

November 3, 2015

02497 Version 1

Audio Unit Back Light Flickers

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2013–15	Civic	LX, HF	ALL

SYMPTOM

- The audio unit back light flickers.
- Upper display is blank at startup.
- VOL/SELECTOR knob or hard keys do not work.
- Multiple sources appear on the information display.

POSSIBLE CAUSES

The audio unit software is malfunctioning.

CORRECTIVE ACTION

Update the audio system software with the audio system update CD.

TOOL INFORMATION

Tool Name	Tool Number	Quantity
Audio System Update CD	07AAZ-TR0A400	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
053011	Update the audio system software.	0.3 hr	03214	03217	15-066A	79500-TR6-A01ZB

Skill Level: Repair Technician

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

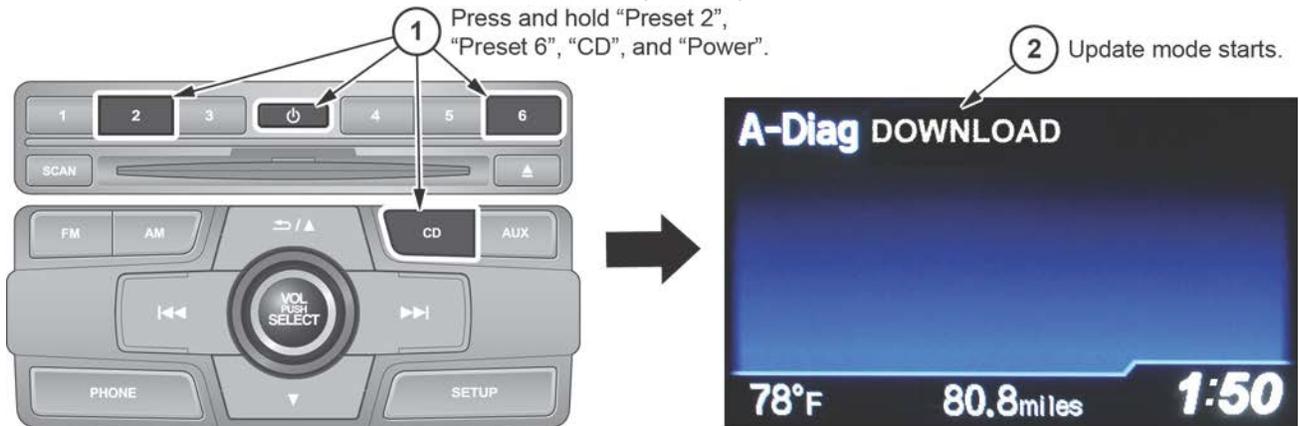
REPAIR PROCEDURE

1. Connect a jumper battery to the vehicle and leave it connected during the entire procedure to maintain a steady voltage.
2. Make sure all doors are closed, then cycle the i-mid screen to the audio display.
3. Turn the audio unit off.



4. To access the diagnostic screen, firmly press and hold these buttons in this order for 5 seconds: Preset 2, Preset 6, CD, Power.

NOTE: If the audio unit turns back on, turn it off and repeat step 4.



The update mode starts and **A-Diag DOWNLOAD** is displayed.

- Insert the audio system update CD into the CD slot. **A-Diag** and the update disc name is displayed.



After inserting the disc, the Update Disc Name is displayed.

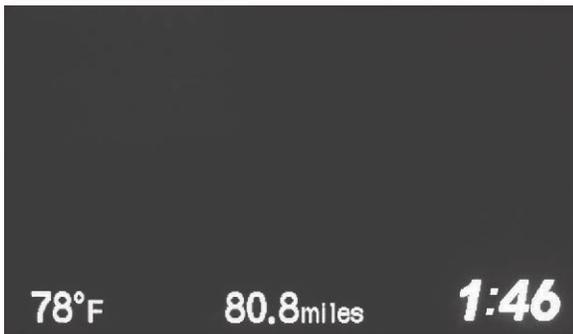
NOTE: If **BAD DISK** is displayed, make sure the audio unit has not been previously updated. Firmly Press and hold Preset buttons 1,3,5 and the Power button. If **Z4EU3000** is displayed, the unit has already been updated.



- While the update disc name is displayed, push the Power button. When the update starts, the display goes off and the VOL/SELECT knob blinks every second.

NOTE: The update takes about 10 minutes, if it fails, a BATTERY CABLE RESET will need to be done. Go back to step 1.

When the update starts the display goes off.



If operating correctly, the volume knob blinks every second.



- When the update is complete, the audio unit will stop blinking, Eject the disk.
- Make sure the software has been updated by firmly pressing and holding the Preset button 1,3,5 and the power button, **Z4EU3000** should be displayed.
 - If the audio unit does not show this information, cycle the ignition.
 - If the audio unit shows **Z4EU2000**, do the update procedure again.

END

BATTERY CABLE RESET

1. Make sure the battery is fully charged.
2. Make sure nothing is plugged into the DLC.
3. Make sure you have the anti-theft code.
4. Turn the ignition switch to LOCK (II) and remove the key.
5. Disconnect the battery cables.
6. Place a jumper wire between the two battery cables.
7. Turn the ignition switch to ON and wait 10 minutes.
8. Turn the ignition switch to LOCK (II).
9. Reconnect the battery cables and check the service information for the required reset procedures.
10. Get a good disc, then go back to step 1 and start the procedure again.

NOTE: For more information on how to do the battery cable reset, refer the *Tech2Tech* video Try a Battery Cable Reset.