

**September 21, 2018**

Version 4

## Safety Recall: 2019 Insight: Rear Backup Camera

Supersedes 18-093, dated September 20, 2018, to revise the information highlighted in **yellow**

### REVISION SUMMARY

Revisions were made under **REPAIR PROCEDURE**

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019	Insight	EX, 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	K2G00	A18093A	39540-TXM-A51

Skill Level: Repair Technician

## REQUIRED TOOLS

Tool Name	Part Number
Display Audio Update	07AAU-TVAA1D0

## HONDA FIRMWARE DOWNLOADING PROCEDURE

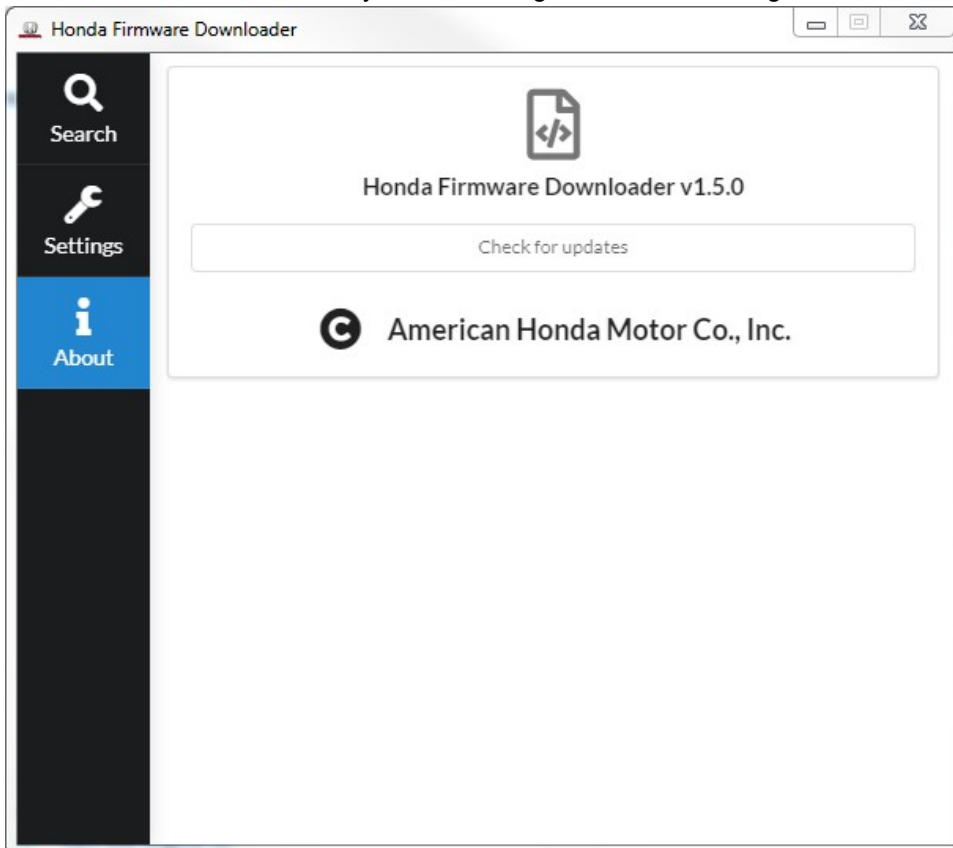
Honda is providing dealers with two options to do this update:

