



Product Update: Software Update for the Steering Wheel Audio Controls

BACKGROUND

The audio remote switch on the steering wheel may stop working because of an error in the audio unit software.

CUSTOMER NOTIFICATION

All 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.

In addition, check for a punch mark above the first character of the engine compartment VIN. A punch mark in that location means this campaign has already been completed.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. Repair these vehicles before they are sold.

Should a dealership sell an unrepaired vehicle that subsequently causes injury or 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. To see if a vehicle in inventory is affected by this campaign, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Update the audio unit software.

SOFTWARE INFORMATION



Each dealership received a copy of this disc. Use the tool number below if you need to order replacements.

Audio Unit Software Update Disc:
T/N 07AAZ-TR0A100

WARRANTY CLAIM INFORMATION

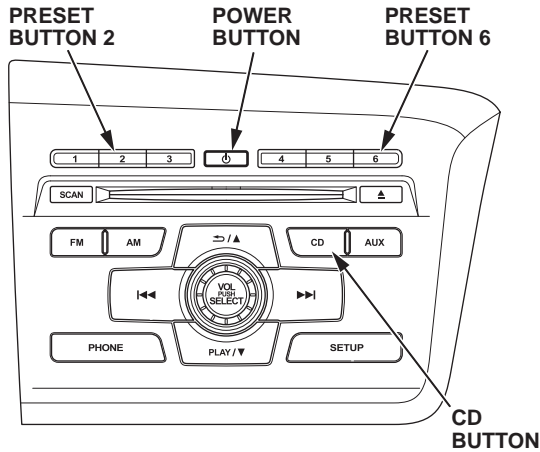
Operation Number: 0105A3
Flat Rate Time: 0.2 hour
Failed Part: P/N 35880-TR0-A01
Defect Code: 5UT00
Symptom Code: R9000
Skill Level: Repair Technician

REPAIR PROCEDURE

1. Turn the ignition switch to ON (II).
2. Make sure the audio menu appears on the iMID (intelligent Multi-Information Display) so you can see the iMID screens during the update. If the audio menu is not on the iMID, repeatedly press the  (Display/Information) button until the audio menu appears.
3. Using the power button , turn off the audio unit.
4. Turn the ignition switch to LOCK (0), then remove the key, and wait for the iMID to turn off.
5. Start the engine.

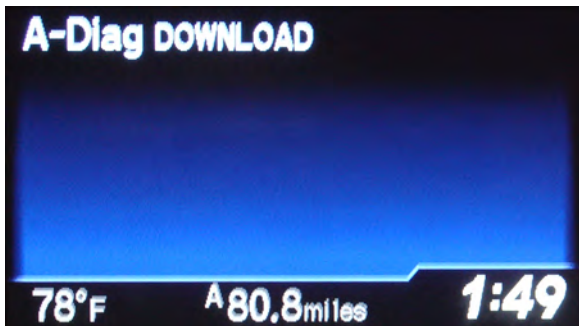
6. To enter the audio update download screen:

- Press and hold the following buttons in the following order, all within 2 seconds:
 - Audio preset button No. 2
 - Audio preset button No. 6
 - CD button
 - Audio unit power button $\text{\textcircled{P}}$



- After about 5 seconds, the A-DIAG DOWNLOAD screen appears. Release the buttons.

NOTE: If the A-DIAG DOWNLOAD message does not appear, or the audio unit turns on, turn the audio unit off and repeat step 6.



7. Update the audio unit software:


- Insert the update disc into the CD player.
- Wait for the current audio unit software version number to appear on the iMID.

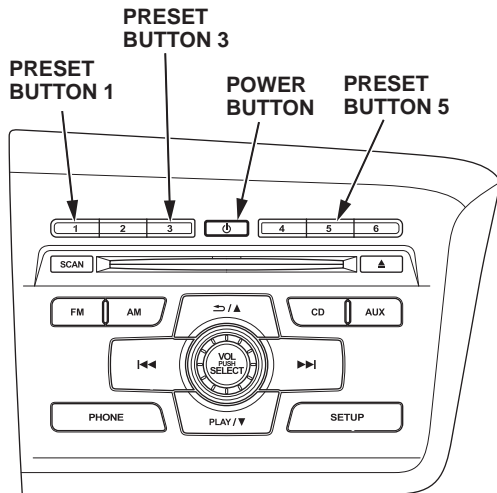


- Start the update by pressing and releasing the power button.
- The audio unit button backlights slowly blink to indicate that the update is loading (about 7 minutes).

NOTE: If the audio unit button backlights blink quickly, there was a problem loading. Repeat steps 1 thru 7.

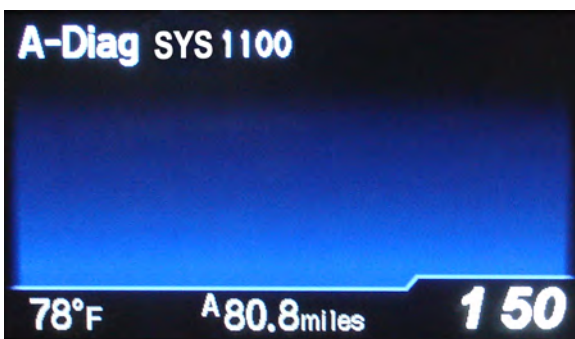
- Do not eject the disc during this procedure.
- When the update is done, the update disc is automatically ejected. Remove the disc, and turn the ignition switch to LOCK (0).

8. Confirm the update:
 - Turn the ignition switch to ON (II), and make sure the audio menu appears on the iMID.
 - Turn off the audio unit.
 - Turn the ignition switch to LOCK (0), then remove the key, and wait for the iMID to turn off.
 - Start the engine.
 - 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 

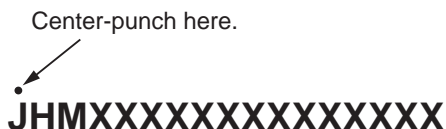


- After about 5 seconds, the audio unit software version screen appears. Release the buttons. The version should be **SYS1100**.

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.



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



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 controls on the steering wheel 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 Disk
- 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

September 9, 2011

Dear Service Manager:

Honda is announcing a product update campaign for certain 2012 Civic Hybrids.

On affected vehicles, the audio remote switch on the steering wheel may stop working because of an error in the audio unit software.

Repair Strategy

The repair is to update the audio unit software. For update, software, and warranty information, refer to Service Bulletin 11-051, *Product Update: Software Update for the Steering Wheel Audio Controls*.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. **Repair these vehicles before they are sold or leased.** To see if a vehicle is affected by this campaign, do a VIN status inquiry before selling it, leasing it, or returning it to a service customer. In addition, check for a punch mark above the first character of the engine compartment VIN. A punch mark in that location means the vehicle has already been repaired.

Customer Notification

Customers will be sent a notification of this campaign in October 2011.

Parts Information

No parts are required as this is a software update.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**