Vehicles with Navigation: Audio Turns Off After Using HFL, No Sound/Static in Rear Headphones, and Other Listed Issues

Replaces S/B 14-019, Product Update: Audio-Navigation Unit Software Update

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2013	Accord	ALL with navigation	ALL
2014	Accord	2-door L4 EX-L with navigation	ALL
2014	Accord	2-door V6 EX-L with navigation	ALL
2014	Accord	4-door L4 EX-L with navigation	ALL
2014	Accord	4-door V6 EX-L with navigation	ALL
2014	Accord	4-door Touring with navigation	ALL
2014	Accord Plug-In	ALL	ALL
2014	Accord Hybrid	ALL	ALL
2013	Crosstour	ALL with navigation	ALL
2014	Crosstour	L4 2WD EX-L with navigation	ALL
2014	Crosstour	V6 2WD EX-L with navigation	ALL
2014	Crosstour	V6 4WD EX-L with navigation	ALL
2014	Crosstour	V6 AWD EX-L with navigation	ALL
2014	Odyssey	EX-L with navigation	ALL
2014	Odyssey	Touring with navigation	ALL
2015	Odyssey	EX-L with navigation	ALL
2015	Odyssey	Touring with navigation	ALL

SYMPTOM

The vehicle may have one or more of the following software bugs:

- When in XM mode, the audio unit turns off after making an HFL call.
- There is no sound or there is static in the rear headphones (both wired and wireless).
- When in XM mode, the XM radio information on the center display does not match the touch screen.
- The info/setting screen flashes after using LaneWatch.
- The HFL deletes saved speed dial information and voice tags.
- The audio-navigation system reboots when a customer's CD is inserted.
- The HFL system reboots when trying to place a call using a name that contains a non-alphanumeric character.
- The reverse camera image stays on after shifting out of Reverse.
- IMID goes blank while parallel parking.

CORRECTIVE ACTION

Update the navigation unit software with the applicable DVD update.

TOOL INFORMATION

Part Name	Tool Number	Quantity
Navigation System DVD Update	07AAZ-T2GA300	1

The DVD update has been recently shipped to all dealers. Additional DVDs are available for purchase through the parts system.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
0100A1	Update the navigation system software.	0.3 hr	15-002A	39542-T2A-A91

Defect Code: 03214
Symptom Code: 03217
Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE:

- **If the vehicle does not have navigation, do not use this software update.** If you do, you may permanently damage the audio unit.

- Apply this software update only to the vehicles listed under AFFECTED VEHICLES; otherwise, this software update can permanently damage the unit.

- If you accidentally update the wrong vehicle, contact Tech Line; if the audio-navigation or audio unit must be replaced, your dealership may be debited for the replacement cost.

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.
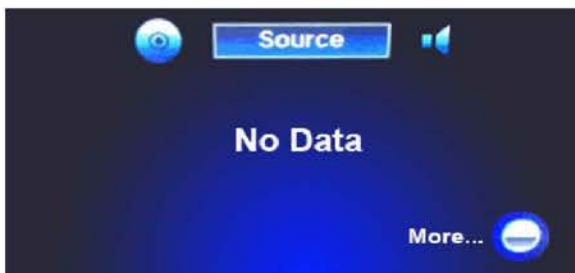
2. Set the power mode to ON.

3. Wait for the navigation system to boot up, then insert the DVD into the CD slot in the center console. See TOOL INFORMATION.

   NOTE: **The power mode must remain set to ON during the entire update procedure. If the power mode is set to OFF, the engine is started, or the DVD is removed at any time during the update process, the audio-navigation unit will be locked up and you will need to use the RECOVERY PROCEDURE.**

NOTE:

- The software update will begin. The screen will show a **Reading the Disc** message, then display **No Data**. Do not eject the disc. The unit is uploading the update and may take up to 1 minute before beginning. Both screens will shut off for about 10 seconds and reboot with the update started on both screens. The display should change to a **Notification** screen loading bar.

- The engine does not need to be running to do this update, even if it says so on the screen.

- If the **No Data** screen does not change after about a minute, the software may already be updated. Go to step 9 to confirm the software versions.

Navigation screen

Touch screen

NOTE: The software update takes about 30 minutes to complete; you do not have to oversee the update during this time as no action is needed until the update is loaded.

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 BU uCOM update starts.

4. When the update is complete, the system will reboot 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 set the power mode to OFF.

NOTE:

- **You must wait for both screen to appear before setting the power mode to OFF, or you will lock up the unit**.

- Do not remove the DVD until you set the power mode to OFF, because if you do so, the audio-navigation unit will lock up. If it locks up, go to RECOVERY PROCEDURE.

- The audio-navigation unit may lock if any of the following occurs during the update process. If the unit locks, refer to the RECOVERY PROCEDURE to unlock it.