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

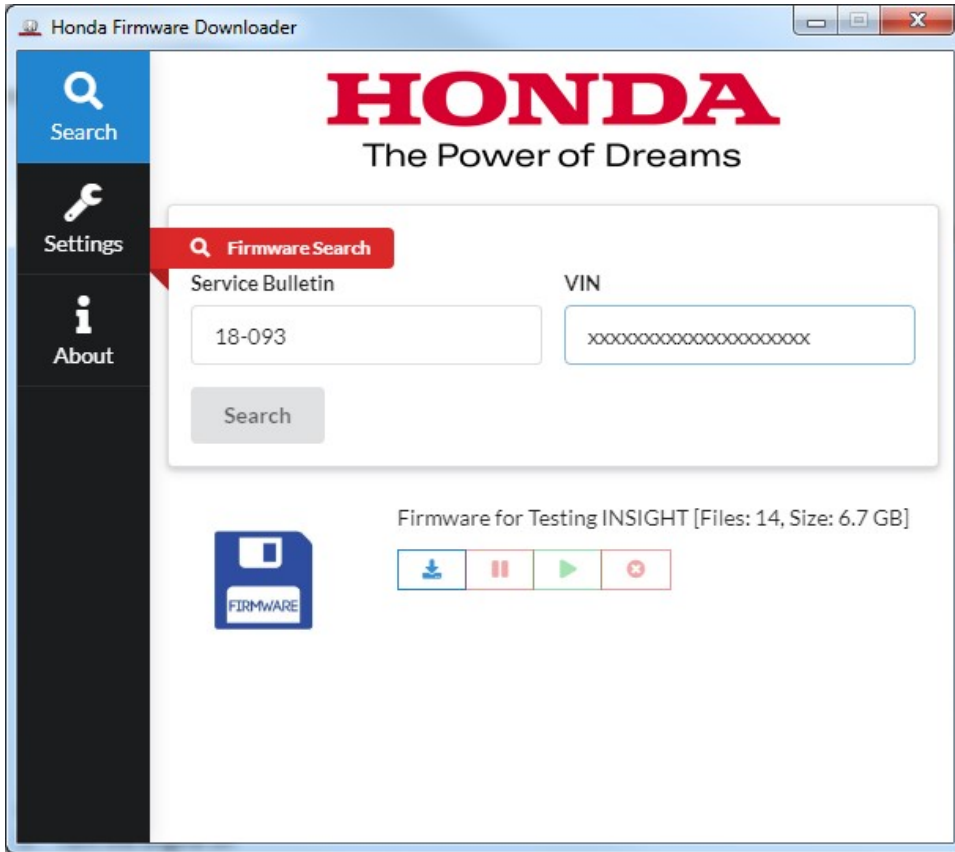
### NOTE

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.



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



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.

