



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

October 10, 2012

[REDACTED]
Kernersville, NC [REDACTED]

NVS-216 mec
Ref. No. 10477690

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Honda Civic Hybrid vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the hybrid battery in your MY 2008 Honda Civic Hybrid vehicle has been performing poorly since the dealer performed a software upgrade in August 2010 (Product Upgrade Campaign No. 10-034). You state your vehicle is unresponsive to drive when the air conditioner is on. Also, on hot days, the hybrid battery level falls to one bar indicating at that time there is no engine assist and virtually no power. You believe your vehicle is unsafe to drive.

We have reviewed our database in an effort to identify whether a safety defect trend exists after the hybrid battery software upgrade is completed in MY 2008 Honda Civic Hybrid vehicles. At this time there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

NHTSA is aware of several Honda customer campaigns and technical service bulletins (TSB) that address performance problems caused by the hybrid system software, hardware, and battery in certain MY 2003 through MY 2011 Honda Civic Hybrid vehicles (Bulletins No. 10-061, 10-083, 10-034, 12-048). However, a customer campaign is not a recall, but rather an action taken by a manufacturer to restore customer satisfaction for a known problem. In addition, the issuance of a customer campaign or TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic Motor Vehicle Safety Act. NHTSA does not have the authority to require Honda to perform the corrective action described in a customer campaign or TSB free of charge. We recommend that you continue to work with Honda or your local dealer to determine if a TSB or campaign can resolve your problem.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement



Applies To: **2005–07 Accord Hybrid – ALL**
2003–05 Civic Hybrid – ALL
2006–11 Civic Hybrid – ALL

January 7, 2012

IMA Battery Software And Hardware Updates

(Supersedes 10-083, dated July 12, 2011, to revise the information marked by the black bars)

REVISION SUMMARY

- In Applies To, model years were added.
- Under DETERMINING CORRECT IMA SOFTWARE AND MATCHING IT TO THE IMA BATTERY, the IMA Software Chart was changed.
- Under INSTALLING IMA BATTERY SOFTWARE, the version numbers for the HDS Software and the HDS Control Module Update were changed, and the MVCI illustrations were changed.

BACKGROUND

Due to improvements in battery manufacturing efficiency, once stocks of original IMA batteries are depleted, new battery designs will be available for IMA battery replacement. Each battery type requires that its battery control software be matched to its IMA battery type. Failure to match the software with the battery will result in reduced IMA battery life.

In addition, if the battery condition monitor (BCM) or the motor control module (MCM) is replaced or reprogrammed, matching IMA battery software must be installed in that control module to maximize the IMA battery's life.

This service bulletin includes these subjects:

- Identifying IMA battery types
- Determining correct IMA software and matching it to the IMA battery
- Installing IMA battery software
- Replacing BCM/MCM hardware and updating its software
- Checking for an IMA battery/software mismatch DTC

WARRANTY CLAIM INFORMATION

None. This service bulletin is for information purposes only.

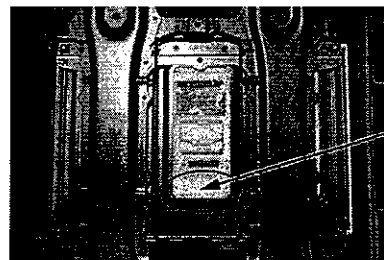
IDENTIFYING IMA BATTERY TYPES

To identify an IMA battery type, use this information:

- An original IMA battery type **does not have** a 3-character battery code label attached to its outer case.

Original IMA Battery Type:

(Example shown for a 2006–11 Civic Hybrid)

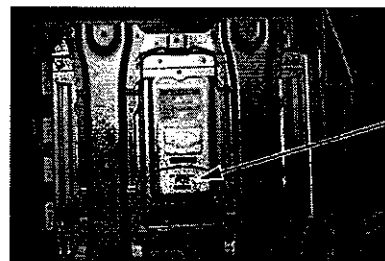


NO BATTERY
CODE LABEL
ON AN
ORIGINAL IMA
BATTERY TYPE

- A new IMA battery type **has** a 3-character battery code label attached to its outer case.

New IMA Battery Type:

(Example shown for a 2006–11 Civic Hybrid)



BATTERY CODE
LABEL ON A
NEW IMA
BATTERY TYPE

New-type IMA batteries are shipped with an instruction package that includes an extra battery code label. This peel-off label has the same 3-character battery code found on the battery case. This code is used to update the BCM's or MCM's software, matching the vehicle's IMA control unit to the IMA battery being installed.

INSTALLING IMA BATTERY SOFTWARE

NOTE:

- Beginning with the software version listed below, the HDS is capable of installing software updates for any IMA battery type. Make sure the BCM/MCM is updated with the correct software to match the battery type.
- Mismatched software will result in shortened IMA battery life. Battery replacement cost due to incorrect software will be the dealership's responsibility.

HDS Software Version:
3.002.015 or later.

HDS Control Module (CM) Update:
Database Update 25-NOV-2011 or later.

Follow these guidelines when installing IMA software:

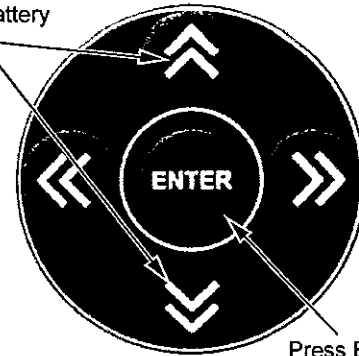
- If only the software is being updated, first visually inspect the IMA battery to determine if it's an original or new type. It is possible that a salvaged IMA battery may have been installed without the IMA software being updated. After verifying the IMA battery type, install its matching software by selecting the correct battery code from the IMA Software Chart.
- If an original (no label) IMA battery type is installed in a vehicle that has been updated to new IMA battery type software, make sure to remove the battery code label from the doorjamb, and update the BCM/MCM with the correct software.
- To install IMA software on a hybrid vehicle, select the correct 3-character code from the list on the MVCI. Press ENTER to begin the update.

NOTE:

- After selecting the battery code, the HDS may indicate that the latest software has already been installed and no update is necessary.
- On a 2003–05 Civic Hybrid, check that the latest IMA motor software has also been installed.

