

**August 10, 2018**

Version 1

## SiriusXM<sup>®</sup> Radio Stops Working After Trial Period for Subscribers

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	Fit	With Navigation	ALL
2018	Fit	Without Navigation	ALL

### SYMPTOM

SiriusXM<sup>®</sup> Radio does not work after the 3 month trial period.

### POSSIBLE CAUSE

Some audio units are not updated to the latest software version.

### CORRECTIVE ACTION

Update the audio unit software.

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0525A3	Update the audio unit software.	0.3 hr	03214	03217	A18082A	39171-T5R-A21

Skill Level: Repair Technician

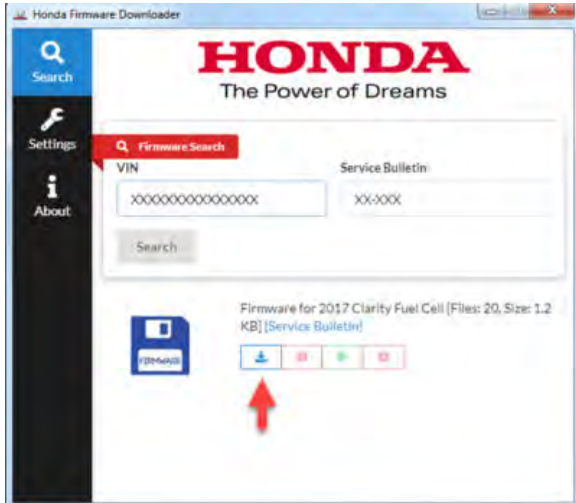
**CUSTOMER INFORMATION:**The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

### NOTE

Before updating the software, write down the customer's audio unit presets.

1. From your computer's desktop, open Honda Firmware Downloader. Refer to **Job Aid 09817 Honda Firmware Downloader** for any additional information. Make sure that the USB drive tool is empty and formatted to FAT 32.
2. Enter the VIN. This is important as the software can be different depending on the trim level. Enter the service bulletin number, then select the download icon when the correct software is found.



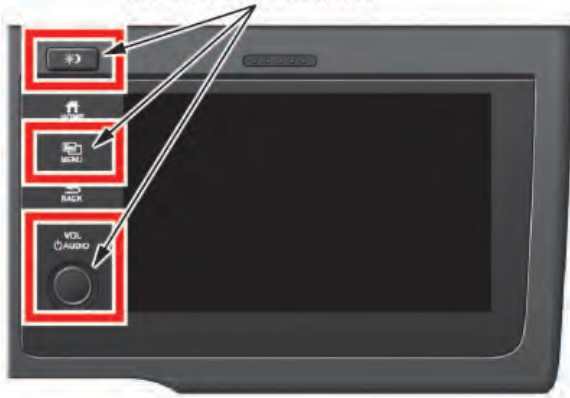
3. Once the download is complete return to the vehicle.

### NOTE

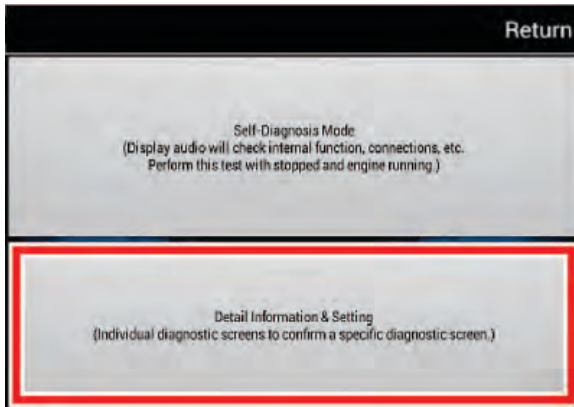
Software download may take up to 10-15 minutes depending on the size of the file.

4. Verify the software version.
  - 4.1. Simultaneously press and hold down the **MENU**, **Day/Night**, and **VOL/Power** keys for about **5 seconds**.

Simultaneously press these buttons and hold for 5 seconds.

