Over the Air System Updates

2021 Passport: Software Update Display Audio/Navigation Available

December 29, 2021

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/2021/Passport/features/System-Updates/2/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.



SOFTWARE VERSION FDC 17.08.006/ NAD 200.0.9A00

Over the Air (OTA) software update for Touring and Elite 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.

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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.

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?

2019-21 Passport Touring and Elite.

PLEASE NOTE:

Not all 2021 Passport 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".