  - Loss of battery power/low voltage
  - Engine cranks or starts
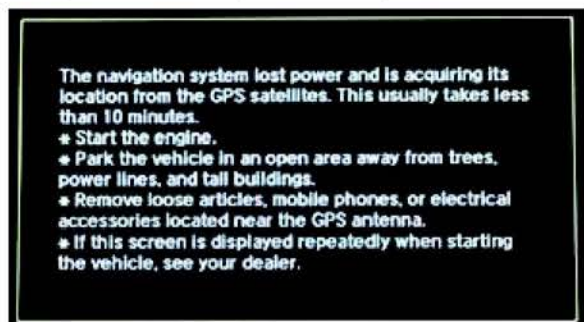 - The power mode is set to OFF
  - A rewrite failure occurs

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.
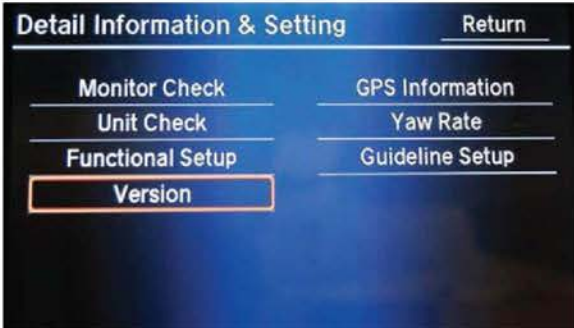
Touch screen

5. Eject the DVD and wait at least 1 minute.

6. Set the power mode to ON. Once both **Enter code** screens appear, press and hold the power button for 2 seconds until you hear a beep. The navigation screen will show the GPS initialization message.

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.

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

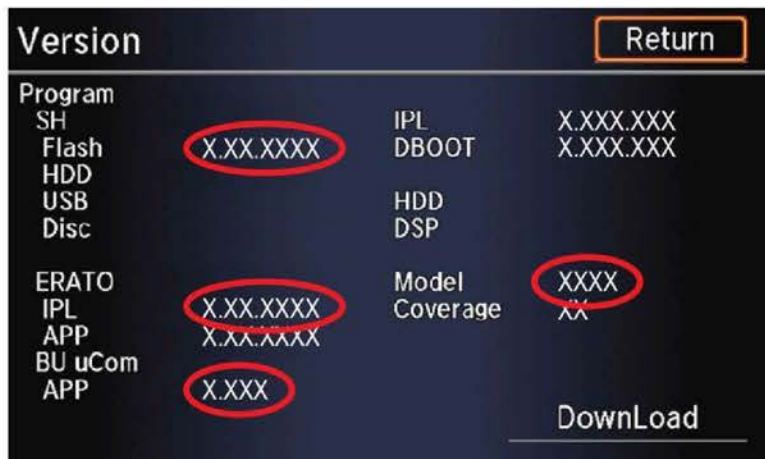8. Select **Detail Information & Setting**.

9. Select **Version**.

10. Verify that the software was updated to the new version as shown below. **Please note the SH–Flash, ERATO IPL, BU uCom APP, and model version information and make sure it matches the table below**.

Software	2013 Accord	2014 Accord	2014 Accord Plug-In	2014 Accord Hybrid	Crosstour (ALL)
SH	3.00.2003	2.00.2c03	3.00.2103	2.00.2903	3.00.2703
ERATO	3.00.0001	2.000.020	3.40.0001	2.20.0001	3.00.0001
BU	3.001	2.001.120	3.400	2.200	3.001
Model	T2AA	T2AZ	T3VA	T3WA	TP6X

Software	Odyssey (no RES) (ALL)	Odyssey w/Standard RES (ALL)	Odyssey w/Ultrawide (ALL)
SH	3.00.2a03	3.00.2a03	3.00.2a03
ERATO	3.00.2010	3.00.2010	3.00.2010
BU	3.001.E10	3.001.F10	3.001.D10
Model	TK8X	TK8X	TK8X

NOTE: If the software is not updated, **set the power mode to OFF**, and go back to step 2 and repeat the update procedure.

11. Make sure the rear camera, and LaneWatch are working properly. If not, reset the rear camera and LaneWatch.

- Move vehicle to an open area. Start the engine if not already done.

- Press and hold the NAVI, BACK, and MENU buttons.

- Press and hold the NAVI button.

- Select **Incomplete**. The system restarts.

- When the **In-Line Diag** screen appears, select **Start Diag**.

- Make sure all the icons turn green.

NOTE: To get all icons to turn green, make sure that you do the following:

- Press the Pick-up button.
- Press the Hang-up button.
- Press the Talk button.
- Snap your fingers in front of the microphone to complete the test.

12. Delete all paired phones from the vehicle. Make sure the service advisor informs the customer that he or she needs to re-pair his or her phone to the vehicle.

RECOVERY PROCEDURE

1. Set the power mode to OFF.

2. Make sure the DVD is inserted into the CD slot, then do a battery cable reset for 2 minutes.

   NOTE: Make sure the DVD is inserted when the **power mode is set back to ON,** because when the unit powers up, it will immediately look for the device to start the recovery process.

   - Disconnect the negative battery cable first, then the positive 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.

3. Reattach the battery charger or fully charged jumper battery.

4. Set the power mode to ON.

   NOTE: Do not start the engine because starting it interrupts the steady battery power needed to update the audio-navigation unit.

5. Make sure the green LEDs on each side of the DVD slot are blinking. This indicates the recovery process is working.

   NOTE:

   - The recovery procedure and software update reload take 15–30 minutes depending on when the update procedure was interrupted.

   - The display may stay blank during this time.

6. When the recovery procedure and software update are complete, the **Enter code** message and keypad screens (with navigation) appear. Set the power mode to OFF.

7. Eject the DVD and wait at least 1 minute.

8. Go to REPAIR PROCEDURE to complete the update procedure.