

July 21, 2019

Version 1

2017-19 CR-V: Display Audio Screen Dims or Goes Dark by Itself

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2017-19	CR-V	EX, EX-L, Touring	ALL

SYMPTOM

The Display Audio screen dims or goes dark by itself.

POSSIBLE CAUSES

Some audio units/audio-navigation units are not updated to the latest software version.

CORRECTIVE ACTION

Update the audio/audio-navigation unit software.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
053011	Update the audio/audio-navigation unit software.	0.3 hr	03214	03217	A19066A	39710-TLA-A21

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE

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

1. From your computer's desktop, open **Honda Firmware Downloader**. Refer to job aid *Honda Firmware Downloader* for additional information. Make sure to have two empty USB flash drives with at least 3 GB in size, and formatted to FAT 32.

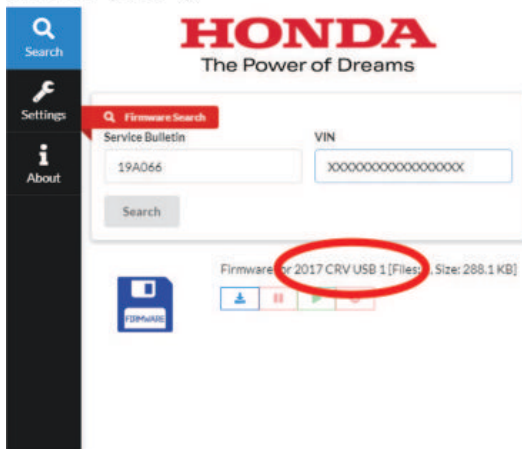
NOTE

This is a two part update, and will require 2 separate USB flash drives. Make sure you only use the VIN of the vehicle you are working on as the software is different between the vehicle years.

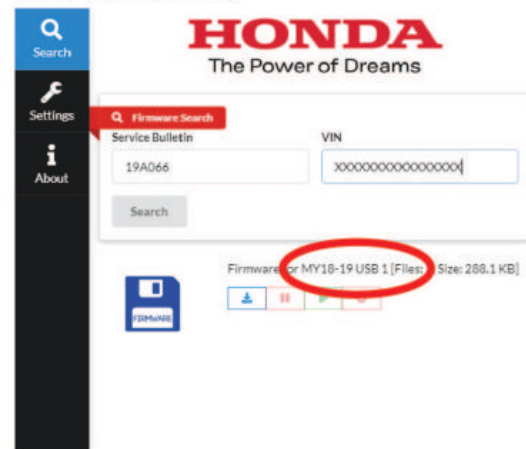
CUSTOMER INFORMATION:The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin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

2. Enter the VIN for the Service Bulletin number, enter 19A066 for USB 1 then select the download icon when the correct software is found. (Note the name of the file XXXXX USB 1).

MY 2017 (USB 1)

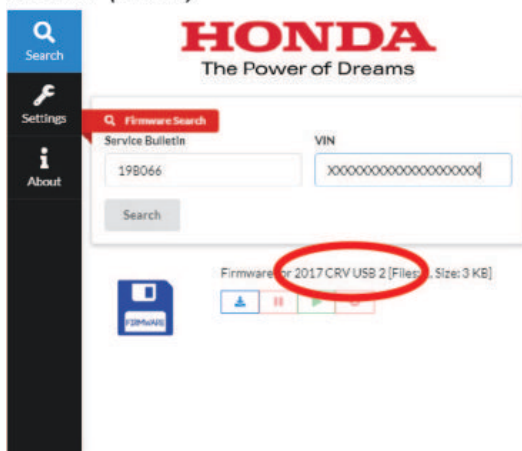


MY 2018-19 (USB 1)

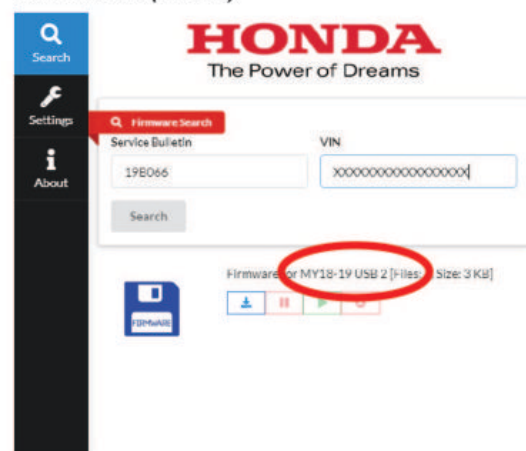


3. Once USB 1 is downloaded, insert a new USB flash drive into your computer, enter the VIN and then use 19B066 for USB 2 then select the download icon when the correct software is found. (Note the name of the file XXXXX USB 2).

