HONDA

Over the Air System Updates

2019 Pilot: Software Update Display Audio/Navigation Available

January 5, 2022

INTRODUCTION

This software contains system upgrades and enhancements that remedy a variety of rarely found operational errors.

INSTALLATION DETAILS

NOTE:
- For more information on how to do a software update, see System Updates in the online owner's manual or
- ***https://owners.honda.com/vehicles/information/2019/Pilot/features/System-Updates/1/system-updates-pdf***
- Due to the variations in the technology as well as how it is used and operates in different vehicles, your vehicle may not have experienced any of the symptoms or issues described below or only one (or some) of them. You should still obtain this software update.
- Software download will take about **30 minutes** using Wi-Fi.
- The vehicle can be used normally even while updates are in progress.
- Depending on your vehicle trim, some of the updates may not be applicable to your vehicle.

Go to **System Updates** on the **HOME Screen** in your vehicle to start the update.

Previous OTA Releases

OTA Version	Release Date
B.1.3.4	07/28/2020
B.1.0.26	08/29/2019
B.1.0.21	12/13/2018

SOFTWARE VERSION FDC 17.08.006/ NAD 200.0.9A00

Over the Air (OTA) software update for Touring, Elite, Black (AWD), trims equipped with a Telematics Control Unit (TCU). The software will support the transition from a 3G to a VoLTE cellular connection.

NOTE: It is important to accept and install the software update prior to February 2022. Failure to update by February 2022, will result in an interruption to your HondaLink Services that include SOS Ecall, Remote Commands, Automatic Crash Notifications, Vehicle Health Report, Amazon Alexa, etc. After February 2022, restoring HondaLink services, will require a [customer pay] TCU replacement performed by a service technician at an authorized dealer.

SOFTWARE VERSION B.1.4.4

This software contains the following updates:

Bug Fixes
- Unfortunately, com.honda.auto.hars has stopped, appears after turning ignition ON.
- System displays Process system isn't responding, followed a by system reboot when connecting a broken or non-functioning USB device.
- Random system reboot or app crash after pressing the Voice Recognition switch.
- Android Auto route is cancelled after a short ignition cycle.
- Unfortunately, com.honda.telephonyservice has stopped, appears after turning ignition ON when connected via Bluetooth to an iPhone device.
- Software Management, application crash appears during a corrupted Over the Air update via WiFi or USB.
- Unfortunately, Rear Entertainment has stopped, appear after switching between the Home screen and the rear entertainment system RES app.
- SiriusXM returns to the first preset, after ignition ON and selecting next preset from steering wheel switch.
- Android Auto music momentarily drops, when switching from the Android Auto app to a different source.
- Over the Air update notification icon is shown when there are no updates available.

Improvements
- Implemented Over the Air updates via WiFi method only campaigns.
- Increased System pre-install timeout, to mitigate Update Failed Code:57D during software pre-installation.
- Automatically reconnect to Bluetooth device, after user turns off – on Bluetooth connection on device settings.
- Removed Bluetooth friendly device name from system error logs, to media access control (MAC) address.
- Automatically transfer from Handset to handsfree mode when call enters "DIALING" state.
- Removed Bluetooth Hands Free Profile (HFP) dependency for allowing Android Auto to connect.
- Text update from "Changes which doors unlock when you grab the driver's door handle." to "Changes which doors unlock when you access the vehicle." For US/UK English, Korean, French, Spanish, Arab.
- Apply patch to fix security vulnerability for Android Auto. Mitigate the risk of an application being created, that would cause memory corruption to the System when a device is connected to the vehicle via Android Auto.
- Improve phonebook import, if user selects Do not Allow for access to contacts and phone logs at initial Bluetooth pairing.

SOFTWARE VERSION B.1.3.4

NOTE: For Navigation equipped trims, after updating to software version B.1.3.4, the Home Address, Saved, and Recent destinations will be erased.

