



Applies To: **2014 Accord Plug-in** – Check the iN VIN status for eligibility

March 19, 2013

Product Update: Audio and Audio-Navigation Unit Software Update

BACKGROUND

There are several known audio and navigation system software bugs that are repaired by updating the software in the audio or the audio-navigation unit.

CUSTOMER NOTIFICATION

Owners of affected vehicles will receive a notification of this product update starting in April 2013. An example of the customer notification is included at the end of this service bulletin.

Before doing work on a vehicle, verify its eligibility by doing an iN VIN status inquiry.

CORRECTIVE ACTION

Update the audio or audio-navigation unit software with the USB device.

TOOL INFORMATION

Audio/Navigation USB Update Device:
T/N 07AAZ-T2GA100

WARRANTY CLAIM INFORMATION

Operation Number: 0535A1
Flat Rate Time: 0.3 hour
Failed Part: P/N39542-T3V-A61
Defect Code: 5UE00
Symptom Code: S9000
Skill Level: Repair Technician

REPAIR PROCEDURE

Vehicles with Navigation (with Touch Screen)

1. Connect a battery charger or a fully charged jumper battery to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.
2. Press the POWER button twice (without pressing the brake pedal) to select the vehicle ON mode.
NOTE: Do not put the USB stick in before the system boot up. It may lock up the unit.
3. Wait for the navigation system to finish booting up, then insert the USB update device into the USB port in the center console. See TOOL INFORMATION.

NOTE: The vehicle must remain ON during the update procedure. If the vehicle is turned OFF, or the USB update device is removed at any time during the update process, the audio-navigation unit will lock up and you will need to use the RECOVERY PROCEDURE.



- Both screens will shut off for about 10 seconds and reboot with the notification below flashing on the navigation screen.

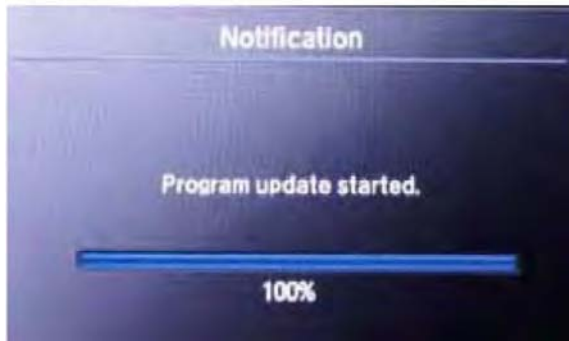


- The software update will begin. A Notification screen loading bar will display on both screens. NOTE: The engine does not need to be running to do this update.

Navigation Screen



Touch Screen



NOTE: The software update takes about 30 minutes to complete.

Update Order:

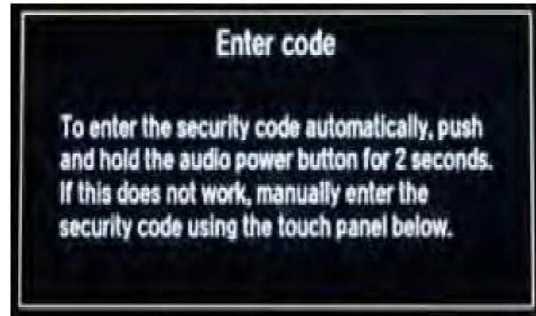
- ERATO
- SH-BOOT
- SH-IPL
- SH-NK
- Utility
- BUuCOM

On the touch screen, the progress bar will stop at 100% after ERATO is updated and remain at 100% throughout all SH and Utility updates. The progress bar will go back to 0% and resume when the BUuCOM update starts.

- When the update is complete, the system will reboot two times to the HondaLink screen, the Enter code message and keypad will appear on the screens, although they may not appear at the same time. **Wait for both screens to appear**, then press the POWER button to select the vehicle OFF mode.