MY 2017 (USB 2)

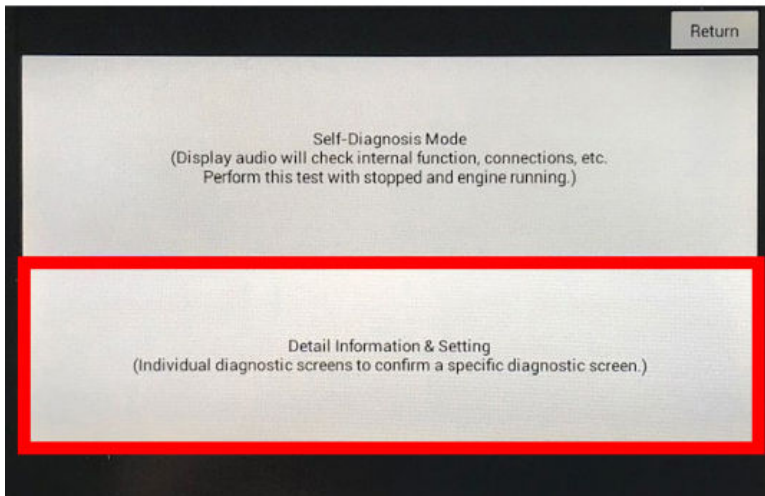


MY 2018-19 (USB 2)

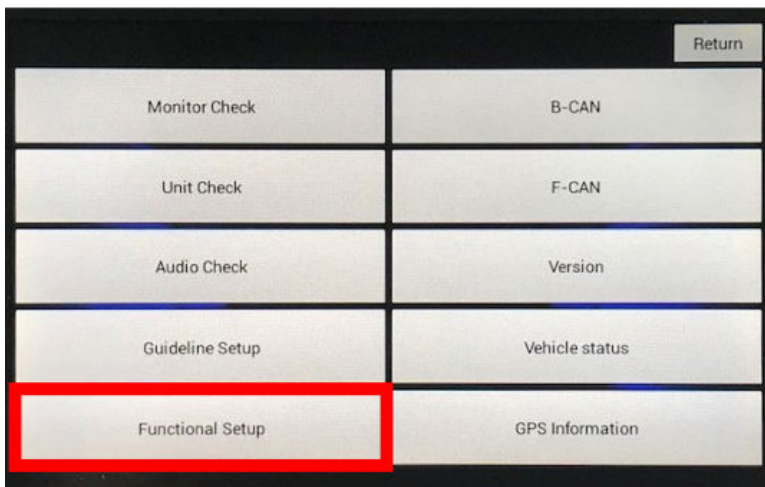


4. Take the USB 1 and USB 2 flash drives to the vehicle.
5. Start the engine, or connect a fully charged battery jump box to avoid draining the battery.
6. Enter the diag mode by pressing and holding the **PHONE**, **DAY/NIGHT**, and **VOL/PWR** button.

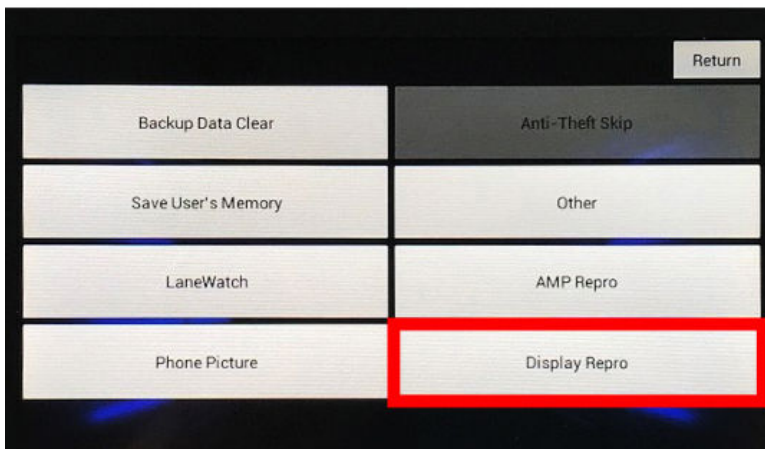
7. Select **Detail information & Settings**.



