

February 25, 2016

02720 Version 4

Product Update: Audio-Navigation Unit

(Supersedes 15-072, dated January 21, 2016, to revise the information highlighted in yellow)

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	Pilot	ALL with Navigation	Check the iN VIN status for eligibility

REVISION SUMMARY

Under REPAIR PROCEDURE, a note was added.

BACKGROUND

There is a software problem within the audio-navigation unit that may cause the display screen, including any video images, to go blank and the unit to stop working.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your used vehicle inventory. These vehicles should be repaired before they are sold.

CORRECTIVE ACTION

Update the audio-navigation software.

TOOL INFORMATION

Tool Name	Tool Number	Quantity
Audio-Navigation System Update Device (USB Device)	07AAA-TG7A100	1

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Template ID	Defect Code	Symptom Code	Failed Part Number
0535A1	Update the audio-navigation system software.	0.3 hr	15-072A	6AA00	JV500	39542-TG7-A51

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

NOTE: If the vehicle arrives at the dealership with a blank screen, do a battery cable reset before doing the update.

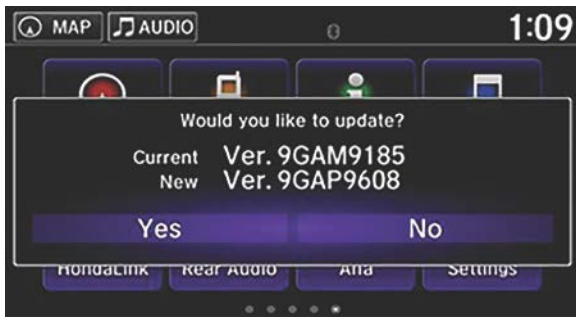
1. Connect a battery charger or a fully charged jumper battery to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.
2. Set the vehicle's power mode to ON.



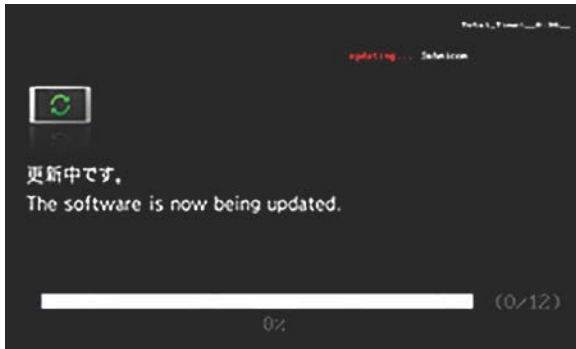
3. Insert the USB update device into the USB port.



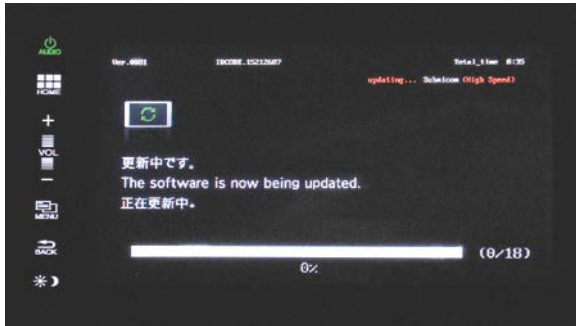
- When you see the message **Would you like to update**, select **Yes**.



This screen will show after 1–2 minutes.

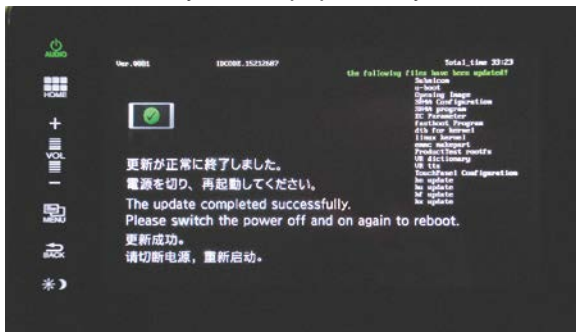


This screen will show 0% for about 20–25 minutes without updating. However, the update is still working and you do not have to oversee the update.

