

July 28, 2021

Version 2

Apple CarPlay™ Will Not Launch

Supersedes 19-049, dated April 26, 2019, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	HR-V	Sport, EX, EX-L, and Touring	[REDACTED]
			[REDACTED]
			[REDACTED]
			[REDACTED]

REVISION SUMMARY

Under SYMPTOM and POSSIBLE CAUSE, information was revised.

SYMPTOM

With an iPhone connected to the USB port:

- Apple CarPlay does not launch/cannot connect.
- The screen is frozen, blank or black.
- The audio unit will automatically restart.

POSSIBLE CAUSE

The software in the audio unit is faulty.

CORRECTIVE ACTION

Update the audio unit software.

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.

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	A19049A	39171-T7A-A11

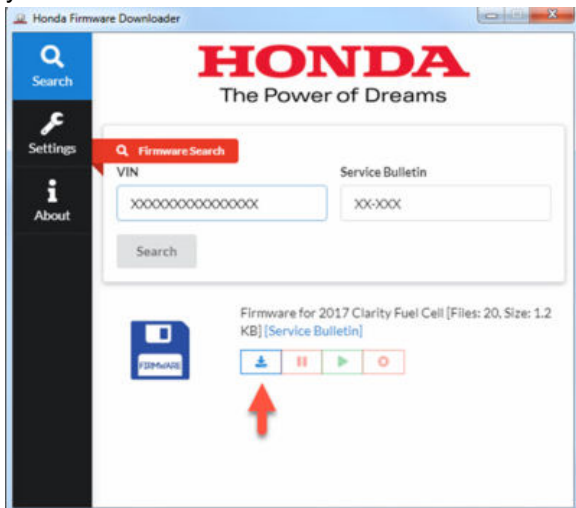
Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE:

- Before updating the software, write down the customer's audio unit presets.
 - Connect a fully charged battery to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
 - Apply the parking brake to keep the headlights turned off during the update.
1. From your computer's desktop, open Honda Firmware Downloader. Refer to job aid: *Honda Firmware Downloader* for any additional information. Make sure 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.

NOTE: The software download may take up to **10-15 minutes** depending on the size of the file and the quality of your internet connection.

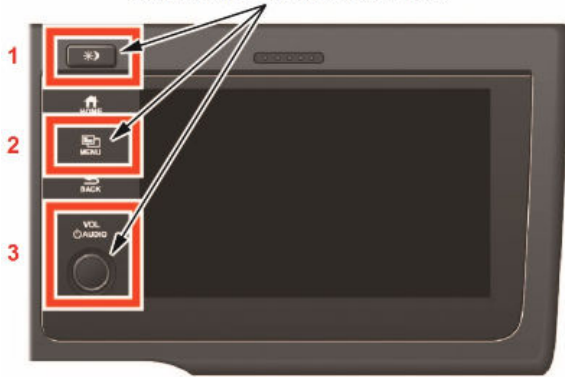


3. Once the download is complete, return to the vehicle.

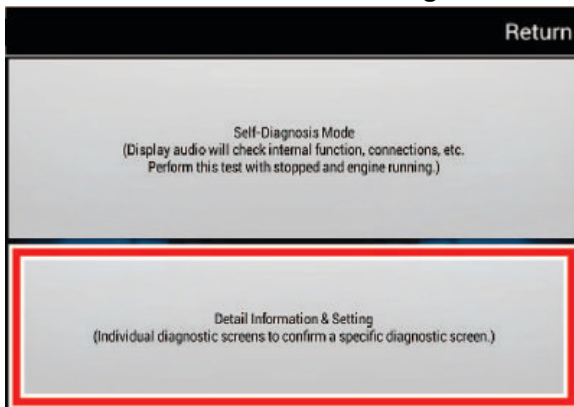
4. Verify the software version.

- 4.1. From the home screen, press the Day/Night button, **MENU** icon, and VOL/Power/AUDIO knob in sequence and hold them for about **5 seconds**.

Press these in sequence and hold them for about 5 seconds.

