

**August 13, 2025**

Version 1

## Rear Camera Displays Black and White Image

### APPLIES TO

Year	Model	Trim Level	VIN Range
2023–25	CR-V	LX, EX, Sport	ALL

### SYMPTOM

When the vehicle is put into reverse, the rear camera may display a black and white image. This could occur intermittently, and can change between color display to a black and white display.

### POSSIBLE CAUSE

The audio unit software threshold may have an incorrect setting for the rear camera. When the color burst signal is low, the software threshold processes the image from the rear camera to a black and white image.

### CORRECTIVE ACTION

Update the vehicles software via USB flash drive.

### WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update the audio unit software	0.3hr	03265	03273	A25071A	8A100-3A0-A02

### REQUIRED MATERIALS

Part Name	Formatting	Part Number	Quantity
USB-A Flash Drive	FAT32	Commercially available	1

**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.

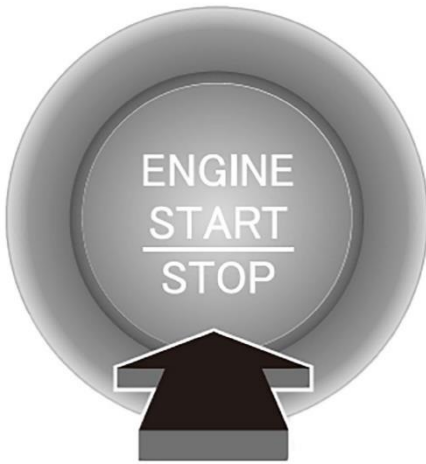
## INSPECTION PROCEDURE

1. Make sure there are no devices connected to the front and rear (if equipped) USB ports. (USB flash drive, Smartphone, etc.)
2. Connect one of the following and set its mode:
  - Midtronics DCA-8000 Dynamic Diagnostics Charging System in **Reflash Mode**
  - Associated Equipment Corporation ESS6100 100A Smart Charger in **Power Supply Mode | DIAG+**  
NOTE: Make sure the ESS6100 is connected directly to the vehicle's 12-volt battery, leave it connected during the entire update procedure to maintain constant voltage.
3. Apply the parking brake to keep the headlights off during the update procedure.

### NOTICE

Loss of power during the update can cause irreparable damage to the audio unit.

4. Without pressing the brake pedal, push the **ENGINE START/STOP** button to **ON**.



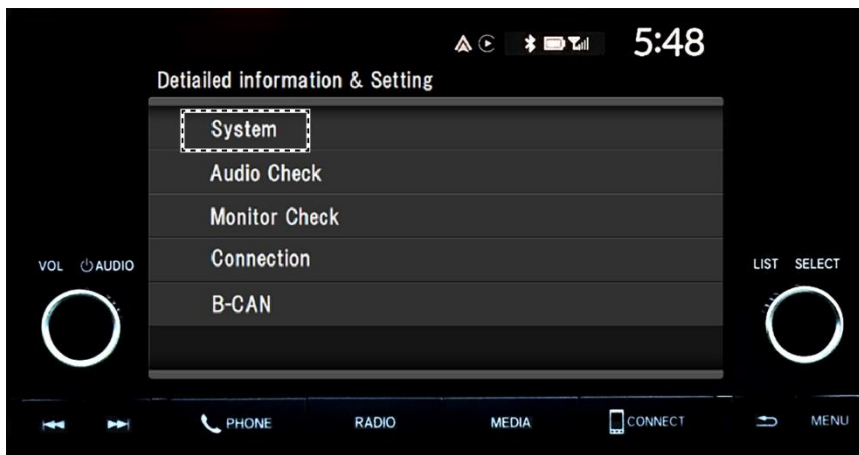
5. With the audio unit turned **OFF**, press the **PHONE** and **CONNECT** buttons at the same time, continue to hold the buttons, then press the **VOL/ AUDIO** knob **5 times** to enter the diagnostic menu.