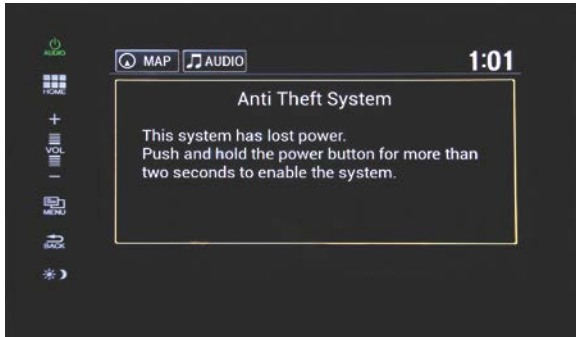


- When the screen shows **The update completed successfully**, set the vehicle's power mode to OFF and remove the USB device.

NOTE: You may hear a pop when you remove the USB device.



- Start the engine and wait until the **Anti-Theft System** screen appears, then press and hold the audio power button for more than 5 seconds. The update is complete.

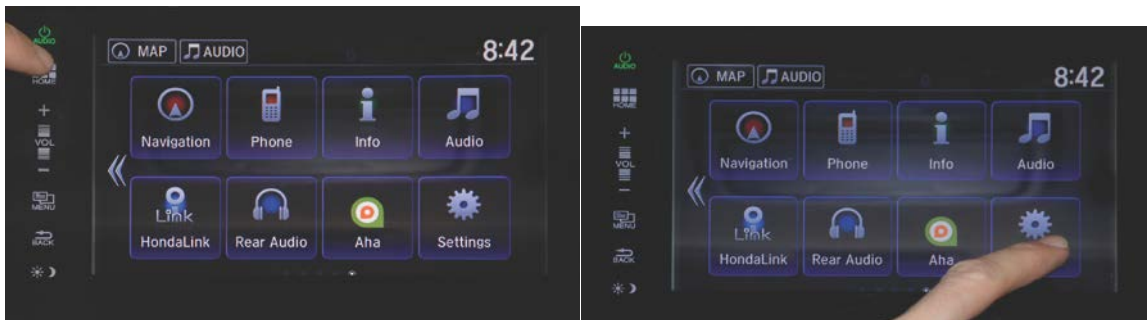


NOTE:

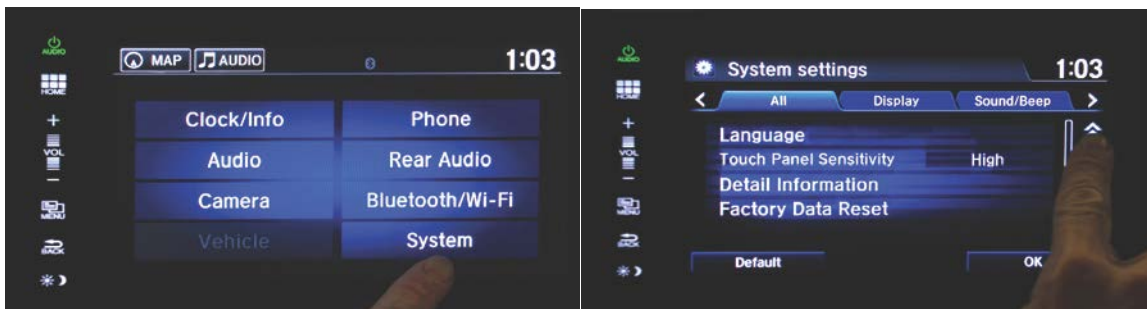
- If the customer's phone has a problem pairing after the update procedure, go to PAIRING THE PHONE AFTER THE UPDATE PROCEDURE.
- If the update was interrupted and the update did not automatically restart, go to UPDATE INTERRUPTED at the end of this bulletin.

PAIRING THE PHONE AFTER THE UPDATE PROCEDURE

- Select **HOME**, then **Settings**.



