# April 26, 2019

Version 2

# SiriusXM<sup>®</sup> Radio Stops Working for Subscribers After the Trial Period and Apple CarPlay<sup>™</sup> Will Not Launch

Supersedes 18-082, dated August 10, 2018. See REVISION SUMMARY.

# AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	Fit	Sport, EX, EX-L, and EX-L With Navigation	ALL

## **REVISION SUMMARY**

This bulletin has been extensively revised. American Honda recommends that you read this entire bulletin thoroughly.

## **SYMPTOM**

SiriusXM<sup>®</sup> Radio does not work for subscribers after the 3-month trial period, and iPhones cannot connect to Apple CarPlay<sup>™</sup>.

#### **POSSIBLE CAUSE**

The audio unit will not launch Apple CarPlay<sup>™</sup> when an iPhone is connected to the USB port.

#### **CORRECTIVE ACTION**

Update the audio unit software.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0525A3	Update the audio unit software.	0.3 hr	03214	03217	A18082A	39171-T5R-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**

## NOTES

- Before updating the software, write down the customer's audio unit presets.
- Connect a fully charged battery to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
- Apply the parking brake to keep the headlights turned off during the update.
- 1. From your computer's desktop, open Honda Firmware Downloader. Refer to job aid: *Honda Firmware Downloader* for any additional information. Make sure the USB flash drive is empty and formatted to FAT 32.
- 2. Enter the VIN. This is important as the software can be different depending on the trim level. Enter the service bulletin number, then select the download icon when the correct software is found.

#### NOTE

The software download may take up to **10-15 minutes** depending on the size of the file and the quality of your internet connection.



- 3. Once the download is complete, return to the vehicle.
- 4. Verify the software version.
  - 4.1. From the home screen, press the Day/Night button, **MENU** icon, and VOL/Power/AUDIO knob in sequence and hold them for about **5 seconds**.



## 4.2. Select Detail Information & Setting.



- 4.3. From the **Detail Information & Setting** screen, press and hold the **MENU** icon for **5 seconds** until the display transfers to the **Developer Diag** screen.
- 4.4. From the **Developer Diag** screen, select **Detail Version Info**. Then, confirm the current **TEGRA Build Version** and **SH Main Software Version**. Refer to the tables below for current and new versions.

Developer Diag		Return	1	
FAN Control		Λ		
PiPiPon Configration	ı			
Detail Version Info				
Bitmap Display				
Steer Angle Adjustm	ent Result	V	J	
Models With	h Navigation (DA+)		Models Witho	ut Navigation (DA)
Detail Version Info		Return De	tail Version Info	
TEGRA Android Version:	4.0.4		TEGRA Android Version:	4.0.4



Software Details	Current Software Versions			
	Models with Navigation	Models without Navigation		
TEGRA Build Version	81.027.03.3.1025	81.027.03.3.1021		
Touch Version	T5AR04	T5AR04		

Return

5. Once the software update is downloaded onto the USB flash drive, insert it into the USB port.



6. A screen will automatically appear with the prompt **Would you like to update?**. Make sure each software version of **Tegra/Touch** in the **New** section are correct. Select **Yes** to update the software.

	Models With Navi (DA+)			Models Without Navi (D)	4)
MAP AUDIO	SOURCE	1:07	AUDIO SOURCE	<u>^</u>	4:05
	Would you like to upd	ate?		Would you like to upo	date?
Tegra SH Main Touch	Current 81.027.03.3.1025 301061 T5AR04	New 85.028.00.3.1025 301067 T5AR04	Tegra SH Main Touch	Current 81.027.03.3.1021 301061 T5AR04	New 85.028.00.3.1021 301067 T5AR04
FDR	No	Yes	FDR	No	Yes

# NOTE

If the screen does not appear, the software may not have correctly downloaded onto the USB flash drive. Try to download the software again.