This software contains the following updates:

Bug Fixes
- MOTO g6 phone causes system to freeze when receiving an incoming call and the Touch Screen does not respond.
- Rear Camera response time is slow after shifting into Reverse during system boot up.
- Rear Camera does not display when shifting into Reverse.
- System does not shut down when the ignition is turned OFF and is accompanied by a pop sound and a Radio Unavailable message.
- System does not boot up and the display is stuck on the Honda logo.
- Display screen image is frozen and the Touch Screen does not respond.
- Call information is missing on meter and top bar of the display when using an iPhone with iOS13.
- Rear Camera split screen view is displayed when setting is set to full screen view.
- Clock flickers in the top right corner of the Rear Camera display screen over the parking sensor image.
- Unfortunately, Sirius XM has stopped message shows during an in-vehicle network interruption.
- Incorrect distance to Point of Interest (POI) is displayed when using the voice recognition search method when there is no GPS signal reception.
- Boot up animation does not show during system start up.
- Disclaimer screen appears before the Anti-theft screen after the battery is disconnected and reconnected.
- Factory Data Reset does not reset Rear Camera settings.
- Display and Rear Camera stay off during a quick ignition cycle.

Improvements

- Parking guidelines will show when in split screen mode.
- Implemented LaneWatch camera system error message when a failure is detected.

SOFTWARE VERSION NAVIGATION 2.06.02

NOTE: This update applies only to trims with navigation.

Bug Fixes

- Unfortunately, Navigation has stopped message appears after performing a map update.
- Unfortunately, Navigation has stopped message appears and route is cancelled before arriving at a destination from a myTrends route.
- Navigation App black screen after a map update.
- Arrive In field does not update properly when the destination is less than an hour away.
- All waypoints are deleted when adding new waypoint if there are 7 or more stored in the route.
- Go Home does not work when Home address is saved in the 51st space in the Search Places list.
- Navigation app fails to launch after a Factory Data Reset.
- Navigation route is canceled after adding the maximum thirty waypoints.
- Navigation route does not resume after an ignition cycle.
- Cannot calculate route message appears when setting up a route across state borders.
- Unfortunately, Navigation has stopped message appears after pressing an empty search bar in the Select Search Area screen multiple times.
- Traffic does not display on some zoom scales.

Improvements

- Increase font size for Location, Direction data fields.
- Update to Banking / ATM icon.
- Navigation App screen labels translated to selected system language.
- Re-route banner timeout increased to 10 seconds for better viewing.
- Notification message informing the driver that there may be a new map update available for the vehicle.
- Added voice guidance when the road name changes, but the road continues to go straight.

New Features

- Navigation App provides results for a misspelled destination name.

SOFTWARE VERSION B.1.0.26

- Clock displays incorrect time and/or time zone by 1 hour.
- Unable to skip forward or backwards in a SXM channel audio buffer when receiving a Sport Flash notification.
- SXM audio buffer bar does not update to TuneMix mode status while a TuneMix is playing.
- While listening to a live broadcast, the Cannot Skip Forward pop-up message does not show.
- The live icon will now show during a SXM live broadcast.
- In the event the channel icon cannot be displayed due to bad data from the tuner, the default SXM icon will show.
- SXM Channel Not Available pop-up will not display while listening to FM.
- SXM buffered content for existing preset channels are erased after adding a new preset.
- Synchronize the removal of FM album art and metadata when tuner loses FM HD signal.
- Incompatible device error message in USB audio.
- SXM factory presets will no longer show when SXM is buffering existing presets information.
- Ability to changing SXM preset (next/previous) with steering wheel switches with the ignition turned to ON.
- Enhanced Siri operation while using CarPlay.
- VR redesign to support region code expandability.
- Enhanced Touch Screen sound with the ignition turned to ON to no longer make a popping noise.
- Android Debug Interface (ADB) using a wireless network is disabled.
- *Bluetooth*® Audio will resume after ending phone call.
- Added additional functionality to inform the user of the speaker availability and give the option to turn the Rear Entertainment System (RES) off.
- Improved translation text for the Spanish and French languages, so system buttons display correctly.
- Improved SXM app from crashing during in-vehicle network instability.

SOFTWARE VERSION B.1.0.21

- Timing improvement to rear camera operation.
- System is stuck on Honda logo and will not boot up.
- Anti-theft screen displays randomly.
- System disconnects phone after selecting **Reply Message**.
- System will not load music through the USB flash drive on the first attempt.