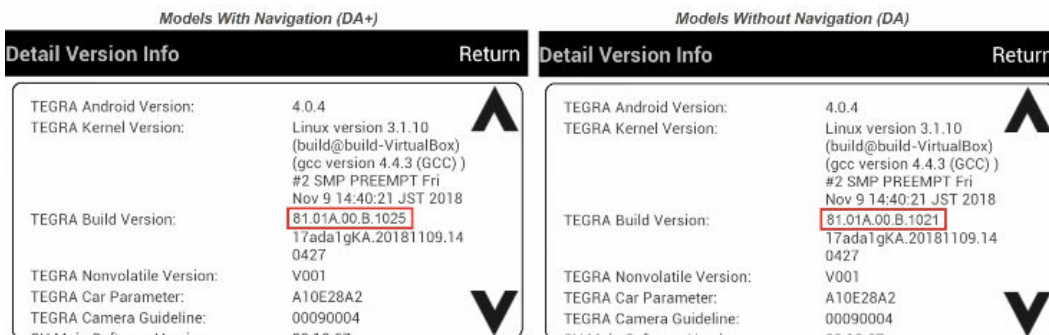
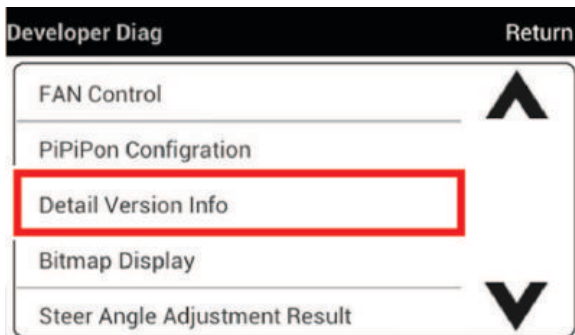


- 4.2. Select **Detail Information & Setting**.



- 4.3. From the **Detail Information & Setting** screen, press and hold the **MENU** icon for **5 seconds** until the display transfers to the **Developer Diag** screen.

- 4.4. From the **Developer Diag** screen, select **Detail Version Info**. Then, confirm the current **TEGRA Build Version** and **SH Main Software Version**. Refer to the tables below for current and new versions.



Software Details	Current Software Versions	
	Models with Navigation	Models without Navigation
TEGRA Build Version	81.01A.00.B.1025	81.01A.00.B.1021
Touch Version	T5AR04	T5AR04

5. Once the software update is downloaded onto the USB flash drive, insert it into the USB port.



6. A screen will automatically appear with the prompt **Would you like to update?**. Make sure each software version of **Tegra/Touch** in the **New** section are correct. Select **Yes** to update the software.



NOTE: If the screen does not appear, the software may not have correctly downloaded onto the USB flash drive. Try to download the software again.

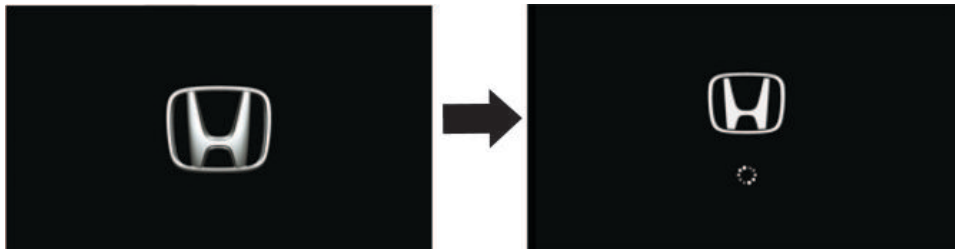
Software Details	New Software Versions	
	Models with Navigation	Models without Navigation
TEGRA Build Version	82.01C.00.B.1025	82.01C.00.B.1021
Touch Version	T5AR04	T5AR04

NOTE: In case the USB flash drive gets unplugged, a **USB memory device unplugged** message will appear. Select **OK** to clear the screen, and connect the USB flash drive once again to continue the software update.

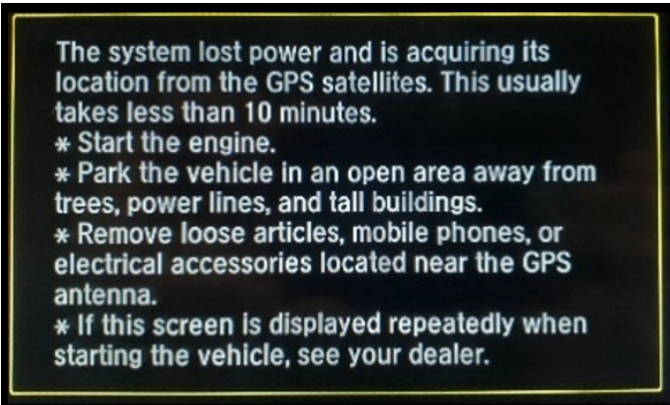
7. After selecting **Yes**, the unit will reboot and the version update will start. The screen below will display for about **30 minutes**.



8. Once the update is complete, the unit will reboot again. Remove the USB drive tool from the port.



9. After the update is complete, the following screen will appear. To bypass this screen, press and hold the Day/Night button and **Home** icon.



