

**February 3, 2023**

Version 1

## Safety Recall: 2019-22 HR-V Audio Unit Software Update

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019–22	HR-V (2WD and AWD with key ignition switch ONLY)	Sport	Check the iN VIN status for eligibility.

### BACKGROUND

Due to an improper hardware circuit configuration, if the battery state of charge drops below **9V** during cranking this may cause logic and/or timing mismatch in the display audio unit resulting in a blank display condition. In certain situations, the rearview camera may not display when shifting to reverse. This is noncompliant with Federal Motor Vehicle Safety Standards.

### CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this safety recall.

Do an iN VIN status inquiry to verify eligibility.

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 system software.

### WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105A9	Update the audio system software.	0.3 hr	6DW00	BD100	A23004A	39171-T7A-A21

**CUSTOMER INFORMATION:**The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

1. Turn the ignition switch to ON.

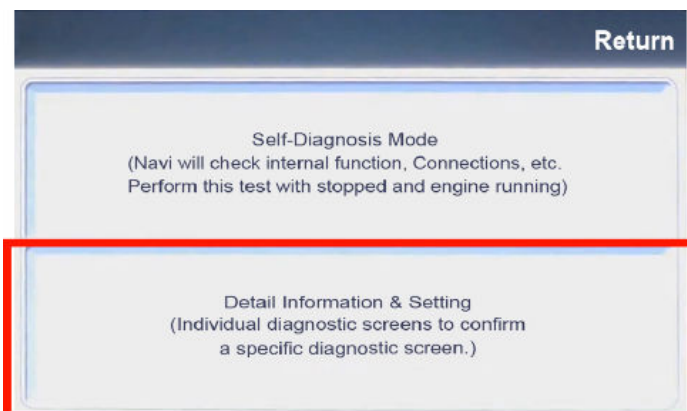
ON POSITION



2. From the HOME screen select **DAY/Night >MENU>VOL AUDIO** power knob and hold to enter diag mode.



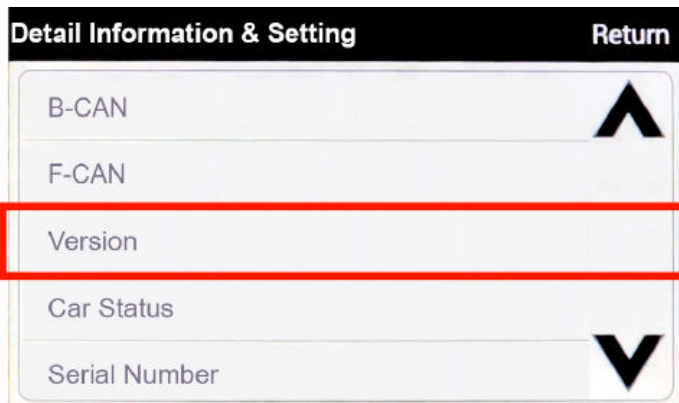
3. Select **Detail Information & Settings**.



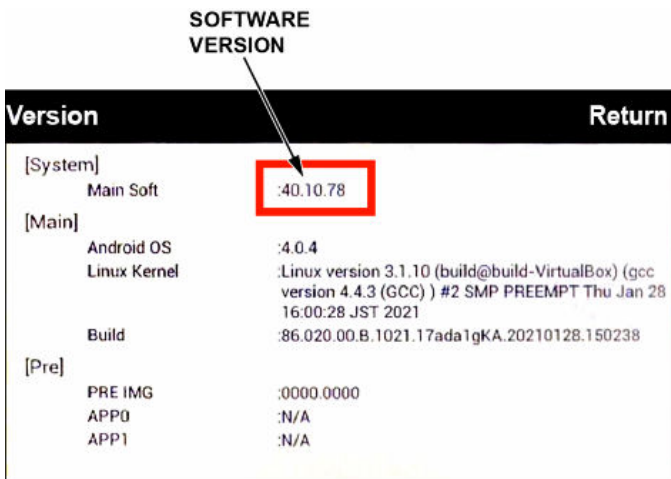
4. Select the scroll down arrow.