NOTE: **You must wait for both screens to appear before selecting the vehicle OFF mode, or you will lock up the unit.**

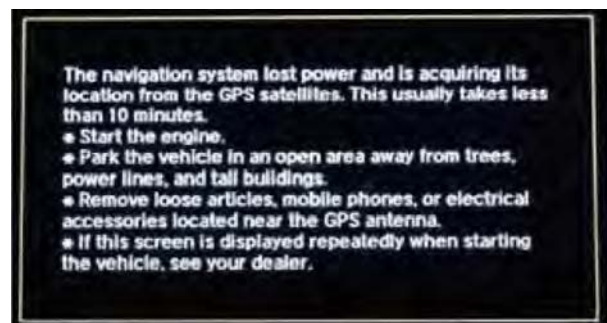
Navigation Screen



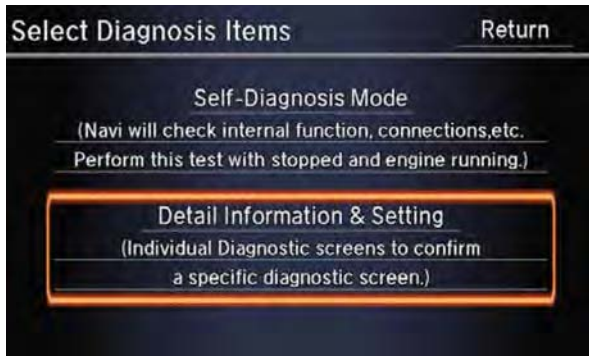
Touch Screen



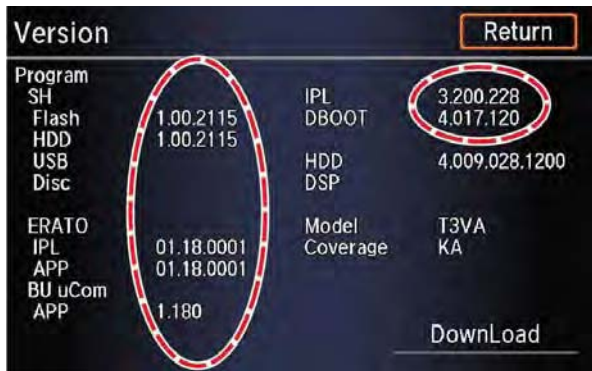
- Remove the USB update device and wait at least 1 minute.
- Press the POWER button twice (without pressing the brake pedal) to select the vehicle ON mode. Once the Enter code screens appear, press and hold the power button for 2 seconds until you hear the beep.
- The navigation screen will show the GPS initialization message.



- Press and hold the NAVI, BACK, and MENU buttons until the Select Diagnosis Items screen appears.



- Select **Detail Information & Setting**.
- Select **Version**.
- Verify that the software was updated to the new version as shown below. If the software is not updated, turn the vehicle to the OFF mode, and go back to step 2 and repeat the update procedure.



- Exit **Version** and select **Diagnosis Items** screens by selecting **Return** twice.
NOTE: It will be necessary to delete and re-pair all phones previously paired to the HFL. Otherwise all phones previously paired will not work.

RECOVERY PROCEDURE

- Press the POWER button to select the vehicle OFF mode.
- Make sure the USB update device is inserted into the USB port, then do a battery cable reset for 2 minutes.
NOTE: Make sure the USB is inserted when the vehicle is turned back to the ON mode because when the unit powers up, it will immediately look for the USB to start the recovery process.
 - Disconnect the negative battery cable first, then the positive battery cable.
 - Short the battery cables together with a jumper wire for 2 minutes.
 - Remove the jumper wire, and reconnect the battery cables - positive cable first, then negative.
- Reattach the battery charger or fully charged jumper battery.
- Press the POWER button twice (without pressing the brake pedal) to select the vehicle ON mode.
NOTE: Do not start the vehicle because starting the vehicle interrupts the steady battery power needed to update the audio or the audio-navigation unit.
- Make sure the green LEDs on each side of the CD slot are blinking. This indicates the recovery process is working.
NOTE:
 - The recovery process and software update reload takes 15-30 minutes depending on when the update process was interrupted.
 - The displays may stay blank during this time.
- When the recovery process and software update is complete, the Enter code message and keypad screens (with navigation) appear. Press the POWER button to select the OFF mode.
- Remove the USB and wait at least 1 minute.
- Go to REPAIR PROCEDURE to complete the update process.

Example of Customer Letter

Product Update: Audio and Audio-Navigation Unit Software Update

Dear Accord Plug-in Hybrid Owner:

This letter is to inform you of a software update for your audio or audio-navigation unit that will repair several known audio, HandsFreeLink, and navigation system bugs.

What should you do?

Contact any authorized Honda dealer for an appointment to have your vehicle updated. This work will be done free of charge.

Lessor information

If you are the vehicle lessor receiving this product update notice, please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2014 Accord Plug-in 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.

If you have questions

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4. You can also locate a dealer online at *Hondacars.com*.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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