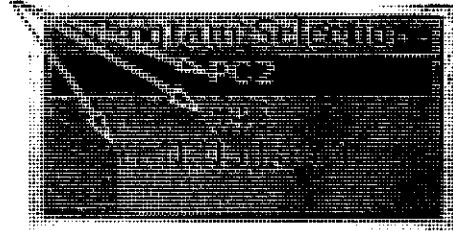
MVCI

Use \wedge/\vee to select battery code.



Press ENTER to confirm each.

PROGRAM SELECTION



REPLACING BCM/MCM HARDWARE AND UPDATING ITS SOFTWARE

If either the battery condition monitor (BCM) (2006–11 Civic Hybrid) or the motor control module (MCM) (2003–05 Civic Hybrid, 2005–07 Accord Hybrid) are replaced or reprogrammed, their respective battery codes must be used to ensure that the latest IMA battery matching software is installed on them to produce maximum IMA battery life.

NOTE: The IMA battery software is stored in either the BCM or the MCM, depending on the model and year.

- In 2006–11 Civic Hybrids, the BCM is a separate control unit and its part number starts with "1K100."
- In 2003–05 Civic Hybrids and 2005–07 Accord Hybrids, the BCM is part of the MCM and its part number starts with "1K000."
- The MCM is listed as a PDU in the Honda parts catalog.

CHECKING FOR AN IMA BATTERY/SOFTWARE MISMATCH DTC

After updating the IMA software, use the HDS to see if an IMA Battery/Software Mismatch DTC has been set. The 2003–05 Civic Hybrid and the 2005–07 Accord Hybrid may set IMA DTC P1569 if a new IMA battery type is installed and the old software is not updated.

If DTC P1569 is stored, check the IMA battery software that was installed and the IMA battery type for a possible mismatch before further troubleshooting.

The 2003–05 Civic Hybrid and the 2005–07 Accord Hybrid will set code P0A80 if the new software is installed with the original type battery (no label). The code is cleared when the correct software is installed.

NOTE:

- The 2006–11 Civic Hybrid does **not** set IMA DTC P1569 if there is a battery/software mismatch.
- If DTCs U0301 or U0312 is stored, update the software according to the instructions in Service Bulletin 09-026, *2006–09 Civic Hybrid, 2010 Insight: New DTCs U0301, U0302, and U0312*.



Applies To: **2003–11 Civic Hybrid – ALL**
2011–12 CR-Z – ALL
2000–06 Insight – ALL
2010–12 Insight – ALL

September 21, 2012

Junction Board Replacement (IMA Battery Module Replacement and Transfer of Junction Board)

(Supersedes 12-048, dated September 5, 2012; see REVISION SUMMARY)

NOTE: You must be fully certified in the Electrical Fundamentals map, and have completed training modules MAC 10 and 12 in the Electrical Systems map, in order to do junction board and IMA battery module replacements.

REVISION SUMMARY

This service bulletin has been revised extensively. American Honda recommends that you review the entire bulletin.

BACKGROUND

American Honda is no longer shipping IMA replacement batteries with junction boards attached. The junction board will now need to be removed from the old IMA battery and installed onto the new battery before the battery is installed into the vehicle.

When the junction board is attached, no high voltage is accessible by the technician. However, the removal and replacement of the junction board will expose the technician to high voltage parts of the IMA battery that cannot be shut off.

The IMA battery module (a nickel metal hydride battery) is made up of a number of individual cells wired in series. (The number of cells varies with the vehicle model and year.) All models break the module into two parts, with each part including several "packs" of cells. Each part includes individual positive and negative connections. Terminals on the junction board (two positive, two negative) combine these connections to form a complete IMA battery assembly.

When replacing a junction board on an IMA battery, the technician will be exposed to high voltage at the four terminal connections. Specifically, a significant potential for electric shock exists in each half of the battery between the positive and negative terminal connections.

NOTE: Do not use power tools when working on the IMA battery or junction board. The bolt threads can be easily damaged with power tools, and the excessive torque may also damage the battery itself.

Safety Equipment

The process of junction board replacement is not difficult. Special safety high voltage insulated gloves are required when working on the four electrical connections. The high voltage insulated gloves are marked with an inspection date. Their first use can be no later than 12 months from the inspection date, or else recertification is required (per OSHA 1910.137). The gloves must be recertified by an accredited laboratory every 6 months after their first use. For more information on how and where to get the high voltage insulated gloves recertified, go to: www.nail4pet.org.

The gloves should always be used with the leather outer protector gloves to protect the inner gloves from damage. Prior to each use the gloves should be inspected for any damage such as tears, holes, or chemical damage. The rubber and leather gloves should not be exposed to any cleaning solvents, gasoline, or other chemicals, and they should be stored in the high voltage insulated glove bag. If used properly, the gloves should protect the technician from electrical shock if accidental contact with a positive and a negative IMA battery connection occurs.

Insulated tools are available through the Honda Tool and Equipment Program, or commercially. The primary purpose of an insulated tool is to protect the technician from an accidental short from a positive to negative IMA battery connection due to contact with the tool. An accidental short with non-insulated tools would result in high, uncontrolled current and could possibly melt the tool and the battery, but could also result in molten metal flying out and potentially injuring the technician.

Junction Board Components

In addition to junction board replacement, some junction board components may now be replaced. Service manual troubleshooting procedures have been revised online to identify when these components require replacement. If a junction board component needs replacement, first remove the junction board from the IMA battery. Once the junction board has been removed, no special tools are required to replace the junction board components.



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.

TOOL INFORMATION

Required Tools (Auto-shipped):

High Voltage Insulated Gloves Safety Kit:

T/N OTCHON-4755 (Kit includes the following items, or they may be purchased individually):

High Voltage Insulated Gloves, Small (size 9):

T/N OTCHON-487551

High Voltage Insulated Gloves, Medium (size 10):

T/N OTCHON-487552

High Voltage Insulated Gloves, Large (size 11):

T/N OTCHON-487553

High Voltage Insulated Gloves Bag:

T/N OTCHON-566182

NOTE: The High Voltage Insulated Gloves Safety Kit was shipped to your dealership automatically during the week of September 3, 2012.

