# Service Bulletin     13-070

Applies To:  **2013 Accord Equipped with HFL (HFT) Control Units** – ALL
**2013 Crosstour Equipped with HFL (HFT) Control Units** – ALL

January 21, 2014

## Updating Programmable HFL (HFT) Control Units - Accord and Crosstour

**(Supersedes 13-070, dated August 23, 2013, to revise the information marked by the black bars)**

### REVISION SUMMARY

Under SUPPLEMENTAL SOFTWARE INFORMATION, HFL CONTROL UNIT UPDATE PROCEDURE, and AUDIO-NAVIGATION UNIT UPDATE, the tool number was changed.

### BACKGROUND

The procedures in this service bulletin are used and referenced in other service bulletins.

This bulletin describes the procedure to update the software in programmable HandsFreeLink (HFL) control units.

This bulletin consists of three different feature-dependent procedures:

- Vehicles without Navigation and without Touchscreen, page 2.
- Vehicles with Touchscreen Audio, page 6.
- Vehicles with Touchscreen Navigation, page 10.

Some models with touchscreen navigation may need Audio-Navigation Unit Update, page 14.

**This service bulletin also describes these subjects:**

- Required tools and equipment
- Updating tips and precautions
- Who to contact for questions or problems when using Honda-supplied updating equipment, including software and tools.

NOTE: Whenever you install a new HFL control unit, check that it has the latest software, and update it if needed.

### WARRANTY CLAIM INFORMATION

Refer to the specific service bulletin for the symptom you are repairing.

### QUESTIONS ABOUT THE UPDATING EQUIPMENT OR THE INTERACTIVE NETWORK

For cellular phone compatibility listings or required settings, call the Technology Support Center at **888-528-7876**.

For HFL PC software installation or Bluetooth pairing issues, call the iN Support Center at **800-245-4343**.

For HFL module reprogramming (vehicle side) and general troubleshooting, call Tech Line at **800-824-6632**.

### REQUIRED TOOLS AND EQUIPMENT

- A laptop PC, loaded with the newest version of the HDS software, and equipped with the minimum requirements:
  - Any version of Windows listed below:
    - Windows XP (32-bit), at least 512 MB RAM, and Service Pack 2
    - Windows Vista/7 (32-bit), at least 1 GB RAM
    - Windows 7, (64-bit), at least 2 GB RAM
  - 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
  - At least 16 GB of available hard disk space (32-bit) or at least 20 GB hard disk space (64-bit; Windows 7 only)
  - *Windows Vista Only*: Support for DirectX 9 graphics with WDDM and at least 128 MB of graphics memory (32 MB for Home Basic)
  - *Windows 7 Only*: DirectX 9 Graphics device with WDDM 1.0 or higher driver
  - The Microsoft.NET Framework software application: Version 2.0 or later
    NOTE: This is available to download for free; go to *microsoft.com* or ask your system administrator for assistance.
- The latest version of the HDS software installed on this computer. See the specific service bulletin that you are applying for additional information.
- A recognized Bluetooth radio device installed on this computer. If one is required, order P/N: CDWF8T016 from the Tool and Equipment Program (on iN, click on: **Service > Quick Links > Tool and Equipment Program**), or choose a commercially available device from the list below.

| Brand | Model # | OS* | 32-bit | 64-bit |
|-------|---------|-----|--------|--------|
| Targus[1] | ACB10US1 | ALL | X | X |
| Cirago[2] | BTA-3210 | ALL | X | X |
| IO Gear[1] | GBU421 | ALL | X | X |
| Rocketfish[1] | RF-MRBTAD | ALL | X | X |

* Windows XP, Windows Vista, or Windows 7 Operating System

[1] Use Widcomm (Broadcom) Bluetooth drivers.

[2] Use Toshiba Bluetooth drivers.

### SUPPLEMENTAL SOFTWARE INFORMATION

**Skill Level**
**R**
REPAIR

USB Flash Drive with Audio-Navigation Unit Software: T/N 07AAZ-T2GA100

NOTE: Use T/N 07AAZ-T2GA100 to update the audio-navigation unit only when the PIN is not visible. Refer to HFL CONTROL UNIT UPDATE, Vehicles with Navigation, step 8, on page 11.

## HFL CONTROL UNIT UPDATE PROCEDURE

### Vehicles without Navigation and without Touchscreen

NOTE: Failure to follow the procedures and precautions in this bulletin may damage the HFL control unit.

1. Connect a battery charger to the vehicle and leave it connected during the entire procedure to maintain a steady voltage.

2. Turn the ignition switch to ON (II).

3. Press and hold the audio preset No. 1 button, then press and hold the audio preset No. 6 button. Finally, press and hold the audio power button. Release the buttons once the audio unit enters the **Diag** screen.





4. Press and hold the PHONE button for at least 5 seconds to enter the HFL diagnostic mode. **B1775 OK** appears on the screen.