5. Select **Version**.



6. Confirm the current software version.



7. From your computer's desktop, open Honda Firmware Downloader. Refer to job aid, *Honda Firmware Downloader* for additional information. Make sure to use an empty USB flash drive that is formatted to FAT 32.

8. In the space where it asks for the Service Bulletin, refer to the below table and enter the appropriate Honda Firmware Downloader Service Bulletin Number that is associated with the vehicle software version on the vehicle you are working on. Next, enter the vehicle's VIN.

NOTE:

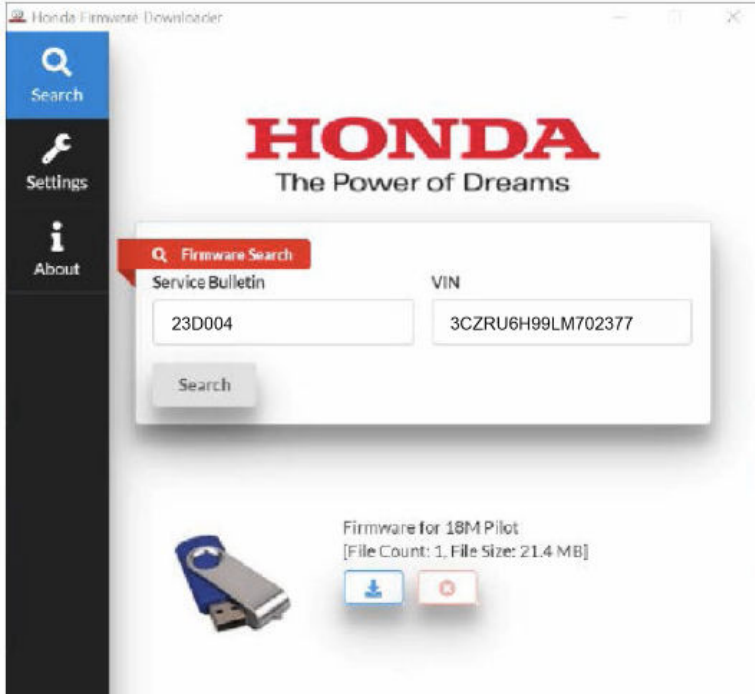
- This is very important as there are different update software versions depending on the original audio unit software version
- The Service Bulletin letter and VIN must be entered in all CAPS.

		VEHICLE SOFTWARE VERSION	HONDA FIRMWARE DOWNLOADER SERVICE BULLETIN NUMBER	UPDATE SOFTWARE VERSION
HR-V	HRV (19-22)	30.10.73	23D004	30.10.78
		40.10.74 40.10.75	23E004	40.10.78



9. Select the download icon.

NOTE: The software download may take up to **15 minutes** depending on the size of the file.



10. Once the download is complete, return to the vehicle.

NOTE:

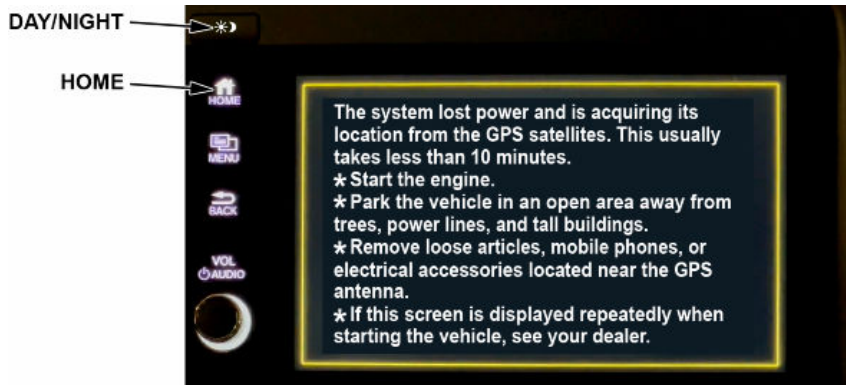
- If at any time during the update process a **TIMEOUT err** or **UNDEF err** message appears, check the USB flash drive for damage, or use a different one.
- Connect a fully charged battery jumper to the vehicle, and leave it connected during the entire procedure to maintain steady voltage. Apply the parking brake to keep the headlights off.

