

September 25, 2026

Version 1

Siri Stops Working When Using CarPlay

APPLIES TO

Year	Model	Trim Level	VIN Range
2026	CR-V	ALL	ALL
2026	CR-V Hybrid	ALL	ALL
2026	HR-V	ALL	ALL

BACKGROUND

Siri stops working when touching the display to interact with Wireless CarPlay. Siri can also freeze when reading a text message or when inputting a destination in Apple Maps.

CORRECTIVE ACTION

Update the audio unit system software.

NOTE: Inform the customer it may be necessary to perform a factory data reset, causing all customer data to be lost and requiring phones to be paired again.

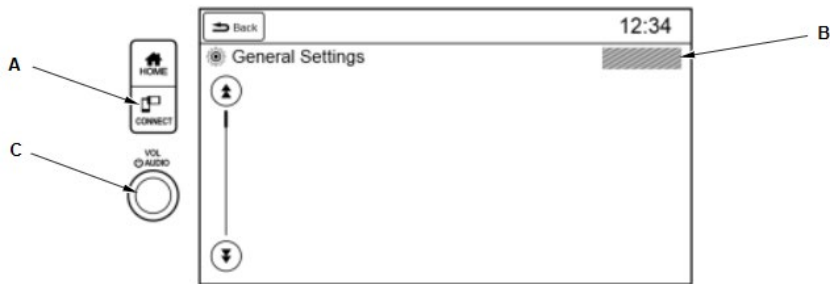
WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update audio unit software (Includes DTC clear)	0.5hr	03265	03217	A26024A	8A100-3A0-A53

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. Enter Dealer Diag by doing the following:
 - 1.1 Set the ignition to **ON**.
 - 1.2 Select **General Settings**.
 - 1.3 Press and hold the **CONNECT** button (A), the top right of the screen (B) and press the **VOL** ϕ **AUDIO** (C) button 5 times until the Dealer Diag screen is displayed.



2. Scroll down and select **Adjustment / System Check**.
3. Scroll down and select **Version Information**.
4. If the current software version is lower than the latest software version listed in the table below, the audio system software must be updated. Perform the **USB DRIVE PROCEDURE** and **SOFTWARE UPDATE PROCEDURE**.

NOTE:

- If no update is needed proceed with normal troubleshooting.
- If a software update is required, a Factory Data Reset must be performed. This process will restore the Audio Unit to its default settings and permanently erase all customer-configured preferences and data. The customer should be informed of this requirement and its impact prior to performing the update.

Model	Honda Firmware Downloader Service Bulletin Number	Latest Software Version	After Update Version
CR-V CR-V Hybrid	A26A024	HNH1A0922445	ver.445
HR-V	A26B024	HNH1A0922507	ver.507

5. Set the ignition to **OFF**.

USB DRIVE PROCEDURE

1. Open Honda Firmware Downloader.

NOTE:

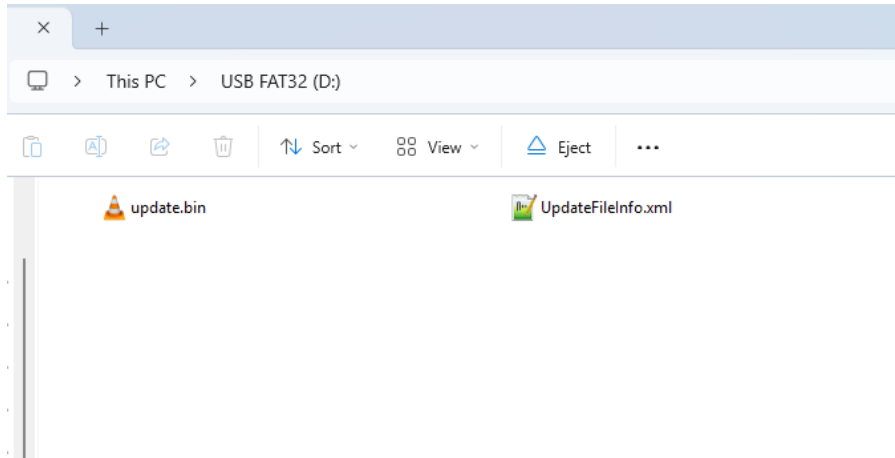
- Use an empty USB flash drive that is formatted to FAT 32.
- Refer to job aid *Honda Firmware Downloader* for additional information.

2. Insert USB into PC.
3. In the Service Bulletin field, enter the **Honda Firmware Downloader Service Bulletin Number** from the table above.
4. In the VIN field, enter the VIN.

5. Select the download icon to begin the download. When the process is complete, confirm that the drive contains both **update.bin** and **UpdateFileInfo.xml**.

NOTE:

- The software download may take up to **15 minutes** depending on the size of the file.
- If at any time during the update process a **TIMEOUT err** or **UNDEF err** message appears, check the USB flash drive for damage or use a different one.



SOFTWARE UPDATE PROCEDURE

1. Connect a Power Supply directly to the vehicle's 12-volt battery and leave it connected during the entire update procedure to maintain constant voltage.

NOTE:

- Recommended Power Supplies can be found in Service Bulletin [22-100 - Updating Control Units/Modules with the Honda ECU Reprogramming Application](#).
- Apply the parking brake to keep the headlights off during the procedure.

1. Set the ignition to **ON**.
2. Make note of FM and AM Radio presets.
3. Insert the USB flash drive into the USB data port, located in the center console.



4. Enter **Dealer Diag** (if not already there).
5. Select **System Update**.
6. Select **Factory Update**. The Factory Update screen will appear confirming Before Update version and After Update version.

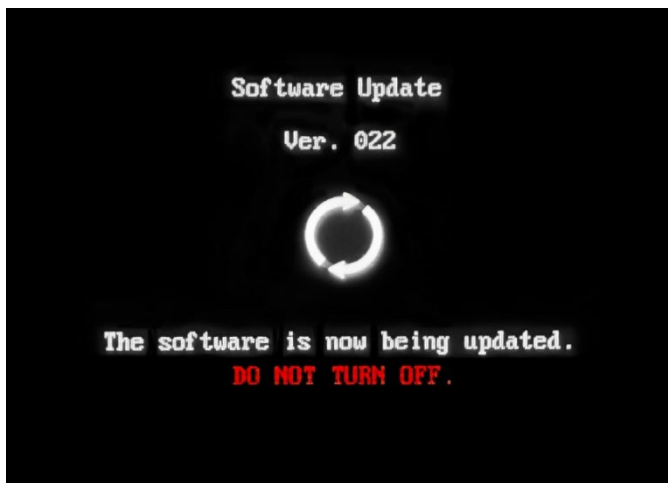
7. Select **OK**.

NOTE: Confirm version in the table under INSPECTION PROCEDURE.



8. The update will start.

NOTE: The version (Ver.) shown here is for the update application, not the audio unit software.



9. When the update completes, disconnect the USB flash drive and set the ignition to **OFF**.
10. Set the ignition to **ON**.
- NOTE: If the InLineDiag screen is displayed, press and hold the **Connect** key for 5 seconds.
11. Perform a Factory Data Reset by doing the following:
- 12.1 Select **General Setting**.
 - 12.2 Select **System**.
 - 12.3 Select **Factory Data Reset**.
 - 12.4 Confirm the **Factory Data Reset**.
12. Turn audio unit **ON** and set FM and AM Radio presets.
13. Do an ALL DTC CHECK and clear any codes that may have set during the update.

NOTE:

- If a DTC appears after the software is up to date, follow the service manual for additional troubleshooting procedures.
- Warranty reimbursement for technician labor is not allowed for routine checking/installation of any available software update.