

June 3, 2016

03585 Version 3

Audio Unit Software Update

Supersedes 16-022, dated May 7, 2016, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	Civic	2-Door EX 1.5L	2HGFC3...GH350002 thru 2HGFC3...GH353584
2016	Civic	2-Door Touring 1.5L	2HGFC3...GH350013 thru 2HGFC3...GH353394
2016	Civic	4-Door EX 1.5L	19XFC1...GE000009 thru 19XFC1...GE212889
2016	Civic	4-Door EX 1.5L	2HGFC1...GH600049 thru 2HGFC1...GH644117
2016	Civic	4-Door EX 2.0L	19XFC2...GE001338 thru 19XFC2...GE221236
2016	Civic	4-Door EX 2.0L	2HGFC2...GH500049 thru 2HGFC2...GH548745
2016	Civic	4-Door Touring 1.5L	19XFC1...GE000001 thru 19XFC1...GE212880
2016	Civic	4-Door Touring 1.5L	2HGFC1...GH600064 thru 2HGFC1...GH645106

REVISION SUMMARY

Removed a NOTE and added a step under REPAIR PROCEDURE.

BACKGROUND

There is a problem with the audio unit software, which may lead to one or more of the following symptoms:

- Bluetooth® Audio skips.
- Audio icon does not work.
- GPS error code 1302 sets.
- Error message **SXM check tuner** appears.
- GPS initialization screen appears.
- Rear camera is stuck on in Park.
- Bluetooth® HandsFreeLink® (HFL) pairing problems.
- Rear camera does not display.
- There is no sound from Apple CarPlay™ after connecting Bluetooth®, then USB.
- System does not recognize "SXM" in voice commands.
- Pandora® does not play after HFL call ends.
- Voice commands do not work.
- Android Auto™ will not play.

CORRECTIVE ACTION

Update audio unit software using the audio-navigation system USB update device.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update the audio unit software.	0.3 hr	03214	03217	16-022A	39101-TBA-A21

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.

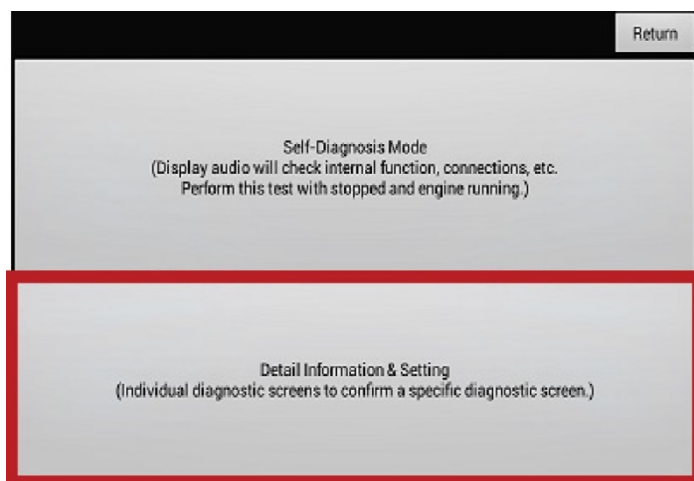
REQUIRED TOOLS

Tool Name	Part Number
Audio-Navigation System Update Device (USB Drive)	07AAZ-TBAA100

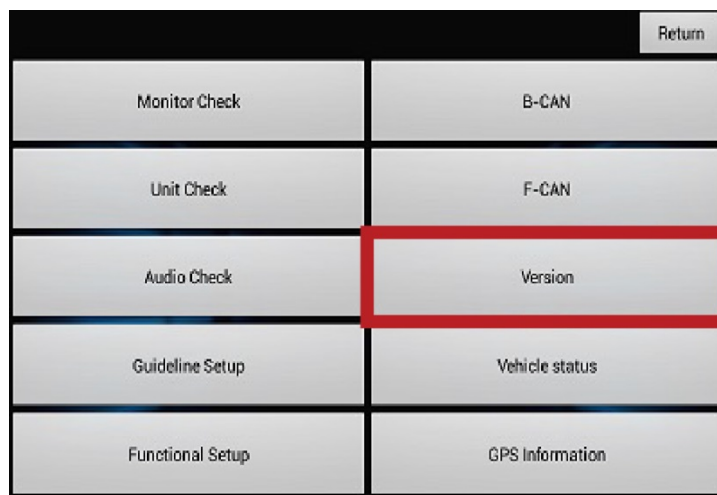


REPAIR PROCEDURE

1. Start the engine and leave it running throughout the entire software update process.
2. On the HOME screen, press and hold the MENU icon, AUDIO icon, and Day/Night button at the same time for 3 seconds.
3. Select **Detail Information & Setting**.



