| December 11, 2020 | Version 1 |
|---|---|

# 2018 Pilot: *Bluetooth*® HandsFreeLink® Freezes After Calls; Voice Tags Are Missing at Startup

## AFFECTED VEHICLES

| Year | Model | Trim Level | VIN Range |
|---|---|---|---|
| 2018 | Pilot | LX | ALL |

## SYMPTOM

The *Bluetooth*® HandsFreeLink® (HFL) system freezes after a phone call and stored voice tags are missing when the ignition is turned ON.

## POSSIBLE CAUSE

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

## 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 |
|---|---|---|---|---|---|---|
| 0100A1 | Update the audio unit software. | 0.3 hr | 03214 | 03217 | A20101A | 39173-TG7-A81 |

Skill Level: Repair Technician

## REPAIR PROCEDURE

**NOTES**

- Before updating the software, write down the customer's audio unit presets.
- Connect a fully charged battery jumper to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
- Apply the parking brake to keep the headlights off during the update.

1. 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.

2. Enter the service bulletin number and the VIN. This is important, as the software can be different depending on the trim level. Select the download icon when the correct software is found.
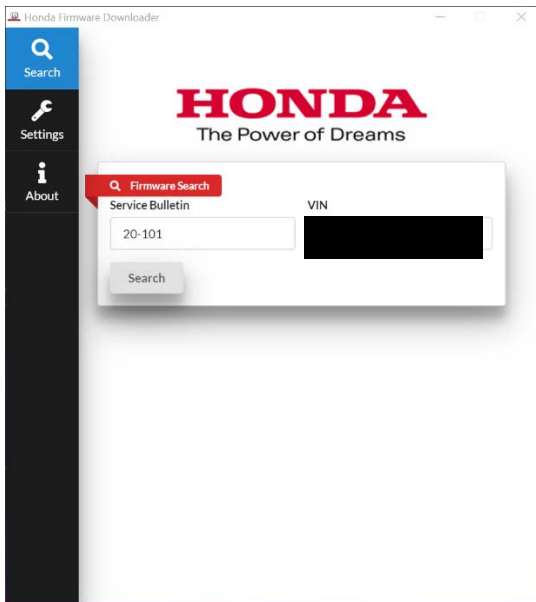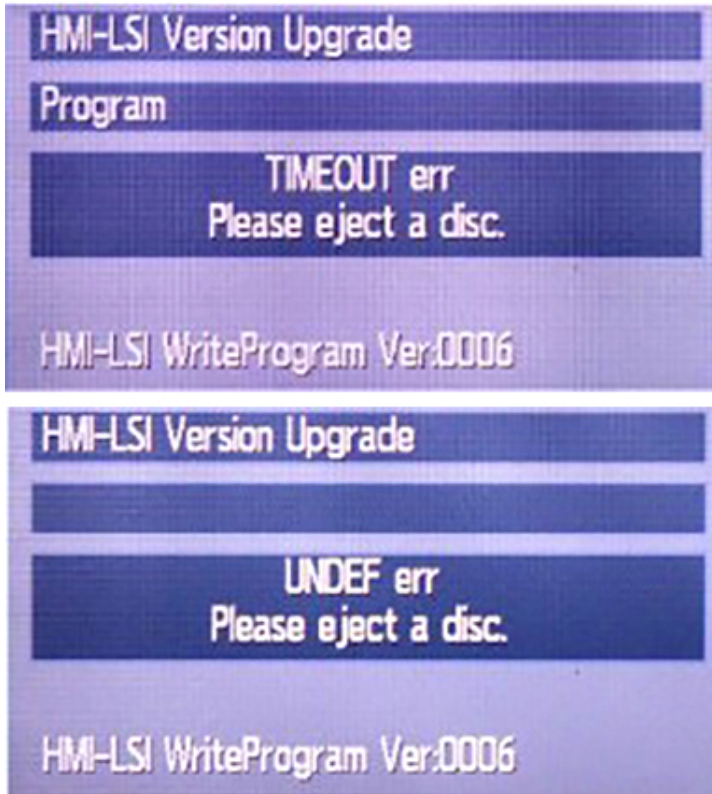


**NOTE**

The software download may take up to **10-15 minutes,** depending on the size of the file.
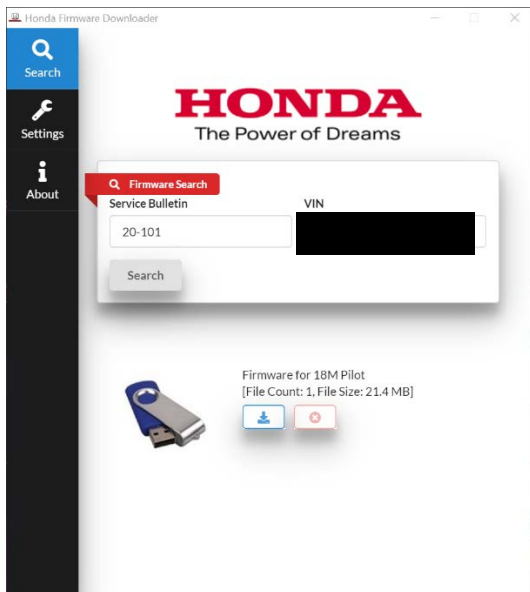
3.  Once the download is complete, return to the vehicle.