10. Select **OK**.



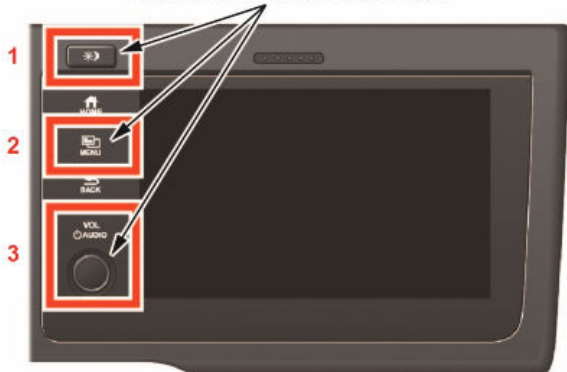
11. Go to SOFTWARE UPDATE CONFIRMATION to confirm the software update.

SOFTWARE UPDATE CONFIRMATION PROCEDURE

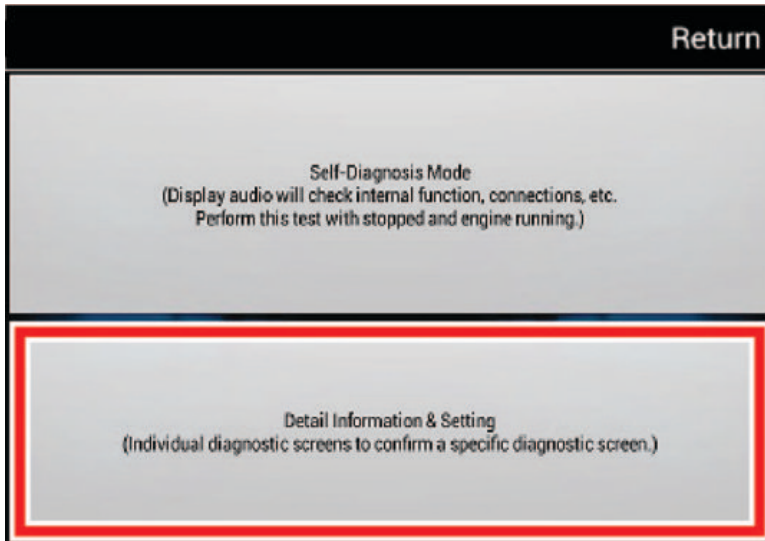
After the version update is complete, you must confirm that the software is up-to-date.

1. From the HOME screen, press the Day/Night button, **MENU** icon, and VOL/Power/AUDIO knob in sequence and hold them for about **5 seconds**.

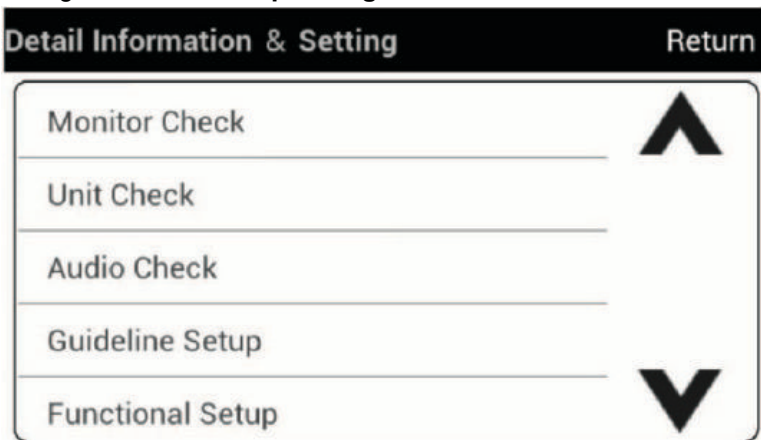
Press these in sequence and hold them for about 5 seconds.