4. Select **Version**.



5. Scroll to **System µCom** and check the version.
- If you have version H61F00 70.**E2**.12 / H62F00 70.**E2**.12, go to the applicable software update procedure.
 - If you have version H61F00 70.**E0**.12 / H62F00 70.**E0**.12, go to the applicable software update procedure.

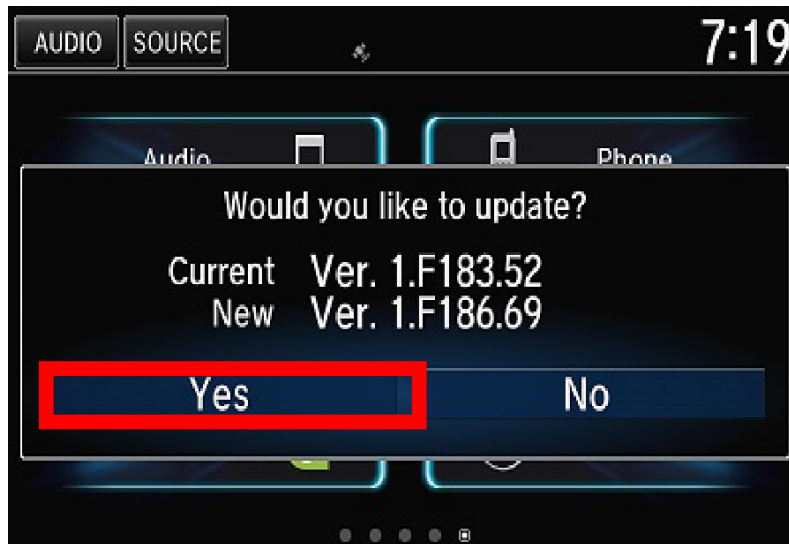


6. After checking the version select **Return** 3 times to return to the HOME screen.

Software update procedure for System µCom H61F00 70.E2.12 / H62F00 70.E2.12.

1. Connect the USB update device once the audio unit has booted up and the HOME screen appears.
2. Once the USB device is inserted, a pop-up screen appears with the current and new software versions displayed. (This may take a minute or two) Select **Yes**.

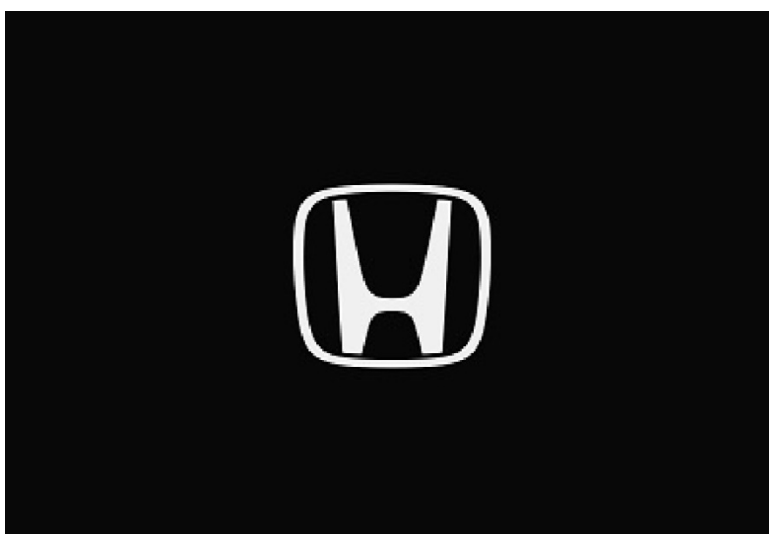
NOTE: Once you start the update, you do not have to stay with the vehicle.



The main software update screen will appear and the update is copied from the USB device.



Once the update is copied, the audio unit reboots automatically.



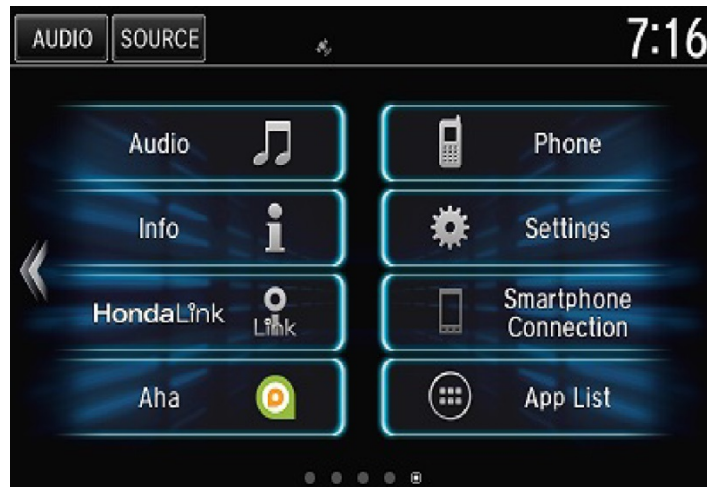
3. You may get a GPS check pop-up, if you do, follow the instructions to acquire the GPS signal.

