

**May 31, 2024**

Version 1

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

### AFFECTED VEHICLES

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

### BACKGROUND

Due to an improper hardware circuit configuration, if the battery state of charge drops below **9 volts** 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, increasing the risk of a back-up collision or injury. This is noncompliant with Federal Motor Vehicle Safety Standards.

NOTE: Some vehicles in this action may have been repaired using the previous software from Service Bulletin 23-004 *Safety Recall: 2019–22 HR-V Audio Unit Software Update*. This repair is required to fix a possible concern with the rearview camera. All units in this campaign must receive the improved software.

### 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 with the latest software.

NOTE: If you have USB drives with earlier versions of the software loaded, you will need to erase those USB drives.

### WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105A9	Update the audio unit system software.	0.3 hr	6AR00	DIR00	A24080A	39171-T7A-A21

Skill Level: Repair Technician

**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.

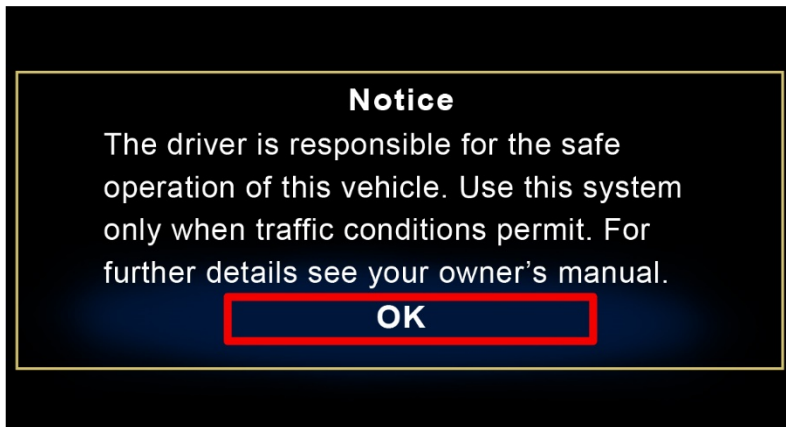
## REPAIR PROCEDURE

1. Make sure there are no devices (USB flash drives, smartphones, etc.) connected to the USB port.
2. Connect a Midtronics GR8-1100P AST in **Power Supply Mode**, or the Midtronics DCA-8000 Dynamic Diagnostic Charging System in **Reflash Mode**, or the Associated Equipment Corporation ESS6100 100A Smart Charger in **Power Supply Mode | DIAG+**, connected directly to the vehicle's 12-volt battery, and leave it connected during the entire update procedure to maintain constant voltage.
3. Apply the parking brake to keep the headlights off during the procedure.
4. Turn the ignition switch to ON (II).