Software Details	New Software Versions			
	Models with Navigation	Models without Navigation		
TEGRA Build Version	85.028.00.3.1025	85.028.00.3.1021		
Touch Version	T5AR04	T5AR04		

# NOTE

In case the USB flash drive gets unplugged, a **USB memory device unplugged** message will appear. Select **OK** to clear the screen, and connect the USB flash drive once again to continue the software update.

7. After selecting **Yes**, the unit will reboot and the version update will start. The screen below will display for about **30 minutes**.



8. Once the update is complete, the unit will reboot again. Remove the USB drive tool from the port.



9. After the update is complete, the following screen will appear. To bypass this screen, press and hold the Day/Night button and **Home** icon.



10. Select OK.



11. Go to SOFTWARE UPDATE CONFIRMATION to confirm the software update.

## SOFTWARE UPDATE CONFIRMATION PROCEDURE

After the version update is complete, you must confirm that the software is up-to-date.

1. From the HOME screen, press the Day/Night button, **MENU** icon, and VOL/Power/AUDIO knob in sequence and hold them for about **5 seconds**.



2. Select Detail Information & Setting.



3. From the **Detail Information & Setting** screen, press and hold the **MENU** icon for **5 seconds** until the display changes to the **Developer Diag** screen.

Detail Information & Setting	Return
Monitor Check	•
Unit Check	
Audio Check	
Guideline Setup	
Functional Setup	<b>V</b>

4. From the **Developer Diag** screen, select **Detail Version Info** and confirm the **TEGRA Build Version** and **SH Main Software Version**.

Developer Diag	Return
FAN Control	
PiPiPon Configration	
Detail Version Info	
Bitmap Display	
Steer Angle Adjustment Result	

Models With Navigation (DA+)			Models Withou			
Detail Version Info Retu			eturn Detail Version Info		Return	
TEGRA Android Version: TEGRA Kernel Version:	4.0.4 Linux version 3.1.10 (build@build-VirtualBox) (gcc version 4.4.3 (GCC)) #2 SMP PREEMPT Fri #2 SMP PREEMPT Fri		TEGRA Android Version: TEGRA Kernel Version:	4.0.4 Linux version (build@build- (gcc version - #2 SMP PREE	3.1.10 VirtualBox) 4.4.3 (GCC) ) MPT Fri	
TEGRA Build Version:	Nov 9 14:40:21 JST 2018 85.028.00.3.1025 17ada1gKA.20181109.14 0427		TEGRA Build Version:	Nov 9 14:40:2 85.028.00.3.1 17ada1gKA.2 0427	0121109.14	
TEGRA Nonvolatile Version: TEGRA Car Parameter: TEGRA Camera Guideline:	V001 A10E28A2 00090004	V	TEGRA Nonvolatile Version: TEGRA Car Parameter: TEGRA Camera Guideline:	V001 A10E28A2 00090004	V	
Software Details	00.10.57	New	Software Versions	00.10.57		
		Mode	els with Navigation		Models without Navigation	
TEGRA Build Version 85.0		85.02	8.00.3.1025		85.028.00.3.1021	
Touch Version		T5AF	804		T5AR04	

- 5. Insert the USB flash drive into the USB port to start the factory data reset (FDR) procedure.
- 6. A screen will automatically appear with the prompt **Would you like to update?**. Select **FDR**.

# NOTE

The FDR takes about 3 minutes to complete.

MAP AUDIO	sou Wo	IRCE uld you like to upd	2:12 ate?	
Tegra SH Main Touch	Curi 85. 30 T5.	<sup>rent</sup> 028.00.3.1025 1067 AR04	New 85.028.00.3.1025 301067 T5AR04	
FDR		No	Yes	
FDR		No	Yes	

7. After the FDR is complete, the following screen will appear. To bypass this screen, press and hold the Day/Night button and **Home** icon.



8. Select **OK**, and park the vehicle outside in an open area to acquire the GPS signal.



 Once the procedure is complete, input the customer's audio unit presets, and have the service advisor tell the customer that any previously paired devices must be paired again. After informing the customer about the need for pairing, make sure to document it on the repair order.

END