Recommended Tools (Not required):

Insulated Tools: T/N OTCHON-5999, or equivalent 1,000 volt certified insulated tools (also commercially available)

Order tools through the Honda Tool and Equipment Program Online Catalog: Log on to the Interactive Network (iN), and click on **Service/Quick Links/Tool and Equipment Program**, or call 888-424-6857.

SOFTWARE INFORMATION

The replacement IMA battery may have a battery code label that indicates it is the new IMA battery type. The existing vehicle's IMA software is **not compatible** with a new IMA battery. After the replacement IMA battery is installed, the vehicle's IMA BCM software must be updated to match the replacement battery type.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
1181H5	2003-08 Civic Hybrid: Remove the old IMA battery module, and install the new battery.	1.0
C	Transfer the junction board to the new battery.	0.4
1181H5	2009-11 Civic Hybrid: Remove the old IMA battery module, and install the new battery.	1.0
C	Transfer the junction board to the new battery.	0.3
1181H5	CR-Z: Remove the old IMA battery module, and install the new battery.	1.7
C	Transfer the junction board to the new battery.	0.4
1181H5	2000-06 Insight: Remove the old IMA battery module, and install the new battery.	1.0
C	Transfer the junction board to the new battery.	0.6
1181H5	2010-12 Insight: Remove the old IMA battery module, and install the new battery.	1.3
C	Transfer the junction board to the new battery.	0.4

Failed Part: 1D080-RMX-405RM

Defect Code: 03214

Symptom Code: 03217

NOTE: You must be **fully certified** in the Electrical Fundamentals map, and have completed training modules MAC 10 and 12 in the Electrical Systems map, in order to do junction board and IMA battery module replacements.

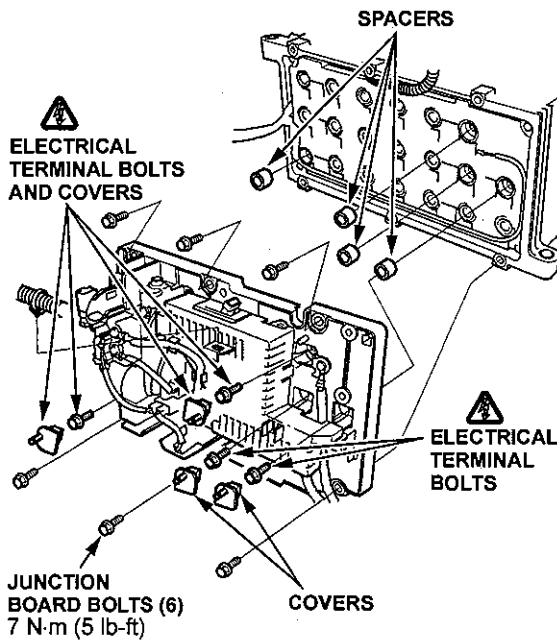
REPAIR PROCEDURE

2003–05 Civic Hybrid

NOTE: Make sure the ON/OFF switch on the top of the junction board is in the OFF position before beginning this procedure.

1. Remove the IMA battery module assembly from the vehicle.
2. While wearing high voltage insulated gloves, remove the four electrical terminal covers and bolts.

NOTE: Insulated tools are recommended when removing the bolts.



3. Remove the six junction board bolts.
4. Remove the junction board from the old battery.
5. While wearing high voltage insulated gloves, transfer the four spacers located between the four junction board connections from the old battery to the new battery.

NOTE: Insulated tools are recommended when transferring the spacers.

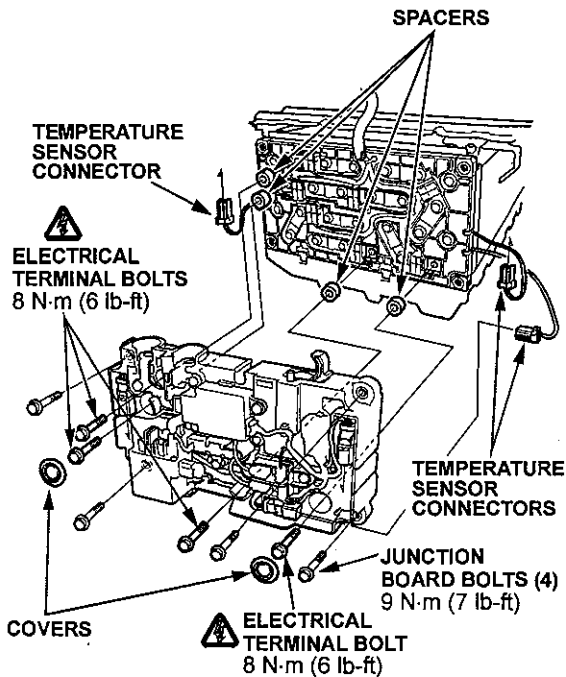
6. Install the junction board onto the new battery.
 7. Install the junction board bolts, and torque them to 7 N·m (5 lb-ft).
 8. While wearing high voltage insulated gloves, install the electrical terminal bolts. Then, install the terminal covers.
- NOTE: Insulated tools are recommended when installing the bolts.
9. Install the new IMA battery module assembly into the vehicle.
 10. Make sure the vehicle's software matches the newly installed IMA battery.

2006–08 Civic Hybrid

NOTE: Make sure the ON/OFF switch on the top of the junction board is in the OFF position before beginning this procedure.

1. Remove the IMA battery module assembly from the vehicle.
2. While wearing high voltage insulated gloves, remove the four electrical terminal covers and bolts.

NOTE: Insulated tools are recommended when removing the bolts.



3. Disconnect the three 2-pin temperature sensor connectors and slide the wires out and to the side of the junction board.
4. Remove the four junction board bolts.
5. Remove the junction board from the old battery.
6. While wearing high voltage insulated gloves, transfer the four spacers located between the four junction board connections from the old battery to the new battery.

NOTE: Insulated tools are recommended when transferring the spacers.

