

**February 27, 2026**

Version 2

## Safety Recall: 2024 Prologue Instrument Cluster Center Display Software Update

**Supersedes Version 1 to revise the information at:**

Under WARRANTY CLAIM INFORMATION, information was added.

**APPLIES TO**

Year	Model	Trim Level	VIN Range
2024	Prologue	ALL	Check iN VIN Status Inquiry for eligibility.

**BACKGROUND**

A software programming issue may cause the Instrument Cluster and/or the Infotainment Display to intermittently go blank while driving which could increase the risk of a crash or injury.

**CLIENT 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. Before selling a vehicle in inventory, always check if it is affected by a safety recall by conducting a VIN status inquiry.

**CORRECTIVE ACTION**

Update Vehicle Software.

NOTE: Depending on the vehicle, none or multiple software updates may be required.

This update will also resolve various issues:

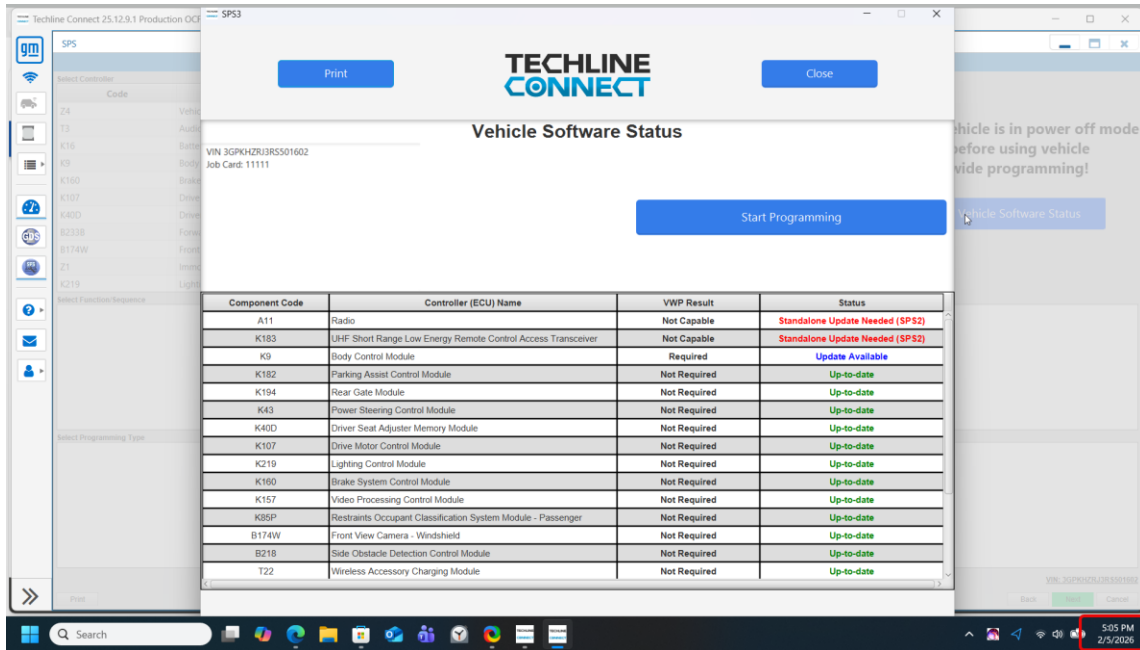
NOTE: Some updates do not apply to all trims.

- The gear position on the meter does not match the gear selection on the shift lever.
- Software issues in the K73 Telematic Control Module cause Wi-Fi inop, Navigation inop, OnStar, Call inop.
- Degraded performance of Driver Assist features; Side Blind Zone Alert (SBZA), Lane Change Alert (LCA), Extension SBZA for trailer (ESBZA), Rear Cross Traffic Alert (RCTA), Rear Cross Traffic Braking (RCTB), Side Bicycle Detection, Door Open Warning features.
- Unwanted automatic braking while reversing.
- Adaptive Cruise Control reacts to vehicles in adjacent lanes.
- Active Cabin Ventilation is unavailable due to the low state of charge of the 12V battery.
- Various Brake System issues that can cause DTC C0582, C058A, C2A22.
- Short Reduction in deceleration during hard stop with no DTCs stored.
- Key Card not functioning properly, due to issues control K183 UHF Short Range Low Energy Remote Control Access Transceiver.
- Unwanted driver seat movement while driving.
- Daytime Running Lights not functioning until vehicle OFF/ON is performed.