5. Press the audio preset No. 2 button; the current software version appears on the screen.



6. On the HDS laptop, double-click the HFL(HFT) Control Unit Update icon to launch the HFL (HFT) Control Unit Update tool window (HFL update tool).

   NOTE: The HDS laptop must be connected to an AC outlet during the reflash process and must be within a distance of 21 feet to the vehicle. Do not allow the HDS laptop to go into sleep or hibernate mode during the reflash process. If this occurs, the bluetooth connectivity between the HDS laptop and the vehicle's HFL system will be dropped, and the reflash process will be interrupted. It will then be necessary to restart the reflash procedure. See your laptop manufacturer's instructions or your system administrator for assistance to change these settings.

7. Press the selector knob on the audio unit to begin the update. The current software version and a four-digit PIN code (also known as a PASS code) will flash on the screen. Write it down on a piece of paper and leave it in the vehicle.

   NOTE: This PIN code is required to complete the HFL update. Write this PIN down.



8. In the HFL update tool, click on the Bluetooth icon in the upper left corner of the screen to pair with the vehicle's HFL.



   NOTE: If an active Bluetooth adapter is not found on the HDS laptop, this error message will appear. Review the REQUIRED TOOLS AND EQUIPMENT section of this bulletin for a recognized Bluetooth device. Contact your IT support for additional help.



9. In the HFL update tool, the **Pair with HFL** window pops up. Wait a few seconds for the display to show **All Detected Bluetooth Devices**. If no devices are found after about 30 seconds, click **Refresh**.



10. In the HFL update tool, once the Bluetooth device has been detected, enter the four-digit PIN code from the vehicle's display screen into the lower left-hand corner of the pop-up window. Click **Pair** to begin the pairing process.
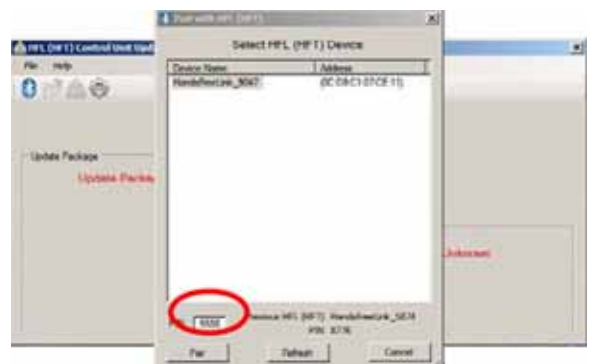
11. Wait for the HFL update tool to complete the Bluetooth pairing process.



12. In the HFL update tool, the **Open Update Package** window pops up when the Bluetooth pairing process is complete. The HFL update tool automatically determines which version of the HFL software is present. The compatible updates will be displayed on the HFL update tool.
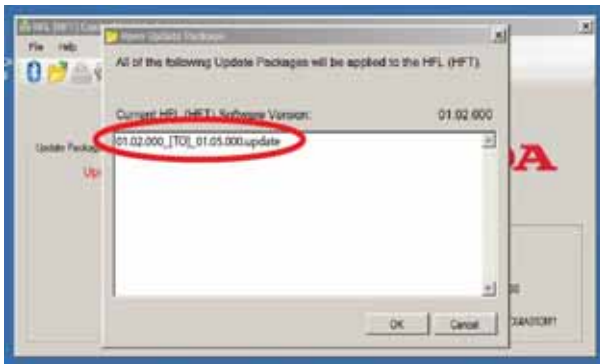


13. Click **OK** to begin the HFL control unit reflash process.
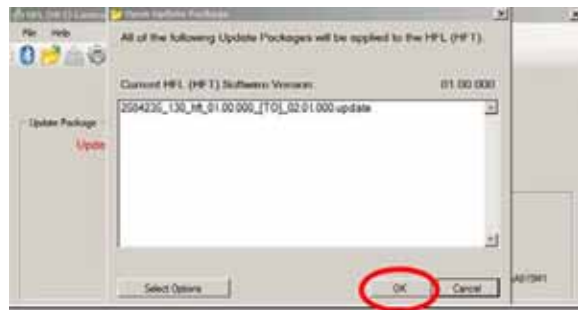


NOTE: If the HFL software is current and no update is required, the following notification appears on the HFL update tool: **The vehicle does not need an update at this time**.
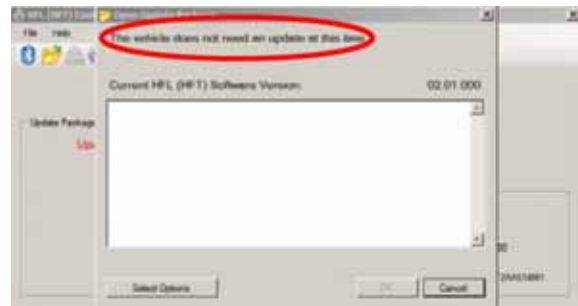


14. The HFL reflash process begins. Allow several minutes for the programming to complete. The blue bars indicate the programming status and progression.