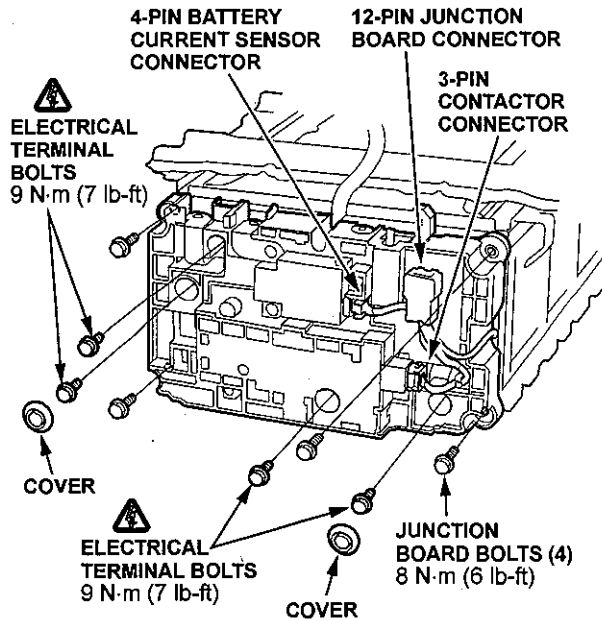
7. Install the junction board onto the new battery.
8. Install the junction board bolts, and torque them to **9 N·m (7 lb-ft)**.
9. While wearing high voltage insulated gloves, install the electrical terminal bolts, and torque them to **8 N·m (6 lb-ft)**. Then, install the terminal covers.

NOTE: Insulated tools are recommended when installing the bolts.
10. Reconnect the three 2-pin temperature sensor connectors.
11. Install the new IMA battery module assembly into the vehicle.
12. Make sure the vehicle's software matches the newly installed IMA battery.

2009–11 Civic Hybrid

NOTE: Make sure the ON/OFF switch on the top of the junction board is in the OFF position before beginning this procedure.

1. Remove the IMA battery module assembly from the vehicle.
2. Disconnect the 3-pin contactor connector.



3. Disconnect the 4-pin battery current sensor connector.
 4. Remove the 12-pin junction board connector from the junction board.
 5. While wearing high voltage insulated gloves, remove the four electrical terminal covers and bolts.
- NOTE: Insulated tools are recommended when removing the bolts.
6. Remove the junction board bolts.
 7. Remove the junction board from the old battery.
 8. While wearing high voltage insulated gloves, transfer the four spacers located between the four junction board connections from the old battery to the new battery.

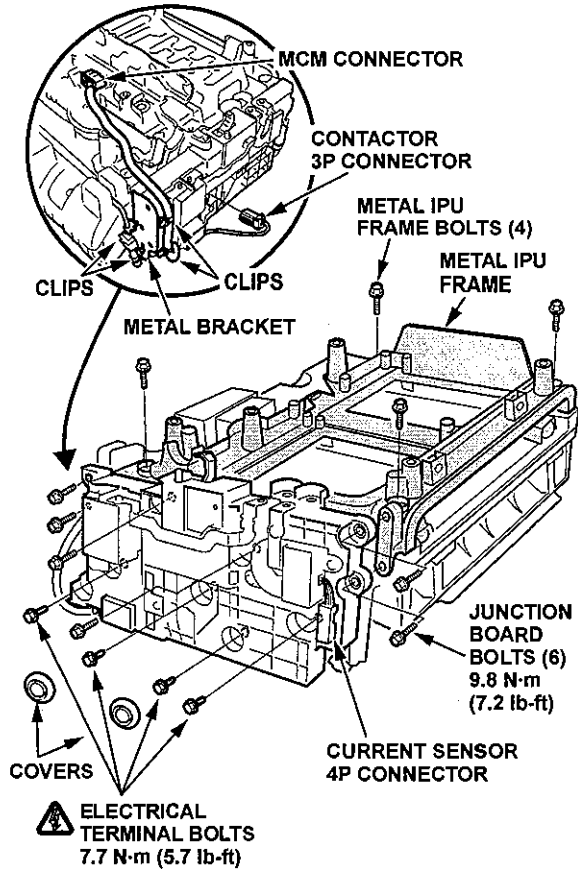
NOTE: Insulated tools are recommended when transferring the spacers.

9. Install the junction board onto the new battery.
 10. Install the junction board bolts, and torque them to **8 N·m (6 lb-ft)**.
 11. While wearing high voltage insulated gloves, install the electrical terminal bolts, and torque them to **9 N·m (7 lb-ft)**. Then, install the terminal covers.
- NOTE: Insulated tools are recommended when installing the bolts.
12. Install the 12-pin junction board connector.
 13. Reconnect the 4-pin battery current sensor connector.
 14. Reconnect the 3-pin contactor connector.
 15. Install the new IMA battery module assembly into the vehicle.
 16. Make sure the vehicle's software matches the newly installed IMA battery.

2011–12 CR-Z
2010–12 Insight

NOTE: Make sure the ON/OFF switch on the top of the junction board is in the OFF position before beginning this procedure.

1. Remove the IMA battery module assembly from the vehicle.
2. Release the clips holding the motor control module (MCM) wire from the metal frame.



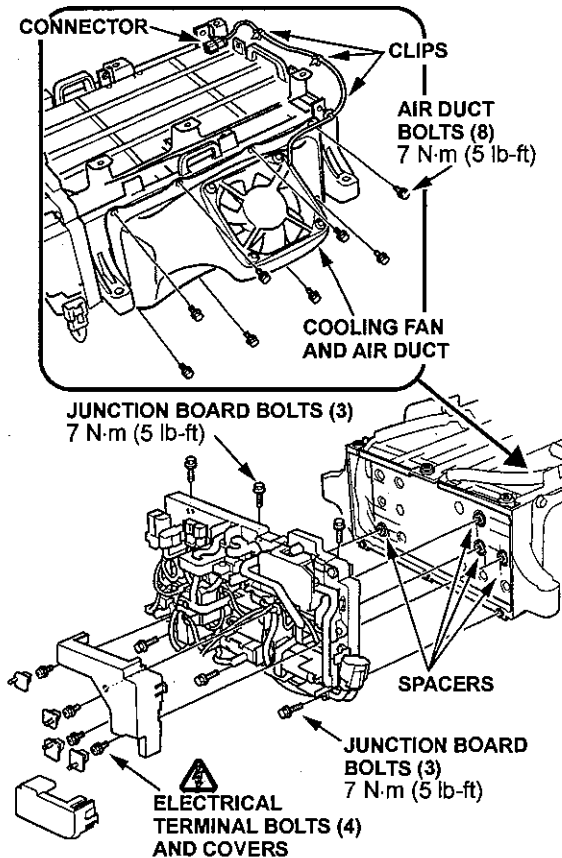
3. Disconnect the 3-pin contactor connector.
4. Disconnect the 4-pin battery current sensor connector.
5. While wearing high voltage insulated gloves, remove the four electrical terminal covers and bolts.
NOTE: Insulated tools are recommended when removing the bolts.
6. Remove the junction board bolts.
7. Remove the junction board from the old battery.
8. Remove the metal IPU frame from the top of the old battery and the small metal bracket from the side of the junction board, and transfer them to the new battery.