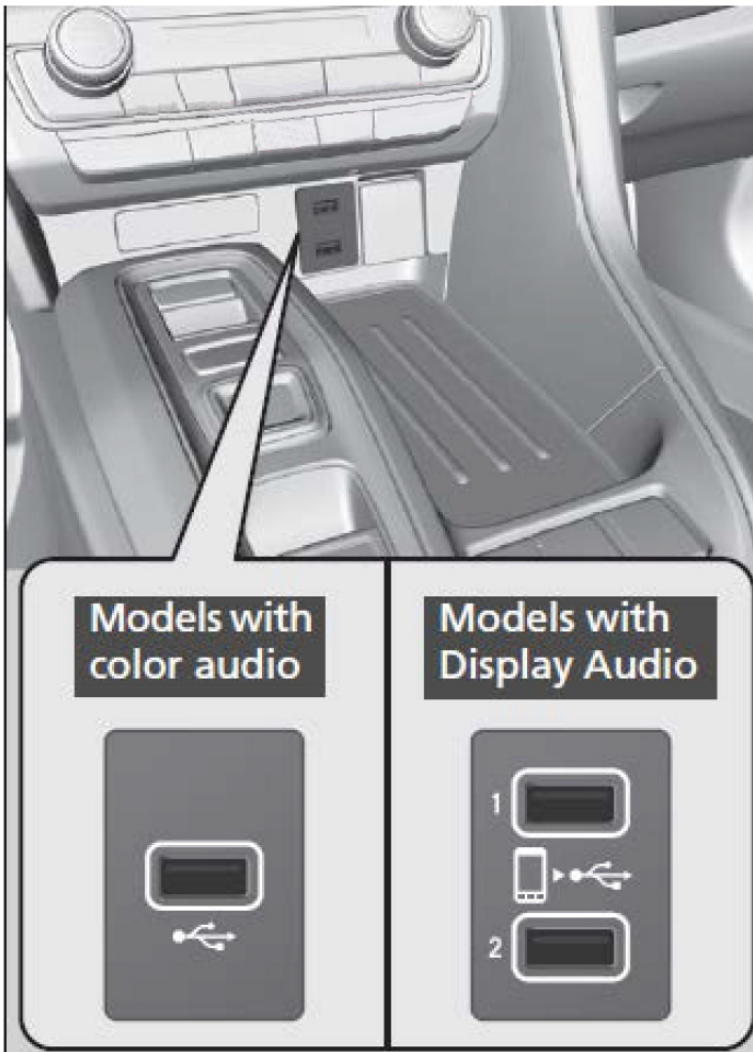
## REPAIR PROCEDURE

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.

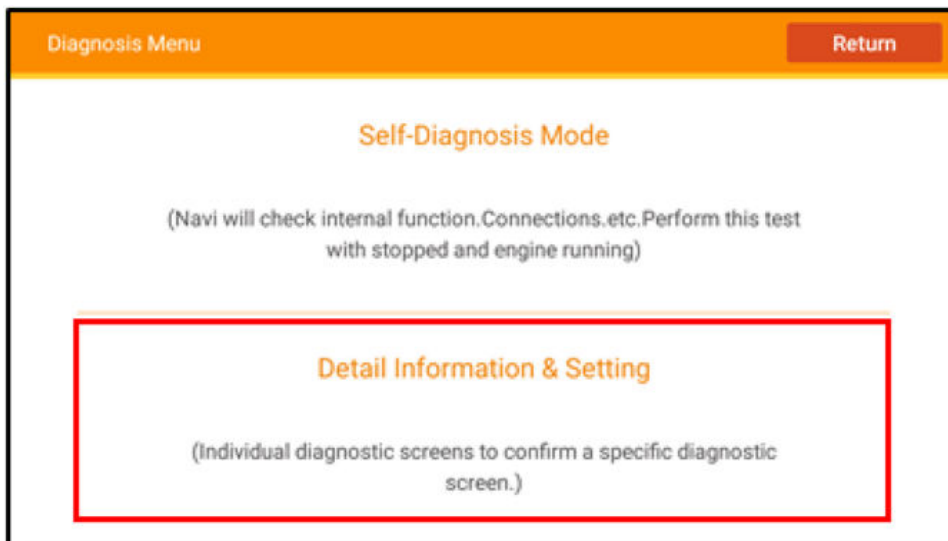
3. Insert the USB flash drive into USB Port 1.



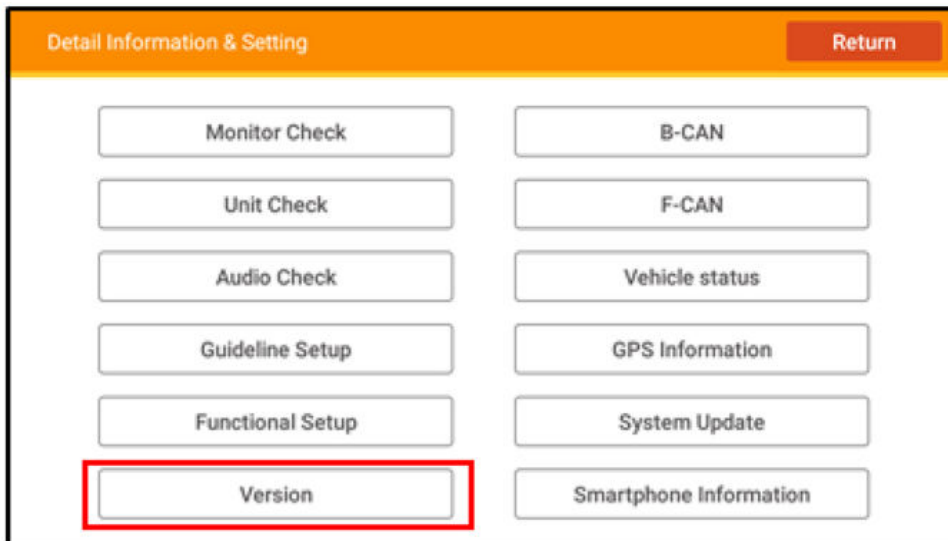
- From the **Home** screen, press and hold the **HOME+POWER+SEEK LEFT** for at least **5 seconds** to enter the **Diagnosis Menu**.