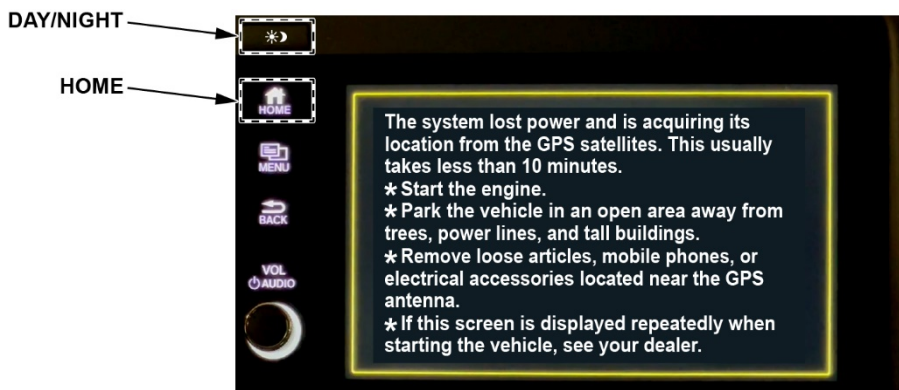
ON (II) POSITION



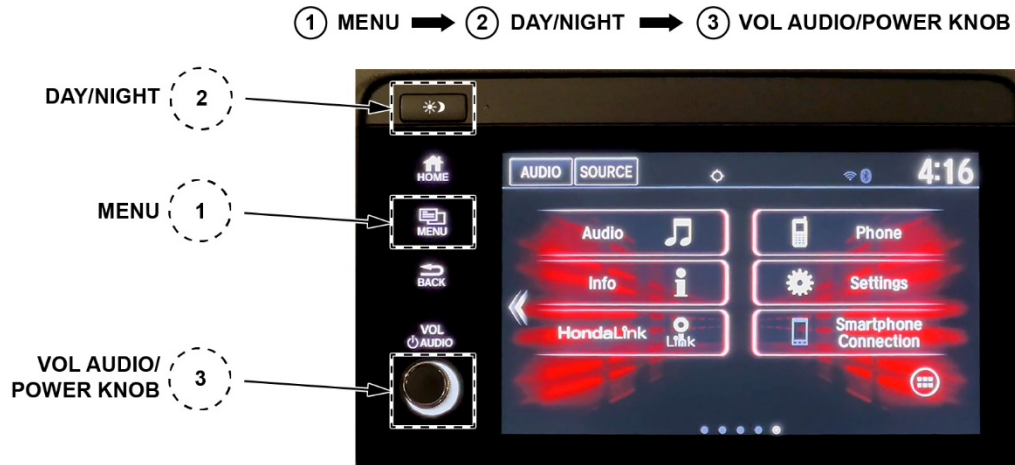
- The disclaimer screen should display, then cycle to the home screen.



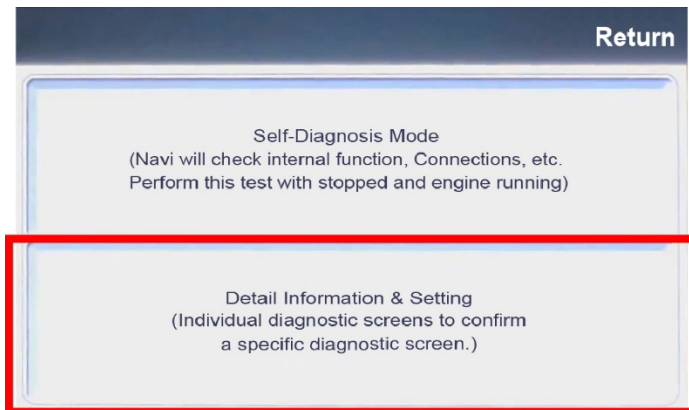
NOTE: If you see this screen, press and hold DAY/NIGHT and HOME at the same time to bypass this screen.



5. From the HOME screen press and hold the following buttons, in the sequence shown, to enter diagnostic mode, **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob**.
- Press and hold the buttons in the exact numbered sequence shown to prevent unwanted system reboot.
  - Make sure there are no devices (ISB flash drives, smartphones, etc.) installed in the USB port.
  - Remove any gloves before doing the button push and hold sequence. Not doing so may cause the MENU button to not respond.



6. Select **Detail Information & Settings**.

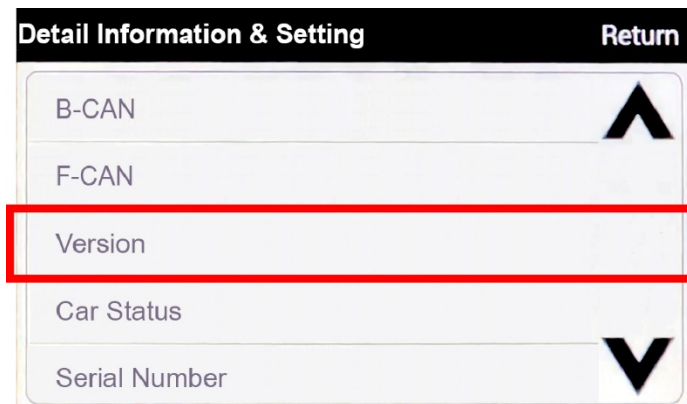


- If the H logo appears when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
  - **Do not** cycle the ignition switch.
  - Wait **3 minutes** and the unit will return to the disclaimer screen shown in step 4.
- If the screen goes blank when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
  - **Do not** cycle the ignition switch.
  - Press the **DAY/NIGHT** button to return to the HOME screen.