8. Select **Functional Setup**.



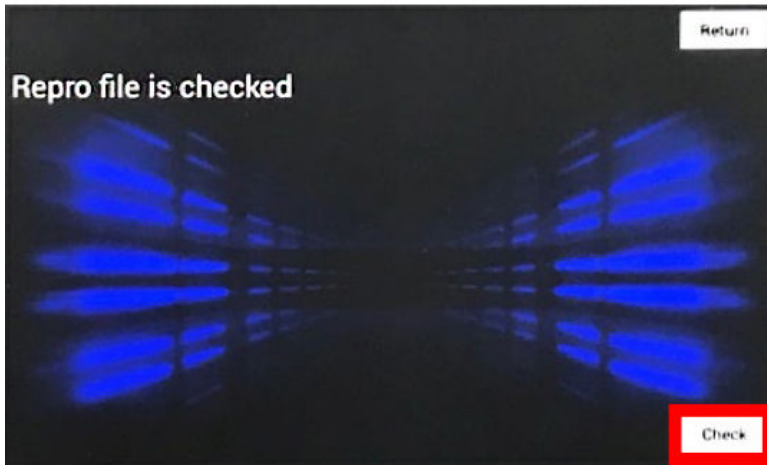
9. Select **Display Repro**.



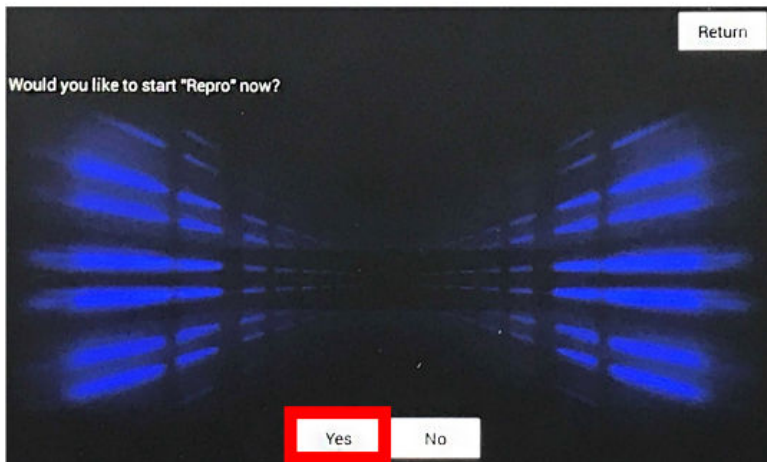
10. Insert the USB 1 flash drive into the USB port.



11. Select **Check**.



12. Select **Yes**.



NOTE

If this message appears, make sure you are using the correct USB.



13. The software update will start. Wait for it to complete. The Display Audio screen will turn off/on automatically.

NOTE

This update will take about 4 minutes to complete.

14. When this message appears, turn the ignition to OFF for **1 minute**.

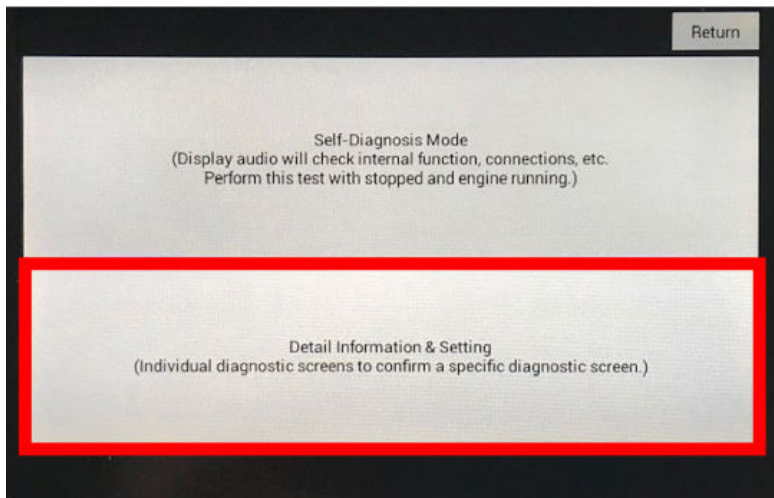


15. Turn the ignition back to ON. Then, insert USB 2 flash drive into the USB port, and repeat previous steps 10 through 14.