9. Install the junction board onto the new battery.
10. Install the junction board bolts, and torque them to **9.8 N·m (7.2 lb-ft)**.
11. While wearing high voltage insulated gloves, install the electrical terminal bolts, and torque them to **7.7 N·m (5.7 lb-ft)**. Then, install the terminal covers.
NOTE: Insulated tools are recommended when installing the bolts.
12. Reconnect the 4-pin battery current sensor connector.
13. Reconnect the 3-pin contactor connector.
14. Reattach the clips holding the motor control module (MCM) wire to the metal frame.
15. Install the new IMA battery module assembly into the vehicle.
16. Make sure the vehicle's software matches the newly installed IMA battery.

2000-06 Insight

NOTE: Make sure the ON/OFF switch on the top of the junction board is in the OFF position before beginning this procedure.

1. Remove the IMA battery module assembly from the vehicle.
2. Remove the cooling fan and air duct from the old battery and transfer it to the new battery.



3. While wearing high voltage insulated gloves, remove the four electrical terminal covers and bolts.
NOTE: Insulated tools are recommended when removing the bolts.
4. Remove the junction board bolts.
5. Remove the junction board from the old battery.
6. While wearing high voltage insulated gloves, transfer the four spacers located between the four junction board connections from the old battery to the new battery.

NOTE: Insulated tools are recommended when transferring the spacers.

7. Install the junction board onto the new battery.
8. Install the junction board bolts, and torque them to **7 N·m (5 lb-ft)**.
9. While wearing high voltage insulated gloves, install the four electrical terminal bolts. Then, install the terminal covers.
NOTE: Insulated tools are recommended when installing the bolts.
10. Install the new IMA battery module assembly into the vehicle.
11. Make sure the vehicle's software matches the newly installed IMA battery.



Applies To: 2000 and Later Hybrid Vehicles – ALL

April 24, 2012

IMA Battery Exchange Program

(Supersedes 10-061, dated July 25, 2011, to revise the information marked by the black bars)

REVISION SUMMARY

Under IMA BATTERY ORDERING, the AHM Hybrid Support contact number was changed.

COVERAGE

This bulletin applies to all Honda IMA batteries, both in-warranty and out-of-warranty.

COMPONENT REPLACEMENT POLICY

Only remanufactured IMA battery modules are available for repair; new units are not available. Any internal failure requiring IMA battery module disassembly qualifies for this program. Follow the warranty information and procedures given in this service bulletin.

NOTE:

- On out-of-warranty repairs, make sure to tell the customer that new units are not available and that a remanufactured IMA battery module is used.
- While Honda remanufactured batteries may reuse some components, the battery cells are replaced with new parts.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number: 1181H5

Flat Rate Time: From the Flat Rate Manual

Failed Part: Use the part number from the parts catalogue (example: 1D010-RMX-X01).

Defect Code: 03214

Symptom Code: 01201

Part used for repair: Use the **RM** part number located at the bottom of the battery order form, or the order status inquiry screen (example: 1D100-RMX-X05RM).

DIAGNOSIS**Service Advisor:**

Interview the customer to get as much information as possible, such as where and when the symptom occurs. This information is vital to the diagnosis, and it also helps determine whether there is a problem with the IMA system. Write the complaint on the repair order.

Service Technician:

1. Confirm the problem using the customer information written on the repair order or have the customer demonstrate the problem, then write down the results on the repair order.
Using the **SYMPTOM TROUBLESHOOTING INDEX** or the **DTC INDEX** in the applicable service manual, follow the diagnostic procedure:
 - Refer to the appropriate section in the service manual, or
 - From the Interactive Network (iN) main menu:
 - Select **SERVICE**.
 - Select **ISIS (Service Publications)**.
 - Select **SEARCH BY VEHICLE**.
 - Enter the model and the model year.
 - Enter a keyword: IMA or BATTERY
 - Select the appropriate **Service Bulletin**, **ServiceNews** article, or **DTC Troubleshooting** from the list.
2. Repair the vehicle according to your diagnosis:
 - If the problem is gone, return the vehicle to the customer.
 - If the problem is still there or your diagnosis leads you to replace the IMA battery, go to step 3.
3. Replace the IMA battery with a remanufactured one:
 - For vehicle service contract (VSC) and certified used car (CUC) repairs, call **800-999-5901**.
 - For goodwill repairs, contact your dealership's district parts and service manager (DPSM).
 - For 2003–08 Civic Hybrids and 2005–07 Accord Hybrids, refer to Service Bulletin 10-083, *IMA Battery Software and Hardware Updates*.

8. Remove the failed IMA battery:
 - Refer to the IMA section of the appropriate service manual, or
 - Online, enter keywords **IMA REMOVAL**, then select **Battery Module Removal/Installation** from the list.
9. Install the remanufactured IMA battery:
 - Refer to the IMA section of the appropriate service manual, or
 - Online, enter keywords **IMA REMOVAL**, then select **Battery Module Removal/Installation** from the list.
10. Put the failed IMA battery unit core in the same box that the remanufactured unit came in.

NOTE:

 - Make sure the failed IMA battery core is **not** disassembled. If the core is disassembled, your dealership will be debited a core loss charge of \$3,000.
 - If you do not return the IMA battery in this same box, your warranty claim will be debited, and the core will be sent back to your dealership.

