



Applies To: **2013 Accord** – Check the iN VIN status for eligibility
2013 Crosstour – Check the iN VIN status for eligibility

March 1, 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 March 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: 0.2 hour
 Failed Part: P/N 39542-T2A-A91
 Defect Code: 5HG00
 Symptom Code: S8400
 Skill Level: Repair Technician

REPAIR PROCEDURE

Vehicles with Navigation (with Touch Screen)

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 vehicle ON mode.
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 ignition must remain ON during the entire update procedure. If the ignition is turned OFF or the USB device is removed at any time during the update process, the audio-navigation unit will be permanently damaged and you will need to replace it.

Accord



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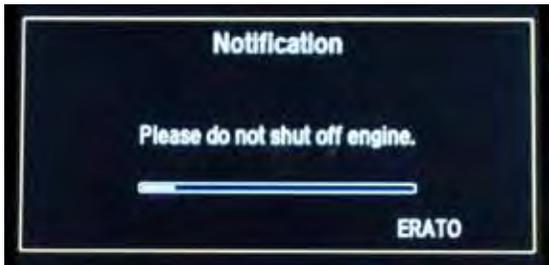


- Both screens will shut off for about 10 seconds and reboot with the notification below flashing on the navigation screen.

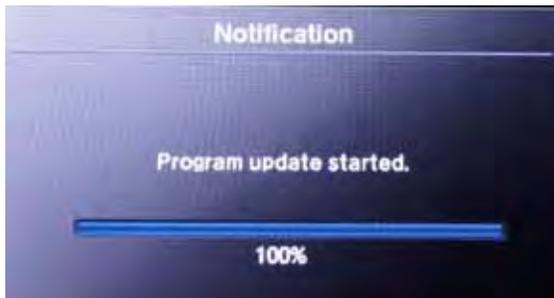


- The software update will begin. A Notification screen loading bar will display on both screens.

Navigation screen



Touch screen



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

Update Order:

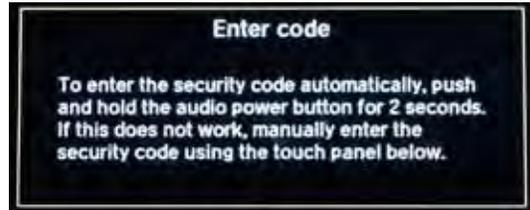
- ERATO
- SH-BOOT
- SH-IPL
- SH-NK
- Utility
- BUuCOM

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 to the HondaLink screen, then the Enter code screen will appear.
- 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 and hold the VOL button for 2 seconds until you hear the beep.

NOTE: You must wait for both screens to appear before pressing the VOL button, or you will damage the unit.

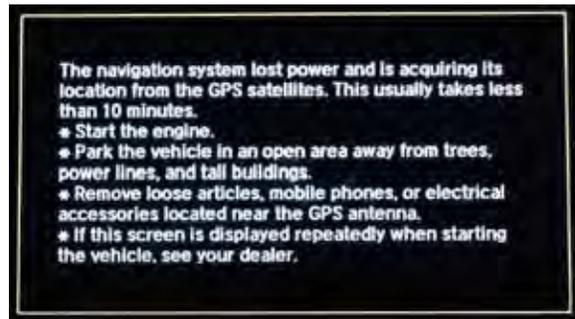
Navigation screen



Touch screen



- Remove the USB update device.
- Press the engine start/stop button 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.

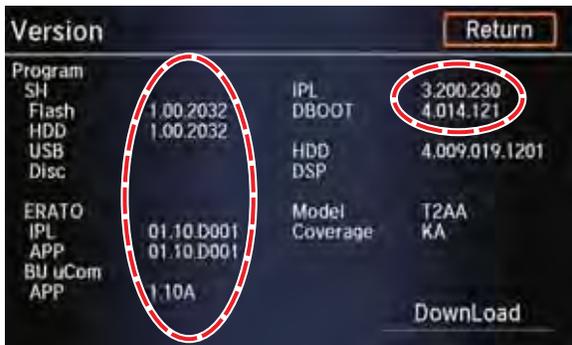


- Press and hold the NAVI, BACK, and MENU buttons until the Select Diagnosis Items screen appears.

