August 31, 2020

Audio Unit Bluetooth Phone Button Does Not Work

Supersedes 19-122, Audio Unit Phone Button Does Not Work dated December 20, 2019; See REVISION SUMMARY

AFFECTED VEHICLE

Year	Model	Trim	VIN Range
2018-20	Accord	LX	ALL

REVISION SUMMARY

- Under SYMPTOM, information has updated.
- The title has changed.

SYMPTOM

The audio unit does not respond when the phone button is pressed. *Bluetooth* does not work, so users cannot make calls, add or delete phones.

POSSIBLE CAUSE

Phone functions in the audio unit are frozen because of the large number of contacts in the paired phone.

CORRECTIVE ACTION

Update the audio unit with the latest software.

> **NOTE**
>
> Customer phone settings and audio unit presets will be reset after the software update. Have the service advisor notify the customer, and get their approval before proceeding.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update the audio unit.	0.3 hr	03214	03217	A19122A	39100-TVA-A03

Skill Level: Repair Technician

REPAIR PROCEDURE

1. Press and release the Phone button on the audio unit.

   - If the screen does not change, a software update is needed. Go to the next step.

   - If the screen changes to the phone screen, the system is working normally and this bulletin does not apply. Continue with normal system troubleshooting.

2. Write down the customer's audio unit presets on the repair order.

3. Open the Honda Firmware Downloader from the shop's computer.

   NOTES
   - Refer to job aid *Honda Firmware Downloader* for additional information.

   - This is a two-part update and will require two separate **3 GB** flash drives.

   - Make sure they are both formatted to FAT32.

4. Insert one of the flash drives, labeled **USB 1**. Enter **19A122** in the **Service Bulletin** field.
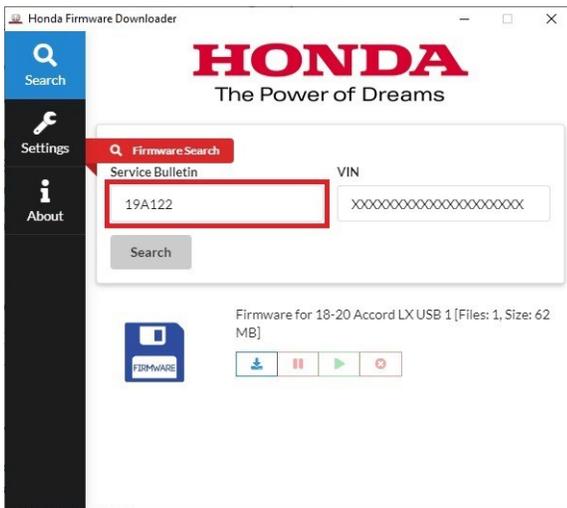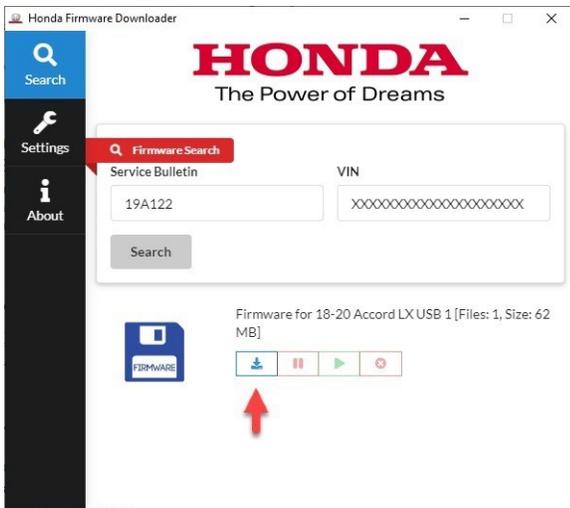
5. Enter the VIN of the vehicle you are working on, then select **Search**.
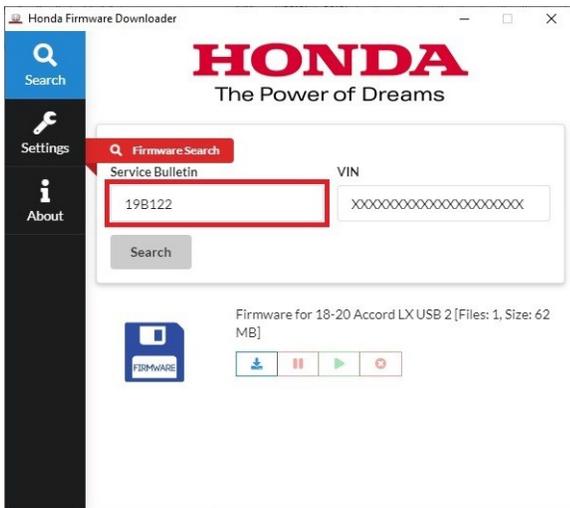
> NOTICE
>
> Make sure to enter the VIN of the vehicle you are working on when downloading the software update. The software is specific to the year and trim of the vehicle. If the wrong software is installed, the audio unit will be damaged and will need to be replaced. Units damaged by improper updating are not covered by American Honda.
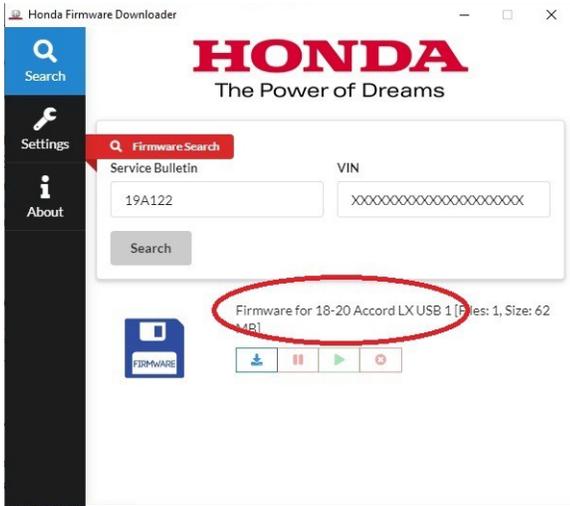
6. When the correct software is found, select the **Download** icon. Once the download is complete, remove **USB 1**.

