March 17, 2021   Version 3

Bluetooth® HandsFreeLink® (HFL) Freezes During or After a Call
Supersedes 20-021, dated February 16, 2021, to revise the information highlighted in <mark>yellow</mark>.

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2019–20	Civic 2-door Civic 4-door Civic 5-door	LX	ALL

REVISION SUMMARY

<mark>Under Verifying the Audio Unit Software, the System ucom software version was updated.</mark>

SYMPTOM

The HFL system freezes during or after a phone call.

POSSIBLE CAUSE

Some audio units are not updated with the latest software.

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	A20021A	39171-TBA-A41

Skill Level: Repair Technician


REPAIR PROCEDURE

Software Update Procedure

1. Connect a fully charged jumper battery to the vehicle, and leave it connected during the entire update procedure to maintain steady voltage.

2. Open the **Honda Firmware Downloader** from the shop's computer.

   NOTE: Refer to Job aid *Honda Firmware Downloader* for more information.

3. Insert a USB flash drive into the computer.

   NOTE: Make sure the USB flash drive is empty and is formatted to FAT32.

4. Enter this service bulletin number, the VIN of the vehicle you are working on, and select **Search**.
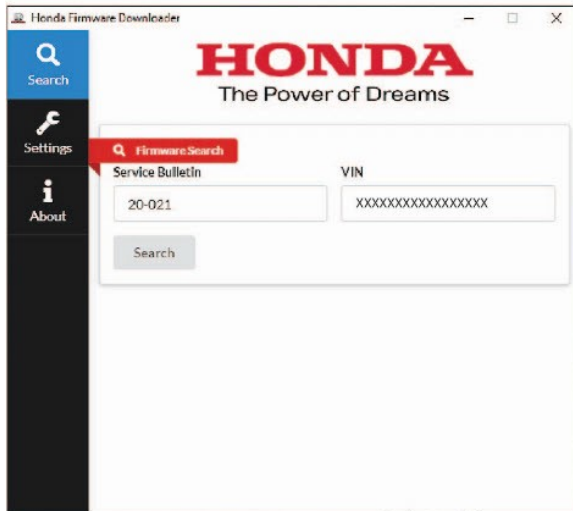

5. When the software is found, select the **Download** icon. Once the download is complete, remove the USB flash drive and take it back to the vehicle.

   NOTE: The software download may take up to **10 to 15 minutes** depending on the size of the file and the internet speed. You do not need to stay with the vehicle during this download.
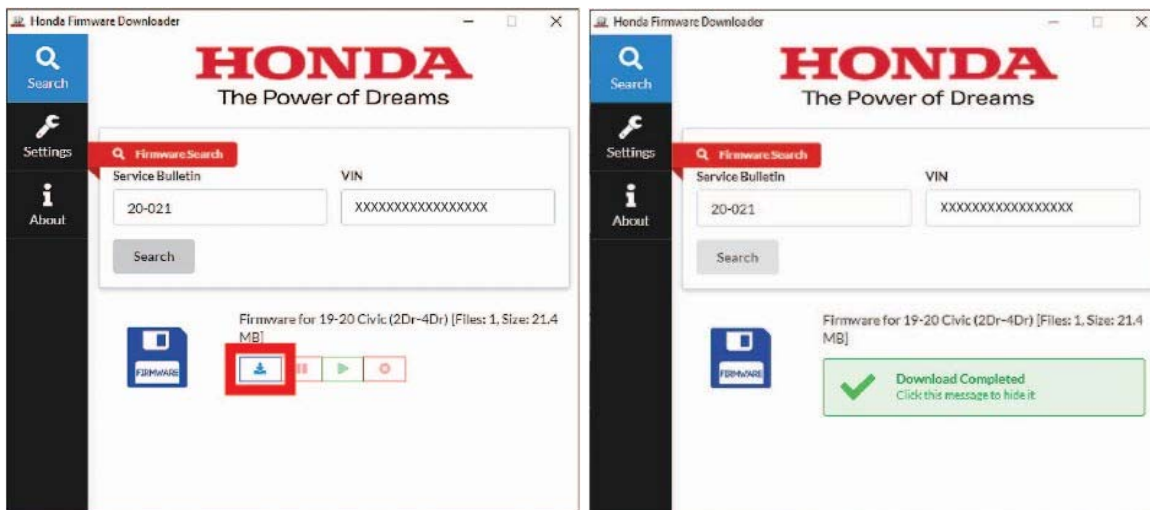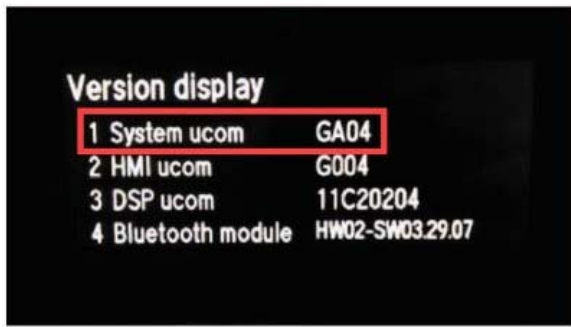
6. Turn the ignition to ON.