NOTE: Do not turn the engine OFF while the HDS laptop is transferring files to the HFL control unit. If the Bluetooth connectivity between the HDS laptop and the HFL control unit is lost, the ignition must remain ON. Reboot the HDS laptop and restart the HFL update tool. Make sure you use the four-digit PIN you wrote down.
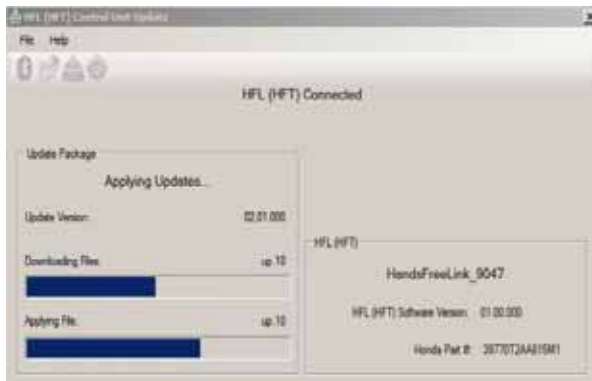
15. In the HDS laptop, a pop-up window alerts you when the reflash process is finalizing, and then another pop-up informs you that the reflash process has completed.
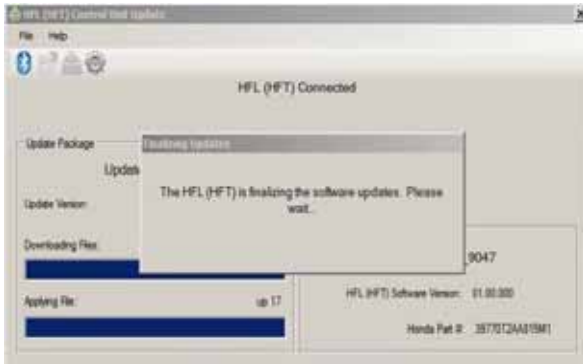


16. In the HFL update tool, click **OK** when the pop-up window indicates the reflash process is complete.

    NOTE: Failure to wait for the HDS laptop message **Update Complete** to display before turning the ignition OFF will interrupt the HFL programming and will damage the HFL control unit.
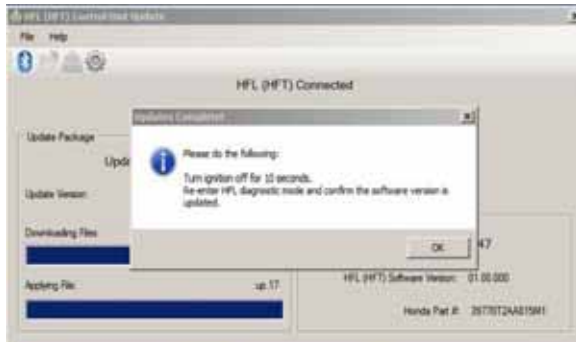


17. The HDS laptop will indicate the update is complete, and automatically disconnects the Bluetooth connection from the HFL control unit. Close the HFL update tool by clicking on the **X** in the upper right-hand corner.
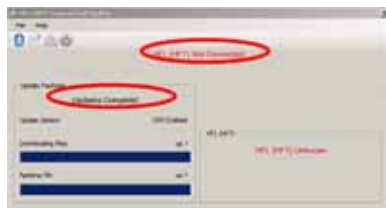


18. The vehicle's audio screen will indicate the HFL tool update has been completed.
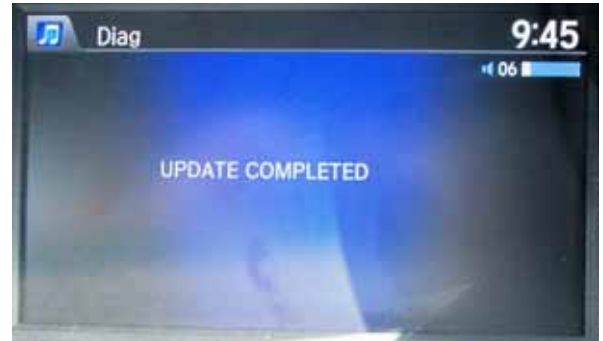


19. Do the following to confirm that the software in the HFL control unit has been updated:

    • Turn the ignition OFF.
    • Wait 10 seconds, then repeat steps 2 through 5 to place the audio system in self-diag mode and check the software version is updated.

## HFL CONTROL UNIT UPDATE PROCEDURE

### Vehicles with Touchscreen Audio

NOTE: Failure to follow the procedures and precautions in this bulletin may damage the HFL control unit.

1. Connect a jumper battery to the vehicle and leave it connected during the entire procedure to maintain a steady voltage.

