Service Bulletin

18-092

September 21, 2018

Version 2

Safety Recall: 2018 Accord: Rear Backup Camera

Supersedes 18-092, dated September 14, 2018, to revise the information highlighted in yellow

REVISION SUMMARY

Revisions were made under REPAIR PROCEDURE

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	Accord	Sport, EX, EX-L,Touring	Check the iN VIN status for eligibility.

BACKGROUND

There is a problem with the audio/audio-navigation unit software, which may lead to one or more of the following symptoms:

- Display Audio screen only shows guidance lines with the transmission in reverse. As a result, affected vehicles do not comply with applicable Federal Motor Vehicle Safety Standards.
- Display Audio screen turns black when shifting from reverse to park.
- Head Up Display (if equipped) and Meter does not show the compass and turn by turn for navigation.
- Navigation app crashes when using VR to add destinations or when rerouting a destination.
- The key is in the OFF position while the "incoming call" screen is displayed and when key is turned back to the ON position, the "incoming call" screen will remain on Head Up Display (if equipped).

If the rear-view camera image does not appear while the vehicle is moving backwards, the driver may have limited visibility, raising the potential for a collision.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Update the audio unit/audio navigation unit software using the audio-navigation system update USB flash drive.

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.

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105A9	Update the audio unit/ audio navigation unit software.	0.3 hr	6RR00	V2F00	A18092A	39540-TVA-A12

Skill Level: Repair Technician

REQUIRED TOOLS

Tool Name	Part Number
Display Audio Update	07AAU-TVAA1D0

HONDA FIRMWARE DOWNLOADING PROCEDURE

Honda is providing dealers with two options to do this update:

- A pre-loaded USB flash drive
- Using the Honda Firmware Downloader tool

NOTE

If the USB flash drive is damaged or misplaced, you can download the software from the Honda Firmware Downloader as a backup. You will need a 16GB USB flash drive that is clear of data and formatted to FAT32.

- 1. From your computer's desktop, open Honda Firmware Downloader. Refer to job aid *Honda Firmware Downloader* for additional information.
- 2. Select **About**, and make sure you are running version 1.5.0 or higher.

🚇 Honda Firmwa	re Downloader	22
Q Search		
R,	Honda Firmware Downloader v1.5.0	
Settings	Check for updates	
i About	G American Honda Motor Co., Inc.	

3. Enter the service bulletin number and the VIN, then select the Download icon when the software appears.

🚇 Honda Firm	ware Downloader	
Q Search		e Power of Dreams
Settings	Q Firmware Search	
•	Service Bulletin	VIN
1 About	18-092	x0000000000000000000000000000000000000
	Search	
	FIRMWARE	irmware for Testing ACCORD [Files: 20, Size: 9.6 GB]

4. Once the download is complete, label the USB flash drive for future use.

NOTE

Downloading could take anywhere from **30 minutes to 3 hours** to complete because of the large file size and your internet speed.

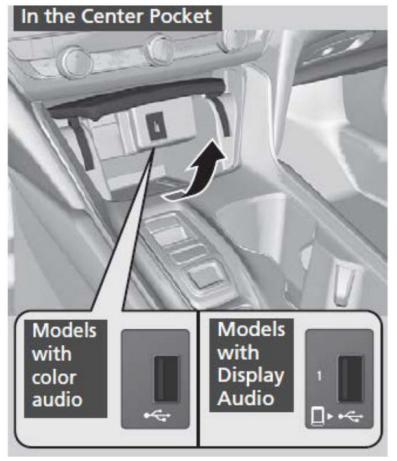
REPAIR PROCEDURE

- 1. Before updating the software, write down the customer's audio unit presets.
- 2. Prepare the vehicle for the update by doing either of the following:
 - If the engine will be running, park the vehicle in a well-ventilated area or attach an exhaust vent.
 - If the engine will not be running, connect an active charger to the battery so it does not die during the update.

NOTICE

If the battery voltage drops, ignition is cycled, or the USB flash drive is removed during the update, the audio unit will be permanently damaged.

3. Insert the USB flash drive into USB Port 1.



- 4. From the **Home** screen, press and hold the **HOME+POWER+SOURCE** for at least **5 seconds** to enter the **Diagnosis Menu**.
- 5. From the Diagnosis Menu, select Detail Information & Setting.

agnosis Menu	Return
Self-Diagnosis Mode	
(Navi will check internal function.Connections.etc.Perform this test with stopped and engine running)	t
Detail Information & Setting	

6. Select Version.

ail Information & Setting	Return
Monitor Check	B-CAN
Unit Check	F-CAN
Audio Check	Vehicle status
Guideline Setup	GPS Information
Functional Setup	System Update
Version	Smartphone Information

