**April 14, 2021**          Version 3

# 2017-18 Ridgeline: *Bluetooth*® HandsFreeLink® Will Freeze After Calls and Voice Tags are Missing at Startup

**Supersedes 18-123, dated September 6, 2019, to revise the information highlighted in <mark>yellow</mark>.**

## AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|------|-------|------|-----------|
| 2017-<mark>18</mark> | Ridgeline | RT, RTS, RTL, Sport | ALL |

## REVISION SUMMARY

<mark>Under AFFECTED VEHICLES, information was updated.</mark>

## SYMPTOM

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

## POSSIBLE CAUSES

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 | A18123A | 39171-T6Z-A01 |

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 this job aid *Honda Firmware Downloader* for additional information. Make sure that 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.
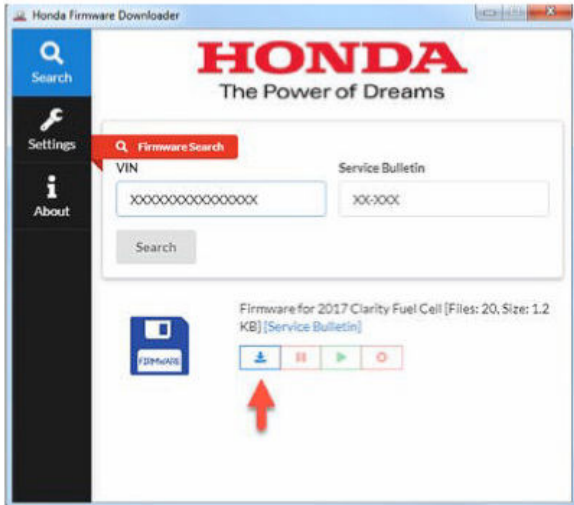


3. Once the download is complete, return to the vehicle.

4. Verify the software version.

   NOTE: If at any time during the update process a **TIMEOUT err** or **UNDEFINE err** message appears, check the USB drive tool for damage, or use a different one.
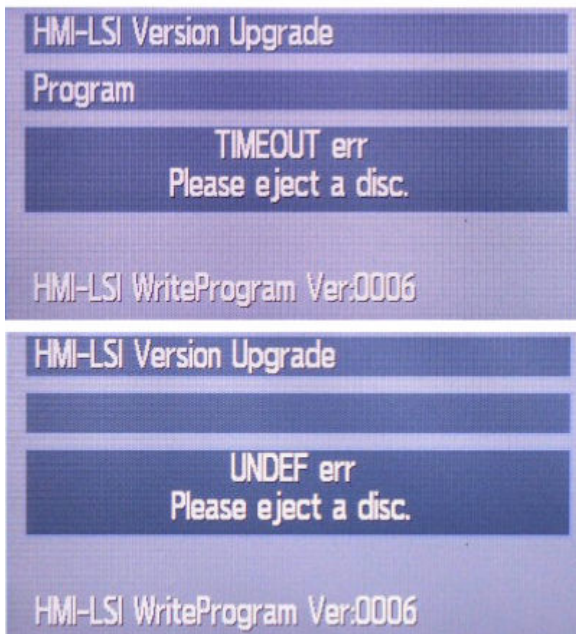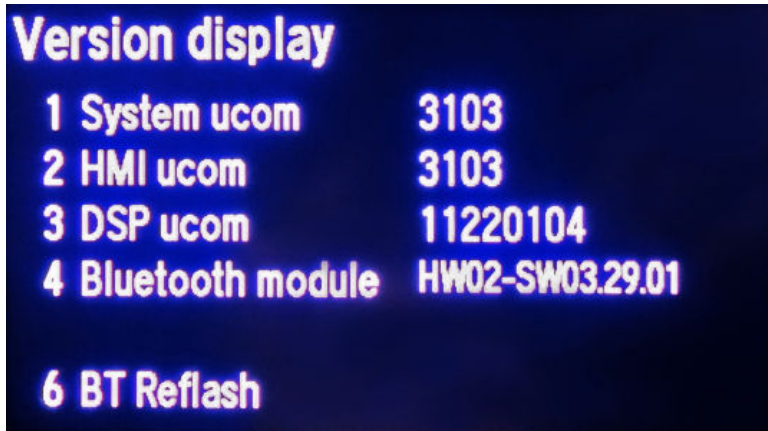