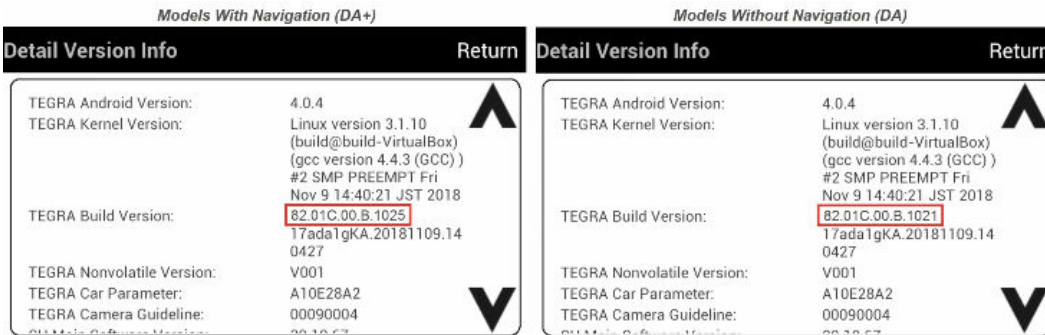
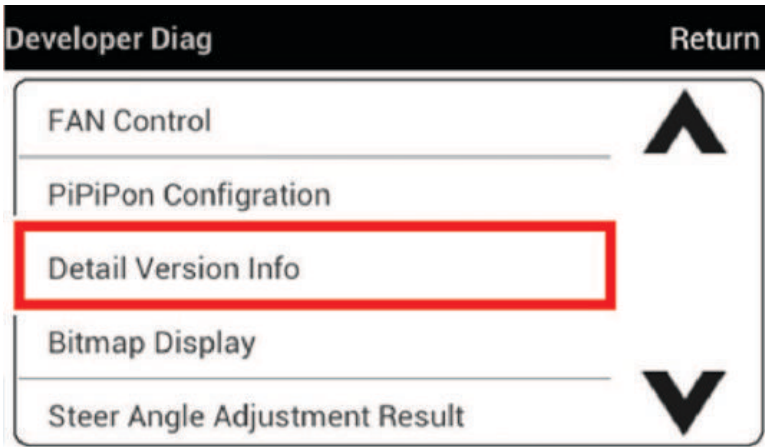
2. Select **Detail Information & Setting**.



3. From the **Detail Information & Setting** screen, press and hold the **MENU** icon for **5 seconds** until the display changes to the **Developer Diag** screen.



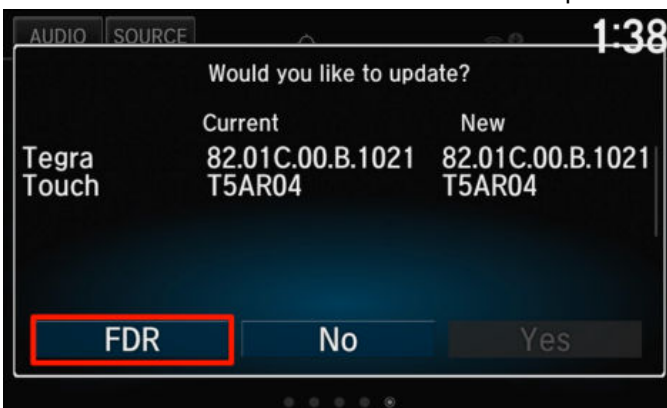
- From the **Developer Diag** screen, select **Detail Version Info** and confirm the **TEGRA Build Version** and **SH Main Software Version**.



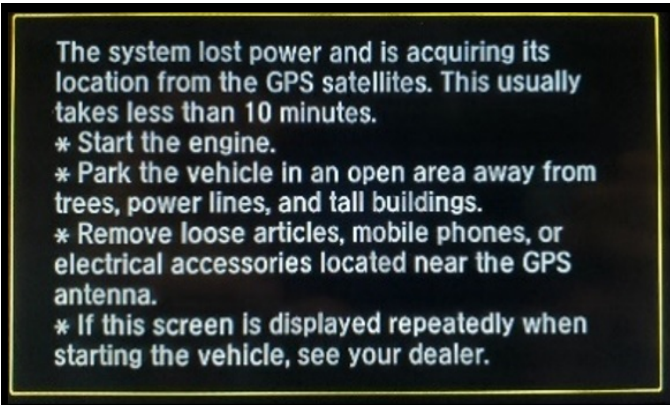
Software Details	New Software Versions	
	Models with Navigation	Models without Navigation
TEGRA Build Version	82.01C.00.B.1025	82.01C.00.B.1021
Touch Version	T5AR04	T5AR04

- Insert the USB flash drive into the USB port to start the factory data reset (FDR) procedure.
- A screen will automatically appear with the prompt **Would you like to update?**. Select **FDR**.

NOTE: The FDR takes about **3 minutes** to complete.



7. After the FDR is complete, the following screen will appear. To bypass this screen, press and hold the Day/Night button and **Home** icon.



8. Select **OK**, and park the vehicle outside in an open area to acquire the GPS signal.



9. Once the procedure is complete, input the customer's audio unit presets, and have the service advisor tell the customer that any previously paired devices must be paired again. After informing the customer about the need for pairing, make sure to document it on the repair order.

END