2. Turn the ignition switch to ON (II).

3. Wait for the audio unit to boot up. When the disclaimer screen appears, press and hold the VOL, the DISP, and the BACK buttons for at least 5 seconds until the **Select Diagnosis Items** screen appears.



4. Select **Self Diagnosis Mode**.



5. The **System Links** screen appears and does an automatic diagnostic check. Wait a few moments while the process completes. Once completed and the message **Press any icon if you want to see details** appears, select **HFL**.



6. On the HDS laptop, double-click the HFL (HFT) Control Unit Update icon to launch the Honda HFL (HFT) Control Unit Update tool window (HFL update tool).

NOTE: The HDS laptop must be connected to an AC outlet during the reflash process and must be within a distance of 21 feet to the vehicle. Do not allow the HDS laptop to go into sleep or hibernate mode during the reflash process. If this occurs, the Bluetooth connectivity between the HDS laptop and the vehicle's HFL system will be dropped, and the reflash process will be interrupted. It will then be necessary to restart the reflash procedure. See your laptop manufacturer's instructions or your system administrator for assistance to change these settings.



7. On the **HFL** screen, select **Reflash**. The HFL system enters its reflash readiness mode.

NOTE: If the **HFL** is **NG** the **Reflash** button will be grayed out, and you will not be able to complete the HFL Control Unit Update Procedure. Troubleshoot for and repair any audio DTCs before continuing.

8. The HFL software update screen displays a four-digit PIN code.

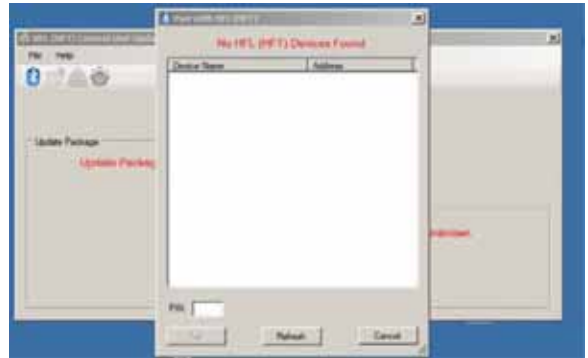NOTE: Write this PIN down because you will need it to complete the HFL update.



9. In the HFL update tool, click on the Bluetooth icon in the upper left corner of the screen to pair with the vehicle's HFL.
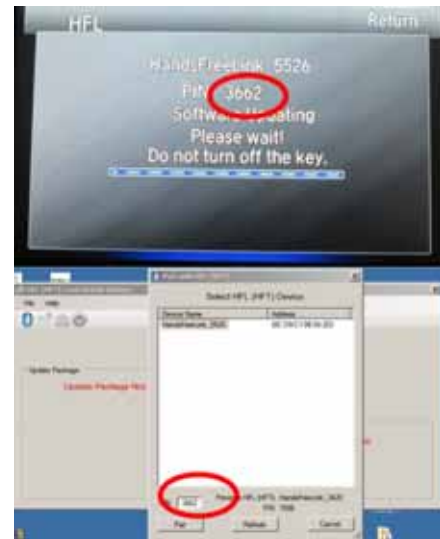


NOTE: If an active Bluetooth adapter is not found on the HDS laptop, this error message will appear. Review the REQUIRED TOOLS AND EQUIPMENT section of this service bulletin for a recognized Bluetooth device. Contact you IT support for additional help.



10. In the HFL update tool, **Pair with HFL** window pops up. Wait a few seconds for the display to show **All Detected Bluetooth Devices**. If no devices are found after about 30 seconds, click **Refresh**.
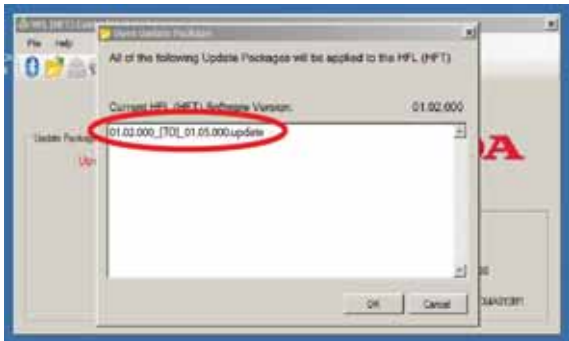


11. In the HFL update tool, once the Bluetooth device has been detected, enter the four-digit PIN code from the vehicle's display screen into the lower left hand corner of the pop-up window. Click **Pair** to begin the pairing process.
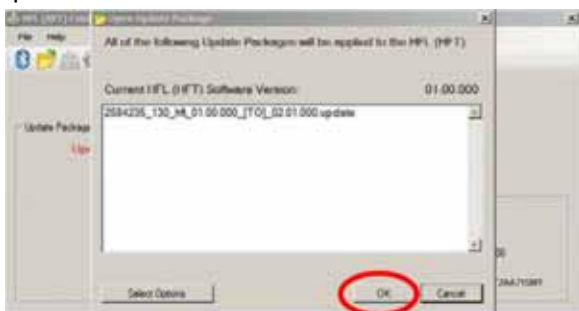