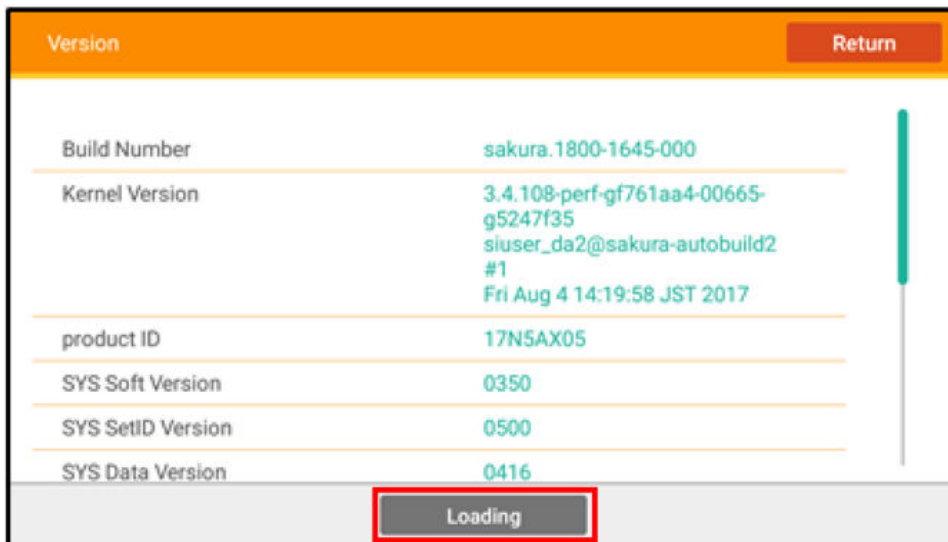
- From the **Diagnosis Menu**, select **Detail Information & Setting**.



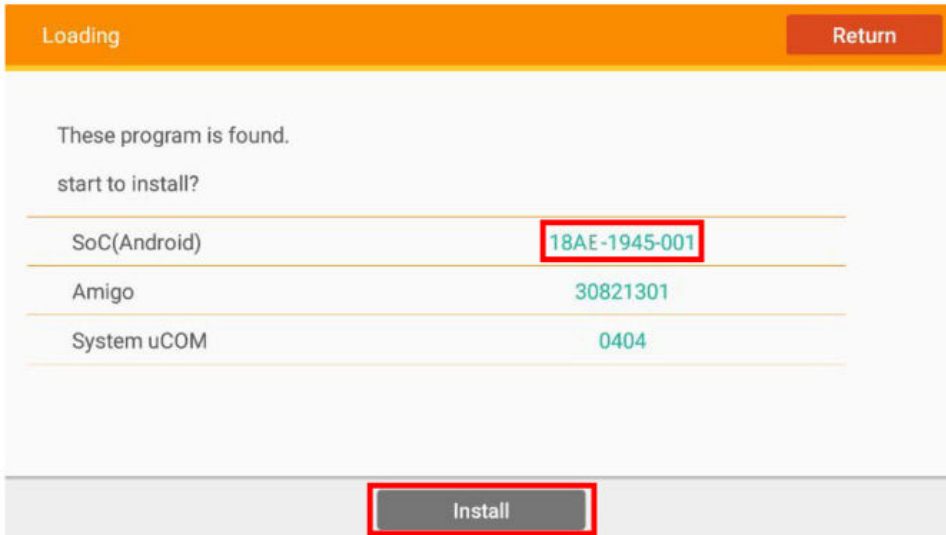
6. Select **Version**.



