

February 19, 2025

Version 1

Media Source Freezes Screen

APPLIES TO

Year	Model	Trim Level	VIN Range
2024	Prologue	ALL	ALL

SYMPTOM

When switching to Sirius XM media source, the center display screen could freeze. The screen will remain frozen with a “Loading” message displayed.

POSSIBLE CAUSE

The software within the radio unit may need an update.

CORRECTIVE ACTION

Check the software code, if needed, perform a software update for:

Controller Code: A11

Controller Name: Radio Control Module

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Inspect software - no update	0.2hr	03265	03217	A25021A	85044400
C	Update software & do an all DTC clear - Add	0.2hr				

TOOL INFORMATION

Tool Name	Tool Number	Quantity
Multiple Diagnostic Interface 2 (MDI2)	07-EL-52100	1
Tech Line Connect (TLC) Software Application Tool With Honda Diagnostic Package	N/A	N/A
DCA-8000 Dynamic Diagnostic Charging System	MTRDCA8000PA	1

NOTE: Make sure the latest version of the Tech Line Connect (TLC) Software Application Tool with Diagnostic Package is installed on your computer.

INSPECTION AND REPAIR PROCEDURE

1. Follow the steps outlined in the Job Aid: [Honda Updating Control Units Modules with TECHLINE CONNECT](#) to determine if an update is needed for the A11 Radio Control Module and, if needed, how to perform the update.

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.