

July 26, 2019

Version 2

Bluetooth® HandsFreeLink® Will Freeze After Calls, and Voice Tags are Missing at Startup

Supersedes 18-122, dated November 6, 2018; see REVISION SUMMARY

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016-17	Pilot	LX	ALL

REVISION SUMMARY

The software information in this bulletin has been revised. American Honda recommends that you thoroughly read it.

SYMPTOM

Bluetooth® HandsFreeLink® freezes after a phone call, and stored voice tags are missing when the ignition is turned to ON.

POSSIBLE CAUSES

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
0100A1	Update the audio unit software.	0.3 hr	03214	03217	A18122A	39173-TG7-A71

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.

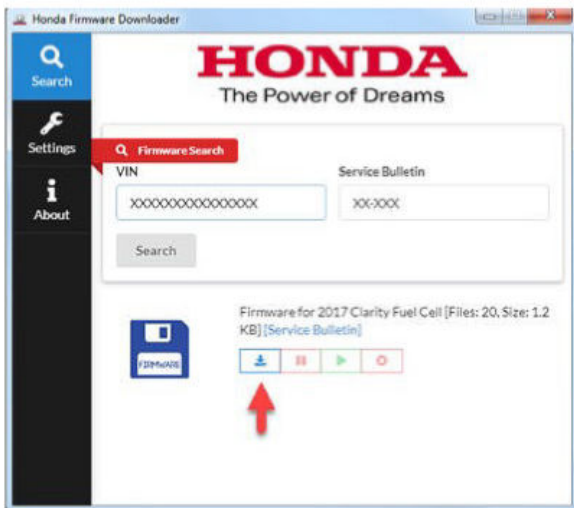
REPAIR PROCEDURE

NOTE

- Before updating the software, write down the customer's audio unit presets.
 - Connect a fully charged battery jumper to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
 - Apply the parking brake to keep the daytime running lights off during the update.
1. From your computer's desktop, open **Honda Firmware Downloader**. Refer to job aid *Honda Firmware Downloader* for additional information. Make sure the USB flash drive is empty and formatted to FAT 32.
 2. Enter the VIN. This is important as the software can be different depending on the model year. Enter the service bulletin number, then select the download icon when the correct software is found.

NOTE

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

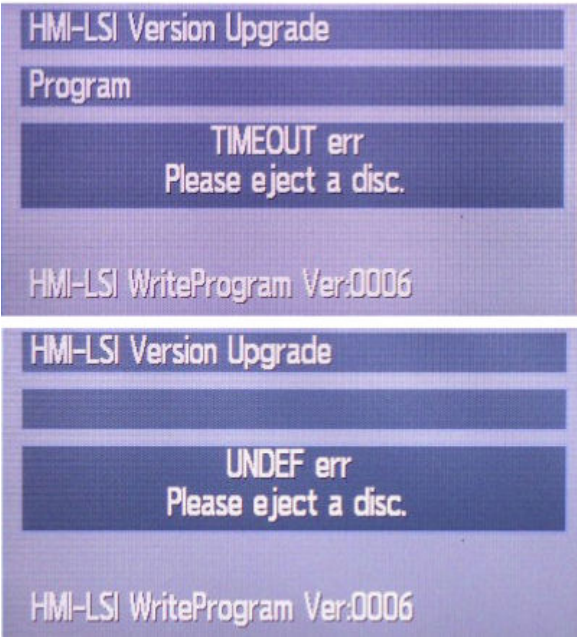


3. Once the download is complete, return to the vehicle.

- Verify the software version. Download the update software to the USB flash drive that will be used.

NOTE

If at any time during the update process a **TIMEOUT err** or **UNDEFINE err** message appears, check the USB flash drive for damage or use a different one.