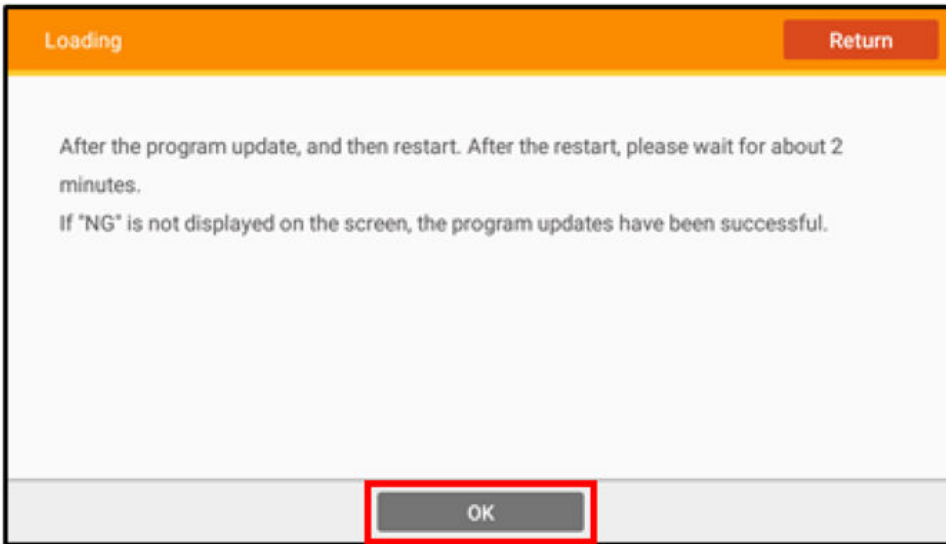
7. Select **Loading**.



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



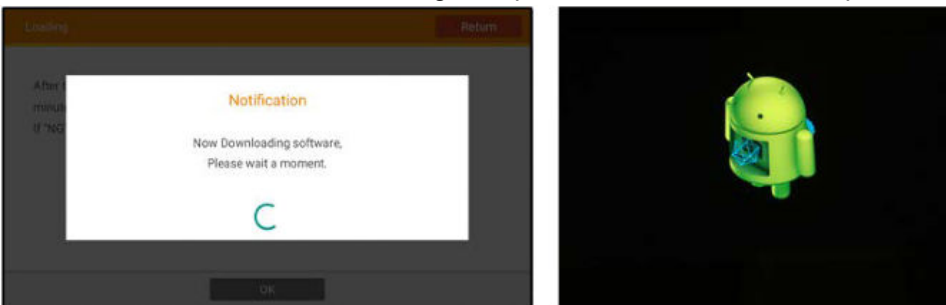
9. Once you select **Install**, a notification will appear. Press **OK**.



**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.**



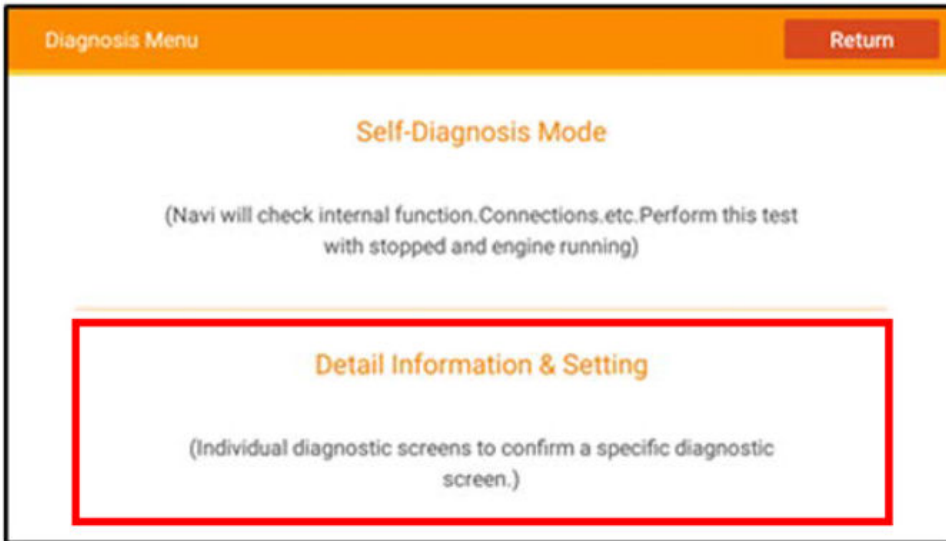
Once complete, the system will reboot and load to the **Home** screen.

