



Applies To: **2012 Insight** – Check the iN VIN status for eligibility

February 28, 2012

Product Update: Climate Control Does Not Respond to or Execute Voice Commands

BACKGROUND

The climate control does not respond to, or execute, voice commands when the engine is running because of a software bug in the audio-navigation unit.

CUSTOMER NOTIFICATION

Owners of affected vehicles will receive a notification of this campaign along with an update USB device.

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. Repair these vehicles before they are sold.

The USB devices are not being automatically shipped to dealers. If you have an affected vehicle in your inventory, call the Special Tools hotline at **800-346-6327** for a loaner USB device.

CORRECTIVE ACTION

Update the audio-navigation unit software.

TOOL INFORMATION

Each customer was sent a USB device to update their vehicle. If the USB device is lost, or not available, call the Special Tools hotline at **800-346-6327** for a loaner USB device.

WARRANTY CLAIM INFORMATION

Operation Number: 0105A5

Flat Rate Time: 0.2 hour

Failed Part: 39541-TM8-A11

Defect Code: 5VE00

Symptom Code: S1700

Skill Level: Repair Technician

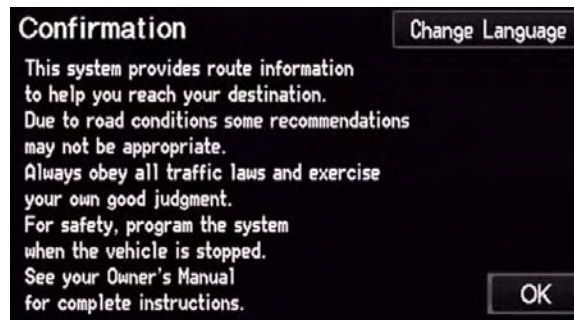
REPAIR PROCEDURE

NOTE:

- Use the update USB device in Insight vehicles only. **Do not use the USB device in a different vehicle**, or you will damage the audio-navigation unit.
 - Do not copy the software update from the USB device to your computer or to another USB device.
1. Start the engine.
 2. Let the navigation system boot up.

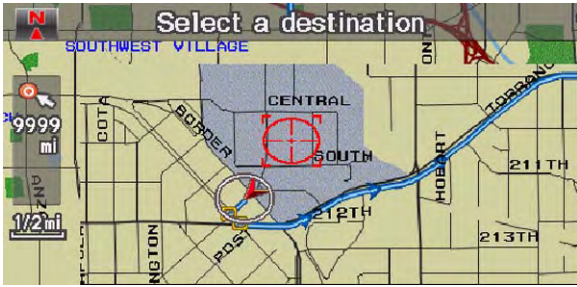


3. Select **OK** on the disclaimer screen.

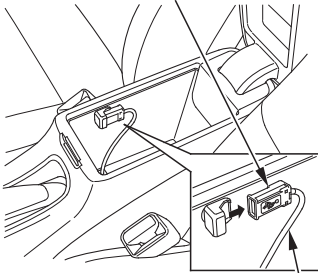


4. Make sure you are on a map screen, then connect the USB device to the USB cable that is in the center console.

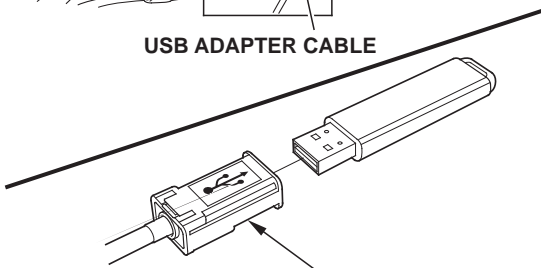
NOTE: Once you connect the USB device, don't remove it or turn the ignition switch to LOCK (0).



USB CONNECTOR

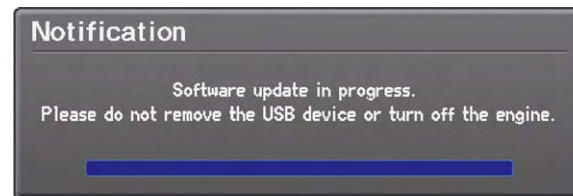
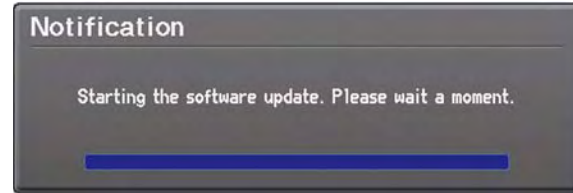


USB ADAPTER CABLE



USB ADAPTER CABLE

The navigation system automatically starts the update after about 1 minute, then the following screens appear. The update takes about 2 minutes.



5. The navigation system reboots when the update is done. Select **OK**, and remove the USB device.

- To confirm the update, press the INFO button, then select **System/Device Information**. The software version should be **1.B0.05**. If the software did not update, turn the engine off, go to step 1, and repeat the update procedure.



- Once you confirm that the software is updated, go to the map screen and test the climate control voice commands. Refer to the owner's manual for a list of climate control voice commands. If the climate control voice commands do not work, go to step 1, and repeat the update procedure.

February 2012

Dear Insight Owner:

Enclosed in this package is a USB device that contains software to correct a potential problem in your 2012 Insight's climate control system which may cause it to fail to respond to, or execute, voice commands.

You have two options:

- You may update your audio-navigation software using the enclosed instructions.
- If you would prefer a dealer install this update for you, take your vehicle and the USB device to any authorized dealer who will install this update free of charge. If you need assistance locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

This software on the USB device is designed to update your Insight vehicle only. Do not use this USB device in any other vehicle as the software may damage another vehicle's audio-navigation system. After the update of your Insight is complete, American Honda recommends deleting the contents of the USB device in order to avoid the software from accidentally being loaded into another vehicle. Do not attempt to modify the software files or upload the files to a computer.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division