

July 20, 2023

Version 2

Safety Recall: 2019-22 HR-V Audio Unit Software Update

Supersedes 23-004, dated February 3, 2023 to revise the information.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019–22	HR-V (2WD and AWD with key ignition switch ONLY)	Sport	Check the iN VIN status for eligibility.

REVISION SUMMARY

This service bulletin has been extensively revised. American Honda recommends reviewing the entire bulletin.

BACKGROUND

Due to an improper hardware circuit configuration, if the battery state of charge drops below **9V** during cranking this may cause logic and/or timing mismatch in the display audio unit resulting in a blank display condition. In certain situations, the rearview camera may not display when shifting to reverse. This is noncompliant with Federal Motor Vehicle Safety Standards.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this safety recall.

Do an iN VIN status inquiry to verify eligibility.

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 system software.

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 system software.	0.3 hr	6DW00	BD100	A23004A	39171-T7A-A21

REPAIR PROCEDURE

1. Make sure there are no devices (USB flash drives, smartphones, etc.) installed in the USB port.
2. Connect a fully charged battery jumper to the vehicle and leave it connected during the entire update procedure to maintain constant voltage.
3. Apply the parking brake to keep the headlights off during the procedure.
4. Turn the ignition switch to ON (II).

ON (II) POSITION

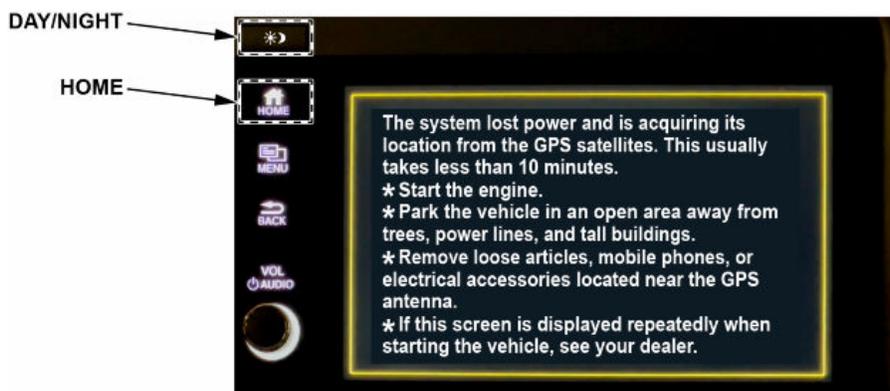


Notice

The driver is responsible for the safe operation of this vehicle. Use this system only when traffic conditions permit. For further details see your owner's manual.

OK

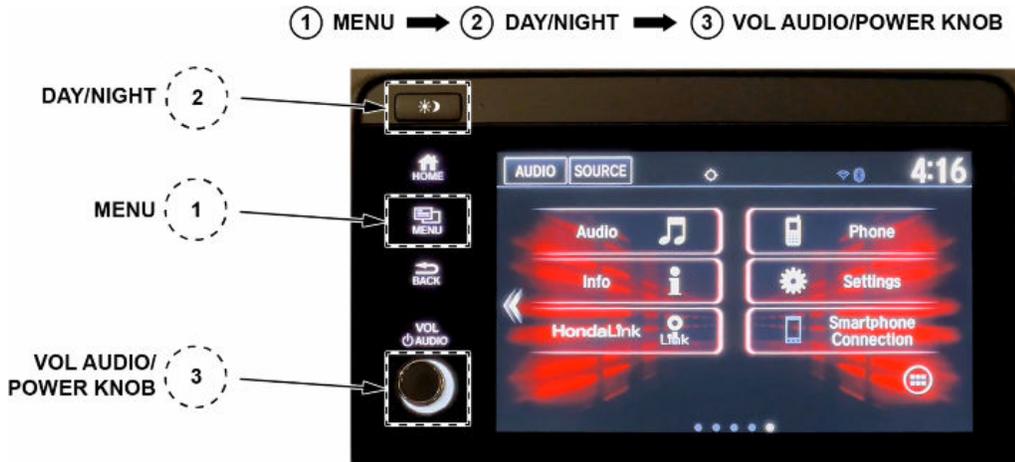
NOTE: If you see this screen, press and hold **DAY/NIGHT** and **HOME** at the same time to bypass this screen.