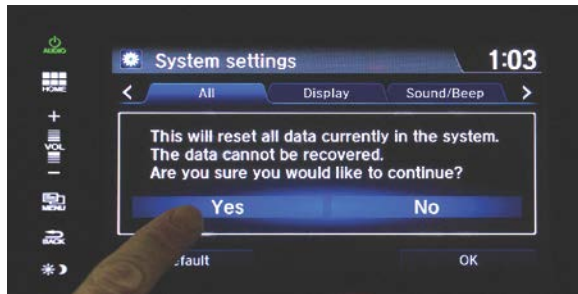
- Select **System**, then scroll up until you see **Factory Data Reset**.



- Select **Factory Data Reset**.



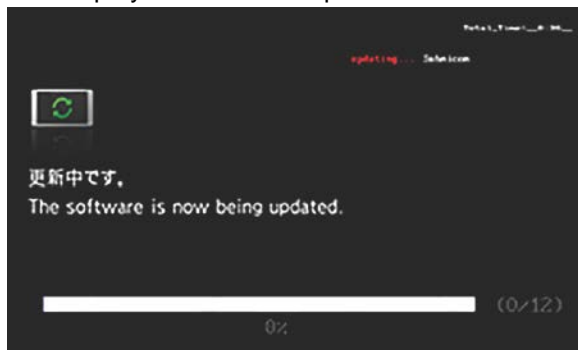
4. Select **Yes** on the pop up screen. The system will reboot and return to normal. The phone now can be paired using the Phone Setup in the owner's manual.



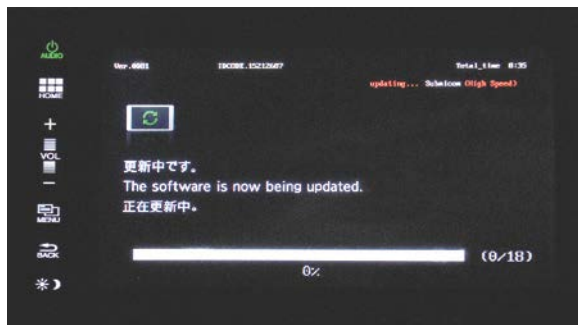
UPDATE INTERRUPTED

1. Set the vehicle's power mode to OFF.
2. Remove the USB update device.
3. Disconnect the negative battery cable for 2 minutes.
4. Connect the negative battery cable.
5. Set the vehicle's power mode to ON.
6. Insert the USB update device to the USB port. The display screen will continue to be blank for up to 10 minutes.

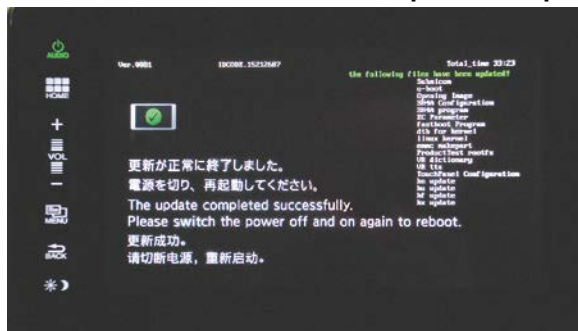
The display will show the update screen start back at 0 %.



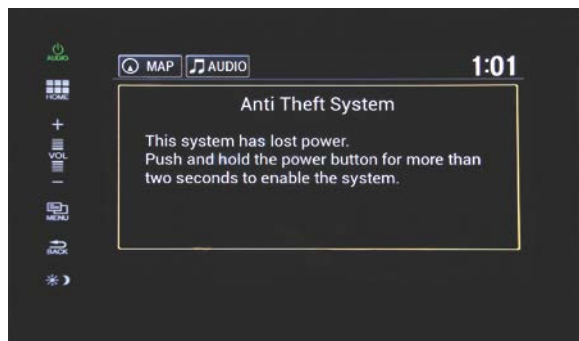
The screen will show 0% for about 20–25 minutes without updating. However, the update is still working.



Wait until the screen shows **The update completed successfully.**



7. Set the power mode to OFF and remove the USB device. You may hear a pop when you remove the device.
8. Start the engine and wait until the **Anti-Theft System** screen appears, then press and hold the audio power button for more than 5 seconds. The update is complete.



END