

## Product Improvement: Multi-Model 3G OTA TCU Software Update

### AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2018–20	Accord	Touring/Elite	Check the iN VIN status for eligibility.
2018–20	Accord Hybrid	Touring	Check the iN VIN status for eligibility.
2019–20	Insight	Touring	Check the iN VIN status for eligibility.

### BACKGROUND

In February of 2022, the 3G network will no longer support the in-vehicle services that the vehicle has previously supported. The Telematics Control Unit (TCU) using the Over the Air (OTA) update is required to connect to the VoLTE network to continue communications.

### CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. Repair these vehicles before they are sold.

### CORRECTIVE ACTION

Update the TCU software using the OTA update method.

**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

### 2018–20 Accord and Accord Hybrid

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B9	Update the Display Audio and TCU software OTA.	0.3 hr.	6GB00	HBO00	A21085A	39870-TVA-A01

### 2019–20 Insight

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B9	Update the Display Audio and TCU software OTA.	0.3 hr.	6GB00	PBN00	A21085B	39870-TXM-A01

NOTE: A warranty claim does not close OTA campaigns. ONLY the vehicle reporting the correct software version to our servers will close the campaign. Make SURE the vehicle reports correct software prior to releasing to customer and submitting the warranty claim.

Skill Level: Repair Technician

## SOFTWARE INFORMATION

Year/Model	Vehicle System	Software Version	Vehicle System	Software Version	Phone Module Version
2018–20 Accord	Display Audio	18AA-2186-001	Telematics Control Unit (TCU)	FDC17.06.005	200.0.9A00
2019–20 Insight	Display Audio	18AE-2186-001	Telematics Control Unit (TCU)	FDC17.09.004	200.0.9A00

## REPAIR PROCEDURE - OTA UPDATE

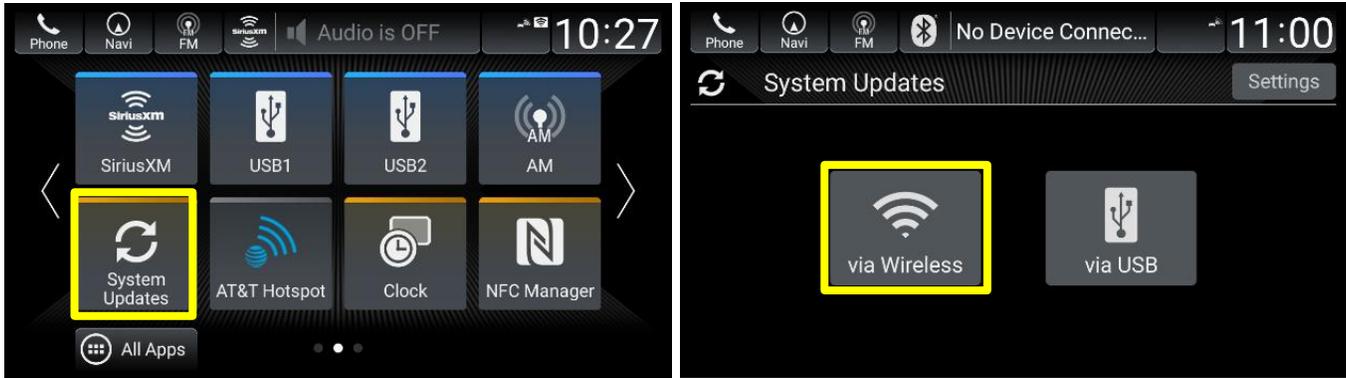
NOTE:

- Before starting this repair procedure, Do a VIN inquiry to verify any outstanding Product Updates or Open Campaigns to the Display Audio system have been completed.
- For Accord models, verify service bulletin 18-092, *Safety Recall: 2018 Accord Rear Backup Camera Service Bulletin* has been completed before proceeding with this repair.
- Move the vehicle to an open-air area to get optimal cellular signal strength before proceeding with next steps.