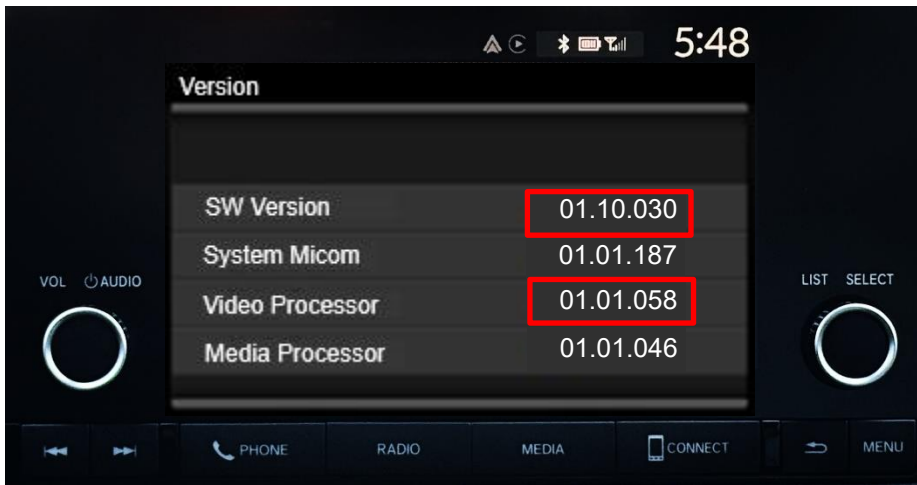
**VOL/AUDIO KNOB**  
Press 5 times.

**PHONE and CONNECT BUTTONS**  
Press and hold simultaneously.

6. Select **System**, then scroll down and select **Version**.



7. Check the audio unit **SW Version** and the **Video Processor** version.

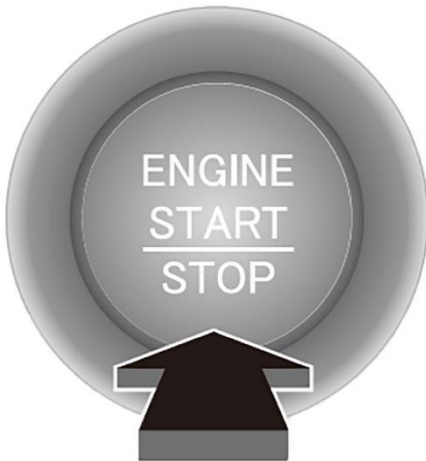


Is the **SW Version** and the **Video Processor** equal to or greater than 01.10.030 and 01.01.058?

- **Yes** - The update has been applied; continue normal troubleshooting.
- **No** - Update the SW Version and Video Processor to the following:
  - Software Version 01.10.**030**
  - Video Processor 01.01.**058**

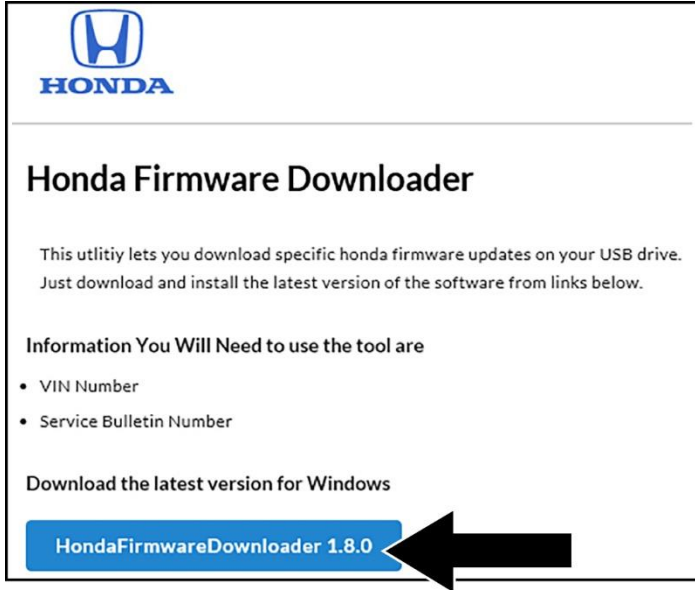
Continue to Honda Firmware Downloader.