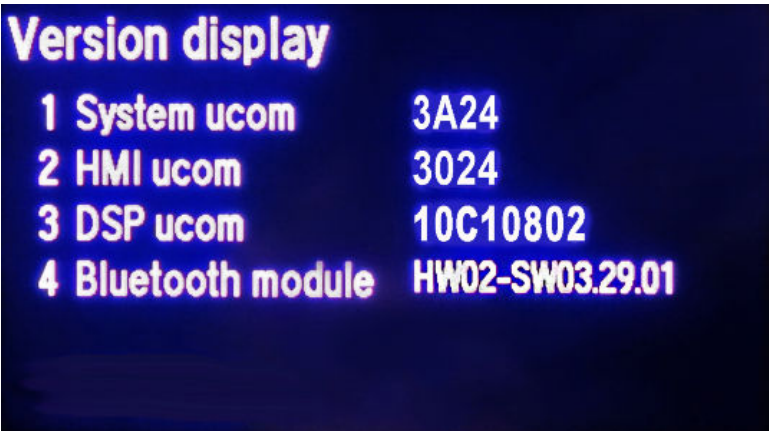


- Turn the ignition to ON.
- With the audio unit turned off, press the buttons in order as shown.



Press the buttons sequentially as shown.

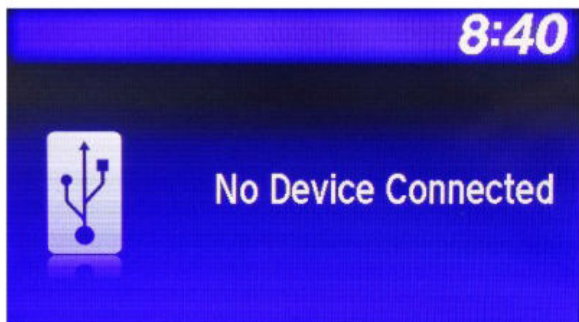
This will let you view the **Version display** screen and verify the candidate software version is up-to-date.



If the software versions do not match the ones listed in the table below, do not update the audio unit because you can damage it.

Software Details	Valid Software Version	
Model Year	2016 Pilot	2017 Pilot
System ucom	3A24	9007
HMI ucom	3024	9007
DSP ucom	10C10802	11310105
Bluetooth module	HW02-SW03.29.01	HW02-SW03.29.01

- Exit the **Version display** screen by pushing the Vol/Power button.
- Set Audio Source to USB mode by pressing the MEDIA button.



- Update the audio unit software by plugging the USB flash drive into the USB port. The audio unit will automatically detect the USB flash drive and start the update process.

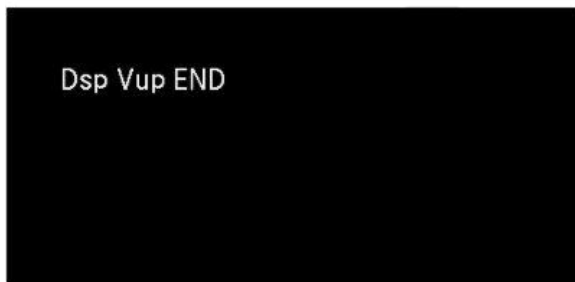
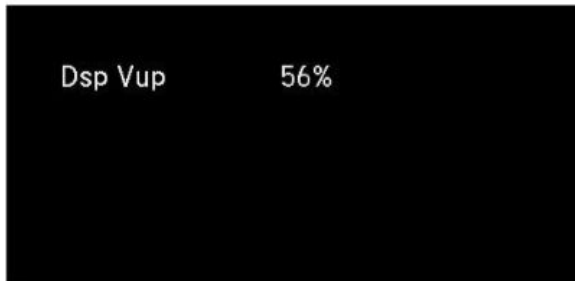


NOTES

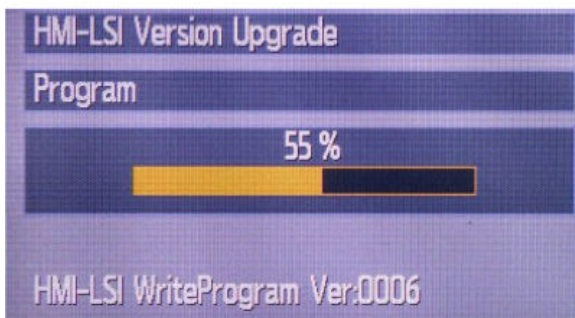
Never disconnect the battery, turn the ignition to OFF, disconnect the USB flash drive, or press the **BACK** button while the update is in progress.