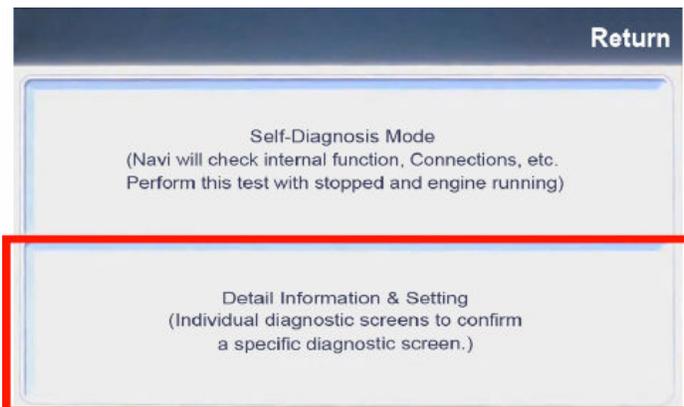
5. From the HOME screen press and hold the following buttons, in the sequence shown, to enter diagnostic mode, **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob**.

NOTE:

- Press and hold the buttons in the exact numbered sequence shown to prevent unwanted system reboot.
- Make sure there are no devices (USB flash drives, smartphones, etc.) installed in the USB port.
- Remove any gloves before doing the button push and hold sequence. Not doing so may cause the **MENU** button to not respond.



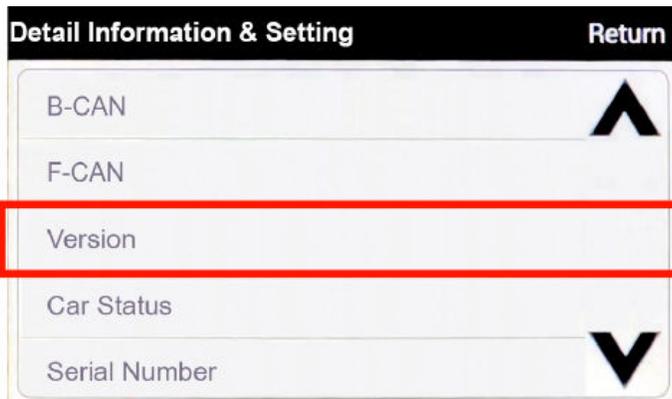
- If the H logo appears when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
 - **Do not cycle the ignition switch.**
 - Wait **3 minutes** and the unit will return to the disclaimer screen shown in step 4.
 - If the screen goes blank when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
 - **Do not cycle the ignition switch.**
 - Press the **DAY/NIGHT** button to return to the **HOME** screen.
6. Select **Detail Information & Settings**.



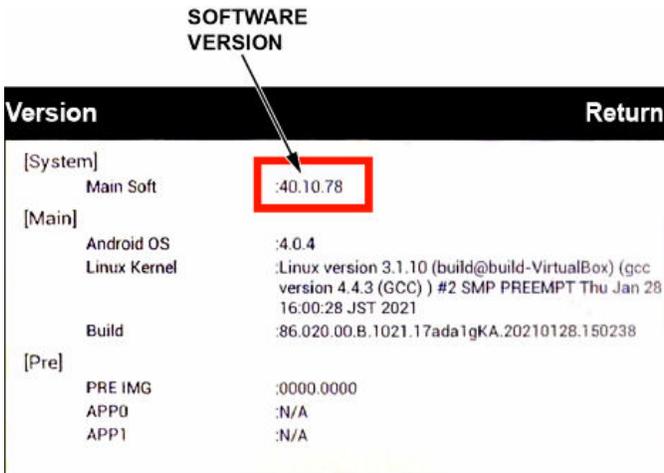
7. Select the scroll down arrow.