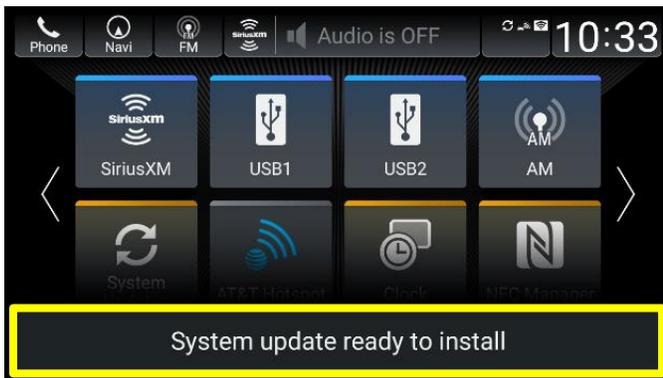
- Good cellular signal will aid in the update and prevent any Error codes.
- This is an update to the Telematics Control Unit (TCU), which depends on a good cellular connection.
- There is no need to connect to a WiFi network to proceed with the update.

1. To complete the update, go to the HOME screen, select **System Updates**, and when the download is complete, select **via Wireless**.

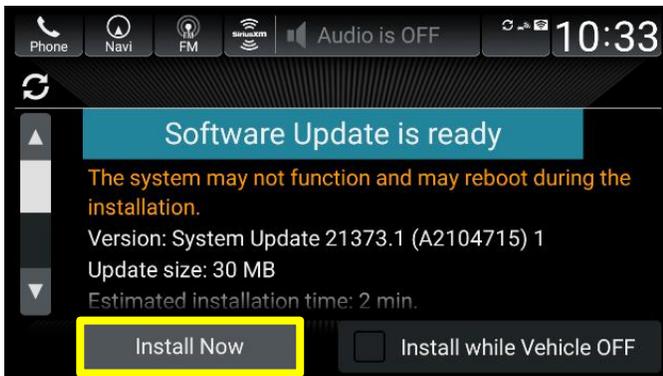


2. When the download is complete, **System update ready to install** will appear.

NOTE: In some instances, the download process may have already occurred. In this case, proceed to step 3.

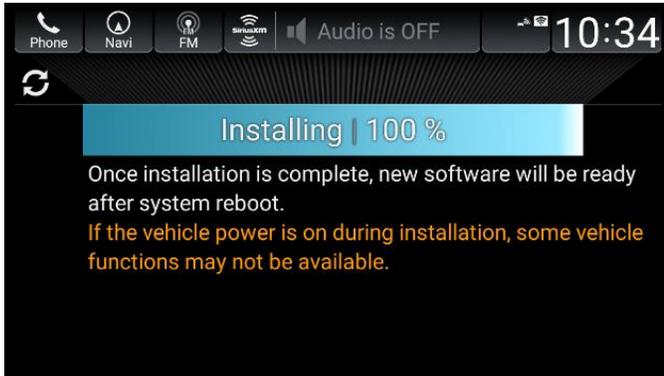


3. Select **Install Now**.

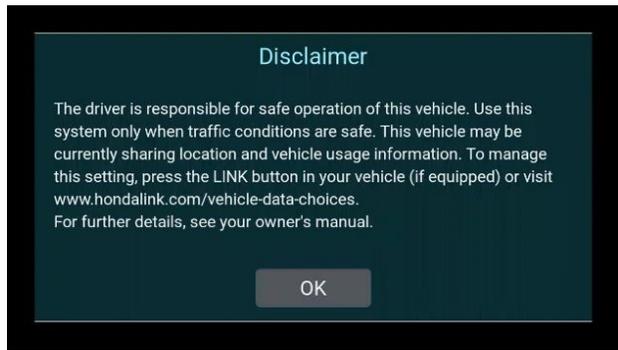


- The first part of the update will start. The Display Audio **Installing** update process will begin, this takes 2–5 minutes to complete.