8. Push the **ENGINE START/STOP** button to **OFF**.



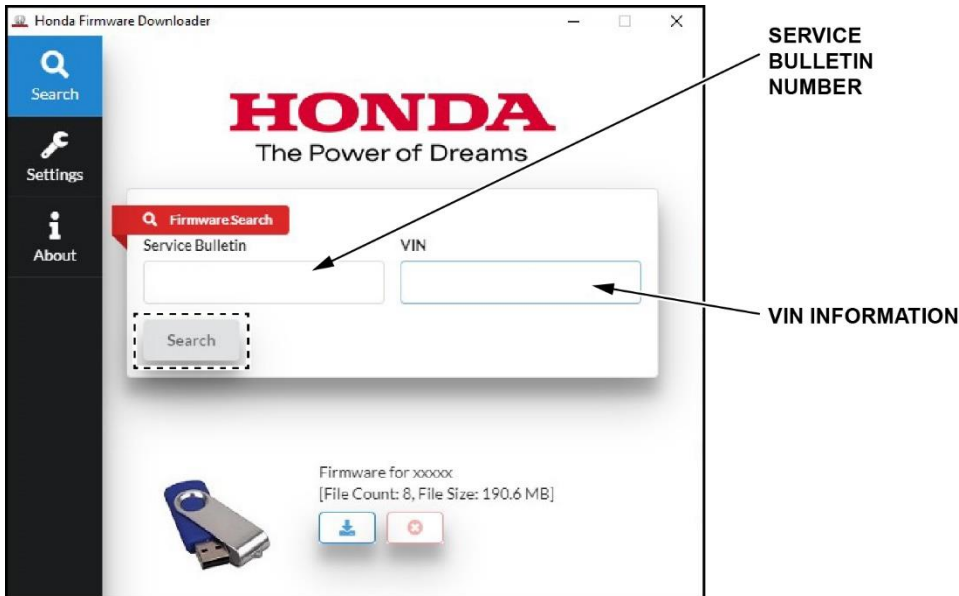
## HONDA FIRMWARE DOWNLOADER

1. From your computer, select and open the *Honda Firmware Downloader*. Make sure to use a blank/empty USB flash drive that is formatted to **FAT32**. Refer to the Job Aid: [Honda Firmware Downloader](#) for additional information.



2. Refer to the corresponding service bulletin that directs you to use the Honda Firmware Downloader. Enter the service bulletin number and the VIN, then press **Search**. The system will provide the available software update version.

NOTE: The VIN field letters must be entered in CAPS.

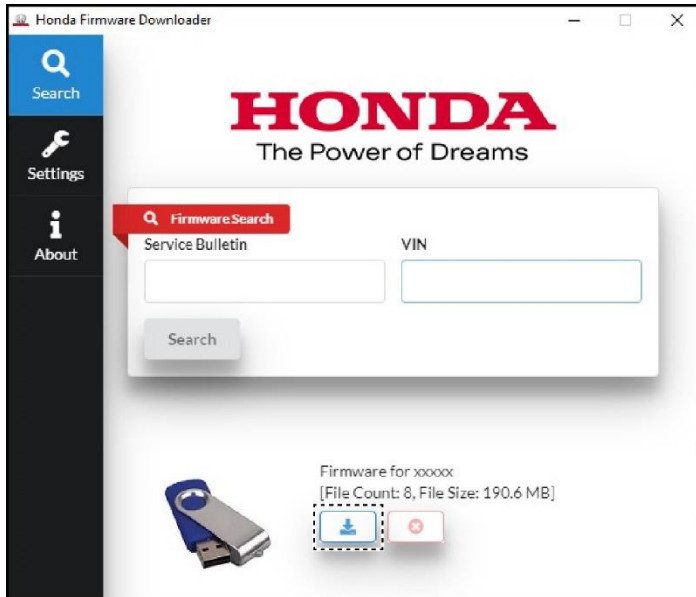


Vehicle	Model Year(s)	Vehicles Original Software Version	Honda Firmware Downloader Service Bulletin Number	Software Update Version
CR-V	2023–2025	Software Version 01.10.030 Video Processor 01.01.058	25-071	H1P2Z047.kwi