8. Select **Version**.



9. Confirm the current software version.



10. Turn the ignition switch to OFF (0)

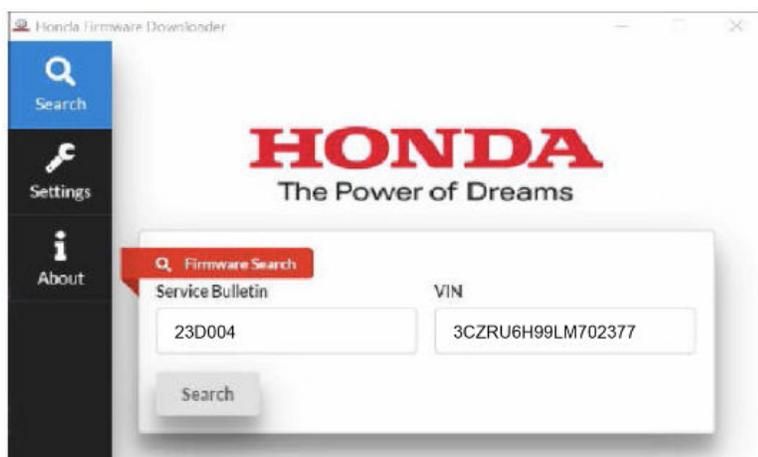
11. From your computer's desktop, open Honda Firmware Downloader. Refer to job aid, *Honda Firmware Downloader* for additional information. Make sure to use an empty USB flash drive that is formatted to FAT 32.

12. In the space where it asks for the Service Bulletin, refer to the below table and enter the appropriate Honda Firmware Downloader Service Bulletin Number that is associated with the vehicle software version on the vehicle you are working on. Next, enter the vehicle's VIN.

NOTE:

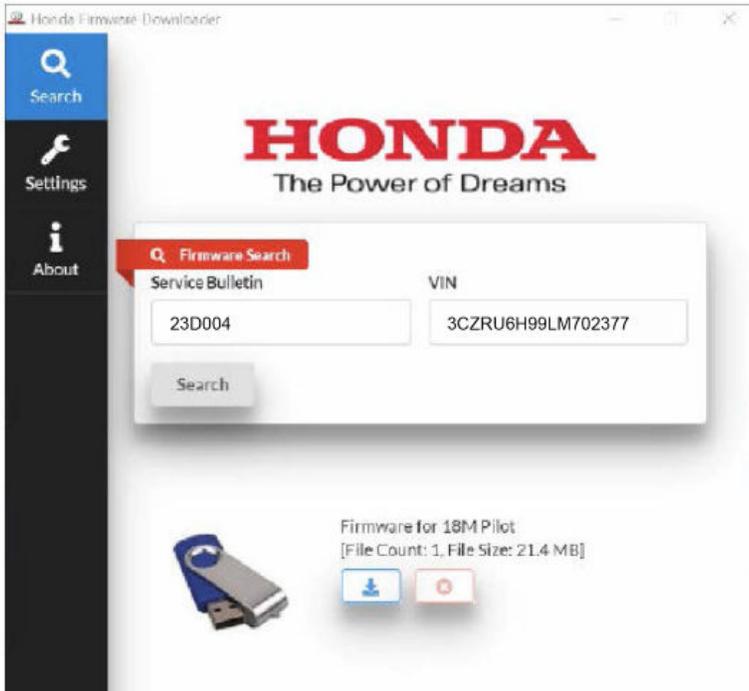
- This is very important as there are different update software versions depending on the original audio unit software version
- The Service Bulletin letter and VIN must be entered in all CAPS.

		VEHICLE SOFTWARE VERSION	HONDA FIRMWARE DOWNLOADER SERVICE BULLETIN NUMBER	UPDATE SOFTWARE VERSION
HR-V	HRV (19-22)	30.10.73	23D004	30.10.78
		40.10.74 40.10.75	23E004	40.10.78



13. Select the download icon.

NOTE: The software download may take up to **15 minutes** depending on the size of the file.



14. Once the download is complete, return to the vehicle.

NOTE:

- 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.

15. Turn the ignition switch to ON (II).

NOTE:

- Make sure there are no devices (USB flash drives, smartphones, etc.) installed in the USB port.
- Connect a fully charged battery jumper to the vehicle and leave it connected during the entire update procedure to maintain constant voltage.
- Apply the parking brake to keep the headlights off during the procedure.