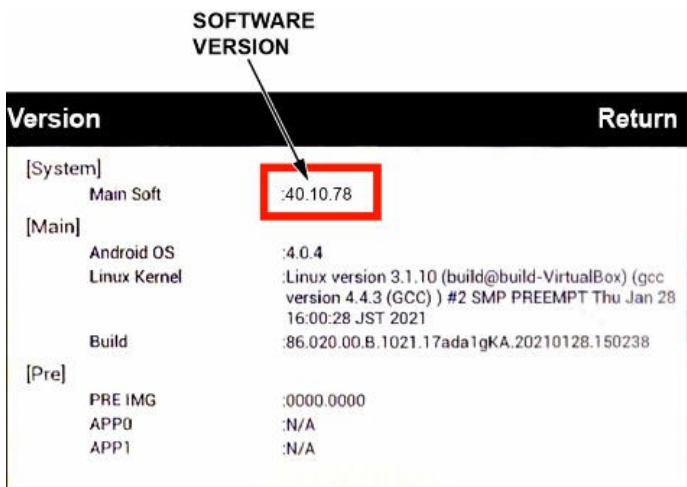
7. Select the scroll down arrow.



8. Select **Version**.



9. Confirm the current software version.



10. Turn the ignition switch to OFF (0).

11. 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.

NOTE: If you have USB drives with earlier versions of the software you will need to erase the USB drives.

12. In the Service Bulletin field, refer to the table below 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. Then, enter the vehicle's VIN into the VIN field.

**NOTE:**

- This is very important as there are different update software versions depending on the original, or the first update audio unit software version.
- If you have USB drives with the first update software version loaded, you will need to erase the USB drives.
- The Service Bulletin and VIN fields must be entered in ALL CAPS.

		VEHICLE ORIGINAL SOFTWARE VERSION	FIRST UPDATE SOFTWARE VERSION	HONDA FIRMWARE DOWNLOADER SERVICE BULLETIN NUMBER	LASTEST UPDATE SOFTWARE VERSION
<b>HRV</b>	<b>2019-2022</b>	30.10.73	30.10.78	24J080	30.10.80
		40.10.74 40.10.75	40.10.78	24J080	40.10.82



13. Select the download icon.

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



14. 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.



15. Turn the ignition switch to ON (II).

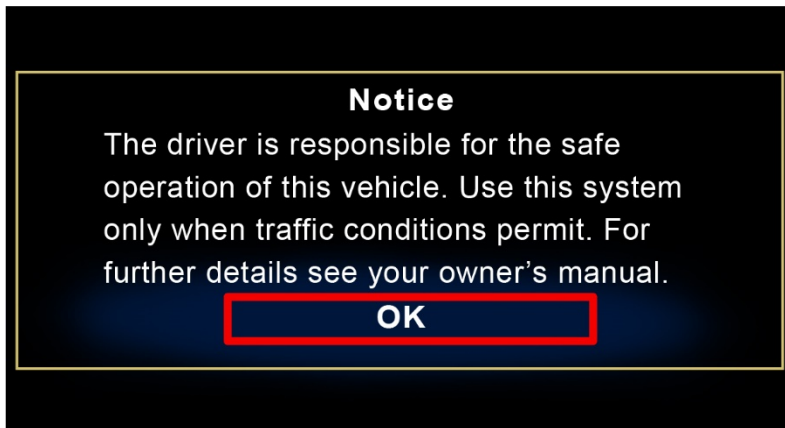
NOTE:

- Make sure there are no devices (USB flash drives, smartphones, etc.) installed in the USB port.
- Connect a fully charged battery jumper to the vehicle and leave it connected during the entire update procedure to maintain constant voltage.
- Apply the parking brake to keep the headlights off during the procedure.

