
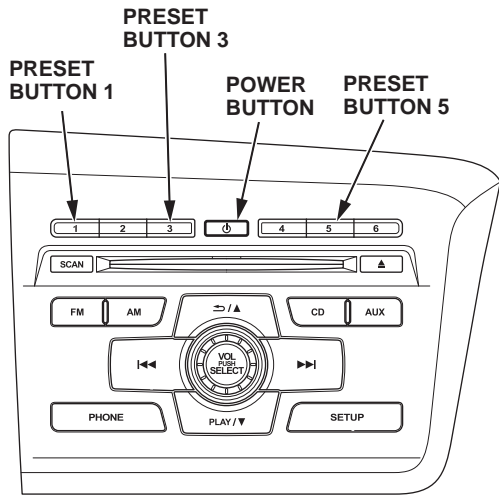


CSC-10041427-9851

9. Confirm the update:
 - a) Turn the ignition switch to ON (II), and make sure the audio menu appears on the iMID.
 - b) Turn off the audio unit.
 - c) Turn the ignition switch to LOCK (0), then remove the key, and wait for the iMID to turn off.
 - d) Start the engine.
 - e) Press and hold the following buttons in the following order, all within 2 seconds:
 - Audio preset button No. 1
 - Audio preset button No. 3
 - Audio preset button No. 5
 - Audio unit power button 

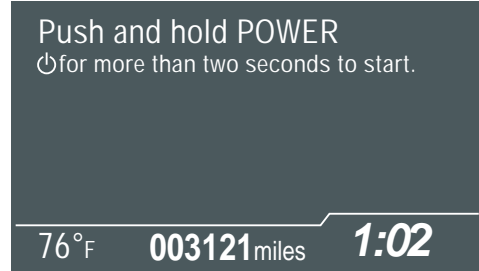


- f) After about 5 seconds, the audio unit software version screen appears. Release the buttons. The version should be **SYS4000**.



NOTE:

- If the A-DIAG SYS screen does not appear, or the audio unit turns on, turn the audio unit off and repeat step 8.
- If the Anti-Theft System screen appears, press and hold the audio unit power button to exit the anti-theft mode. Turn the ignition switch to LOCK (0), restart the engine, then repeat step 9e to check the software version.



10. Center-punch a completion mark above the first character of the engine compartment VIN:

Center-punch here.



Example of Customer Letter

October 2011

Product Update: Software Update for the Steering Wheel Audio Controls

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?

The audio remote switch on the steering wheel and the backlighting for the radio display and the radio buttons may stop working because of an error in the audio unit software.

What should you do?

To update your vehicle's audio unit software, review the update instructions included with this letter, then select one of the options below:

1) If you want to go to a dealer to update the audio unit, contact any authorized Honda dealer for an appointment to have your audio unit software updated. This work will be done *free of charge*. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling; or

2) If you want to update the audio unit yourself, you can request an update disc that you will insert into the CD player in order to update the audio unit software. This disc will be sent to you *free of charge*. To request an update disc, call Honda Automobile Customer Service at **1-877-444-6632** or send an e-mail to **SCC@ahm.honda.com**. You must provide the following information:

- Your name
- Daytime phone number
- Your mailing address
- Indicate that you are requesting the Steering Wheel Audio Controls Update Disc
- Your vehicle's VIN (vehicle identification number)

Loading instructions and customer support information are included with the disc.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2012 Civic Hybrid involved in this campaign. If this is not the case, or the name/address information is not correct, please complete, sign, and return the enclosed, postage-paid Information Change Card. We will then update our records.

Lessor Information

If this is a leased vehicle, and you are the lessor/registered owner, please forward a copy of this notice to the lessee.

If you have questions

If you have questions about this notice, or need help contacting a Honda dealer, please call Honda Automobile Customer Service at **1-877-444-6632**.

We apologize for any inconvenience this product update may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division