Parts Manager:

11. The IMA Battery Order form you submitted is kept on the iN for 60 days. Print out a copy to put in the box with your core return:
 - From the iN main menu, select **SERVICE**.
 - Select **Transactions**.
 - Select **Advanced Search**, and enter a date range.
 - Select **Filtered by**, then select **Service**.
 - Under **Transaction Description**, select **IMA Battery Order**, then go back to the top of the page and select **Search**.
 - Scroll down to the appropriate VIN, then select it to view the form.
 - Review the form, then print out a copy by selecting the printer icon.
12. Print out a copy of the Core Return Update Acknowledgement to put in the box with your core return:
 - From the iN main menu, select **PARTS**.
 - Select **Returns and Surplus**.
 - Select **Core Return**.
 - Select **Core/VIN**.
 - Select the order reference number associated with the VIN.
 - Enter the serial number from the core being returned, then select **Submit**.
 - Review the form, then print out a copy by selecting the printer icon.

13. Place the printed copies of the IMA Battery Order form and the Core Return Update Acknowledgement into the core return box with the failed IMA battery core.

NOTE:

- If you return a failed IMA battery core without the proper forms, your warranty claim will be debited, and the core will be sent back to your dealership.

14. Return the failed IMA battery core:

- **Backtrack Dealers** - Use the backtrack service provided by your daily delivery carrier to return the IMA battery.
- **Non-Backtrack Dealers** - Ship the failed IMA battery core to the appropriate location by using the prepaid shipping label included with the new IMA battery.

NOTE:

- If the IMA battery return form is incomplete or not included with the failed IMA core, you will be charged a \$50 diagnostic fee.
- If the IMA battery core is not received at the specific address within 21 days from the order date of the remanufactured IMA battery, your warranty claim will be debited, and your dealership will be issued a core loss charge of \$3,000.
- The 2012 Civic Hybrid uses a new lithium-ion IMA battery. This battery is handled as a **regulated hazardous material**, and returns require special handling with certified packaging and documentation. Batteries must be returned via UPS surface freight and not by way of the DSO backtrack service. Refer to PIB A11-0006 for additional information. Contact AHM Hybrid Support at **909-664-9323** if you have questions about return shipping or problems with the packaging, or if the return battery has an unusual smell or appears to be leaking.

IMA BATTERY ORDER PROGRAM FREQUENTLY ASKED QUESTIONS

Question: When do I use the IMA battery order program?

Answer: Use the program whenever you are replacing an IMA battery.

Question: How do I order an IMA battery?

Answer: To order an IMA battery, refer to IMA BATTERY ORDERING on page 2.

Question: Who do I call for questions on the IMA battery order program?

Answer: For questions about the program, call RPO Tech Line at **888-997-7278**, and select option 2.

Question: Who do I call if I need help diagnosing the problem, or if I have technical questions about the IMA battery?

Answer: If you cannot find the answers in the appropriate service manual, service bulletins, or *ServiceNews* articles on iN, create a Tech Line access code, then call Automobile Tech Line:

1. From the iN main menu, select **Service**, then select **ISIS**.
2. Under **Search by Vehicle**, enter the model, year, and enter a keyword like **IMA** or **BATTERY**, then select **Search**.
3. If you cannot repair the problem with the service information provided, select **Tech Line Help**.
4. The Tech Line access code screen appears. Fill in all the required fields, then select **SUBMIT**.
5. Have the access number ready when you call Tech Line at **800-228-7210**.

Question: Do I need a Tech Line reference number to order an IMA battery?

Answer: No.

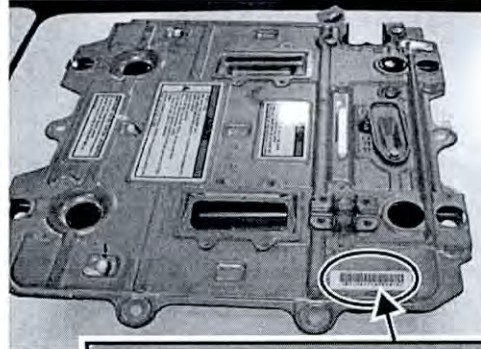
Question: What year and model IMA batteries can I order through the IMA battery order program?

Answer: All current models are available.

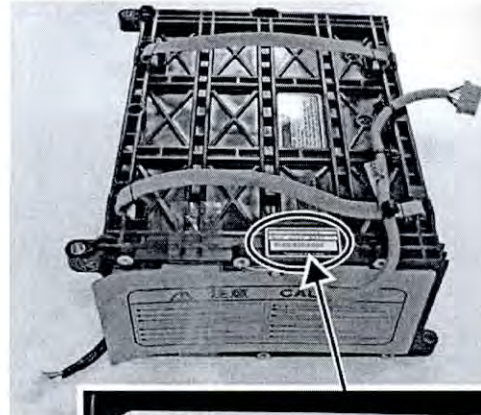
Question: There are several numbers on the battery module; which one is the serial number?

Answer: Refer to the images below for the proper location of the serial number.

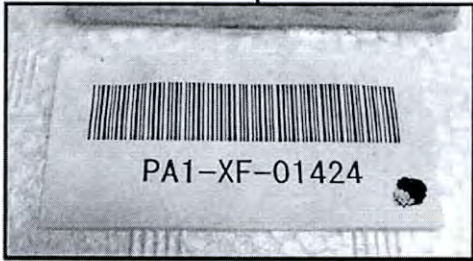
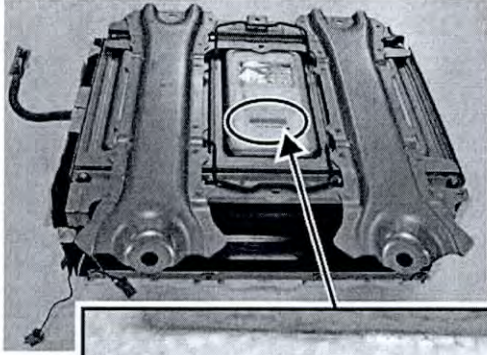
ACCORD