ON (II) POSITION

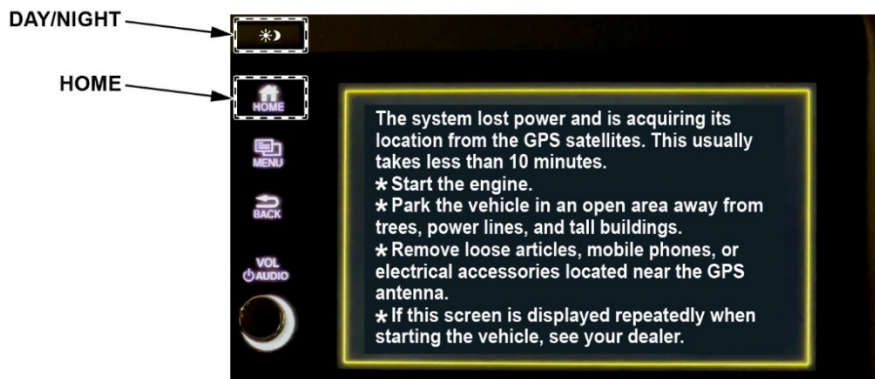


- The disclaimer screen should display, then cycle to the home screen.

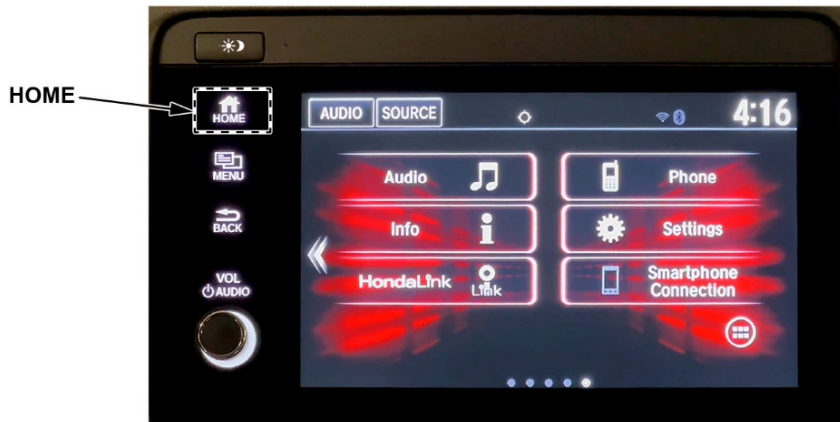


NOTE: If you see this screen, press and hold DAY/NIGHT and HOME at the same time to bypass this screen.

Press and hold the **DAY/NIGHT & HOME** at the same time to bypass this screen.



16. Select the HOME screen.



17. Insert the USB flash drive into the vehicle USB port.

NOTE Once the software update begins, do not remove the USB flash drive or the unit may be damaged.





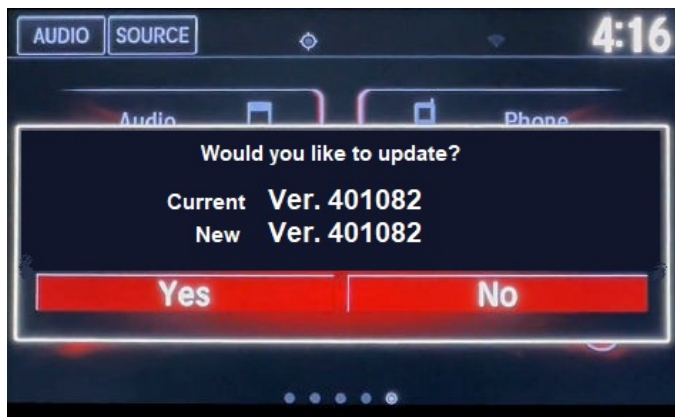
18. Software update pop up will display.