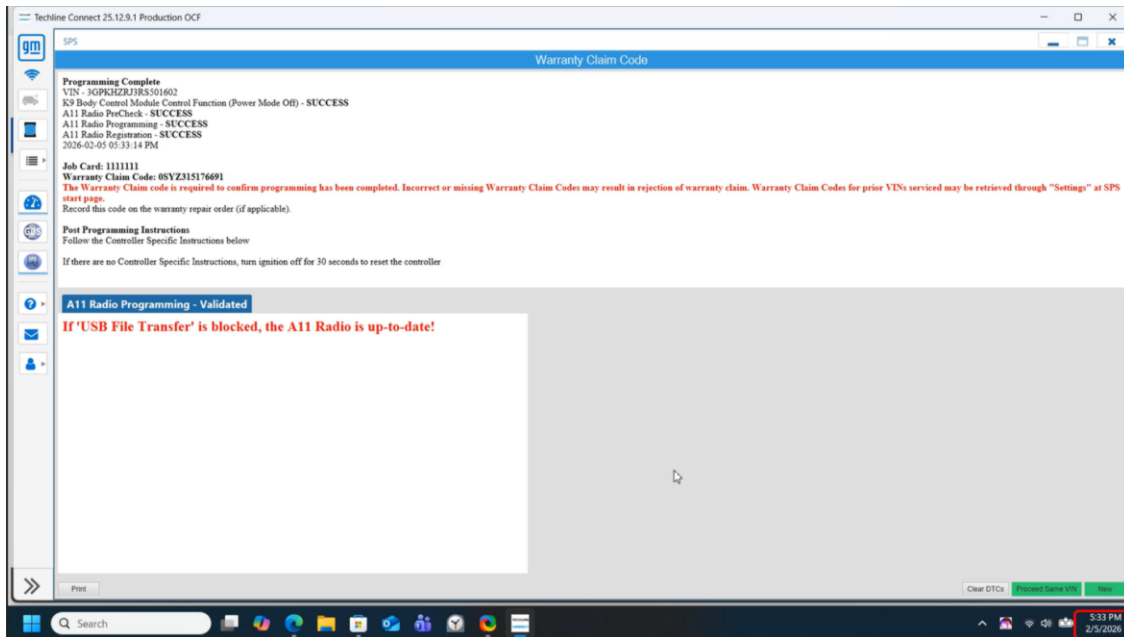
**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this 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.