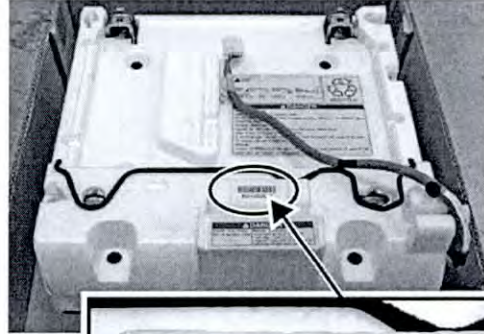
2003 – 2005 CIVIC



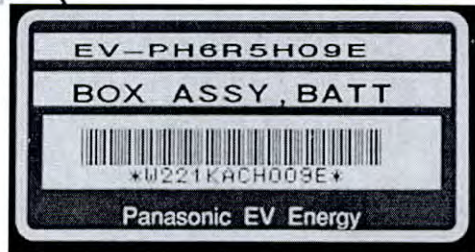
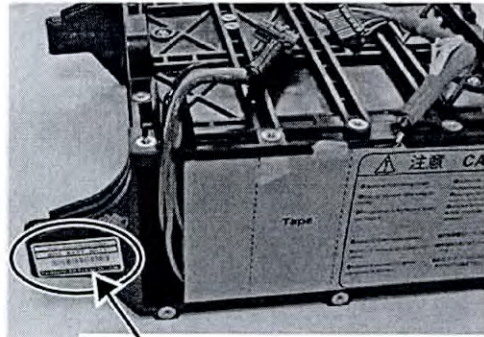
2006 – 2011 CIVIC



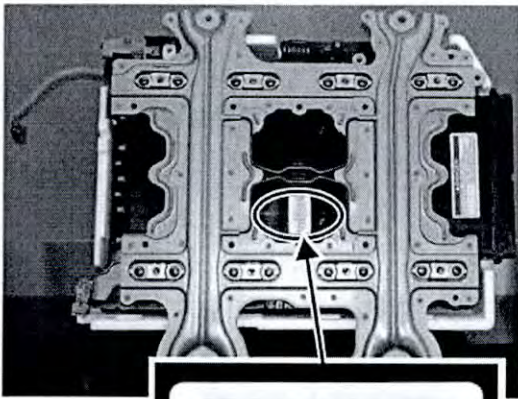
2010 – 2012 INSIGHT/CR-Z



2000 – 2006 INSIGHT

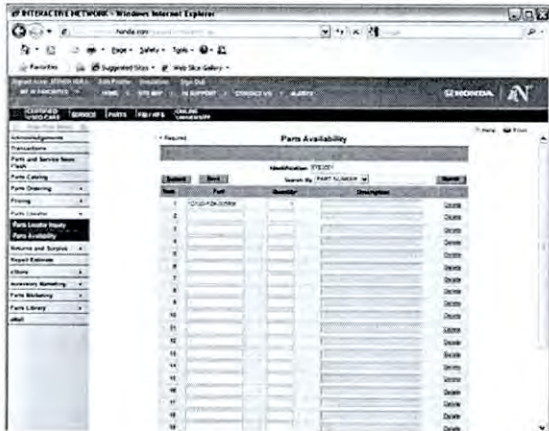


2012 CIVIC



Question: How do I obtain pricing or parts availability on remanufactured IMA batteries?

Answer: For IMA battery prices and availability, go to the iN home page and select **Parts**, select **Parts Locator**, then select **Parts Availability**. Enter the part number found at the bottom of the IMA Battery Order form in line 1, enter the quantity desired, then select **Submit**.



The IMA battery price, availability, and shipping information is displayed in the Parts Availability field.

Question: How can I track my order once I submit it?

Answer: To track your order, go to the IMA VIN Inquiry Acknowledgement screen on the iN.

1. From the iN main menu, select **SERVICE**.
2. Select **Remanufactured Parts**.
3. Select **Order Status Inquiry**.
4. Enter a date in the **All Orders Accepted Since** box, make sure the **Order Status Inquiry for Core/VIN** is selected, then select **Submit**.

The **IMA VIN INQUIRY ACKNOWLEDGEMENT** screen appears, listing orders by **VIN**, **ORD REF** (Order Reference), **STAT** (Status), **SHIP DATE**, **SHIPPER**, and **PART NUMBER**.

The status of your order is displayed by one of these codes:

Codes generated by RPO Tech Line:

- **PEND** – Your order is waiting to be processed by RPO Tech Line.
- **HOLD** – Your order is waiting for additional dealer diagnosis.
- **ERR** – Your order caused an error; call **888-997-7278** (select option 2).
- **DENY** – RPO Tech Line denied your order; call **888-997-7278** (select option 2).
- **APPR** – RPO Tech Line approved your order and forwarded it to AHM Parts.

Codes generated by AHM Parts Operations:

- **BO/TOS** – Your order is on back order or is temporarily out of stock.
- **CAN/BOC** – Your order has been cancelled; contact your assigned parts center.
- **ALO/BOA** – Your order has been allocated, but not released for shipment.
- **REL/BOR** – Your order has been picked, packed, and shipped.
- **INV** – Your order has been invoiced to your dealer parts account.



Applies To: 2006-08 Civic Hybrid – ALL

December 1, 2010

Product Update: New Software to Help Prevent IMA Battery Deterioration

(Supersedes 10-034, dated July 23, 2010, to revise the information marked by the black bars)

REVISION SUMMARY

- Under **CORRECTIVE ACTION**, a reminder to troubleshoot and repair other system problems was added.
- Under **SOFTWARE INFORMATION**, instructions about a new three-letter IMA battery code were added. The HDS software version and the CM update have also been changed.

BACKGROUND

American Honda is announcing a product update to help prevent IMA battery deterioration.

Frequent stop-and-go driving with A/C use, especially during warm weather, can keep the IMA battery in a low state-of-charge (SOC). Over time, this may cause battery deterioration and eventual failure.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this product update. An example of the customer notification is at the end of this service bulletin.

To verify vehicle eligibility, check for at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition, check for a punch mark below the fifth character of the engine compartment VIN. A punch mark in that location means this product update has already been completed.

Some of the vehicles affected by this product update may be in your used vehicle inventory. **These vehicles must be updated before they are sold or leased.** To see if a vehicle is affected by this campaign, do a VIN status inquiry before selling it or returning it to a service customer.