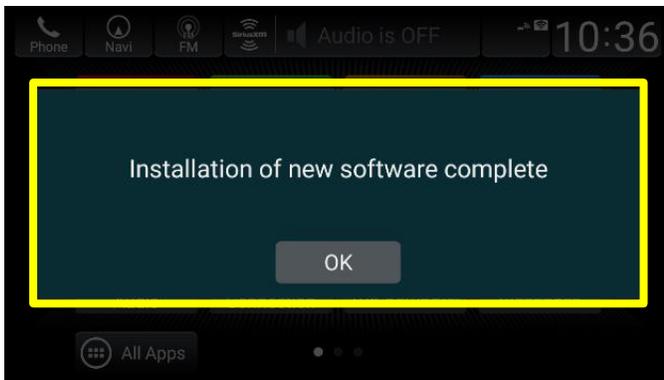
NOTE: The system will reboot once the progress bar reaches 100 percent.



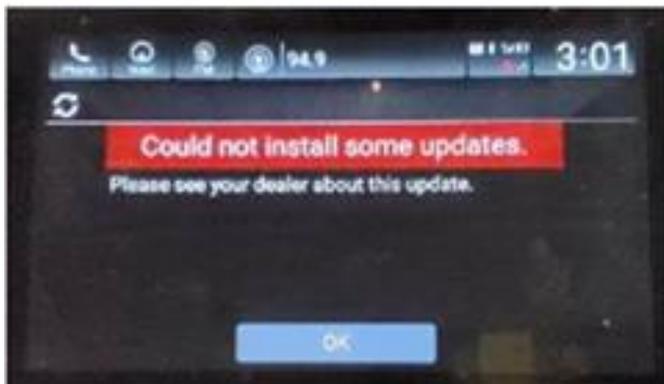
- Wait for the HondaLink and Disclaimer screens to appear and select **OK**.



- Once the update completes, you will see **Installation of new software complete**, then select **OK**.



NOTE: If you see **(Could not install some updates.)** during the update, start from Step 1 to repeat the process.



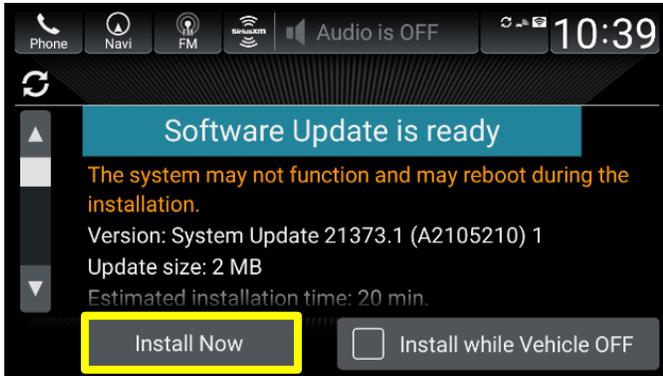
- After selecting **OK**, the system will start the second part of the update. Wait for **System update ready to install**. This does not immediately occur, this may take about 5–10 minutes.



NOTE: If **System update ready to install** does not appear, manually check for the second update by selecting **System Updates**, via **Wireless**. The download process will begin.

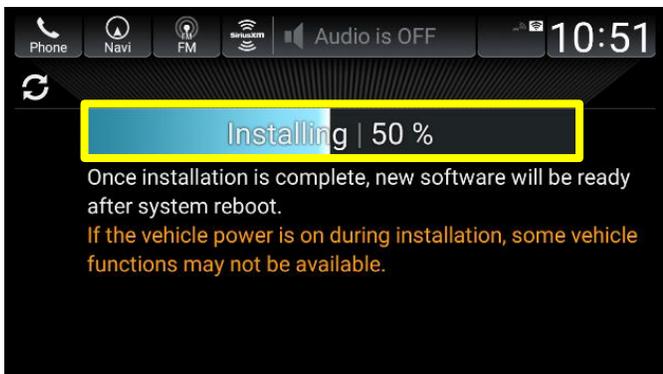


- From the HOME screen select **System Updates**, to verify software update is ready. Select **Install Now**.