11. Turn the ignition switch to ON.

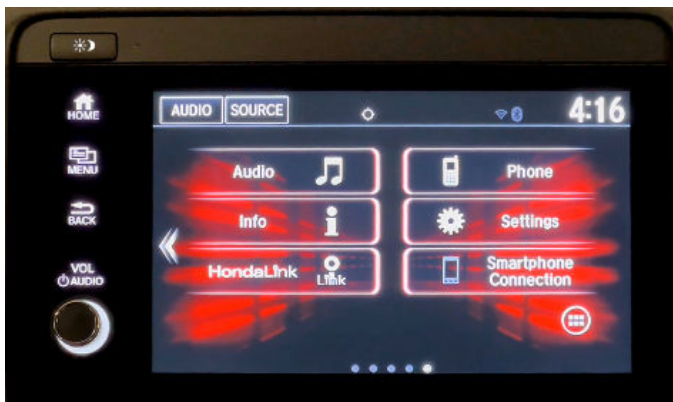
ON POSITION



NOTE: If you see this screen, select **DAY/Night >HOME** and hold to bypass this screen.



12. Select the HOME screen.



13. Insert the USB drive.



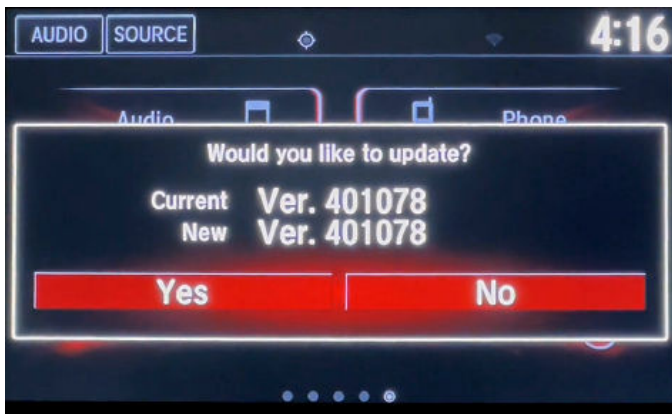
14. Software update pop up will display.

NOTE:

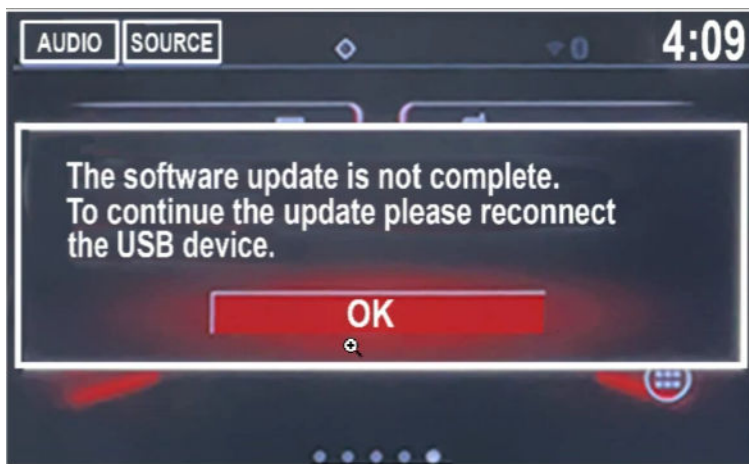
- Make sure the displayed Current and New software versions are correct, then select **Yes**.



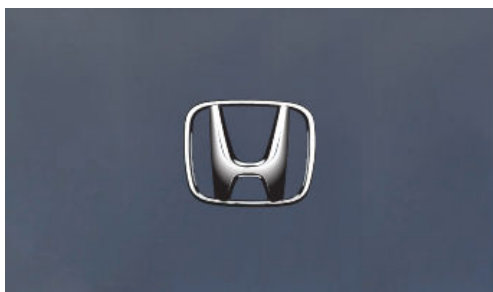
- If this pop up does not display, recheck the loaded software version on the USB.
- If the current and new software versions are the same, the system is already up to date.