3. Select the **Download Icon**, you will be instructed to insert a blank USB flash drive.

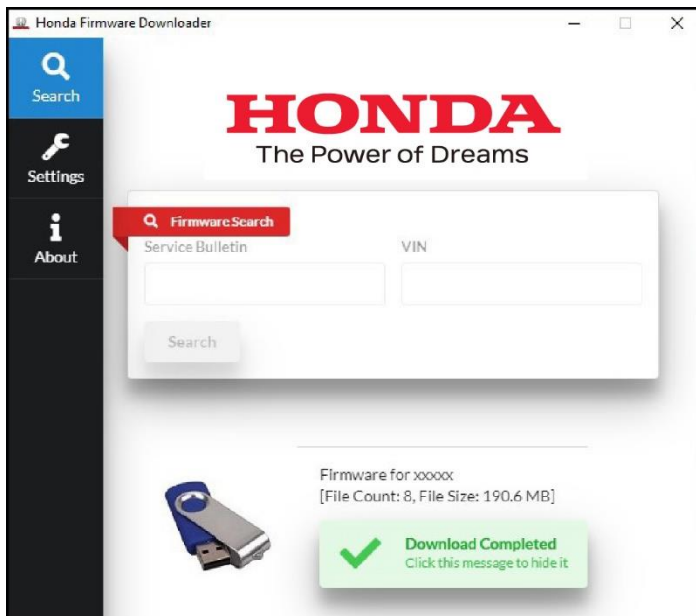
NOTE:

- Make sure the USB flash drive is blank and formatted to **FAT32**. If there are any files on the USB flash drive the system will indicate an error and notify you that the USB flash drive is not blank.
- The software download may take up to **15 minutes** depending on the size of the file.



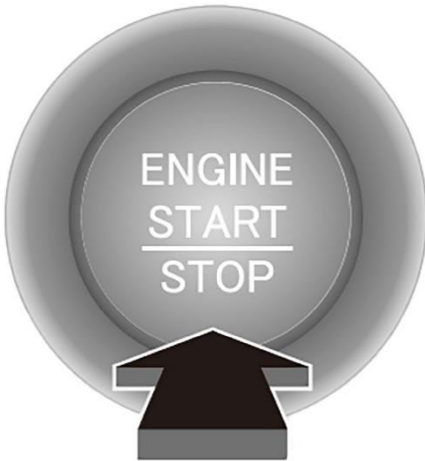
4. Once the download is complete, remove the USB flash drive and return to the vehicle to complete the update.

NOTE: If at any time during the download process a **"TIMEOUT err"** or **"UNDEF err"** message appears on the screen, check the USB flash drive for damage, use a new or different USB flash drive.



## UPDATING THE AUDIO UNIT

1. Apply the parking brake to keep the headlights off during the update procedure.
2. Without pressing the brake pedal, push the **ENGINE START/STOP** button to **ON**.