You will see the following screens as the update runs:

- **DSP Vup**



- **HMI-LSI Version**

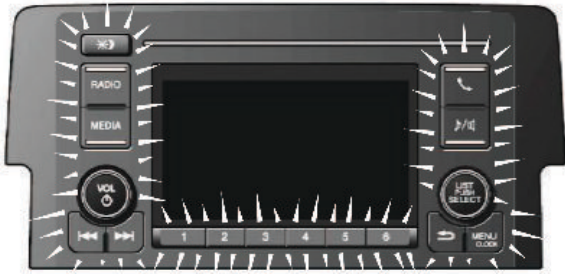


- **Sys Ver Up**



NOTE

The screen will go black, and the buttons will begin blinking. The blinking will speed up, and you will hear a beep every 10% of progress.



- **Complete SW Ver.** When the software update is complete, you will hear a long beep, the Honda logo will appear, and the audio unit will turn off.



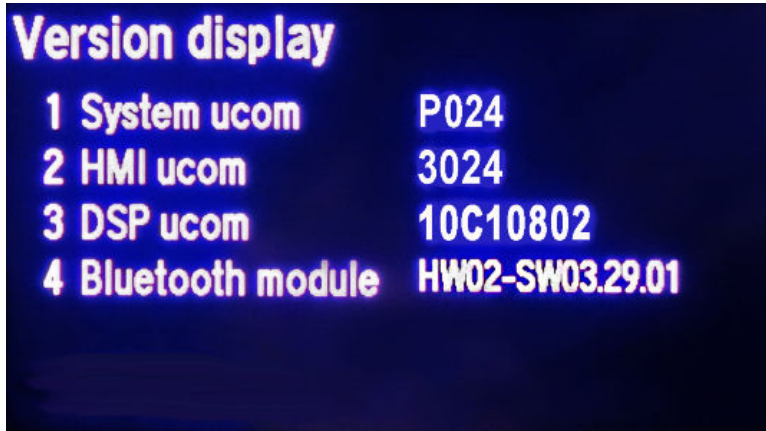
SOFTWARE UPDATE CONFIRMATION PROCEDURE

1. With the audio unit turned off, press the buttons in order as shown.



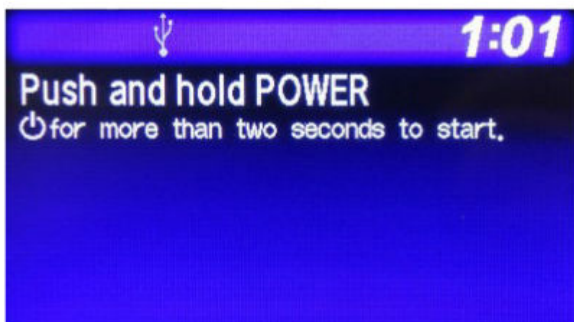
Press the buttons sequentially as shown.

This will let you view the **Version display** screen and verify the software version was updated.



Software Details	Updated Software Version	
Model Year	2016 Pilot	2017 Pilot
System ucom	P024	K007
HMI ucom	3024	9007
DSP ucom	10C10802	11310105
Bluetooth module	HW02-SW03.29.01	HW02-SW03.29.01

2. Press the VOL/Power button to exit the **Version display** screen.
3. Remove the USB flash drive.
4. Press and hold the VOL/Power button to sync the security code.



5. Set the clock to the correct time by selecting **MENU > Adjust Clock**.

6. Once the procedure is complete, enter the customers audio unit presets, and have the service advisor tell the customer that any previously paired phones must be paired again.
7. On the repair order, document that the customer has been informed of the need for pairing any previously paired phones again.

END