

Applies To: **2009–11 Pilot** – Check the iN VIN Status for eligibility

February 6, 2013

Product Update: Parasitic Current Draw From Moonroof Control Unit Can Discharge the Battery

(Supersedes 10-030, *Product Update: Parasitic Current Draw From Moonroof Control Unit Can Discharge the Battery and/or Moonroof Reverses Itself While Closing*, dated August 26, 2010, to revise the information marked by the black bars)

REVISION SUMMARY

In the title, “Moonroof Reverses Itself While Closing” has been removed.

BACKGROUND

On affected vehicles that are not driven for 2 weeks or more, a parasitic current draw from the moonroof control unit can discharge the 12 V battery. To correct this problem, the moonroof control unit software needs to be updated. The tool used to update the moonroof control unit software is called the Flash Pack.

All owners of affected vehicles will be sent a notification of this product update.

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

Some of the vehicles affected by this product update may be in your new or 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, leasing 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.

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.

CORRECTIVE ACTION

Update the moonroof control unit software with the Flash Pack.

REQUIRED SPECIAL TOOL

Flash Pack: P/N 07AAZ-SZAA100

Each dealer was sent one Flash Pack in July 2010. *This tool's only use is for updating the software on moonroof control units in 2009–11 Pilots.*

NOTE: Do not use the Flash Pack to repair other symptoms as this could result in incorrect software being loaded into the control unit.



WARRANTY CLAIM INFORMATION

NOTE: **This product update ends on July 27, 2013.**
After that, any applicable warranty will apply.

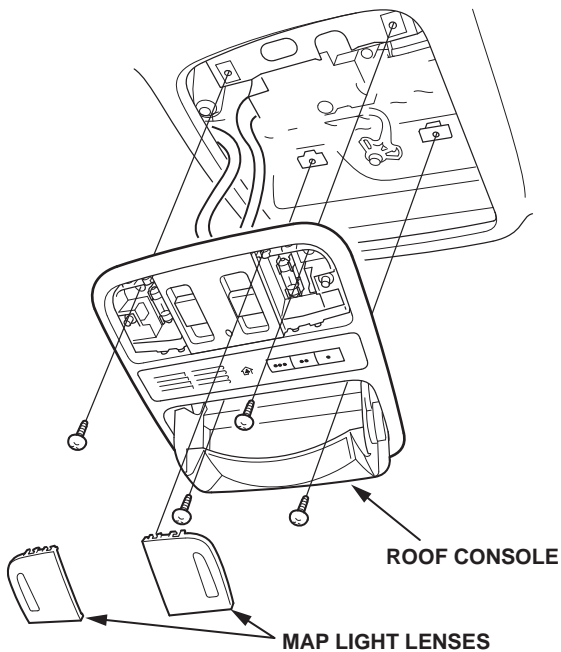
Operation Number: 7295A1
Flat Rate Time: 0.2 hour
Failed Part: P/N 70450-SZA-A01
Defect Code: 5SE00
Symptom Code: R3900
Skill Level: Repair Technician

REPAIR PROCEDURE

1. Using a trim tool, remove the map light lenses from the roof console.



2. Remove the four screws from the roof console, then remove the console from the roof. You don't need to disconnect the wire harness connectors; just let the console hang.



3. Start the engine.

NOTICE

To avoid damaging the Flash Pack, do not connect it to the vehicle until the engine is started. And never crank the engine when the Flash Pack is connected to the vehicle.

4. Connect the Flash Pack power connector to the vehicle's 12 V power outlet. The blue POWER indicator on the Flash Pack comes on.
5. Disconnect the moonroof control unit 10P connector, then connect the Flash Pack 10P connector to the control unit.

FLASH PACK 10P CONNECTOR



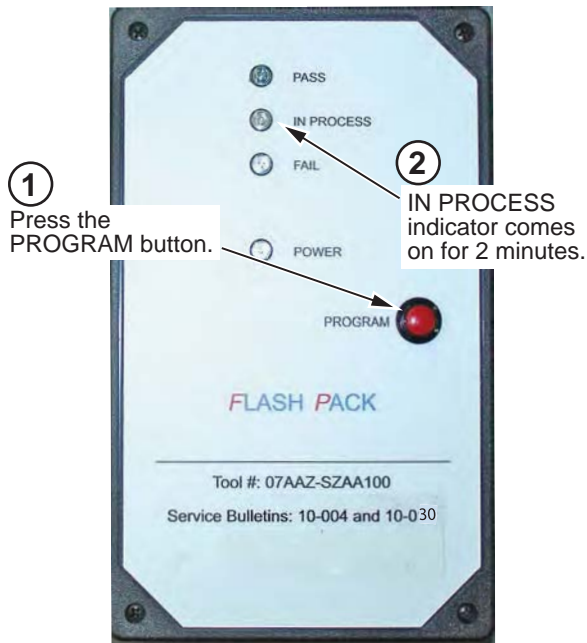
Disconnect the moonroof control unit 10P connector.

- Press the **PROGRAM** button on the Flash Pack. The yellow IN PROCESS indicator stays on for about 2 minutes, then the green PASS indicator comes on to let you know the software update is completed.

NOTICE

To avoid damaging the Flash Pack, do not disconnect it or operate anything electrical (audio unit, headlights, windows, door locks, etc.) when the IN PROCESS indicator is on.

NOTE: If the red FAIL indicator comes on during the update, press the PROGRAM button again. If the FAIL indicator comes on again, the moonroof control unit (motor) needs to be replaced.



- With the engine still running, disconnect the Flash Pack power connector from the 12 V power outlet, then disconnect the Flash Pack 10P connector from the moonroof control unit, in that order.



- Turn off the engine.
- Reconnect the moonroof control unit 10P connector.
- Reinstall the roof console in the reverse order of removal.
- Close all the doors and the tailgate.
- Turn the ignition switch to LOCK (0).
- Press and hold the center of the moonroof switch (tilt), and turn the ignition switch to ON (II).
- Release the moonroof switch, and turn the ignition switch to LOCK (0).
- Repeat steps 13 and 14 four more times.
- Turn the ignition switch to ON (II).
- Push and hold the moonroof switch forward (closed) until the moonroof moves to the hard stop (full tilt open) position and backs up slightly. Within 5 seconds, release the moonroof switch, then push and hold it in the forward (closed) position again.

18. Continue holding the moonroof switch forward (closed) until the moonroof moves to the full slide open position and then back to the full closed position.

NOTE: Be sure to hold the moonroof switch in the forward (closed) position throughout the moonroof's travel. If you release the switch too soon, you'll need to repeat steps 13 through 18.

19. Make sure the moonroof one-touch feature works in the Open, Close, and Tilt positions.

Example of Customer Letter

August 2010

Product Update: Moonroof May Discharge the Vehicle's Battery

Dear Pilot 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?

On some 2009, 2010, and 2011 Pilots, the moonroof may draw electrical current from the vehicle's battery when the vehicle is not being operated. In addition, the moonroof may reverse itself while closing. **If you do not operate your vehicle for 2 weeks or more, the current draw from the moonroof can discharge the battery.** In the worst case, your vehicle may not start.

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. **To correct the problem, the dealer will reprogram the moonroof control unit, 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.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2009, 2010, or 2011 Pilot 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 27, 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**