Should an unrepaired vehicle that was in inventory, or that came in for service after this service bulletin was issued, cause an injury or property damage because of the campaigned item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

CORRECTIVE ACTION

NOTE: If any system indicator lights indicate a problem when the vehicle arrives, troubleshoot and repair as necessary before doing this product update.

Update the PGM-FI software and the IMA battery software with the HDS. Then, if needed, update the A/T (CVT) software.

NOTE: This software update is needed even if the vehicle was repaired using Service Bulletin 09-058, *Low-Charged IMA Battery Causes Low Power When Accelerating*. As with the previous software update, the new software increases the IMA battery rate of charge, which helps to prevent early battery deterioration.

SOFTWARE INFORMATION

HDS Software Version:
2.022.101 (July 2010) (aqua) or later.

Control Module (CM) Update:
Database Update 02-JUL-2010 or later.

The updated PGM-FI, IMA battery, and A/T (CVT) software program IDs and P/Ns are shown below. If the HDS is loaded with the latest software, and it displays **No Update Needed** during the update, the software for this service bulletin is already installed.

NOTE:

- When using HDS software version 2.024.007 or later, with a CM update of 19-NOV-10 or later, you must input a three-letter code when updating the IMA battery software. Use code "YHN."
- An update may be available for the IMA motor system, but it is not needed for this PUD.

Year/Model/System	Program ID	Program P/N
2006 Civic Hybrid PGM-FI	MXA630	37805-RMX-A63 (or later)
2007-08 Civic Hybrid PGM-FI	MX3250	37805-RMX-325 (or later)
2006-08 Civic Hybrid IMA Battery	MXA230	1K101-RMX-A23 (or later)
2006 Civic Hybrid CVT	MXA560	37806-RMX-A56 (or later)
2007-08 Civic Hybrid CVT	MX3050	37806-RMX-305 (or later)



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

NOTE: This product update ends on July 30, 2013. After that, any applicable warranty will apply.

OP#	Description	FRT
1255B2	Update the PGM-FI software.	0.3
A	Add for updating the IMA battery software.	0.3
B	Add for updating the A/T software.	0.3
C	Add for start clutch learning.	0.1
D	Add for CKP learning.	0.1
E	Add for PCM idle learning.	0.1

Failed Part: P/N 1K100-RMX-A07
 Defect Code: 5KC00
 Symptom Code: R4200
 Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE: After you do the software update(s), the IMA system will have the following differences. All of them are normal operating characteristics:

- When at an auto idle stop, the engine restarts sooner. It also now restarts with only two bars displayed on the IMA battery level gauge.
- Even with up to four bars displayed on the IMA battery level gauge, auto idle stop may not occur.
- The IMA system reserves battery power to ensure enough power is available to start the vehicle from a stop and for initial acceleration. This reduces the IMA assist as the vehicle speed increases. This change increases the battery's stored energy and overall performance.
- The IMA battery level gauge more accurately indicates the battery's state-of-charge. Customers will also notice that the level bars stay in the middle of the gauge much longer.

1. Use the HDS to update the PGM-FI software. If needed, also update the IMA battery software and the A/T (CVT) software. For updating information, refer to Service Bulletin 01-023, *Updating Control Units/Modules*.

NOTE: Three DTCs may be stored after the software is installed. These DTCs can be erased only after all updates (PGM-FI, A/T (CVT), and IMA battery) are completed. For more information on the three DTCs, refer to Service Bulletin 09-026, *2006-09 Civic Hybrid, 2010 Insight: New DTCs U0301, U0302, and U0312*.

2. Do the CKP pattern learn procedure with the HDS:
 - In the ADJUSTMENT MENU of the HDS, select CRANK PATTERN.
 - Select CRANK PATTERN LEARNING, and follow the screen prompts.

3. Do the idle learn procedure:

- Make sure all electrical accessories (A/C, radio, lights, etc.) are off.
- Start the engine, and let it run until it reaches normal operating temperature (the cooling fans have cycled twice).
- Let the engine idle for 10 minutes.

4. If you updated the CVT software, select START CLUTCH FEEDBACK LEARN in the HDS, and follow the screen prompts to calibrate the start clutch pressure control.

5. If needed, use the HDS to clear all DTCs from all systems.

6. Center-punch a completion mark below the fifth character of the engine compartment VIN:

- Slide open the FRAME NUMBER door on the center cowl cover.
- Use a long punch to reach the VIN.

JHMFA3XXXXXXXXXX

Center-punch here.

Example of Customer Letter

August 2010

Product Update: New Software Is Needed for Integrated Motor Assist (IMA) Battery

Dear Civic Hybrid Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

What is the problem?

Your vehicle's integrated motor assist (IMA) battery may deteriorate and eventually fail before its normal usable life is reached. Frequent stop-and-go driving with A/C use during warm weather speeds up the IMA battery deterioration. **To help prevent early IMA battery deterioration, a software update is needed for the IMA battery.**

What should you do?

Contact any authorized Honda dealer to schedule an appointment. If you need help locating your local dealer, go to automobiles.honda.com or call Honda Automobile Customer Service at 800 999-1009. **The dealer will update the IMA battery software, free of charge.** Please plan to leave your vehicle at the dealer for half a day to allow some flexibility in scheduling. If you cannot leave your vehicle for half a day, please contact the dealer to discuss other options.

After your vehicle is updated, you may notice one or more of the following changes to the IMA system. All of them are normal, and will greatly improve the life of the IMA battery:

- When the vehicle is in auto idle stop, the engine restarts sooner. It also now restarts with only two bars displayed on the IMA battery level gauge.
- Even with up to four bars displayed on the IMA battery level gauge, auto idle stop may not occur.
- To ensure there's plenty of power for engine starting and accelerating from a stop, the IMA system reserves more battery power. This reduces the IMA assist as the vehicle speed increases.
- The IMA battery level gauge more accurately indicates the battery's state-of-charge. You will also notice that the level bars stay in the middle of the gauge much longer.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2006, 2007, or 2008 Civic Hybrid involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

This product update ends on July 30, 2013. After that, any applicable warranty will apply.

We apologize for any inconvenience this product update may cause you. Our goal is to ensure that your vehicle continues to be as reliable and enjoyable as possible.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division