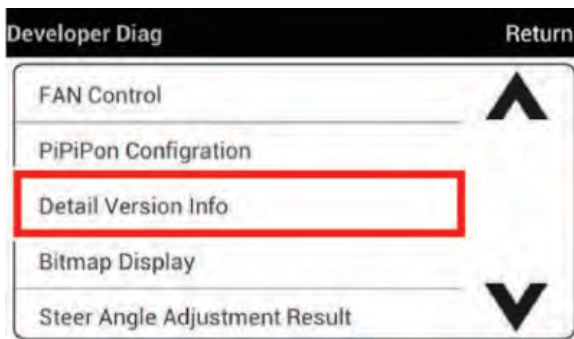


4.2. Select **Detail Information & Setting** option.

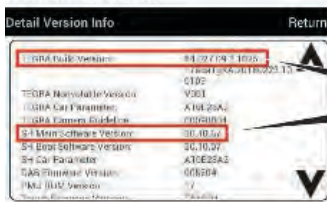


4.3. In the **Detail Information & Setting** screen, press and hold the **MENU** key for **5 seconds** until the display transfers to the **Developer Diag** Screen.

4.4. In the **Developer Diag** screen, select **Detail Version Info**. Then, confirm the current **TERGA Build Version** and **SH Main Software Version**. Refer to the table below for current and new versions.

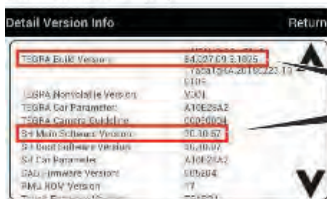


Models With Navi (DA+)



TEGRA Build Version: 84.027.03.3.1025.  
SH Main Software Version: 30.10.67

Models Without Navi (DA)



TEGRA Build Version: 84.027.03.3.1021.  
SH Main Software Version: 30.10.67

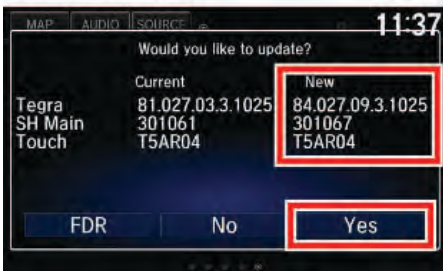
Software Details	Current Software Verisons	
	Models with Navigation	Models without Navigation
TEGRA Build Version	81.027.03.3.1025	81.027.03.3.1021
SH Main Software Version	30.10.61	30.10.61

- Once the software update is downloaded onto the USB drive tool, insert into the USB port.

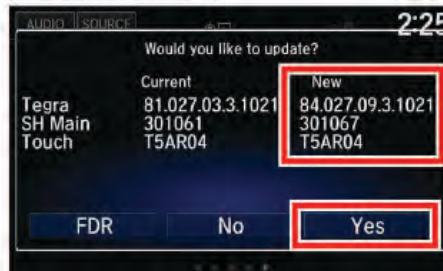


- Make sure each software version of Tegra/SH/Touch in the "New" section are correct. Press [Yes] to update the software. A pop-up with the prompt "Would you like to update" will appear automatically.

Models With Navi (DA+)



Models Without Navi (DA)



**NOTE**

If prompt, "Would you like to update" doesn't appear, the software may not have downloaded onto the USB drive tool correctly. Try to download the software once again.

Software Details	New Software Verisons	
	Models with Navigation	Models without Navigation
TEGRA Build Version	84.027.09.3.1025	84.027.09.3.1021
SH Main Software Version	30.10.67	30.10.67

**NOTE**

In case the USB drive tool gets unplugged, a "USB memory device unplugged" notice will display. Press [OK] to clear the screen and connect the USB drive tool once again to continue the software update.

7. After pressing Yes, the unit will reboot and the version update will start. The screen below will display for about **30 minutes**.



Once the update is complete, the unit will reboot and the version update is complete. Remove the USB drive tool from the port.

