GPS Information
Functional Setup	System Update
Version	Smartphone Information

4. Select **Backup Data Clear**.

5. In the **Backup Data Clear** menu, select **All Clear**.

6. When you see the **Confirmation All Clear** message, press **Yes**. Do not turn the engine or ignition off during the data reset.

NOTE

The system may take **10 seconds or more** to respond after pressing **Yes**.

7. After the **Backup Data Clear** is complete, the **Anti-Theft System** screen will display. With the engine on, press and hold the Power button to bypass the screen.
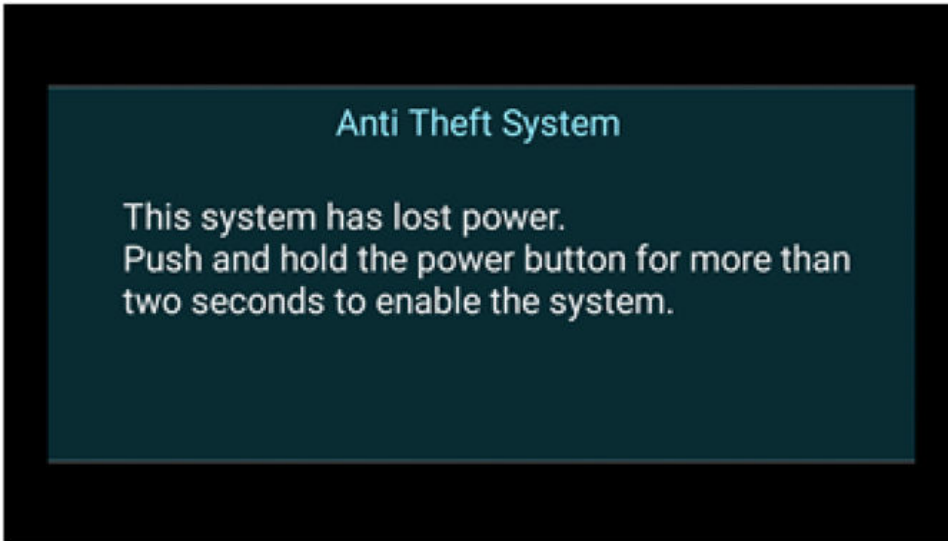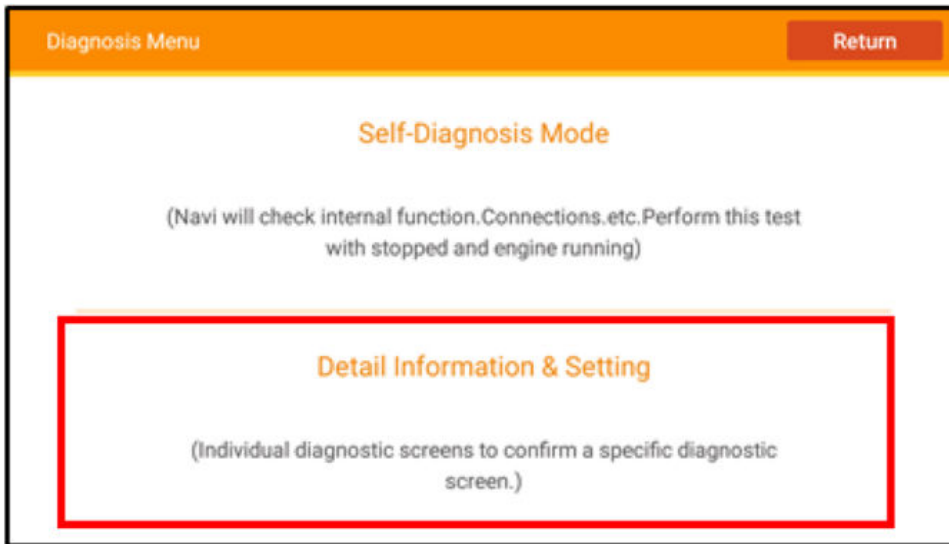

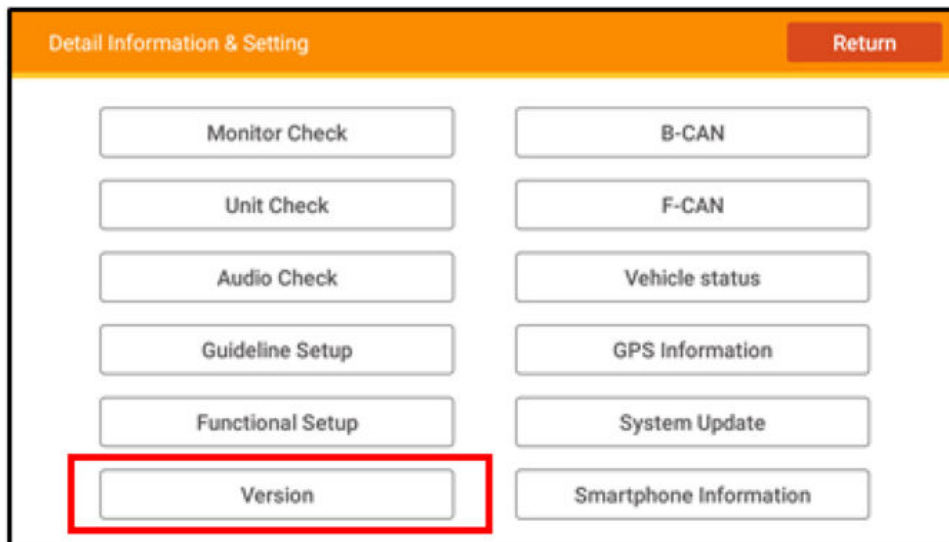
NOTE

You may need to update the time zone on the clock.

8. Go to SOFTWARE UPDATE CONFIRMATION.

SOFTWARE UPDATE CONFIRMATION

1. From the Home screen, press and hold the **HOME**+**POWER**+**SOURCE** for at least **5 seconds** to enter the **Diagnosis Menu**.

2. From the **Diagnosis Menu**, select **Detail Information & Setting**.

3. Select **Version**.

4. Make sure the **Build Number** reads **18AE-1945-001**.

NOTE

If the **Build Number** does not match, repeat the procedure.

Version		Return
Build Number	sakura.18AE-1945-001	
Kernel Version	3.4.108-perf-g6a8103d-00692-g0f32051 siuser_da2@sakura-autobuild1 #1 Fri Jul 13 14:25:02 JST 2018	
product ID	L8N4MX09	
SYS Soft Version	0404	
SYS SetID Version	0500	
SYS Data Version	451D	

Loading

5. Remove the USB flash drive. The update is complete.

6. Once the procedure is complete, restore the audio unit presets, and have the service advisor tell the customer that any previously paired devices must be paired again.

END