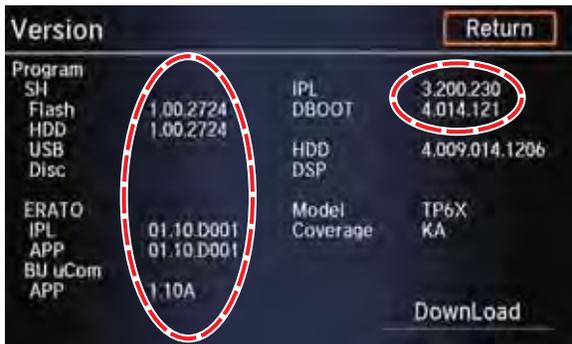


- Select **Detail Information & Setting**.
- Select **Version**.
- Verify that the software was updated to the new version as shown below.

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Vehicles without Navigation (with Touch Screen)

- Connect a battery charger to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.
- Press the engine start/stop button to select the vehicle ON mode.
- Wait for the audio system to boot up, then insert the USB update device into the USB port in the center console. See TOOL INFORMATION.

NOTE: The ignition must remain ON during the entire update procedure. If the ignition is turned OFF at any time during the update process or the USB device is removed at any time during the update process, the audio unit will be permanently damaged and you will need to replace it.

Accord



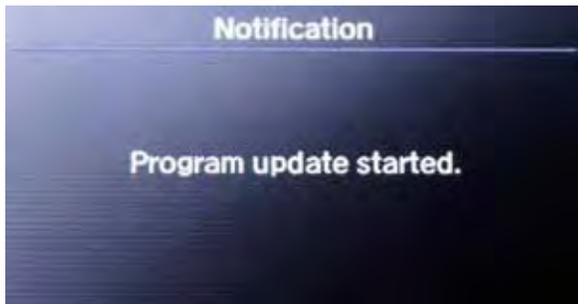
Crosstour



4. When the System update data detected screen appears, select **Yes**.



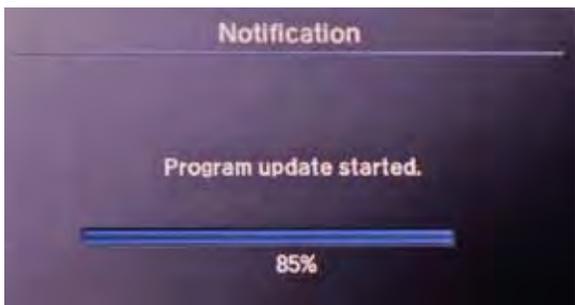
5. Both screens will shut off for about 10 seconds and reboot with the notification shown below on both screens.



6. The notification below will appear on the upper display screen for the duration of the update process.



7. The software update will begin. A Notification screen loading bar will display on the touch screen.
NOTE: After the loading bar reaches 100%, it will go back to 0% for the second part of the update.



8. When the update is complete, the system will reboot to the H screen, and the System update data detected screen will reappear.



9. Select **No**, then press the engine start/stop button to select the vehicle OFF mode.
10. Remove the USB update device and wait at least 1 minute.
11. Press the engine start/stop button to select the vehicle ON mode.
12. When the Region Select screen appears, select **OK**.



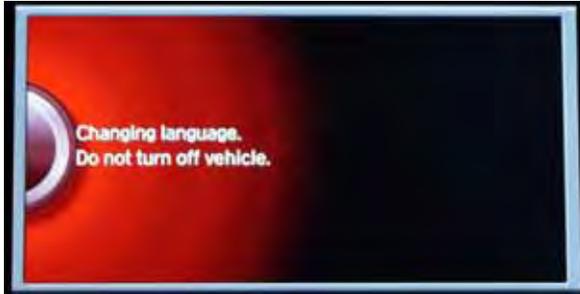
13. Select **USA/Hawaii/Puerto Rico**.



14. Select **Yes**.



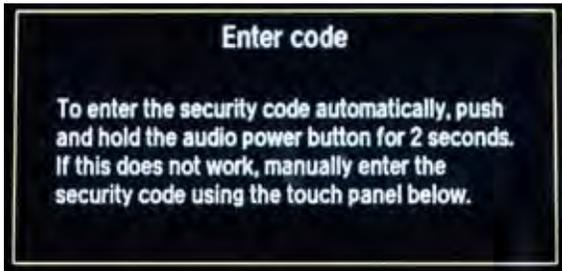
The screen below appears momentarily, then the system reboots to the Enter code screen.