ON (II) POSITION

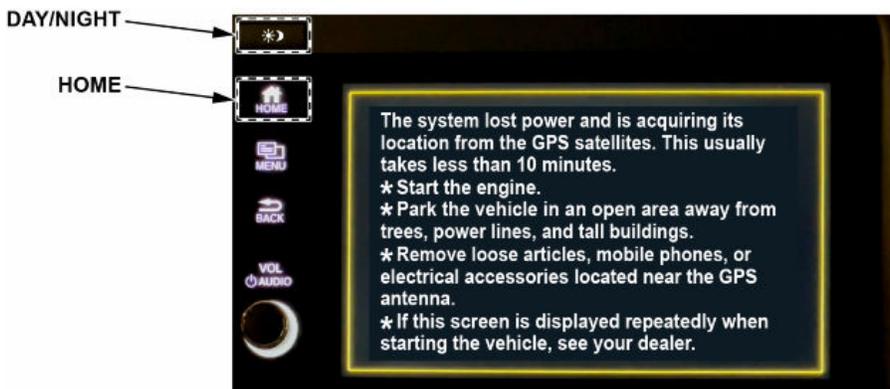


Notice

The driver is responsible for the safe operation of this vehicle. Use this system only when traffic conditions permit. For further details see your owner's manual.

OK

NOTE: If you see this screen, press and hold **DAY/NIGHT** and **HOME** at the same time to bypass this screen.



16. Select the HOME screen.



17. Insert the USB flash drive into the vehicle USB port.

NOTE: Once the software update begins, do not remove the USB flash drive or the unit may be damaged.



18. Software update pop up will display.

NOTE:

- Make sure the displayed Current and New software versions are correct, then select **Yes**.



- If this pop up does not display, recheck the loaded software version on the USB flash drive.
- If the current and new software versions are the same, the system is already up to date.



- If the USB flash drive is removed before selecting Yes or No, the *software update is not complete* message will display.



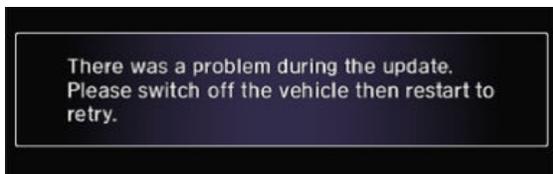
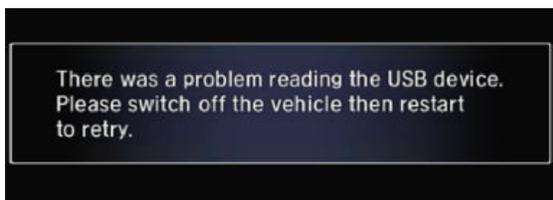
19. The system will reboot and copy the software files. This process will take about **5 minutes** and the system will reboot multiple times.

NOTE:

- The screens shown below will cycle and appear multiple times (approximately **4 to 5 times**). Do not turn off the vehicle or remove the USB flash drive until the update is complete or the unit may be damaged.
- If power is lost during this update procedure, do not remove the USB flash drive. Turn the ignition switch to ON (II) and the H logo will appear for about **5 minutes**. The unit will restart the update procedure on its own.



- If the message "There was a problem reading the USB device" or "There was a problem during the update" appears, turn the ignition switch to OFF (0), remove the USB flash drive, then turn the ignition switch to ON (II) and continue from step 16.



- Refer to "Additional Troubleshooting: Potential Recovery Methods" at the end of this service bulletin if the unit is stuck on the H logo screen, or a blank screen appears for longer than **10 minutes**.

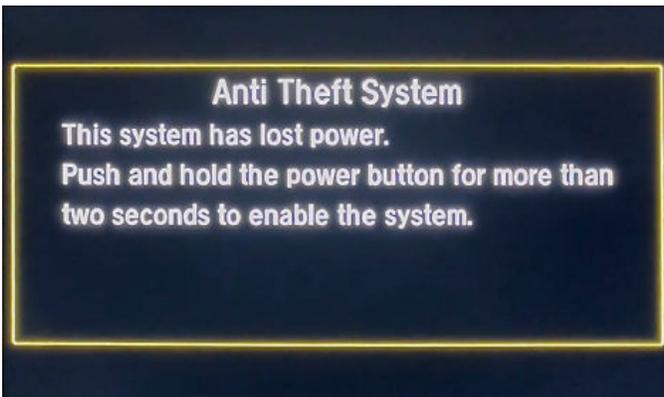
20. Remove the USB flash drive and select **Continue**.