## WARRANTY CLAIM INSTRUCTIONS

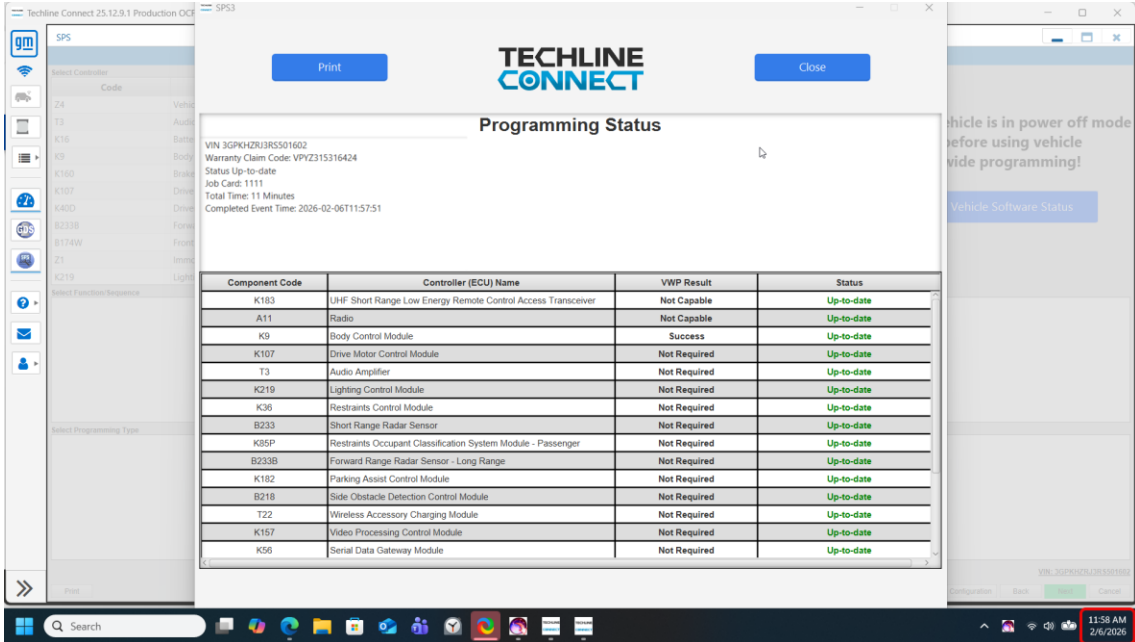
- For vehicles that need software updates, take a screen shot of the Techline Connect screen indicating the VIN and the software(s) that needs to be updated.
- Use the screenshot to determine which software needs an update. Then select the matching add-on labor operation(s) and enter the correct code(s) on the Template B claim form.



- For A11 updates, you may need to complete two software updates. After the first update, take a screenshot of the A11 completion screen. If a second update is required, take a screenshot of the A11 completion screen.



- Upon completion of the updates, take a screen shot of the Techline Connect confirming that all software(s) has been fully updated. **Be sure the date/time on the computer screen can be seen in the screenshot (e.g. lower right corner of the image below).**



- Attach all required screen shots on the claim form. Claims with missing or incomplete screen shot attachments may be subject to debit.
- If the inspection shows that no software update is needed, use Template A.

### WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105D0	Inspect software. Updates not required-	0.4 hr	6MH00	XNK00	A26056A	86573817

0105D0	Inspect software. Perform the updates -	0.4 hr	6MH00	XNK00	A26056B	86573817
A	A11 Radio Update 1	0.5 hr	Add this if required			
B	A11 Radio Update 2	0.4 hr	Add this if required			
C	K73 Standalone update	0.1 hr	Add this if required			
D	K183 Standalone update	0.1 hr	Add this if required			
E	Additional Standalone update 1	0.1 hr	Add this if required			
F	Additional Standalone update 2	0.1 hr	Add this if required			
G	Vehicle Wide Programming SPS3	0.1 hr	Add this if required			

## REQUIRED TOOLS

Tool Name	Tool Number	Quantity
Multiple Diagnostic Interface 2 (MDI2)	07-EL-52100	1
Techline Connect (TLC) Software application tool with HondaDiagnostic Package	N/A	N/A
DCA-8000 Dynamic Diagnostic Charging System	MTRDCA8000PH	1
USB 3.1 (or higher) Type-C 32GB	Commercially Available	1

## INSPECTION AND REPAIR PROCEDURE

1. Follow the steps outlined in the Job Aid: [Updating Control Units Modules with TECHLINE CONNECT](#) under section INSPECTION PROCEDURE to determine if updates are needed for the A11 Radio Control Module and other control units.
2. If an update is needed, follow the steps under REPROGRAMMING PROCEDURE to update the vehicle.

### NOTE:

- The vehicles updated with Techline Connect require all systems to be updated in a specific order.
- Follow the Inspection Procedure to check what control units need to be updated.
- The A11 (Radio) MUST be updated first and may require multiple updates.
- Any standalone updates (other control units) may need updates after completing the A11 (Radio) update.
- VEHICLE WIDE PROGRAMMING (SPS3-VWP) can be performed.