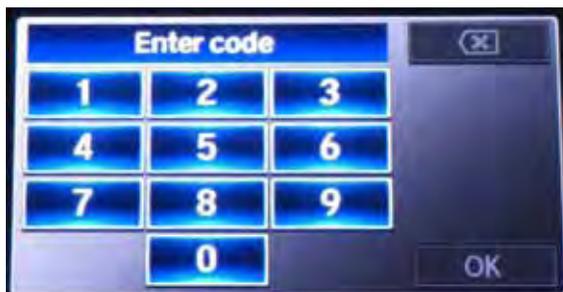
15. The Enter code message and keypad will appear on the screens, although they may not appear at the same time. **Wait for both screens to appear.** Then, press and hold the VOL button for 2 seconds until you hear the beep.

NOTE: You must wait for both screens to appear before pressing the VOL button, or you will damage the unit.

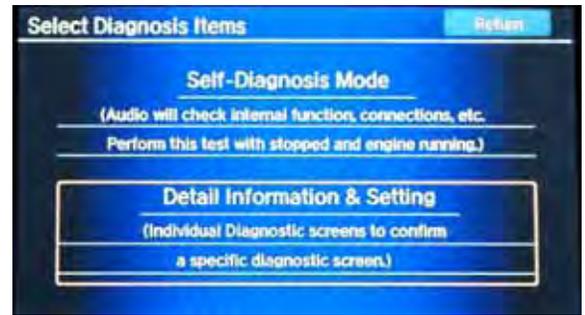
Upper display



Touch screen

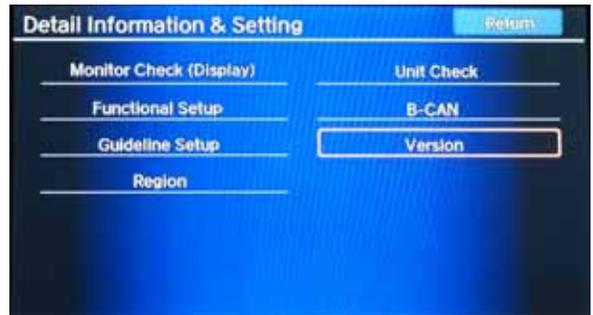


16. Press and hold the DISP, BACK, and VOL buttons until the Select Diagnosis Items screen appears.



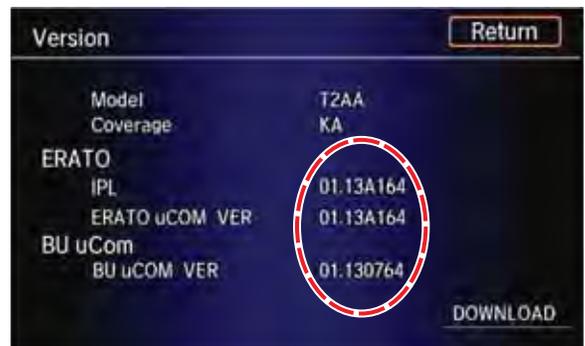
17. Select **Detail Information & Setting**.

18. Select **Version**.

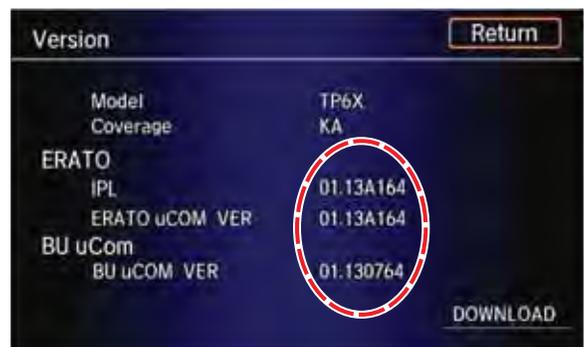


19. Verify that the software was updated to the new version as shown below.

Accord



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Example of Customer Letter

**Product Update: Audio and Audio-Navigation Unit
Software Update**

Dear Accord 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 2013 Accord 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**