HondaLink®: Over the Air Software Update for Wireless Network Upgrade

Why do I need to apply the OTA update?
By February 22, 2022, North American wireless network providers will be phasing out the 3G network the affected vehicle uses for HondaLink and WI-FI Hotspot services. An Over the Air Update (OTA) is required to update your vehicle's embedded cellular unit, to enable it to connect to a new network that will allow you to continue to receive HondaLink and WI-FI Hotspot services.

Which models are affected?
2019-22 Pilot Touring, Elite and Black Edition

PLEASE NOTE:
Not all 2022 Pilot vehicles will require an OTA update. To confirm if your vehicle needs the update, press the "Home" button on your vehicle audio and connectivity system. If an update is available for your vehicle, the System Updates icon will show an exclamation point (!).

What features will be impacted if I don't apply the OTA by February 22, 2022?
HondaLink Remote: Remote Start and Stop, Security Alarm Alert, Amazon Alexa Skill, Remote Lock and Unlock, Find My Car, Geofence Alert, Speed Alert, Destination by Voice, Stolen Vehicle Locator, Driver Feedback.
HondaLink Security: Emergency Call, Automatic Collision Notification, Enhanced Roadside Assistance, Personal Data Wipe.
HondaLink Concierge: Personal concierge services to make hotel, restaurant or airline reservations.
HondaLink Link: Dashboard, Vehicle Notifications, Vehicle Health Report, Send Destination.
Other Features: Wi-Fi Hotspot

How can I confirm the update is available for my vehicle?
The System Updates icon will show an exclamation point (!)

What are the consequences of not completing the OTA update?
HondaLink services and Wi-Fi Hotspot will no longer work as of February 22, 2022. Additionally, future Over the Air Update fixes and enhancements to your audio and connectivity system cannot be downloaded via the cellular network. Only Wi-Fi and USB updates will be available.
PLEASE NOTE: Unless the update is completed by February 22, 2022, Automatic Collision Notification will not function. If your airbag deploys or a significant collision is detected, your vehicle will be unable to contact an operator who could request that emergency services be dispatched.

Can I update my vehicle after February 22, 2022 to receive HondaLink or WI-FI Hotspot services?
No, you cannot perform the OTA update after February 22, 2022. Restoring HondaLink or WI-FI Hotspot services after February 22, 2022 can ONLY be addressed by a customer paying for a new embedded cellular device at an authorized dealer.

What happens if I have a paid subscription and I do not perform the OTA update?
If you do not update your vehicle via the OTA prior to February 22, 2022, your services will automatically be cancelled, and you will be issued a pro-rated refund for the unused portion of your subscription. You will lose access to services such as Automatic Collision Notification, Emergency Call, Stolen Vehicle Locator and Remote Features such as Remote Start and Stop and Amazon Alexa Skill. If you are not currently subscribed to HondaLink services, then the operation of your Honda vehicle will not be affected, but you would not be able to receive such services in the future.
If you have a paid subscription for WI-FI Hotspot, please contact AT&T Customer Support.

How do I perform the OTA update?

Please follow these steps to complete the update.

Your vehicle may automatically perform Steps 1-3 in the background. If so, then please begin with Step 4 and press "Install Now".

1. Go to the "HOME" screen on your vehicle display audio screen
2. Select "System Updates"
3. Select "via Wireless"
4. When the download is complete, select "Install Now"
5. The Installing bar will count to 100%
6. Wait unit you see "Installation of new software complete"

How long does the OTA take to complete?

The update takes approximately 17-20 minutes to complete. This is dependent on good cellular network connection.

Will I lose any functions during the update?

The update takes approximately 17-20 minutes to complete, and the cellular connection will be disabled and restored after the update has completed. In addition, during the update process the green LED between the LINK and ASSIST call out buttons, located by the dome light, will blink.

How will I be able to confirm the update worked?

Please follow these steps to confirm the update was successful.

1. Select "HOME" screen on your vehicle display audio screen
2. Select "System Updates"
3. Select "via Wireless Connection"
4. Wait for the "**System is Up-to-Date**" message to display

Can the dealer perform the OTA update for me?

Yes, you can schedule an appointment with your dealer to complete the OTA update.

What happens if the OTA update doesn't work if I opt to do it myself?

You may experience Update Failed Code57D which may be caused by a poor cellular signal.

Before installing the software, move the car to an open area where cellular signal may improve. If the installation of the software is successful, you will see "Installation of new software complete".