10. Go to **RESETTING DATA**.

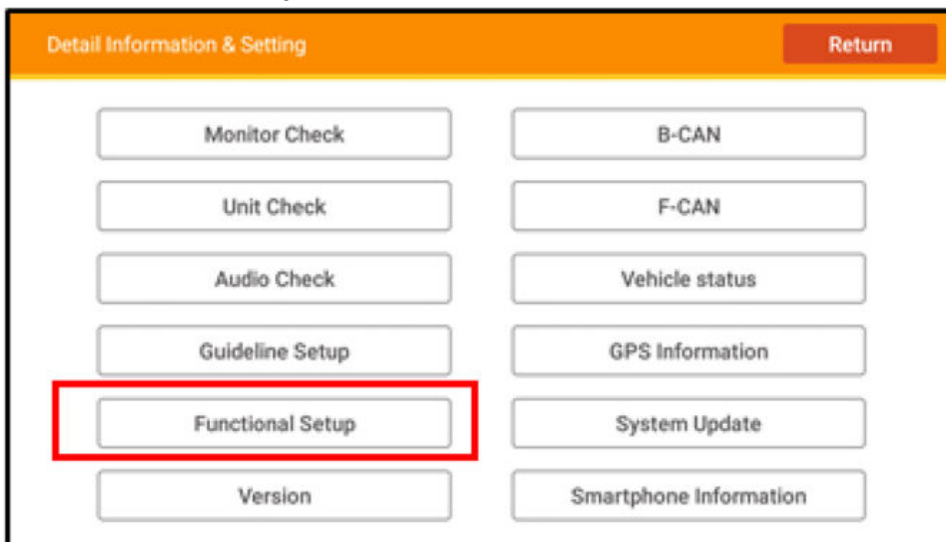


## RESETTING DATA

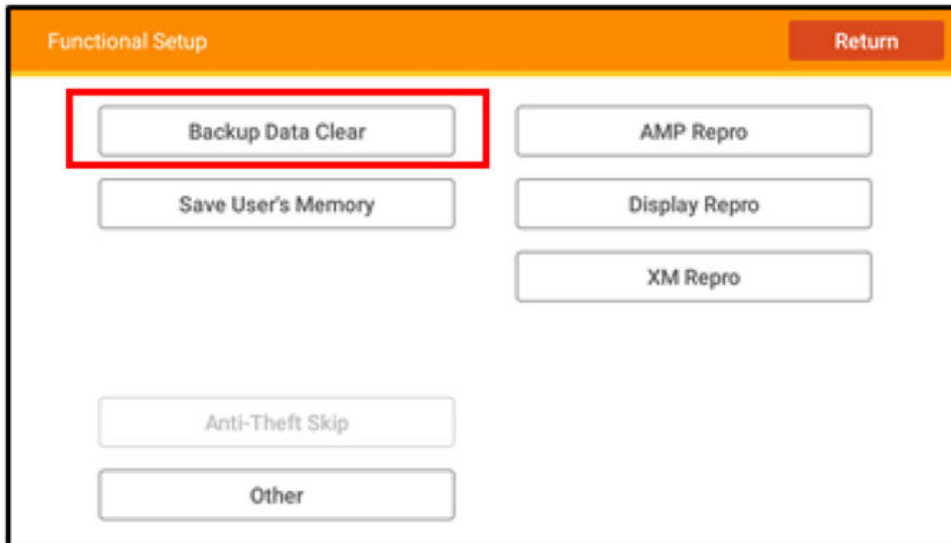
1. From the **Home** screen, press and hold the **HOME+POWER+SEEK LEFT** for at least **5 seconds** to enter the **Diagnosis Menu**.
2. From the **Diagnosis Menu**, select **Detail Information & Setting**.