12. Wait for the HFL update tool to complete the Bluetooth pairing process.
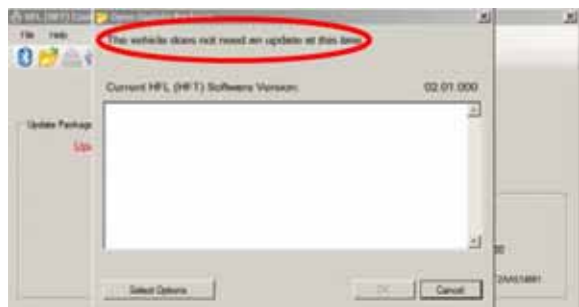
13. In the HFL update tool, the **Open Update Package** window pops up when the Bluetooth pairing process is complete. The HFL update tool automatically determines which version of the HFL software is present. The compatible updates will be displayed on the HFL update tool.



14. Click **OK** to begin the HFL control unit reflash process.



NOTE: If the HFL software is current and no update is required, the following notification appears on the HFL update tool.
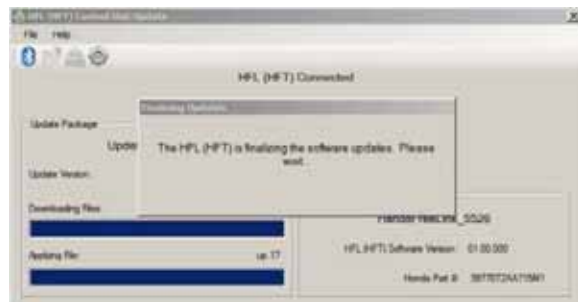


15. The HFL reflash process begins. Allow several minutes for the programming to complete. The blue bars indicate the programming status and progression.

NOTE: Do not turn the engine OFF while the HDS laptop is transferring files to the HFL control unit. Doing so will damage the HFL control unit. If the Bluetooth connectivity between the HDS laptop and the HFL control unit is lost, the ignition must remain ON. Reboot the HDS laptop and restart the HFL update tool. Make sure you use the four-digit PIN you wrote down.



16. In the HDS laptop, a pop-up window alerts you when the reflash process is finalizing, and then another pop-up informs you that the reflash process has completed.
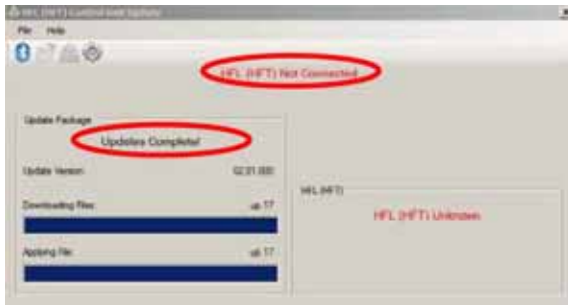


17. In the HFL update tool, click **OK** when the pop-up window indicates the reflash process is complete.

NOTE: Failure to wait for the HDS laptop message **Updates Complete** to display before turning the ignition OFF will interrupt the HFL programming and will damage the HFL control unit.

18. The HDS laptop will indicate the update is complete, and automatically disconnects the Bluetooth connection from the HFL control unit. Close the HFL update tool by clicking on the **X** in the upper right hand corner.



19. The vehicle's audio screen will indicate the HFL update has been completed.

    NOTE: Selecting **OK** will return to the **HFL** screen which will not show the newly updated software version.



20. Turn the ignition OFF and wait 10 seconds before continuing to step 21.

21. Turn the ignition switch to ON (II).

22. Wait for the audio unit to boot up. When the disclaimer screen appears, press and hold the VOL, the DISP, and the BACK buttons for at least 5 seconds until the **Select Diagnosis Items** screen appears.

23. Select **Self-Diagnosis Mode**.

24. The **System Links** screen appears and does an automatic diagnostic check. Wait a few moments while the process completes. Once completed and the message **Press any icon if you want to see details** appears, select **HFL**.

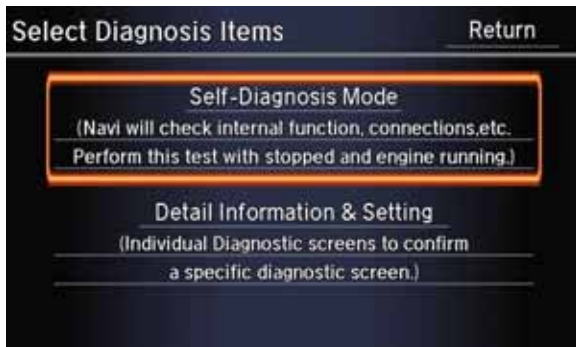25. On the **HFL** screen, verify the software is updated.
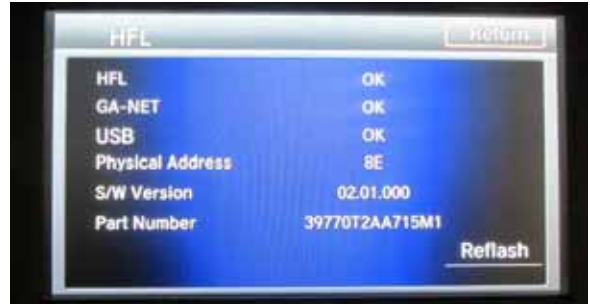
## HFL CONTROL UNIT UPDATE PROCEDURE