- If the USB is removed before selecting Yes or No, the software update is not complete message will display.

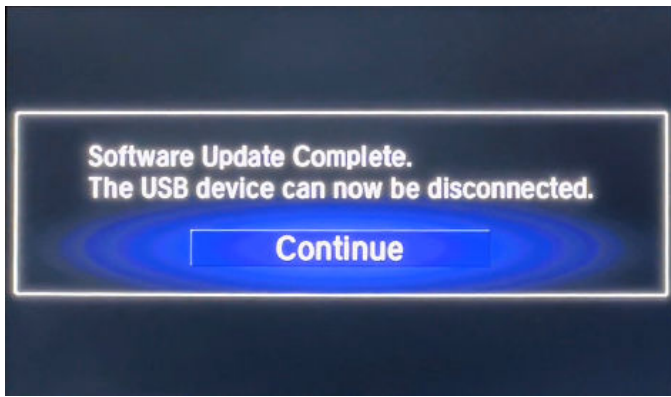


15. The system will reboot and copy the software files. This process will take about **5 minutes** and the system will reboot multiple times.





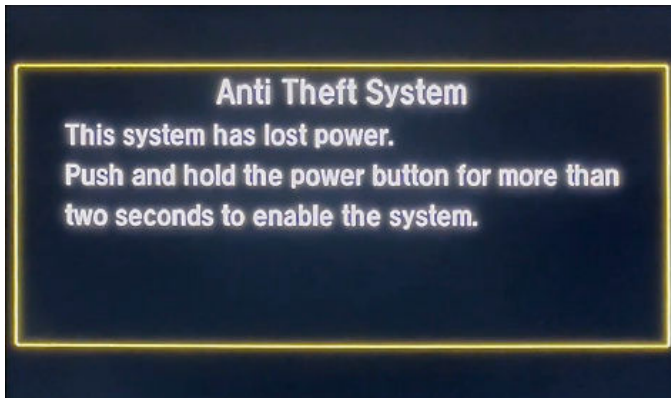
16. Remove the USB drive and select **Continue**.



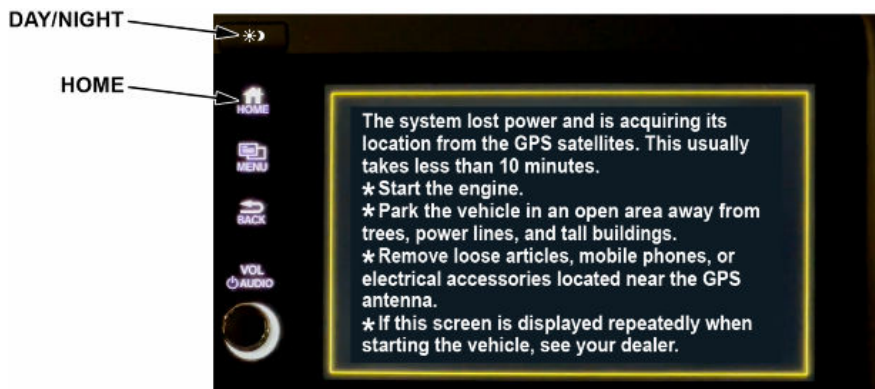
17. The system will reboot to this screen for about **1 minute**.



18. When the update is complete, the Anti-theft System screen will display, then follow the screen prompts.



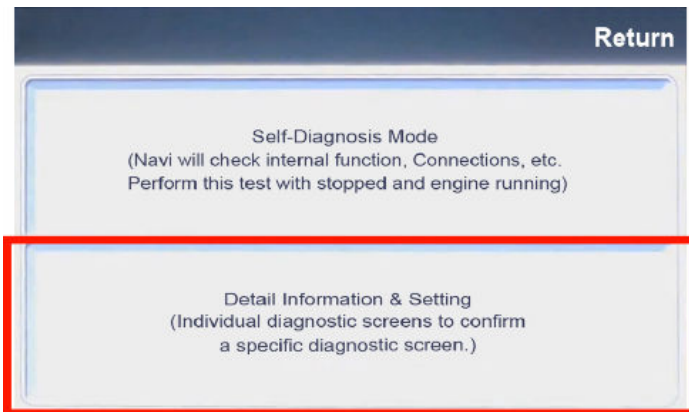
19. Select the **DAY/Night >HOME** and hold to bypass this screen.