5. Turn the ignition to ON.

6. With the audio unit turned off, press the buttons in sequential order as shown.



Press the buttons sequentially as shown.

This will let you view the **Version display** screen and verify the candidate software version is up-to-date.



Version display
1 System ucom 3103
2 HMI ucom 3103
3 DSP ucom 11220104
4 Bluetooth module HW02-SW03.29.01

6 BT Reflash

If 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 | Valid Software Version |
|---|---|
| System ucom | 3103 |
| HMI ucom | 3103 |
| DSP ucom | 11220104 |
| Bluetooth module | HW02-SW03.29.01 |

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

    NOTE: During the update procedure, run the engine so the battery does not drain.

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



8:40

No Device Connected
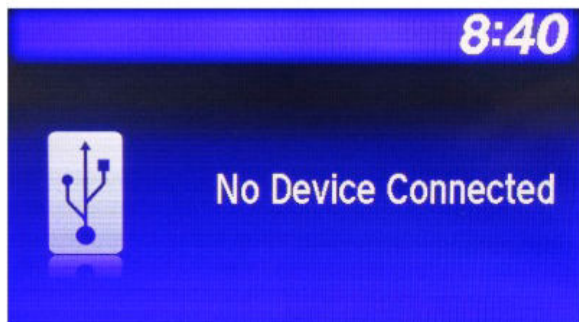
9. Update the audio unit software by plugging in the USB drive into the USB port. The audio unit will automatically detect the USB drive tool and start the update process.

NOTE:

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



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



- Complete SW Ver; You will hear a long beep, then the Honda logo will appear, and the audio unit will turn off when the software update is complete.
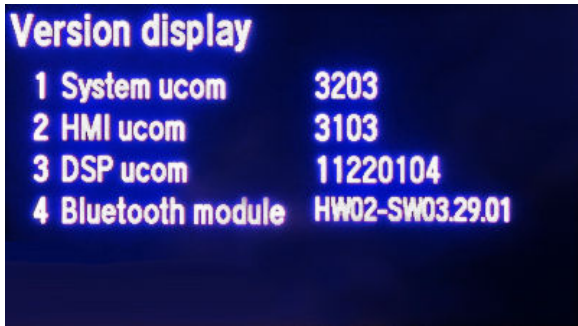
**SOFTWARE UPDATE CONFIRMATION PROCEDURE**

1.  With the audio unit turned off, press the buttons in sequential order as shown.



Press the buttons sequentially as shown.

This will let you view the **Version display** screen and verify the software version was updated.



| Software Details | Updated Software Version |
|---|---|
| System ucom | 3203 |
| HMI ucom | 3103 |
| DSP ucom | 11220104 |
| Bluetooth module | HW02-SW03.29.01 |

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

3.  Remove the USB drive tool.

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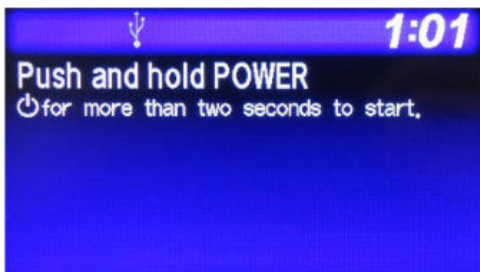


5.  Set the clock to the correct time by selecting **MENU > Adjust Clock**.

6.  Once the procedure is complete, restore customer audio unit presets, and have the service advisor tell the customer that any previously paired phones must be paired again.

END