### Vehicles with Touchscreen Navigation

NOTE:  Failure to follow the procedures and precautions in this bulletin may damage the HFL control unit.

1.  Connect a battery charger to the vehicle and leave it connected during the entire procedure to maintain a steady voltage.

2.  Turn the ignition switch to ON (II).

3.  Wait for the navigation system to boot up. When the disclaimer screen appears, press and hold the MENU the NAV, and the BACK buttons for at least 5 seconds until the **Select Diagnosis items** screen appears.

4.  Select **Self-Diagnosis Mode**.



5.  The **System Links** screen appears and does an automatic diagnostic check. Wait a few moments while the process completes. Once completed and the message **Press any icon if you want to see details** appears. select **HFL**.



6.  On the HDS laptop, double-click the HFL (HFT) Control Unit Update icon to launch the HFL (HFT) Control Unit Update tool window(HFL update tool).

NOTE: The HDS laptop must be connected to an AC outlet during the reflash process and must be within a distance of 21 feet to the vehicle. Do not allow the HDS laptop to go into sleep or hibernate mode during the reflash process. If this occurs, the Bluetooth connectivity between the HDS laptop and the vehicle's HFL system will be dropped, and the reflash process will be interrupted. It will then be necessary to restart the reflash procedure. See your laptop manufacturer's instructions or your system administrator for assistance to change these settings.



7.  On the **HFL** screen, select **Reflash**. The HFL system enters its reflash readiness mode.

NOTE: If the **HFL** is **NG** the **Reflash** button will be grayed out, and you will not be able to complete the HFL Control Unit Update Procedure. Troubleshoot for and repair any audio DTCs before continuing.

8.  The HFL software update screen displays a four-digit PIN code.

    NOTE:
    - This PIN code is required to complete the HFL update. Write this PIN down.
    - If the PIN is not visible, use T/N 07AAZ-T2GA100 to update the audio-navigation unit. See AUDIO-NAVIGATION UNIT UPDATE, page 14.



9.  In the HFL update tool, click on the Bluetooth icon in the upper left corner of the screen to pair with the vehicle's HFL



    NOTE: If an active Bluetooth adapter is not found on the HDS laptop, this error message will appear. Review the REQUIRED TOOLS AND EQUIPMENT section of this service bulletin for a recognized Bluetooth device. Contact you IT support for additional help.



10. In the HFL update tool, the **Pair with HFL** window pops up. Wait a few seconds for the display to show **All Detected Bluetooth Devices**. If no devices are found after about 30 seconds, click **Refresh**.
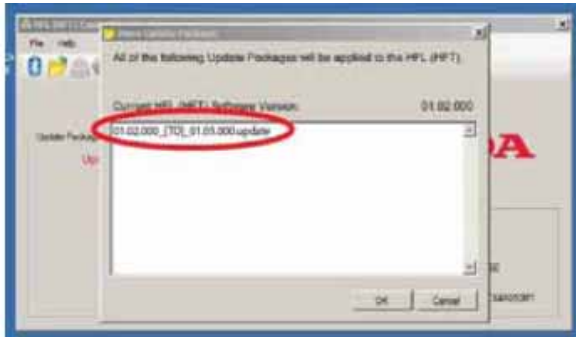


11. In the HFL update tool, once the Bluetooth device has been detected, enter the four-digit PIN code from the vehicle's display screen into the lower left hand corner of the pop-up window. Click **Pair** to begin the pairing process.
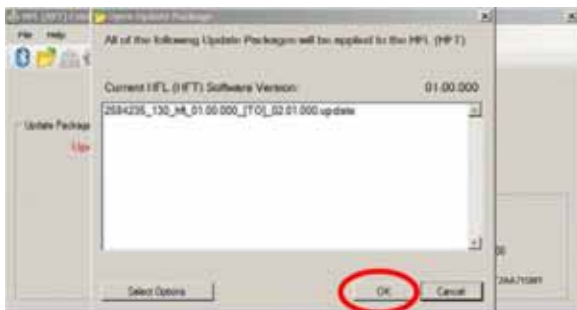


