

Pop Up Message Appears on the Audio Unit Display “Please insert USB drive containing valid software license file and press OK button”

APPLIES TO

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

BACKGROUND

Customers who have purchased the Accessory CarPlay /Android Auto upgrade are complaining that a pop-up message appears on the audio unit display stating, “Please insert USB drive containing valid software license file, and press OK button”. When this message is displayed, the audio unit is not responsive to control inputs, however the rear-view camera remains fully functional.

NOTE: Sales of this accessory software will temporarily be placed on hold and will not be available through DreamShop.honda.com or authorized dealers starting December 19, 2025.



INVESTIGATION STATUS

Under review.

TEMPORARY SOLUTION

Reinstall the required license file by following the instructions in the Parts Information Bulletin A24-0002, *2018–2022 Accord Wireless Android Auto and/or Apple CarPlay Software Update*.