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 flash drive.
- If the current and new software versions are the same, the system is already up to date.



- If the USB flash drive is removed before selecting **Yes** or **No**, an error message will display.



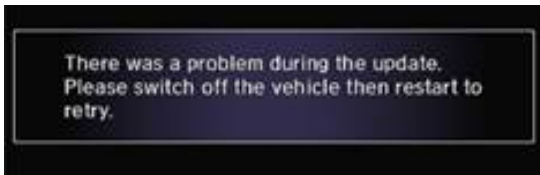
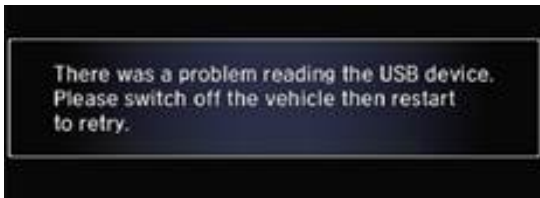
19. The system will reboot and copy the software files. This process will take about **5 minutes** and the system will reboot multiple times.

NOTE:

- The screens shown below will cycle and appear multiple times (approximately 4 to 5 times). **Do not** turn off the vehicle or remove the USB flash drive until the update is complete or the unit may be damaged.
- If power is lost during this update procedure, do not remove the USB flash drive. Turn the ignition switch to ON (II) and the H logo will appear for about **5 minutes**. The unit will restart the update procedure on its own.

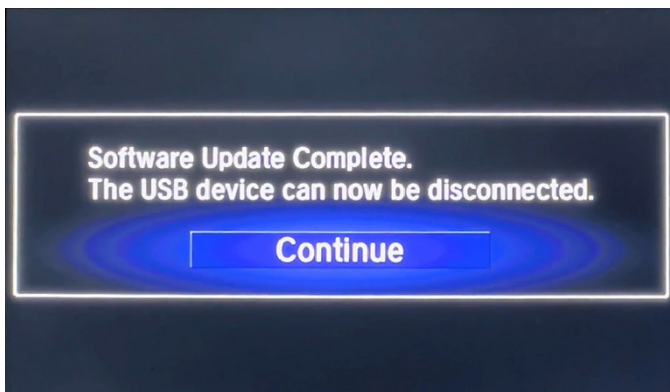


- If an error message appears, turn the ignition switch to OFF (0), remove the USB flash drive, then turn the ignition switch to ON (II) and continue from step 16.



- Refer to **ADDITIONAL TROUBLESHOOTING: POTENTIAL RECOVERY METHODS** at the end of this service bulletin if the unit is stuck on the H logo screen, or a blank screen appears for longer than **10 minutes**.

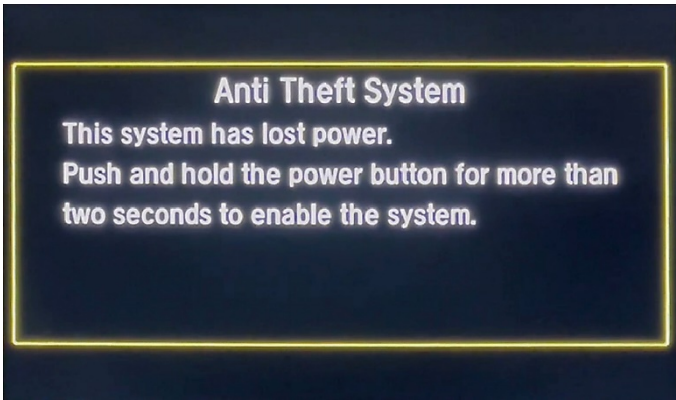
20. Remove the USB flash drive and select **Continue**.