12. Wait for the HFL update tool to complete the Bluetooth pairing process.
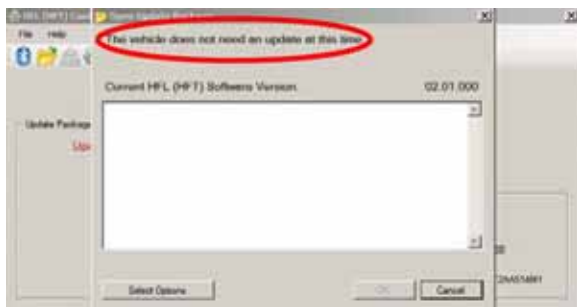
13. In the HFL update tool, the **Open Update Package** window pops up when the Bluetooth pairing process is complete. The HFL update tool automatically determines which version of the HFL software is present. The compatible updates will be displayed on the HFL update tool.



14. Click **OK** to begin the HFL control unit reflash process.



NOTE: If the HFL software is current and no update is required, the following notification appears on the HFL update tool.



15. The HFL reflash process begins. Allow several minutes for the programming to complete. The blue bars indicate the programming status and progression.

NOTE: Do not turn the ignition OFF while the HDS laptop is transferring files to the HFL control unit. Doing so will damage the HFL control unit. If the Bluetooth connectivity between the HDS laptop and the HFL control unit is lost, the ignition must remain ON. Reboot the HDS laptop and restart the HFL update tool. Make sure you use the four-digit PIN you wrote down.
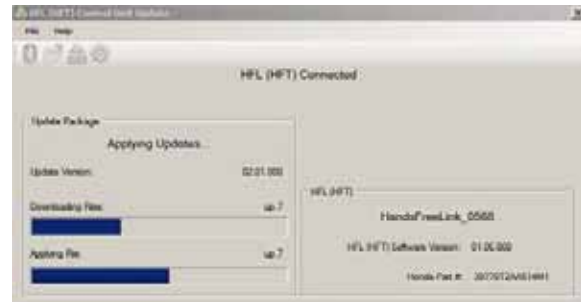


16. In the HDS laptop, a pop-up window alerts you when the reflash process is finalizing, and then another pop-up informs you that the reflash process has completed.



17. In the HFL update tool, click **OK** when the pop-up window indicates the reflash process is complete.

NOTE: Failure to wait for the HDS laptop message **Updates Complete** to display prior to turning the ignition OFF will interrupt the HFL programming and will damage the HFL control unit.
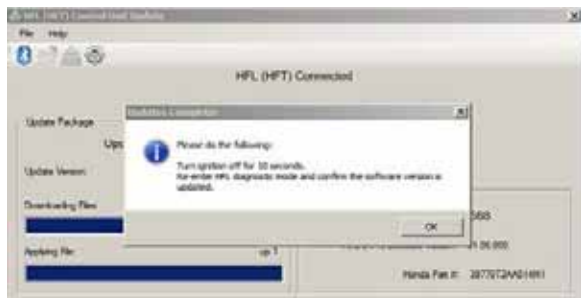
18. The HDS laptop will indicate the update is complete, and automatically disconnects the Bluetooth connection from the HFL control unit. Close the HFL update tool by clicking on the **X** in the upper right hand corner.
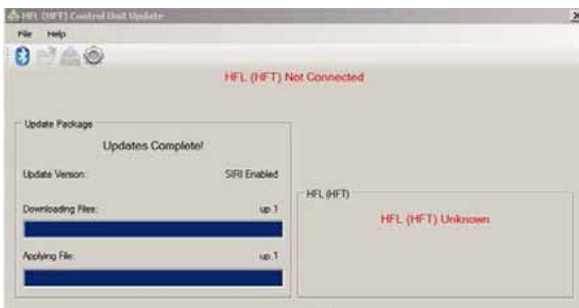




19. The vehicle's navigation screen will indicate the HFL update has been completed.

   NOTE: Selecting **OK** will return to the **HFL** screen, which will not show the newly update software version.



20. Do the following to confirm that the software in the HFL control unit has been updated:

   • Turn the ignition OFF.

   • Wait 10 seconds, then repeat steps 2 through 5 to place the audio system in self-diagnosis mode.

## AUDIO-NAVIGATION UNIT UPDATE

NOTE: If you are not able to view the PIN number, use T/N 07AAZ-T2GA100 to update the audio-navigation unit.

**Vehicles with Touchscreen Navigation only**

1. Connect a battery charger to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.

2. Press the engine start/stop button to select the ON mode.

3. In the center console, install the USB update device.

Accord



Crosstour



4. The navigation screen and the touch screen will shut off for about 10 seconds and reboot with the notification below on both screens.



5. The software update will begin. A **Notification** screen loading bar will display on both the navigation and the touch screens.