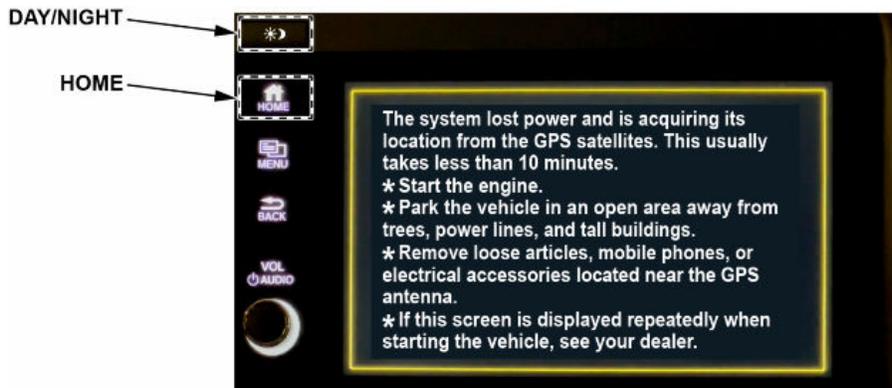
21. The system will reboot to this screen for about **1 minute**.



22. When the update is complete, the Anti-theft System screen will display, then follow the screen prompts.



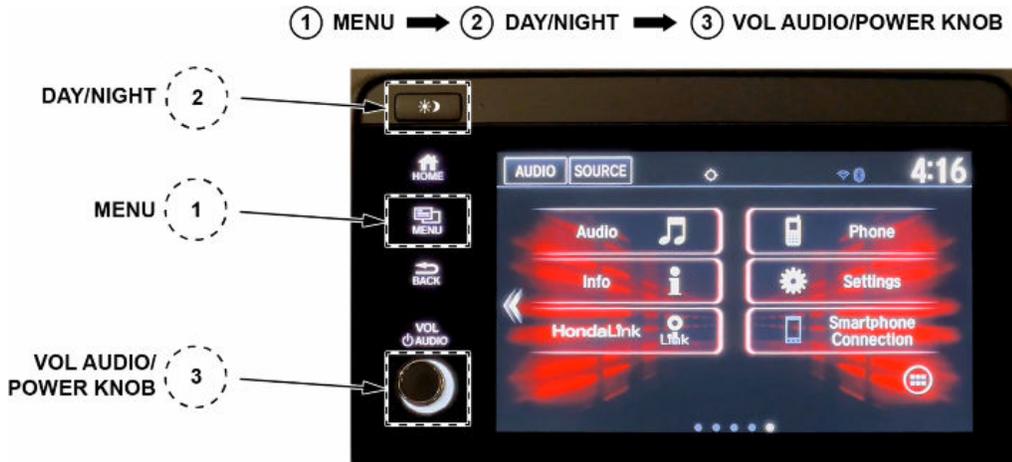
23. Press and hold the **DAY/NIGHT** and **HOME** buttons at the same time to bypass this screen.



24. From the HOME screen press and hold the following buttons, in the sequence shown, to enter diagnostic mode, **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob**.

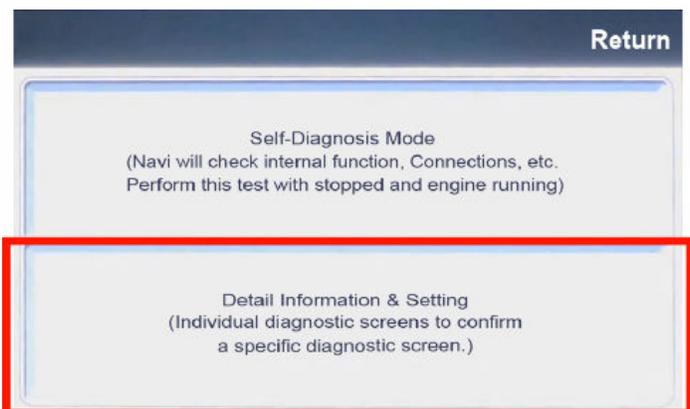
NOTE:

- Press and hold the buttons in the exact numbered sequence shown to prevent unwanted system reboot.
- Make sure there are no devices (USB flash drives, smartphones, etc.) installed in the USB port.
- Remove any gloves before doing the button push and hold sequence. Not doing so may cause the **MENU** button to not respond.