7. Insert another flash drive, labeled **USB 2**. Enter **19B122** in the **Service Bulletin** field.

8. Enter the VIN of the vehicle you are working on, then select **Search**.

NOTICE

    Make sure to enter the VIN of the vehicle you are working on when downloading the software update. The software is specific to the year and trim of the vehicle. If the wrong software is installed, the audio unit will be damaged and will need to be replaced. Units damaged by improper updating are not covered by American Honda.
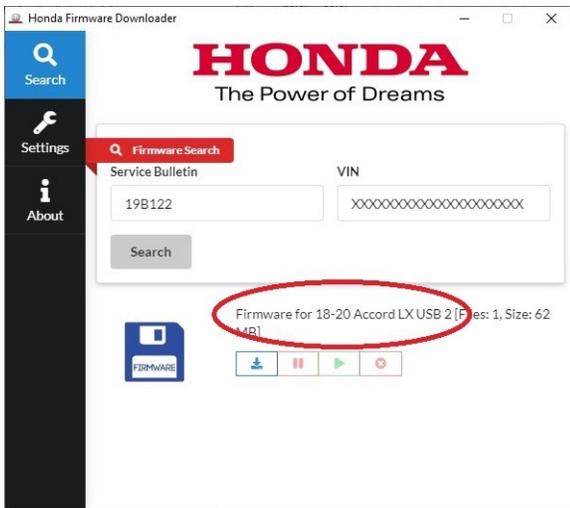
9. When the correct software is found, select the **Download** icon. Once the download is complete, remove **USB 2**.
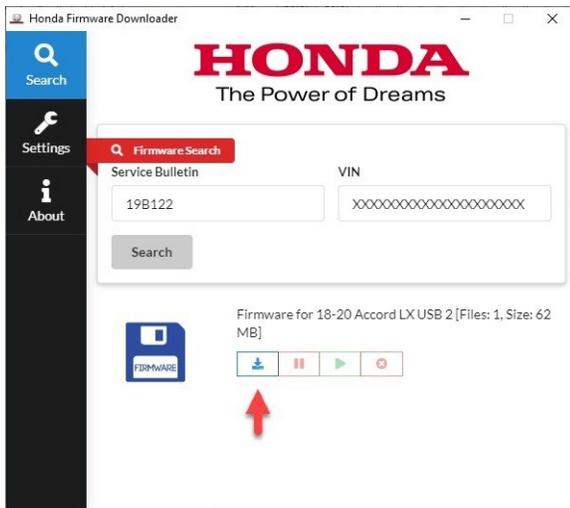
10. Take **USB 1** and **USB 2** to the vehicle.

11. Start the engine in a well-ventilated area, or turn the ignition to ON and connect a fully-charged jumper battery to the vehicle. Leave it connected during the entire procedure to maintain steady voltage.

12. If the **Audio Power Off** screen does not appear, the audio unit is still turned to ON. Press the VOL/Power AUDIO knob to turn the audio power to OFF.