3. Insert the USB flash drive into the USB data port.

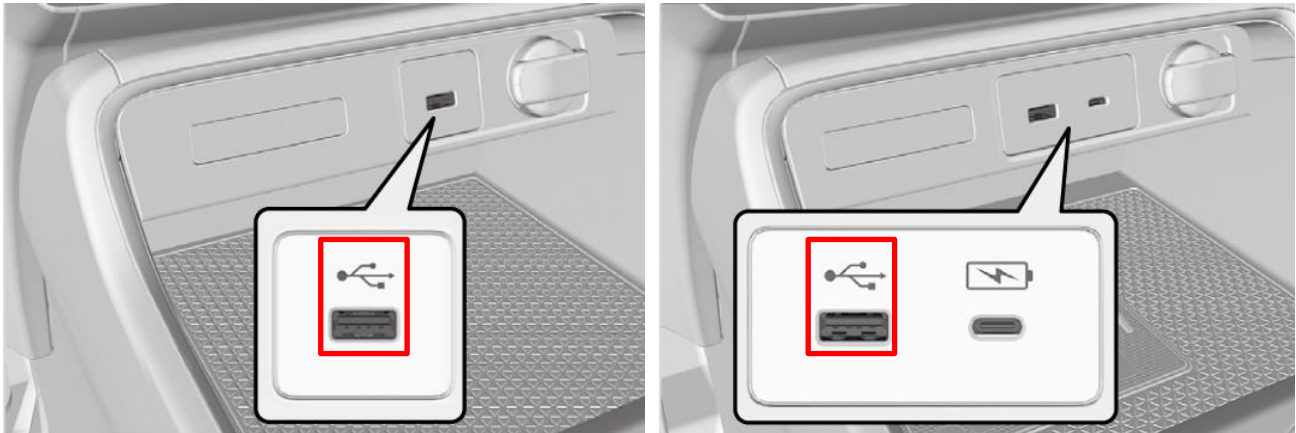
### NOTE:

- Make sure there are no devices connected to the front and rear (if equipped) USB ports. (USB flash drive, Smartphone, etc.)
- Connect the power supply to the vehicle, leave it connected during the entire update procedure to maintain constant voltage.

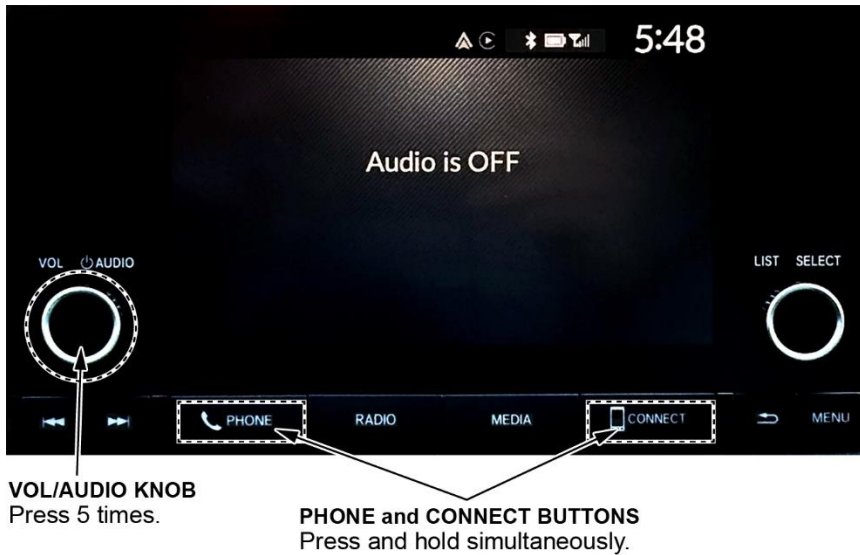
### NOTICE

Loss of power during the update can cause irreparable damage to the audio unit.