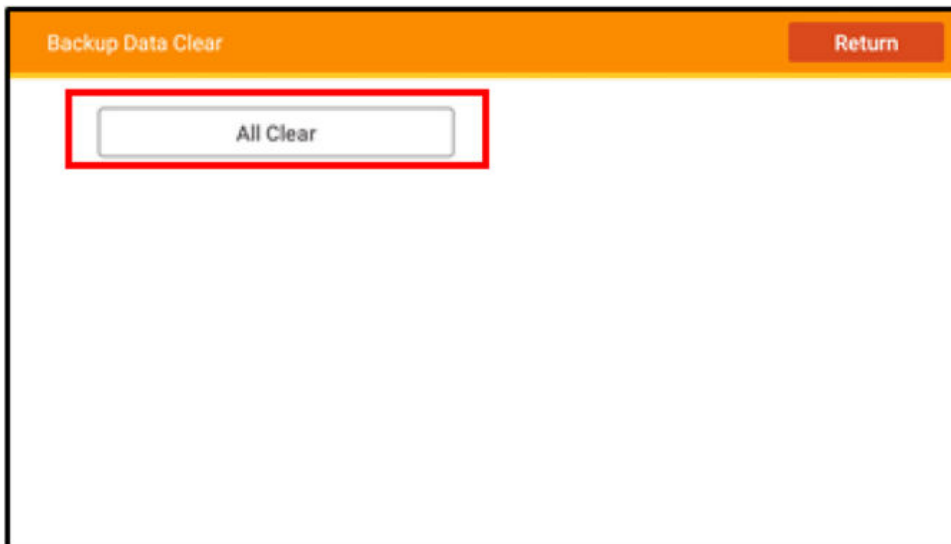
3. Select **Functional Setup**.



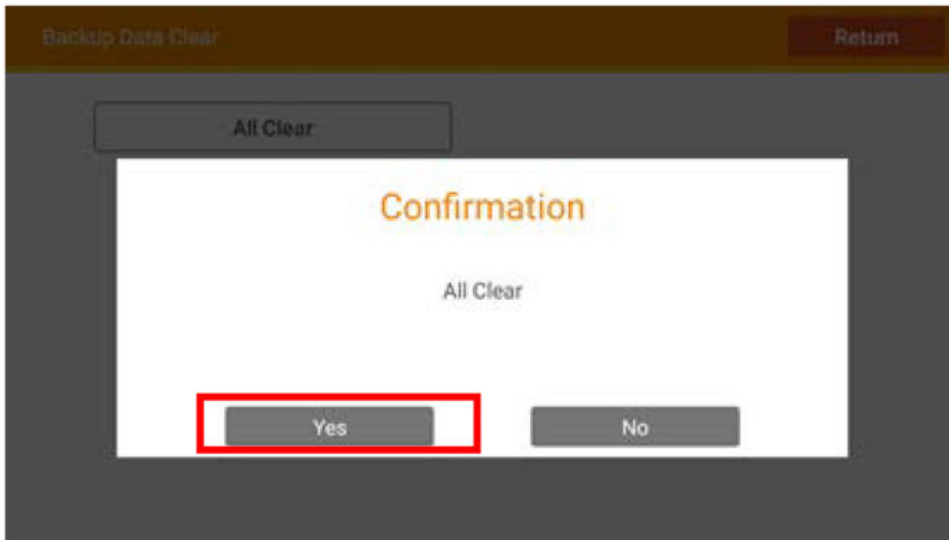
4. Select **Backup Data Clear**.