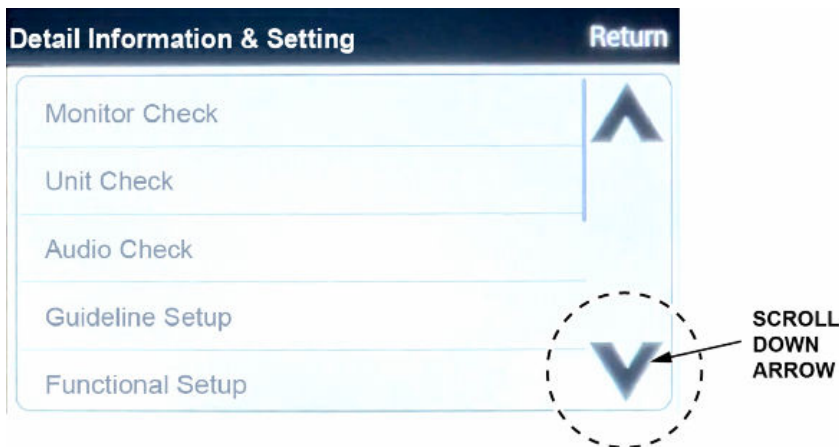
20. From the HOME screen select **DAY/Night >MENU>VOL AUDIO** power knob and hold to enter diag mode.



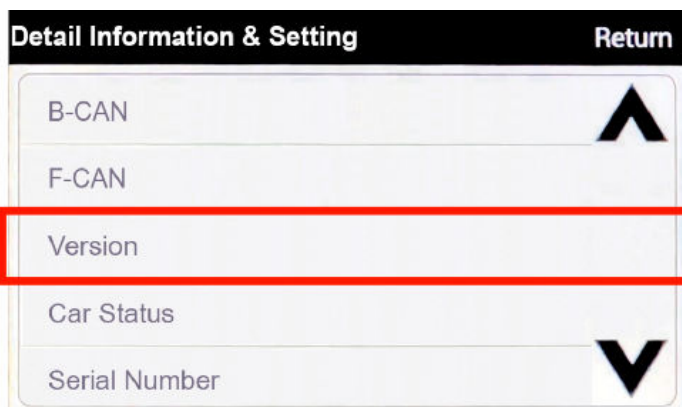
21. Select **Detail Information & Settings**.



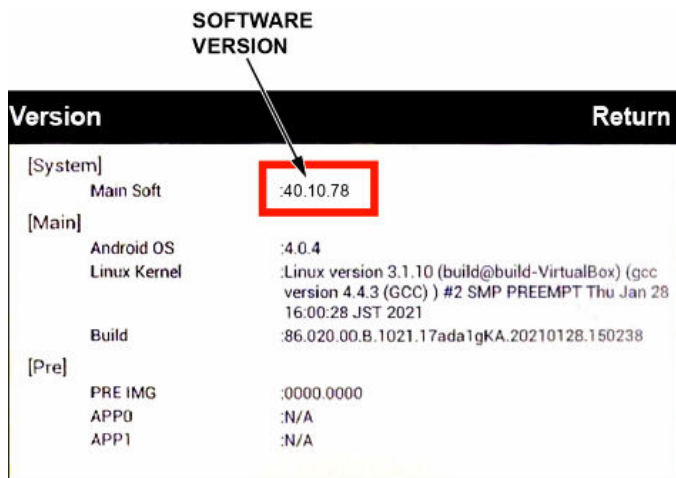
22. Select the scroll down arrow.



23. Select **Version**.



24. Confirm the software update version.



END