### USB-A Data Port

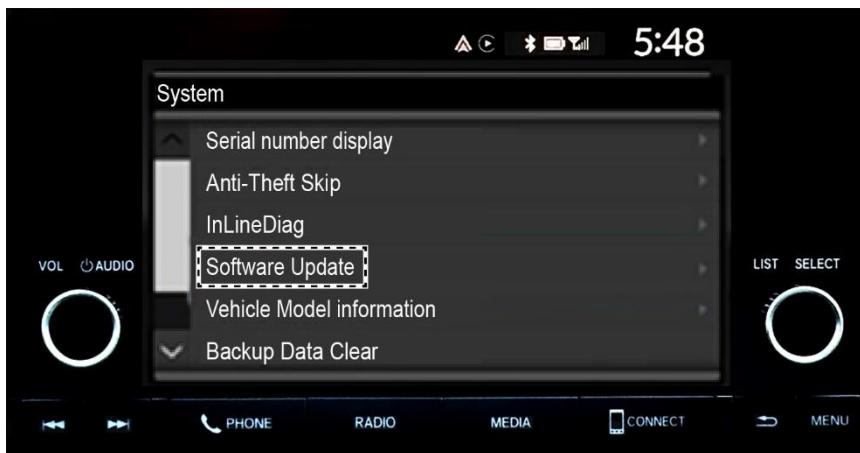


4. With the audio unit turned **OFF**, press the **PHONE** and **CONNECT** buttons at the same time, continue to hold the buttons, then press the **VOL/ AUDIO** knob **5 times** to enter the diagnostic menu.



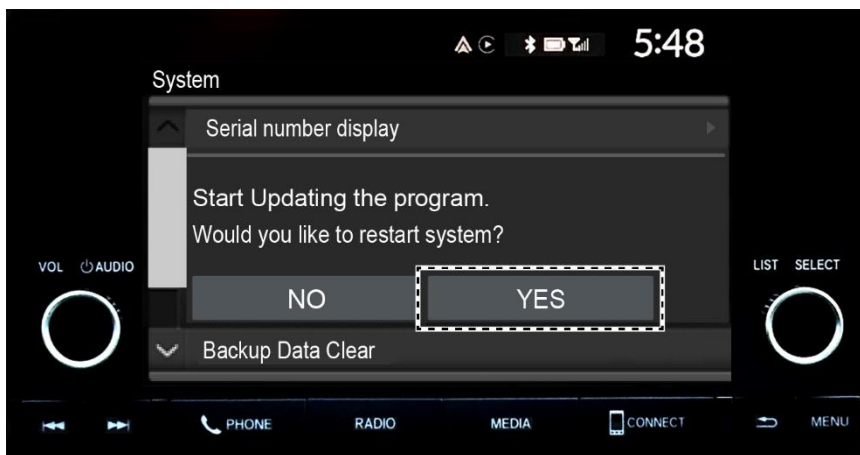
5. Select **System**, then scroll down and select **Software Update**.

NOTE: If the **Software Update** selection is grayed out, make sure the USB flash drive is fully inserted and in the USB data port, **not** the USB charging port.



6. Select **YES** to begin the software update.

NOTE: The update process will take about **32 minutes**, which includes software checking and updating.

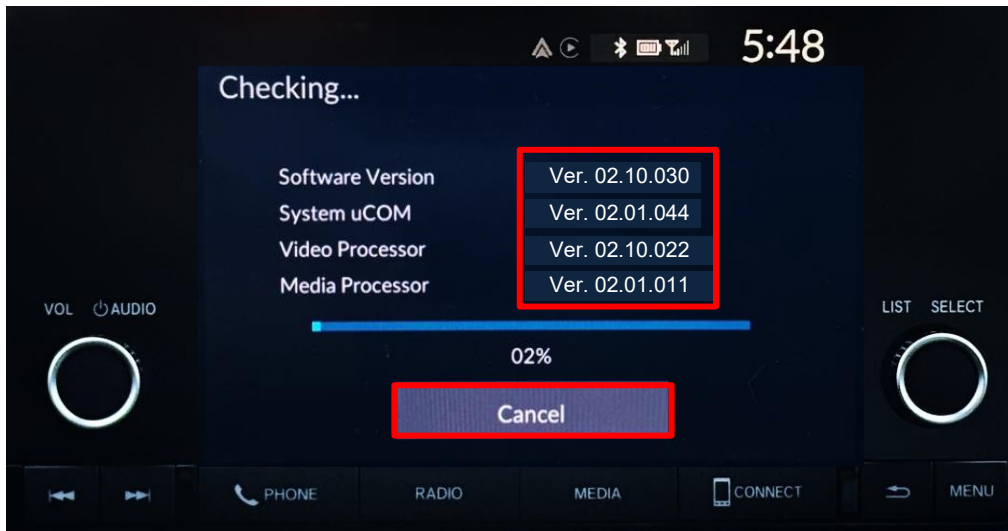


## Software Check

1. During the software “Checking” stage, it is important to confirm the software information on the screen matches the software table.
2. If the information does not match the table below, immediately press **CANCEL**. The update file on the USB flash drive **does not** apply to this vehicle. Confirm that you have downloaded the correct file for the vehicle model/trim you are working on.