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



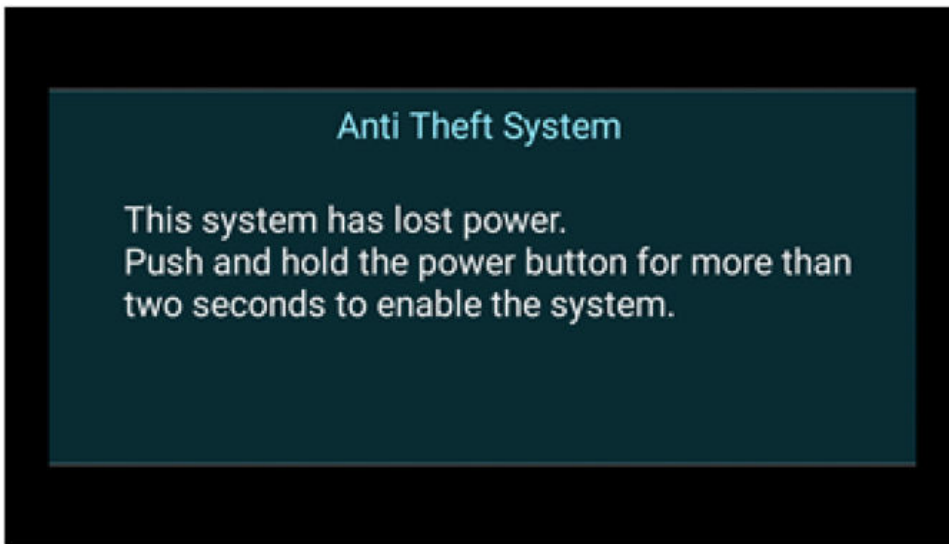
- When you see the **Confirmation All Clear** message, press **Yes**. Do not turn the engine or ignition off during the data reset.



**NOTE**

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

- 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.



**NOTE**

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

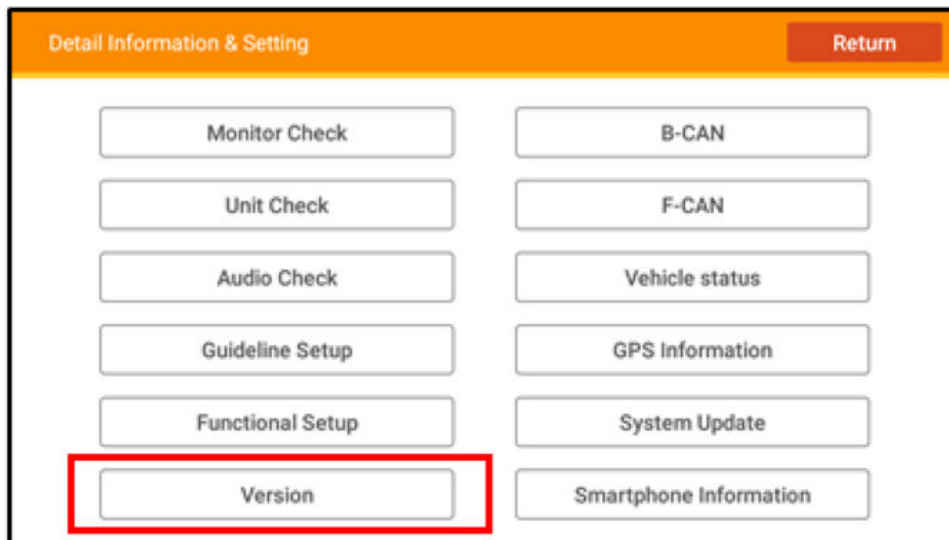
- Go to SOFTWARE UPDATE CONFIRMATION.

## SOFTWARE UPDATE CONFIRMATION

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



3. Select **Version**.



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

**NOTE**

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

Version		Return
Build Number	sakura.18AE-1945-001	
Kernel Version	3.4.108-perf-g6a8103d-00692-g0f32051 siuser_da2@sakura-autobuild1 #1 Fri Jul 13 14:25:02 JST 2018	
product ID	L8N4MX09	
SYS Soft Version	0404	
SYS SetID Version	0500	
SYS Data Version	451D	

Loading

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