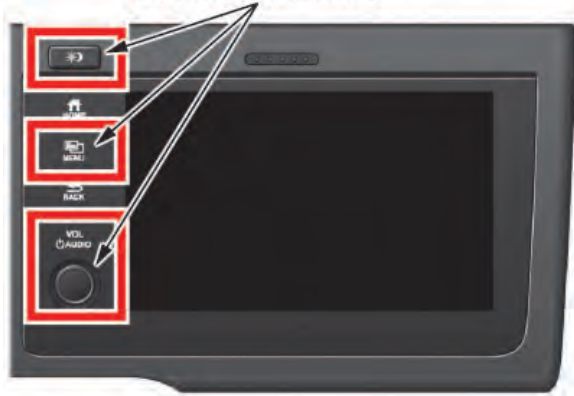


### SOFTWARE UPDATE CONFIRMATION PROCEDURE

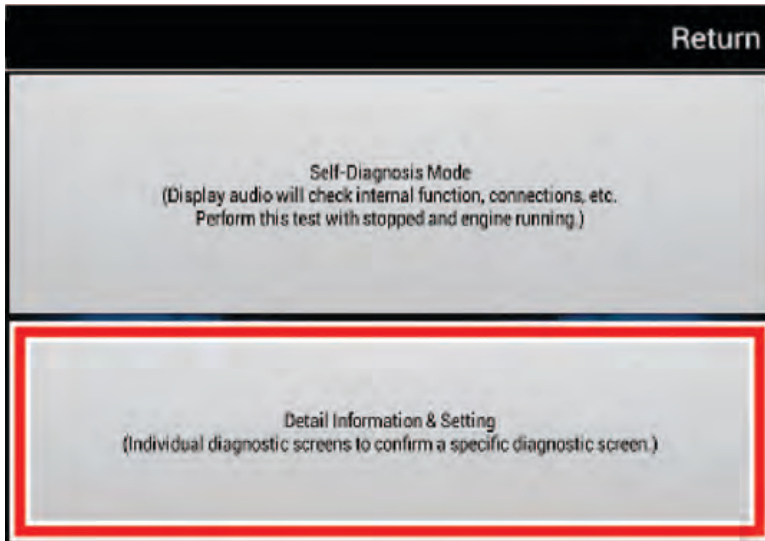
After the version update is complete, you must confirm that the software is up-to-date.

1. Simultaneously press and hold down the **MENU**, **Day/Night**, and **VOL/Power** keys for about **5 seconds**.

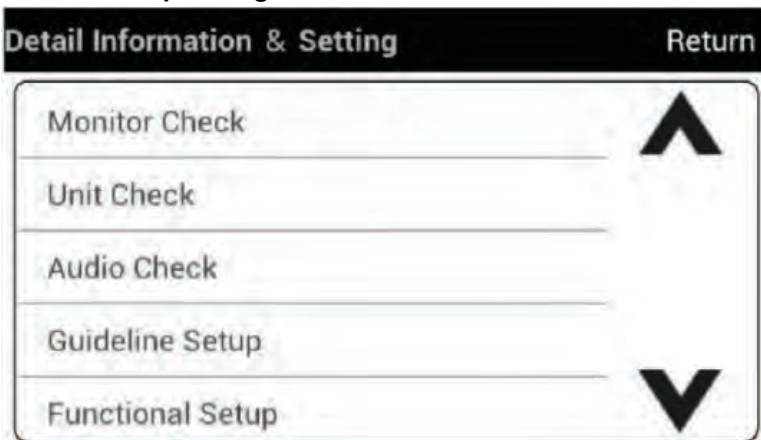
Simultaneously press these buttons and hold for 5 seconds.



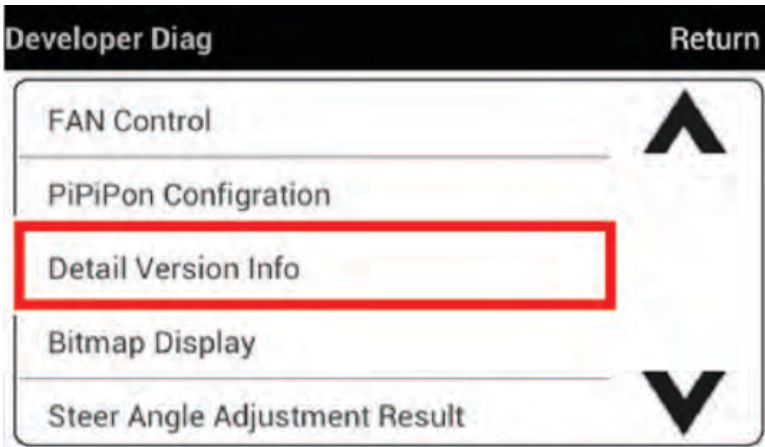
2. Select **Detail Information & Setting** option.