<b>Software Version</b>		01.10.030
<b>System uCOM</b>		01.01.187
<b>Video Processor</b>		01.01.058
<b>Media Processor</b>		01.01.046

**EXAMPLE:** Incorrect Software



**NOTE:**

- Only update the audio unit software if the **software information matches the information table shown above.**
- This software “Checking” process will take about **16 minutes**; the software update will start automatically.

### **NOTICE**

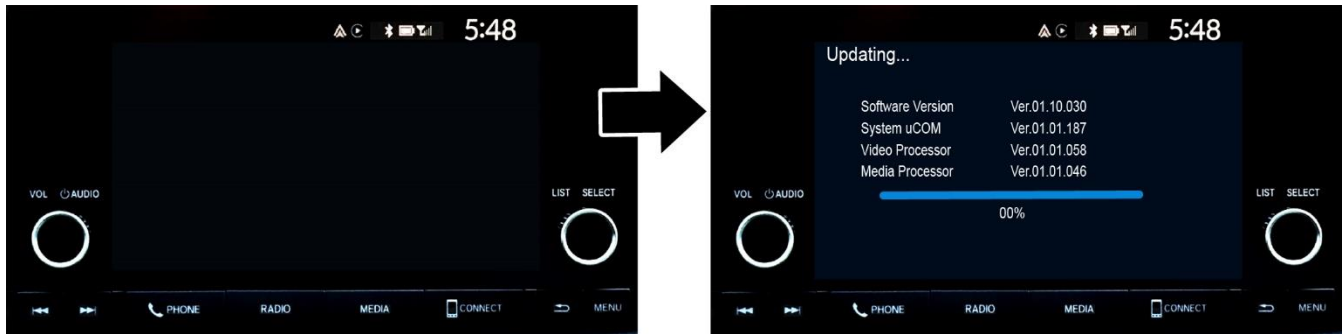
Updating with the incorrect software will damage the audio unit and will require unit replacement.

## Software Updating

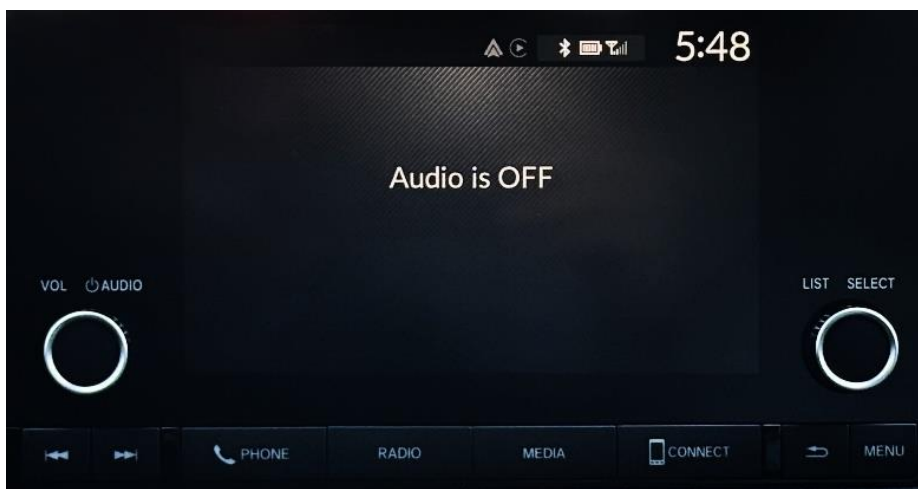
1. The screen will turn black and the updating screen will appear.

### NOTE:

- **DO NOT** disconnect the USB flash drive until the software update is complete.
- The updating process will take about **16 minutes**.



