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<b>Sent on</b>	12	19	2025	<b>Expires on</b>	02	28	2026
<b>From</b>	Parts, Service, & Technical						
<b>Subject</b>	Stop Sale: Wireless Apple CarPlay® & Android Auto™						

American Honda is temporarily suspending new sales of the Wireless Apple CarPlay® & Android Auto™ Upgrade due to a reported software issue. This will immediately go into effect on **December 19, 2025**.

**Issue:**

Some customers have reported a pop-up message on the audio unit display stating: “Please insert USB drive containing valid software license file and press OK button.” When this message appears, the audio unit becomes unresponsive. The rear-view camera remains functional.

**Affected Product:**

- Product: Wireless Apple CarPlay® & Android Auto™ Upgrade
- Part Number: 08A43-TVA-100

**Applicable Vehicles:**

Note: This issue only occurs on vehicles where this accessory has been installed.

Year	Model	Trims
2018 - 2020	Accord	Sport, EX, EX-L, Touring, Sport 2.0T, EX-L 2.0T, Touring 2.0T, Hybrid EX, Hybrid EX-L, Hybrid
2021 - 2022	Accord	LX, Sport, Sport SE, Hybrid

**Temporary Guidance:**

**New customers**

- Stop sales immediately

**Customers experiencing the issue**

- Reinstall the required license file
- Refer to [Parts Information Bulletin A24-0002](#)

**Certified Pre-Owned vehicles**

- Stop software installation
- Software installation is not required for CPO certification

**Current status:**

A permanent countermeasure is under review. Further updates will be shared as available.

Parts, Service, & Technical Division  
 American Honda Motor Co., Inc.