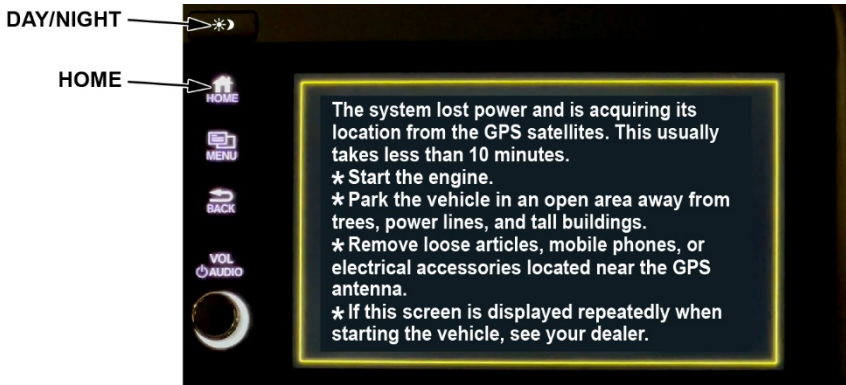
21. The system will reboot to this screen for about **1 minute**.



22. The Anti-theft System screen will display when the update is complete. Follow the screen prompts to proceed.



23. Press and hold the **DAY/NIGHT** and **HOME** buttons at the same time to bypass this screen.

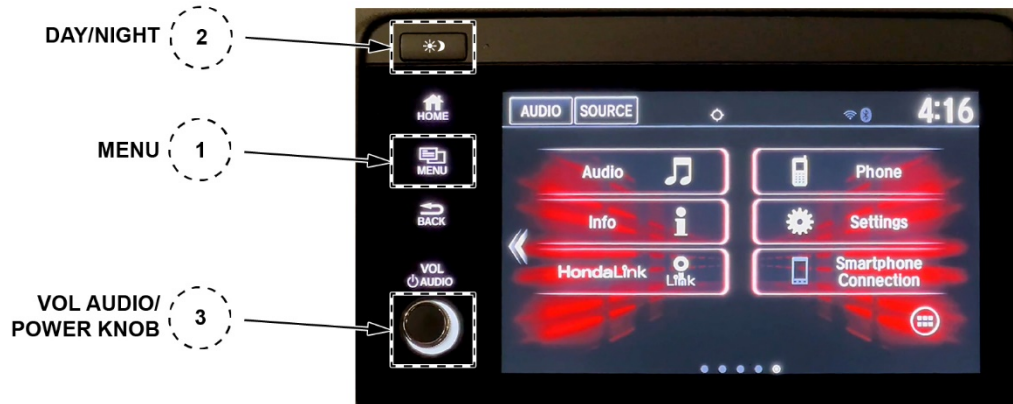


24. From the Home screen press and hold the following buttons, in the sequence shown, to enter diagnostic mode, **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob**.

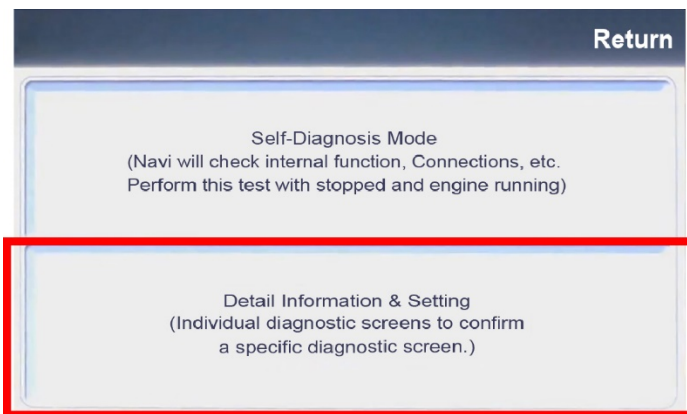
NOTE:

- Remove any gloves before doing the button push and hold sequence. Not doing so may cause the **MENU** button to not respond.
- Press and hold the buttons in the exact numbered sequence shown to prevent an unwanted system reboot.
- Make sure there are no devices (USB flash drives, smartphones, etc.) connected to the USB port.