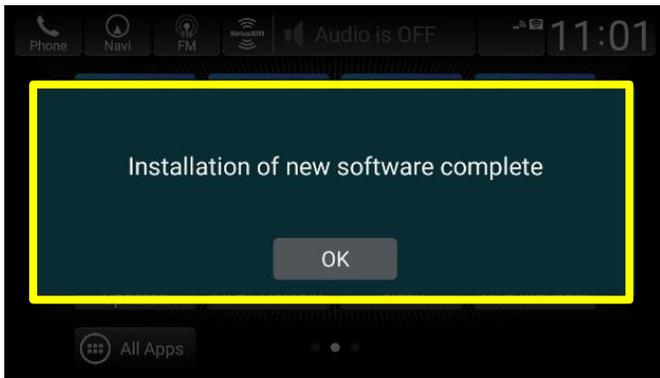


- The second part of the update will start. The TCU update process takes 15–25 minutes to complete depending on cellular signal strength.

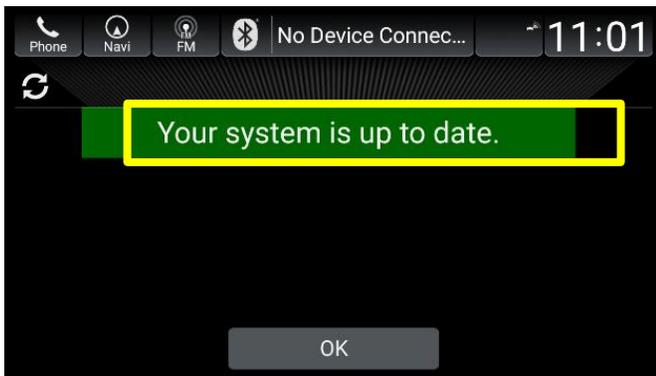
NOTE: The installing progress bar will count to 100% and the LED indicator located in the dome light console will blink.



10. Once the update completes, you will see **Installation of new software complete**, then select **OK**.

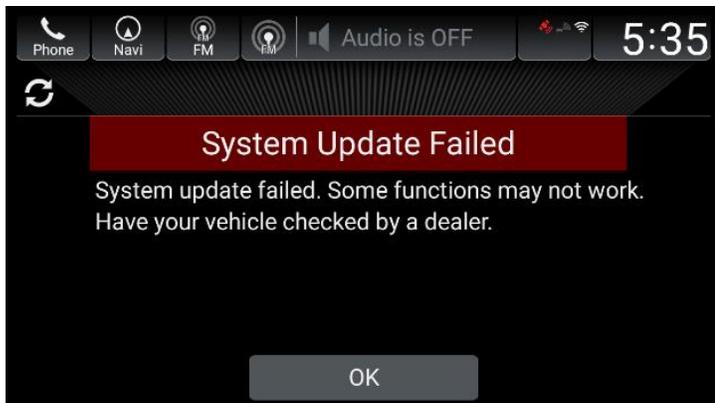


NOTE: If you noticed only one update occurred following the reprogramming, select **System Updates, via Wireless** and check if the system returns with **Your system is up to date**. One of the two components may have previously been updated, refer to the **SOFTWARE VERSION VERIFICATION – Display Audio and TCU** section to confirm software versions.



### SYSTEM UPDATE FAILED

NOTE: If you see **System Update Failed** during the update process, the software update may have failed due to poor cellular signal.



Make sure the vehicle is in an open-air area to get optimal cellular signal strength.



## SOFTWARE VERSION VERIFICATION – DISPLAY AUDIO AND TCU

1. For Accord models press **HOME**, **POWER**, and **SOURCE** at the same time.



For Insight models press **HOME**, **REWIND**, and **Power** at the same time.