    **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.
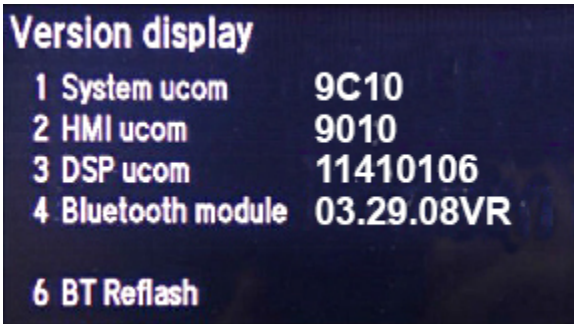
    

    

4.  Turn the ignition to ON.

5. With the audio unit OFF, press and hold the buttons in sequential order as shown. This will let you view the **Version display** screen.



NOTE

The image below is an example.



NOTICE

If any of the software versions do not match the ones listed in the table below, do not update the audio unit because you can damage it.

| Software Details | Affected Software Versions |
| --- | --- |
| | 2018 Pilot |
| System ucom | 9C10 |
| HMI ucom | 9010 |
| DSP ucom | 11410106 |
| Bluetooth module | 03.29.08VR |

6. Exit the Version display screen by pushing the **Vol/Power** button.

7. Set Audio Source to USB mode by pressing the **MEDIA** button.

8. Plug the USB flash drive into the USB port to start the update. The audio unit will automatically detect the USB flash drive and start the update process.
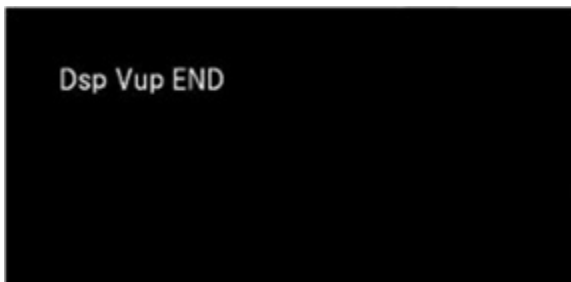
NOTICE

Never disconnect the battery, turn the ignition to OFF, remove the USB flash drive, or press the **BACK** button while the update is in progress.
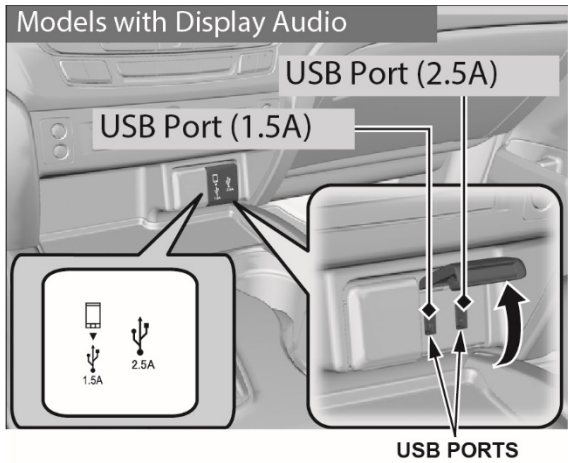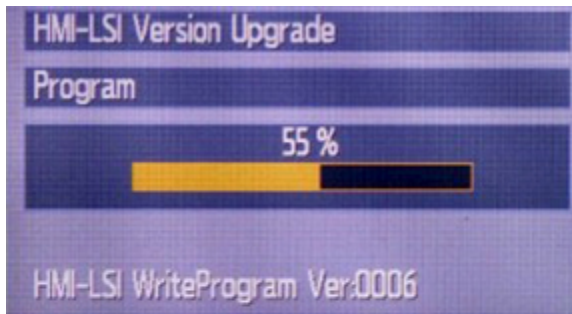


You will see the following screens as the update runs.

- Dsp Vup

- HMI-LSI Version





- Sys Ver Up



NOTES

- The screen will go black and the buttons will begin blinking. The blinking will speed up and you will hear a beep every 10% of progress.

- When the software update is complete, you will hear a long beep, then the Honda logo will appear, and the audio unit will turn off.

## SOFTWARE UPDATE CONFIRMATION PROCEDURE

1. With the audio unit turned OFF, press and hold the buttons in sequential order as shown. This will let you view the **Version display** screen and verify the software version was updated.
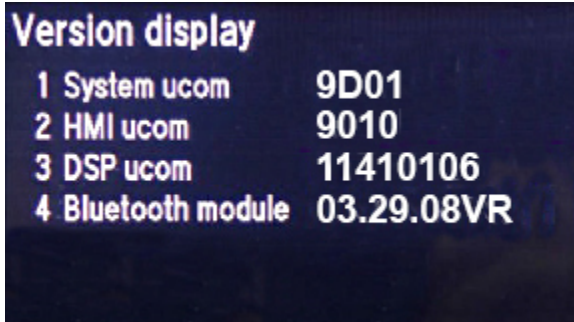




| Software Details | Affected Software Versions |
| --- | --- |
| | 2018 Pilot |
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| HMI ucom | 9010 |
| DSP ucom | 11410106 |
| Bluetooth module | 03.29.08VR |

2. Press the VOL/Power button to exit the **Version display** screen.

3. Remove the USB flash drive.

4. Press and hold the VOL/Power button to sync the security code.
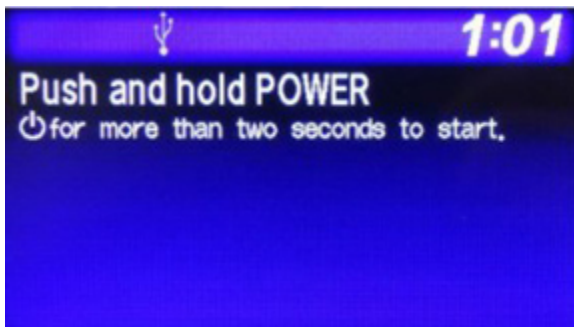


5. Set the clock to the correct time by selecting **MENU**, then **Adjust Clock**.

6. Restore the customer's audio unit presets, and have the service advisor tell the customer that any previously paired phones must be paired again.

END