① MENU → ② DAY/NIGHT → ③ VOL AUDIO/POWER KNOB



25. Select Detail Information & Settings.

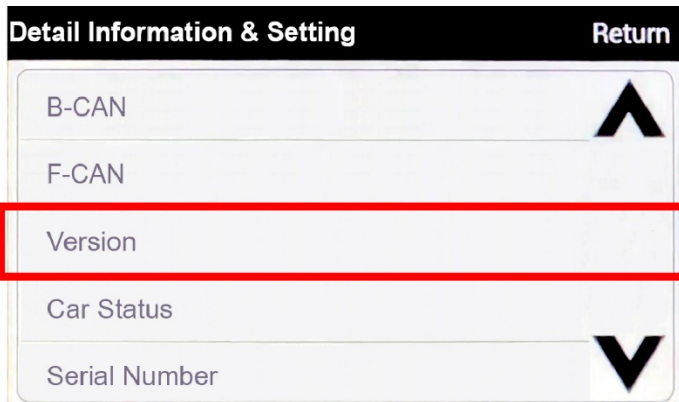


- If the H logo appears when doing the **(1) MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
  - **Do not** cycle the ignition switch.
  - Wait **3 minutes** and the unit will return to the disclaimer screen shown in step 15.
- If the screen goes blank when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
  - **Do not** cycle the ignition switch.
  - Press the **DAY/NIGHT** button to return to the **HOME** screen.

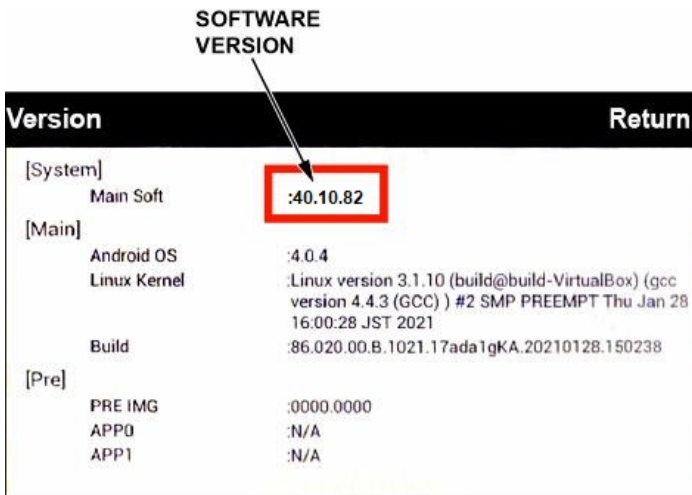
26. Select the scroll down arrow.



27. Select **Version**.



28. Confirm the software update version.



## ADDITIONAL TROUBLESHOOTING: POTENTIAL RECOVERY METHODS

If the H logo screen or blank screen continues for more than **10 minutes**, follow the processes below to attempt to recover the unit.

### Process 1

1. Turn the ignition switch to OFF (0).
2. Remove the USB flash drive from the USB port.
3. Do a battery cable reset for **10 minutes**.
4. Reconnect the battery and turn the ignition switch to ON (II).  
NOTE: No USB devices can be installed in the USB port or audio unit may not recover.
5. Wait 5 minutes for the audio unit to recover. If the home screen appears, continue the update procedure from step 16.
6. If the unit is still stuck after **5 minutes**, go to Process 2 below.

### Process 2

1. Turn the ignition switch to OFF (0).
2. Insert the USB flash drive into the USB port.
3. Turn the ignition switch to ON (II).
4. Wait **5 minutes** for the audio unit to recover. If the version update screen appears, continue the procedure from step 18.
5. If the audio unit does not recover, continue with normal troubleshooting procedures available in Service Information.