13. Insert **USB 1** into the USB port.
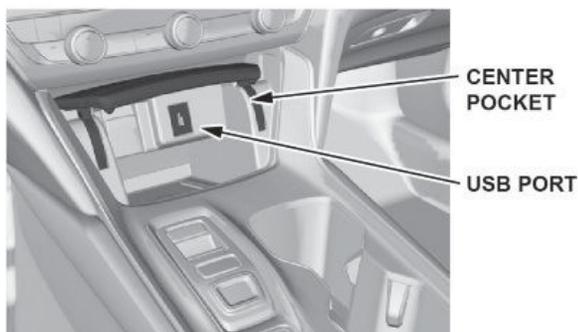
14. Press and hold preset buttons 1 and 6, then press the VOL/Power AUDIO knob.

15. You should see the **Manual Diag** screen. Press preset button 1 to select **System**.

• If the **System** screen is shown automatically, go to the next step.

• If the **Vehicle Information** screen is shown, turn the ignition to OFF, then go back to step 11 to restart the procedure.

16. On the **System** screen, press preset button 6 to select **Update Software**.

17. When the **Update Software** screen appears, press the SELECT knob to start the update mode. The audio unit automatically reboots, and the **Update Software SYS** screen appears.

NOTE

Do not press the SELECT knob to start the update yet.

18. After **30 seconds**, turn the SELECT knob to the right until the **Update Software GRA** screen appears.

> **NOTE**
>
> If the **Update Software GRA** screen does not appear, wait another **30 seconds** and try again.

19. Check the software version of the update. Make sure it is **Ver.SP.01**.

- If it is the correct version, go to the next step.
- If it is not the correct version, remove **USB 1** and turn the ignition to OFF. Restart the procedure from step 11.

20. Press the SELECT knob to start the software update.
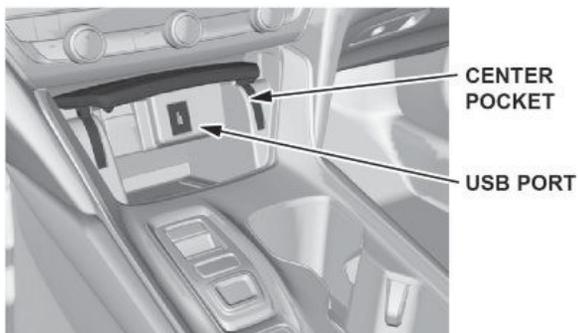

After approximately **1 minute**, the progress bar reaches **100%** and the update is complete.

The audio unit automatically reboots, and the Hands-Free System Clearing screen appears. The clearing process can take from 10 seconds up to 2 minutes.

21. When the **Update Software** screen automatically appears, remove **USB 1** and connect **USB 2** to the vehicle.

This screen will momentarily display **No Media**.

22. When the **Update Software** screen appears again in approximately **5 seconds**, press the SELECT knob to start the update mode. The audio unit automatically reboots, and the **Update Software SYS** screen appears.

NOTE

Do not press the SELECT knob to start the update yet.

23. After **30 seconds**, turn the SELECT knob to the right until the **Update Software GRA** screen appears.

NOTE

If the **Update Software GRA** screen does not appear, wait another **30 seconds** and try again.

24. Check the software version of the update. Make sure it is **Ver.08.17**.

- If it is the correct version, go to the next step.
- If it is not the correct version, remove **USB 2** and turn the ignition to OFF. Turn the ignition to ON, connect **USB 2**, then restart the procedure from step 21.

25. Press the SELECT knob to start the software update.

After approximately **1 minute**, the progress bar reaches **100%** and the update is complete.

The audio unit automatically reboots.

26. Press the VOL/Power AUDIO knob to turn the audio unit to ON.

27. Press and hold the VOL/Power AUDIO knob to bypass the anti-theft screen.

28. When the FM station is displayed, press the VOL/Power AUDIO knob to turn the audio unit to OFF.

VERIFY SOFTWARE VERSION

1. Make sure the audio unit is turned to OFF.

2. Press and hold preset buttons 1 and 5 and the Phone button, then press the VOL/Power AUDIO knob.

3. When you release the buttons, the **Version Display** screen appears.

   - If the versions match any of the examples shown, go to the next step.
   - If the versions do not match, restart the repair procedure from step 3.

4. Press the VOL/Power AUDIO knob to exit the **Version Display** screen and turn the audio unit to OFF.

5. Press the Phone button, and make sure the phone screen is displayed.
   - If the screen changes to a phone function screen, go to the next step.
   - If it stays on the **Audio Power Off** screen, restart the repair procedure from step 3.

6. Press the Back button to go back to the **Audio Power Off** screen.

7. Remove the **USB 2** flash drive.

8. Set the clock to the current local time, and input the customer's audio unit presets. Have the service advisor assist the customer with his or her *Bluetooth*®, paired phones, speed dial, phone book, call history, ringtone, and automatic transfer settings if requested.

END