

December 18, 2020

Version 1

Safety Recall: Multi-Model Hybrid DC-DC Converter PCU Software Update

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2020	Accord Hybrid	ALL	Check the iN VIN status for eligibility.
2020	CR-V Hybrid	ALL	Check the iN VIN status for eligibility.
2020-21	Insight	ALL	Check the iN VIN status for eligibility.

BACKGROUND

Due to programming issues in the Power Control Unit (PCU), the DC-DC converter unit may generate excessive voltage, triggering the failsafe mode in the power supply control program. In this condition, the DC-DC converter unit is unable to supply power to the 12V battery, which may result in the illumination of the 12V battery warning light and a warning message to be displayed. If the vehicle continues to be driven in this condition, it may decrease driver assistance and could eventually stop running.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. Before selling a vehicle in inventory, always check if it is affected by a safety recall by conducting a VIN status inquiry.

CORRECTIVE ACTION

Update the PCU (EV/HEV/IMA Motor System) software.

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1185B6	Update the PCU software (includes CKP pattern learn).	0.3 hr	6PU00	K9E00	A20124A	1B000-6L2-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.

SOFTWARE INFORMATION

NOTE

Unnecessary or incorrect repairs resulting from a failure to update the diagnostic and reprogramming software are not covered under warranty.

Before beginning the repair, make sure all diagnostic and reprogramming software are updated as listed.

i-HDS Software Version	1.006.013 or later
HDS Software Version	3.104.014 or later
J2534 Rewrite Software Information	
PC Application Version	1.2.1.1
Database Update	10-DEC-2020 or later
NoticeDB Version	09-DEC-2020 or later

Update only the systems and software listed in this service bulletin.

American Honda has validated and approved the Denso DST-i as the vehicle communication interface (VCI) to support this service bulletin.

For more information about updating vehicle systems, refer to service bulletin 01-023, *Updating Control Units/Modules*.

Year/Model	Vehicle System	Program ID (or later)
2020 CR-V Hybrid	PCU	1K021-5RD-A020
2020 Accord Hybrid	PCU	1K021-6C2-A220
2020 Insight	PCU	1K021-6L2-A220
2021 Insight	PCU	1K021-6L2-A420

REPAIR PROCEDURE

NOTICE

- Make sure the 12-volt battery is fully charged before starting an update.
- Connect a fully charged jumper battery to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
- Do not use the GR8 because the vehicle requires a steady electrical current.
- Control module failure caused by the improper completion of a software update (early key cycle, low battery voltage, disconnected DLC cable, etc.) is not covered by warranty.
- If an error occurs during the update or the i-HDS freezes, **do not disconnect the battery or turn the ignition to OFF**. Reboot the i-HDS, and start over.
- To prevent control unit damage, do not operate anything electrical (headlights, audio system, brakes, A/C, power windows, door locks, etc.) during the update.
- Warranty reimbursement for technician labor is not allowed for **routine** checking/installation of any available software update.

NOTE

This update will not require entering a service bulletin number.

1. Update the PCU software using the J2534 Rewrite software with the DST-i. Refer to service bulletin 01-023, *Updating Control Units/Modules*.
2. Do the CKP pattern learn procedure. Refer to the service information.

END