2. From Diagnostics Menu screen, select **DETAIL INFORMATION & SETTING**.

Diagnosis Menu Return

Self-Diagnosis Mode

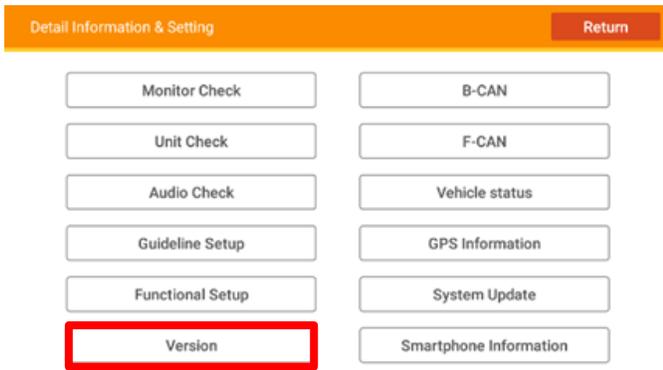
(Navi will check internal function, Connections, etc. Perform this test with stopped and engine running)

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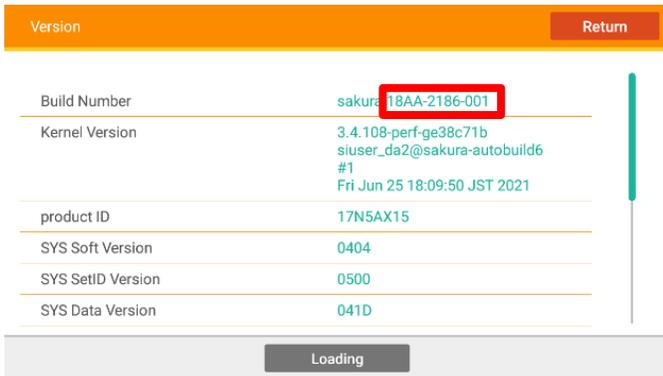
**Detail Information & Setting**

(Individual diagnostic screens to confirm a specific diagnostic screen.)

3. Select **Version**.

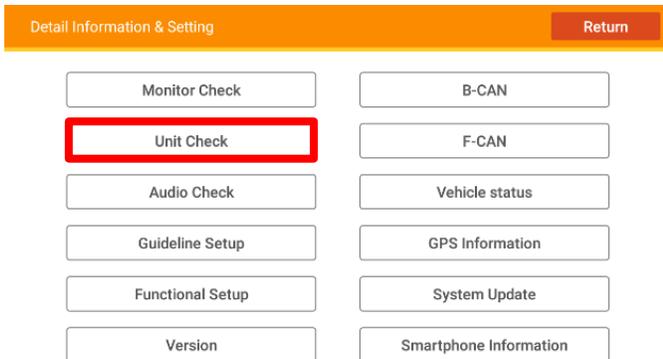


4. In the Version screen note the **Build Number**.



Model	Part Number	Software Version
Accord	39540-TVA-A57	18AA-2186-001
Insight	39540-TXM-A83	18AE-2186-001

5. Select **Return** to be brought back to the Detail Information & Setting screen, then select **Unit Check**.



6. Scroll down to Select **TCU**.



7. Confirm the TCU SW as Follows:



TCU Software Version:

Model	Part Number	Software Version	Phone Module Version
Accord	39870-TVA-A01	FDC17.06.005	200.0.9a00
Insight	39870-TXM-A01	FDC17.09-004	200.0.9a00

8. Select **Return** four times to exit back to the HOME Screen.

NOTE: If software versions do not match, it is recommend to replace TCU. Follow the **REPAIR PROCEDURE - TCU REPLACEMENT**

**REPAIR PROCEDURE - TCU REPLACEMENT**

When replacing the TCU, make sure to do the HDS registration of the new TCU to the Keyless Access (immobilizer) System. Follow the procedure below or refer to the Keyless Access System Registration procedure found in the Service Information (SIS).

1. Connect the HDS to the DLC.
2. When all remotes are lost, select **Immobilizer Setup Tool**, and turn the vehicle to ON mode according to the instructions on the HDS screen, then go to step 5.
3. Turn the vehicle to the ON mode and select **Immobilizer Setup Tool**.
4. Select the appropriate items, then do the registration according to the instructions on the HDS screen.
5. After registration, verify the affected systems work normally with all remotes.
6. Complete the REPAIR PROCEDURE - OTA UPDATE in this service bulletin.

END