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

8. First, verify the software information. With the audio turned off, press buttons 1, 3, and 5, then press the VOL/Power knob on the audio unit in the order shown.
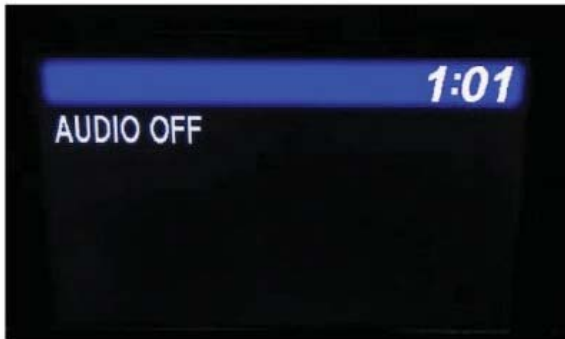
Press the buttons in the order shown.

The **Version display** screen will appear.

Only update the audio unit software if the software information matches the information shown above and listed below. If the software information does not match the information shown, no update is needed and continue with normal system troubleshooting.

NOTICE

Updating the software when the software information does not match what is shown will damage the unit. If that happens, you will need to replace it.

Software Details	Original Software Version
	2019/2020 Civic LX (2dr/4dr/5dr)
System ucom	**GA04**
HMI ucom	G004
DSP ucom	11C20204
Bluetooth module	HW02-SW03.29.07

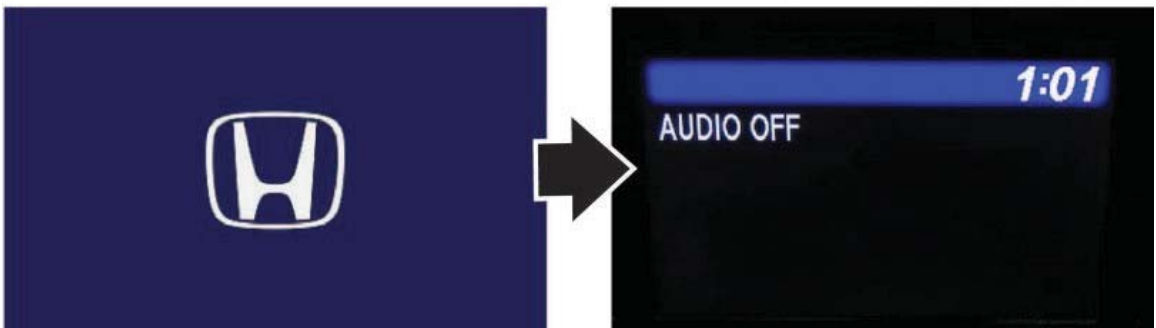9. Press the VOL/Power knob to exit the **Version display** screen.
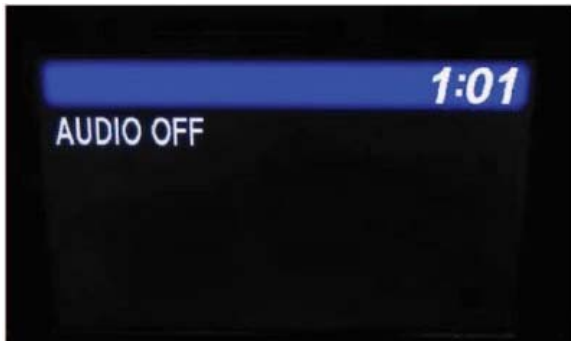
10. Turn off the audio unit, then insert the USB flash drive into the USB port. The audio unit will automatically detect the USB flash drive and start the update. When the update starts, the screen will go black, the buttons will start blinking, and the audio unit will beep.

NOTE: If the update does not automatically start, or an error occurs, cycle the ignition to reset the audio unit. Then, go back to step 9.

11. Once the update is complete, you will hear a long beep, the Honda logo will appear, and the screen will return to the audio screen.

Verifying the Audio Unit Software

1. With the audio unit turned off, press buttons 1, 3, and 5, then press the VOL/Power knob on the audio unit in the order shown.

Press the buttons in the order shown.

The **Version display** screen will appear.

Make sure the software information matches the information shown above and listed below.

| Software Details | Original Software Version |
	2019/2020 Civic LX (2dr/4dr/5dr)
System ucom	GB04
HMI ucom	G004
DSP ucom	11C20204
Bluetooth module	HW02-SW03.29.07

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

3. Remove the USB flash drive.

4. Set the clock to the correct time.

5. Press and hold the VOL/Power knob to skip the security code screen.

6. Restore the customer's audio unit presets.

END