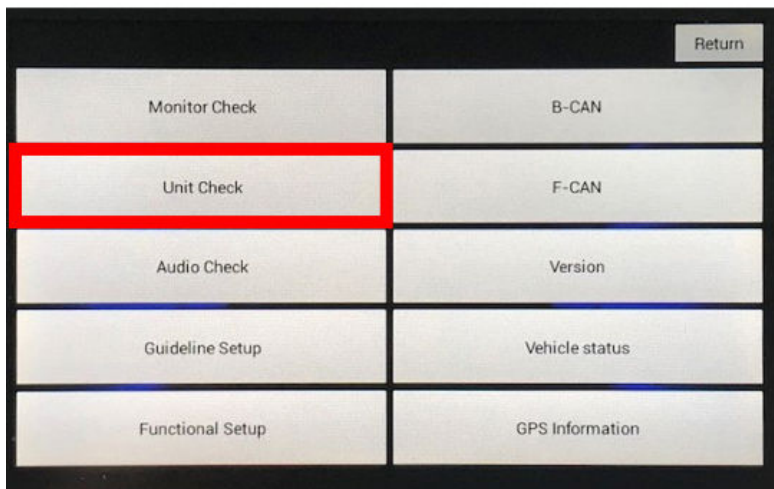
NOTE

USB 2 download will take **1 minute** or less to complete.

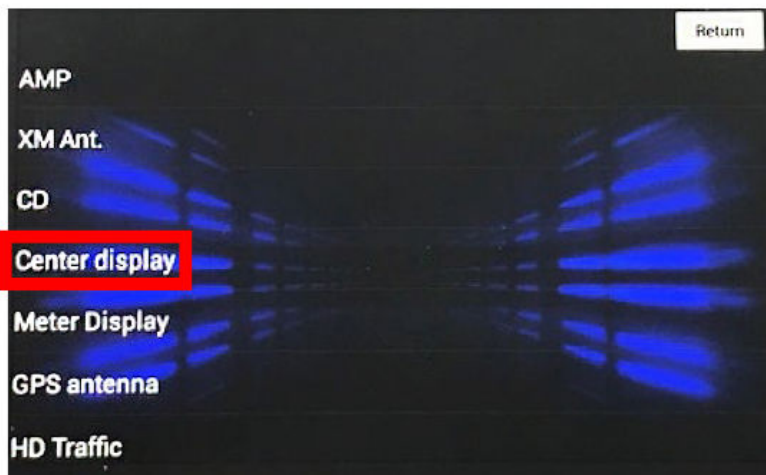
16. Turn the ignition ON to confirm the software versions after both updates are complete. Enter the diag screen, select **Detail Information & Setting**.



17. Select **Unit Check**.

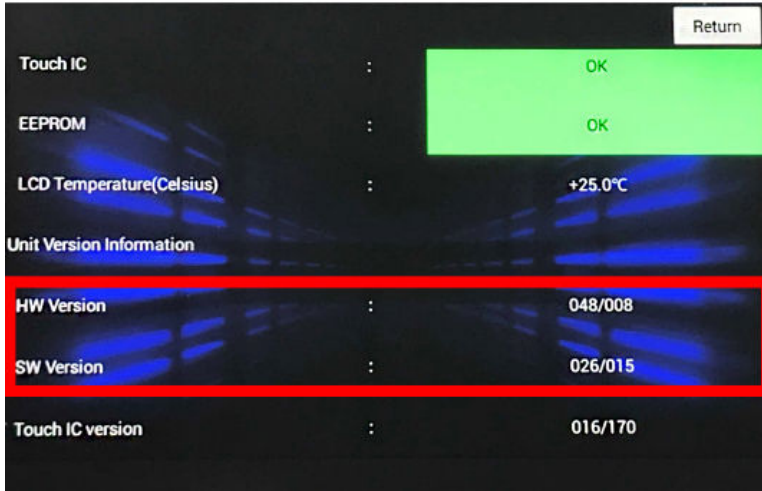


18. Select **Center Display**.



19. Confirm software versions.

Vehicle Model Year	17CR-V	18CR-V/19CR-V
SW Version [SYS]	026/179	026/015
HW Version [EEPROM]	048/008	048/008



If the versions do not match, make sure the correct VIN was used to download the software as the software is different between 2017 and 2018-19 models.

END