*Navigation screen*



*Touch screen*
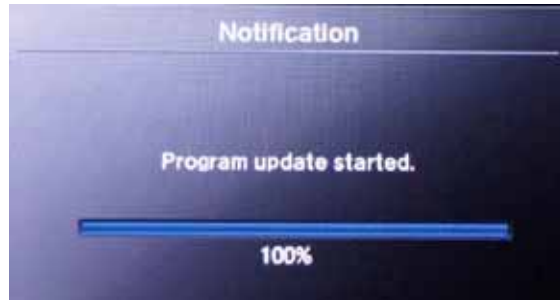


NOTE: The software update takes about 30 minutes to complete.

Update Order:

1. ERATO
2. SH-BOOT
3. SH-IPL
4. SH-NK
5. Utility
6. 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.

6. When the update is complete, the system will reboot to the Hondalink screen, then the **Enter code** screen will appear.

7. When the **Enter code** screen displays on both the navigation and the touch screens, press and hold the power button for 2 seconds until you hear the beep.

*Navigation screen*

**Enter code**

To enter the security code automatically, push and hold the audio power button for 2 seconds. If this does not work, manually enter the security code using the touch panel below.

*Touch screen*

**Enter code**

| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
|   | 0 |   |

OK

8. The navigation display will show the GPS initialization screen.
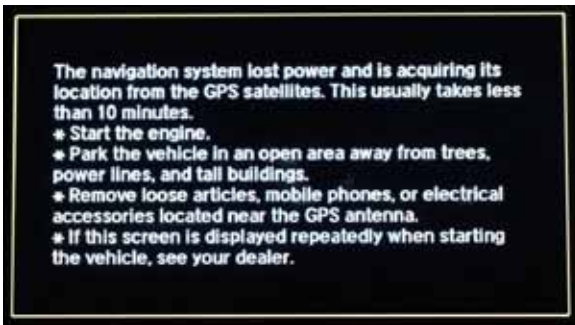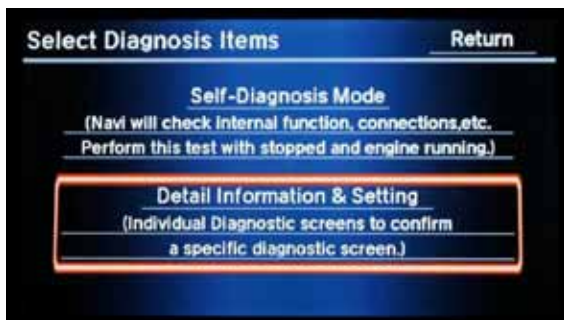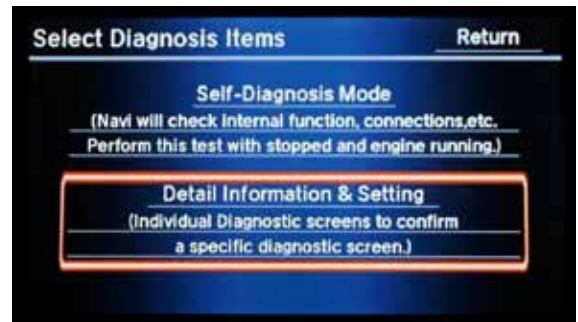
The navigation system lost power and is acquiring its location from the GPS satellites. This usually takes less than 10 minutes.
\* Start the engine.
\* Park the vehicle in an open area away from trees, power lines, and tall buildings.
\* Remove loose articles, mobile phones, or electrical accessories located near the GPS antenna.
\* If this screen is displayed repeatedly when starting the vehicle, see your dealer.

9. Press and hold the NAVI, MENU and CANCEL buttons until the **Select Diagnosis Items** screen appears.

**Select Diagnosis Items**          Return

Self-Diagnosis Mode
(Navi will check internal function, connections,etc. Perform this test with stopped and engine running.)

Detail Information & Setting
(Individual Diagnostic screens to confirm a specific diagnostic screen.)

10. Select **Detail Information & Setting**.

**Select Diagnosis Items**          Return

Self-Diagnosis Mode
(Navi will check internal function, connections,etc. Perform this test with stopped and engine running.)

Detail Information & Setting
(Individual Diagnostic screens to confirm a specific diagnostic screen.)

11. Select **Version**.

12. Verify the software was updated to the new version by making sure the **SH Flash**, **SH HDD**, **ERATO IPL**, **ERATO APP**, and **BU uCOM APP** match the screen below.

*Navigation Display*

| Version | | | Return |
| Program | | | |
| SH | | IPL | 3.200.230 |
| Flash | 1.00.2030 | DBOOT | 4.014.121 |
| HDD | 1.00.2030 | | |
| USB | | HDD | 4.009.019.1201 |
| Disc | | DSP | |
| | | | |
| ERATO | | Model | T2AA |
| IPL | 01.10.D001 | Coverage | KA |
| APP | 01.10.D001 | | |
| BU uCom | | | |
| APP | 1.10A | | DownLoad |

13. Remove the USB update device.

14. See Vehicles With Touchscreen Navigation, page 10.