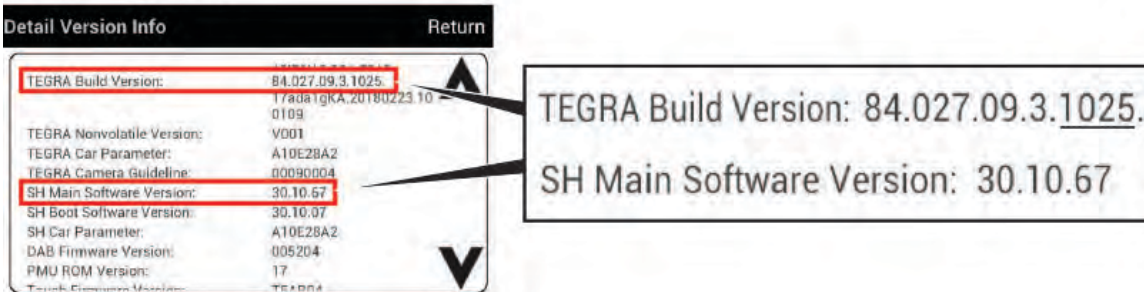
3. In the **Detail Information & Setting** screen, press and hold the **MENU** key for **5 seconds** until the display transfers to the **Developer Diag** screen.



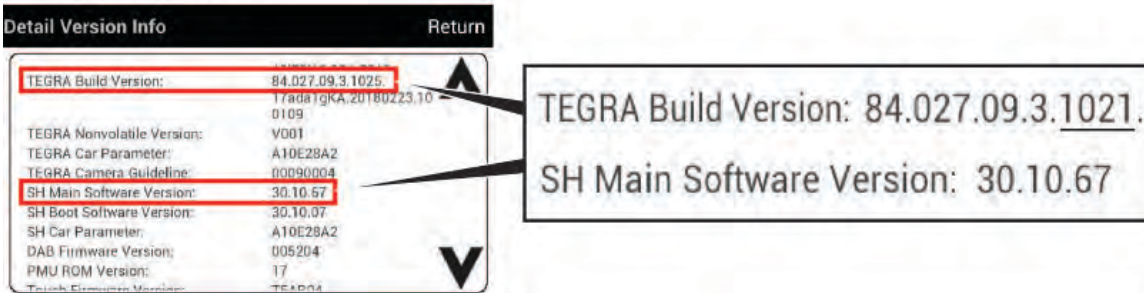
- In the **Developer Diag** screen, select **Detail Version Info** and confirm the **TERGA Build Version** and **SH Main Software Version**.



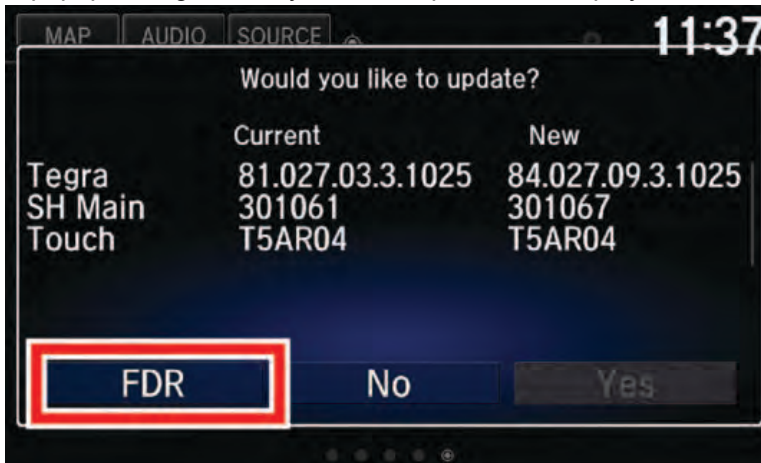
**Models With Navi (DA+)**



**Models Without Navi (DA)**



5. Do the **factory data reset (FDR)**. Follow the procedure below;
  - 5.1. Connect the USB drive tool to the USB port after booting up.
  - 5.2. A popup asking "Would you like to update" will display. Press the **FDR** button.



**NOTE**

The **FDR** takes about **3 minutes** to complete.

Once the procedure is complete, restore customer radio presets, and have the service advisor tell the customer that any previously paired devices must be paired again.

END