2. After the update is complete the unit will automatically reboot to **Audio is OFF** mode.



## SOFTWARE UPDATE CONFIRMATION

1. With the audio unit turned **OFF**, press the **PHONE** and **CONNECT** buttons at the same time, continue to hold the buttons, then press the **VOL/ AUDIO** knob **5 times** to enter the diagnostic menu.



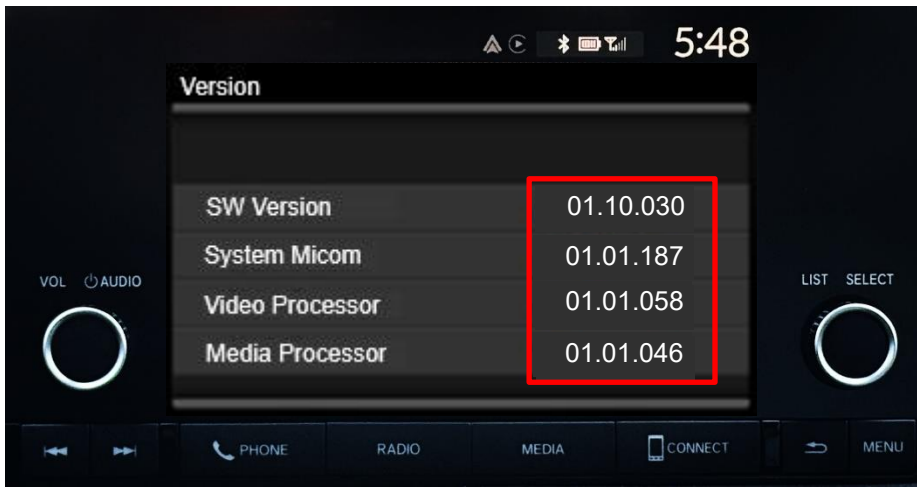
**VOL/AUDIO KNOB**  
Press 5 times.

**PHONE and CONNECT BUTTONS**  
Press and hold simultaneously.

2. Select **System**, then scroll down and select **Version**.

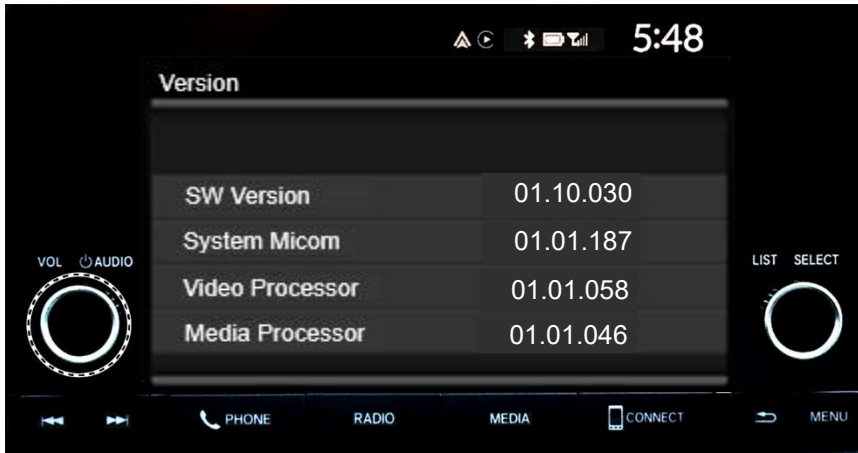


3. Confirm the software versions match the table below.



<b>Software Version</b>	01.10.030
<b>System uCOM</b>	01.01.187
<b>Video Processor</b>	01.01.058
<b>Media Processor</b>	01.01.046

4. Push the **VOL/ AUDIO** button to exit the diagnostic menu.
5. Push the **VOL/ AUDIO** button to turn the audio unit **ON**.
6. Push and hold the **VOL/ AUDIO** button for more than 2 seconds to bypass the anti-theft mode.



7. The update procedure is complete. Remove the USB flash drive from the vehicle.