7. Select Loading.

Version	Ret	turn
Build Number	sakura.1800-1645-000	T
Kernel Version	3.4.108-perf-gf761aa4-00665- g5247f35 siuser_da2@sakura-autobuild2 #1 Fri Aug 4 14:19:58 JST 2017	
product ID	17N5AX05	
SYS Soft Version	0350	
SYS SetID Version	0500	
SYS Data Version	0416	_
	Loading	

8. Verify that the software verison is **18AA-1945-001**. If the verison is correct, select **Install** to begin the update.

oading		Return
These program is found.		
start to install?		
SoC(Android)	18AA-1945-001	
Amigo	30821301	
System uCOM	0404	
	Install	

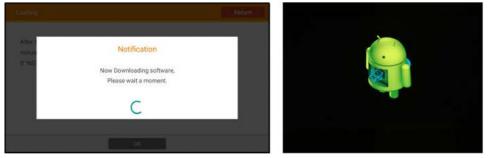
9. Once you select Install, a notification will appear. Press OK.

Loading	Return
After the program update, and then restart. After the restart, please wait for a minutes. If "NG" is not displayed on the screen, the program updates have been succes	
ок	

NOTE

The install takes about **25 minutes**.

During the updating process, the audio unit will reset several times. If the battery voltage drops, ignition is cycled, or the USB flash drive is removed during the update, the audio unit will be permanently damaged.

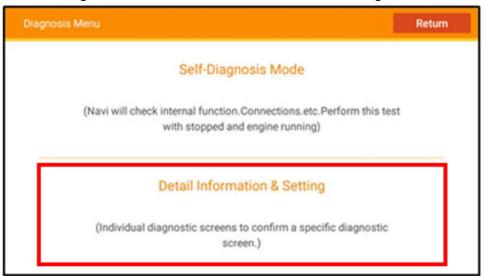


Once complete, the system will reboot and load to the Home screen.

10. Go to RESETTING DATA.

RESETTING DATA

- 1. From the Home screen, press and hold the **HOME+POWER+SOURCE** for at least **5 seconds** to enter the **Diagnosis Menu**.
- 2. From the Diagnosis Menu, select Detail Information & Setting.



3. Select Functional Setup.

Petail Information & Setting	Return
Monitor Check	B-CAN
Unit Check	F-CAN
Audio Check	Vehicle status
Guideline Setup	GPS Information
Functional Setup	System Update
Version	Smartphone Information

4. Select Backup Data Clear.

nctional Setup	Return
Backup Data Clear	AMP Repro
Save User's Memory	Display Repro
	XM Repro
Anti-Theft Skip	
Other	

5. In the Backup Data Clear menu, select All Clear.

Backup Data Clear	Return
All Clear	

6. When you see the **Confirmation All Clear** message, press **Yes**. Do not turn the engine or ignition off during the data reset.

	All Clear]			
		Confin	mation		
		All	Clear		
			_	No	
ie.	Ye	15		No	

NOTE

The system may take **10 seconds or more** to respond after pressing **Yes**.

7. After the **Backup Data Clear** is complete, the **Anti-Theft System** screen will display. With the engine on, press and hold the Power button to bypass the screen.

Anti Theft System
This system has lost power. Push and hold the power button for more than two seconds to enable the system.

NOTE

You may need to update the time zone on the clock.

8. Go to SOFTWARE UPDATE CONFIRMATION.

SOFTWARE UPDATE CONFIRMATION

- 1. From the Home screen, press and hold the **HOME+POWER+SOURCE** for at least **5 seconds** to enter the **Diagnosis Menu**.
- 2. From the Diagnosis Menu, select Detail Information & Setting.

Diagnosis Menu	Return
Self-Diagnosis Mode	
(Navi will check internal function.Connections.etc.Perform this test with stopped and engine running)	
Detail Information & Setting	
(Individual diagnostic screens to confirm a specific diagnostic screen.)	

3. Select Version.

tail Information & Setting	Return
Monitor Check	B-CAN
Unit Check	F-CAN
Audio Check	Vehicle status
Guideline Setup	GPS Information
Functional Setup	System Update
Version	Smartphone Information

4. Make sure the Build Number reads 18AA-1945-001 .

NOTE

If the **Build Number** does not match, repeat the procedure.

Build Number	sakura.18AA-1945-001
Kernel Version	3.4.108-perf-g6a8103d-00692- gefd5345 siuser_da2@sakura-autobuild1 #1 Tue Jul 17 11:37:32 JST 2018
product ID	17NDAX14
SYS Soft Version	0404
SYS SetID Version	0500
SYS Data Version	121D

- 5. Remove the USB flash drive. The update is complete.
- 6. Once the procedure is complete, restore the audio unit presets, and have the service advisor tell the customer that any previously paired devices must be paired again.

END