- If the H logo appears when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
 - **Do not cycle the ignition switch.**
 - Wait **3 minutes** and the unit will return to the disclaimer screen shown in step 15.
- If the screen goes blank when doing the **(1)MENU > (2)DAY/NIGHT > (3)VOL AUDIO power knob** push and hold sequence:
 - **Do not cycle the ignition switch.**
 - Press the **DAY/NIGHT** button to return to the **HOME** screen.

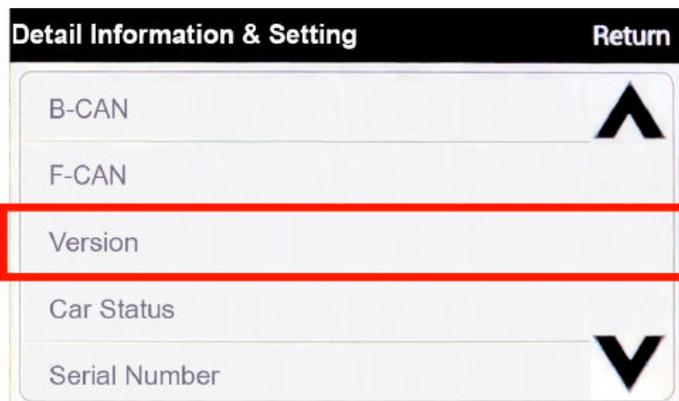
25. Select **Detail Information & Settings**.



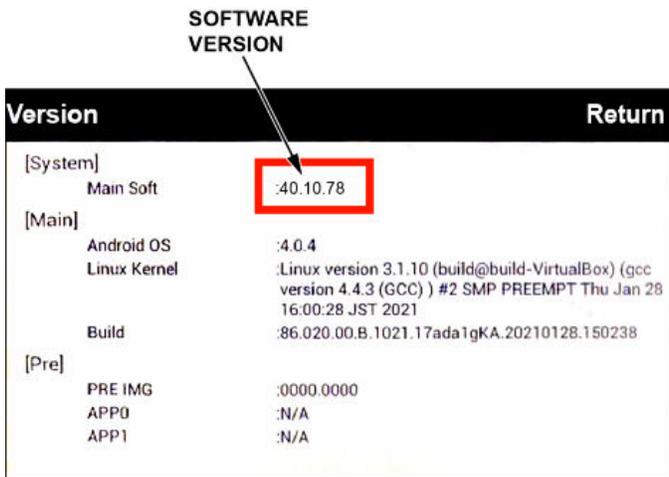
26. Select the scroll down arrow.



27. Select **Version**.



28. Confirm the software update version.



Additional Troubleshooting: Potential Recovery Methods

If the H logo screen or blank screen continues for more than **10 minutes**, follow the processes below to attempt to recover the unit.

Process 1:

1. Turn the ignition switch to OFF (0).
2. Remove the USB flash drive from the USB port.
3. Do a battery cable reset for 10 minutes.
4. Reconnect the battery and turn the ignition switch to ON (II).

NOTE: No USB devices can be installed in the USB port or audio unit may not recover.

5. Wait **5 minutes** for the audio unit to recover. If the home screen appears, continue the update procedure from step 16.
6. If the unit is still stuck after **5 minutes**, go to Process 2 below.

Process 2:

1. Turn the ignition switch to OFF (0).
2. Insert the USB flash drive into the USB port.
3. Turn the ignition switch to ON (II).
4. Wait **5 minutes** for the audio unit to recover. If the version update screen appears, continue the procedure from step 18.
5. If the audio unit does not recover, continue with normal troubleshooting procedures available in Service Information.

END