NOTE: If you cannot acquire the GPS signal, remove the USB device and go to step 4.

The 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.

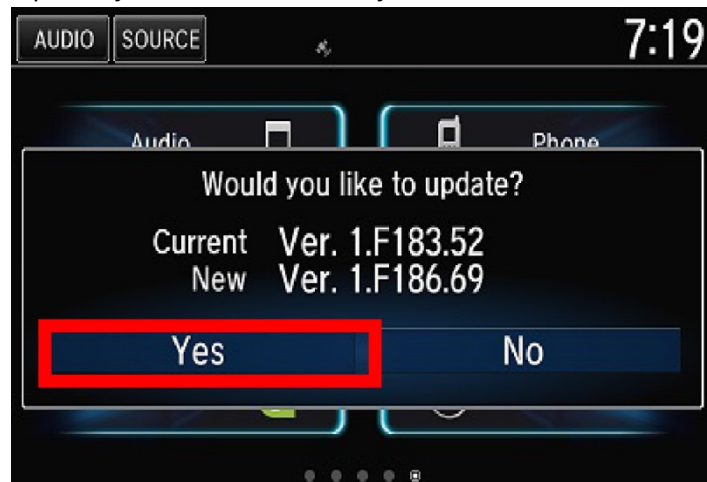
4. Once the HOME screen reappears, remove the USB device and go to SOFTWARE UPDATE CONFIRMATION.



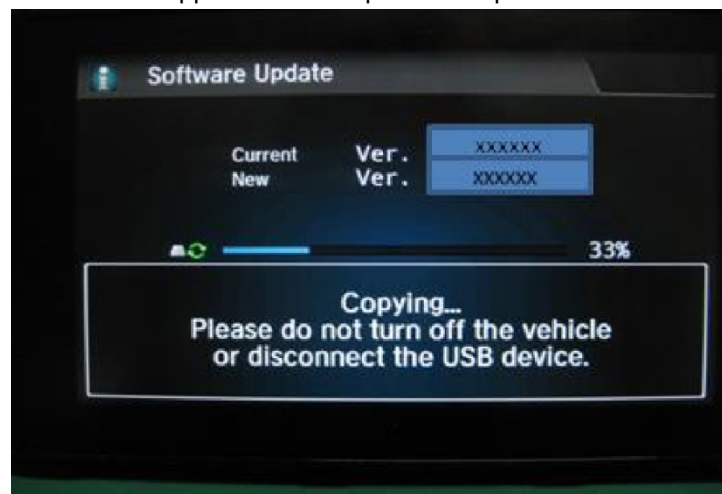
Software update procedure for System μ Com H61F00 70.E0.12 / H62F00 70.E0.12.

1. Connect the USB update device once the audio unit has booted up and the HOME screen appears.
2. Once the USB device is inserted, a pop-up screen appears with the current and new software versions displayed. (This may take a minute or two) Select **Yes**.

NOTE: Once you start the update, you do not have to stay with the vehicle.



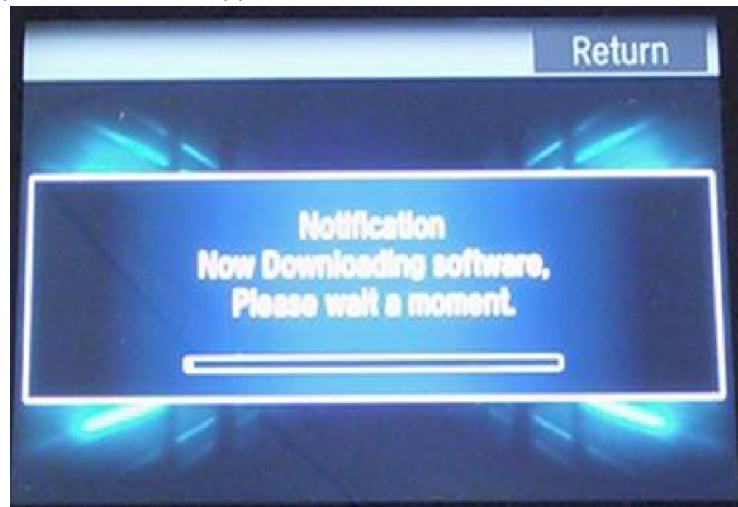
The main software update screen will appear and the update is copied from the USB device.



Once the update is copied, the audio unit reboots automatically.



The system software update screen will appear and the software should finish downloading.

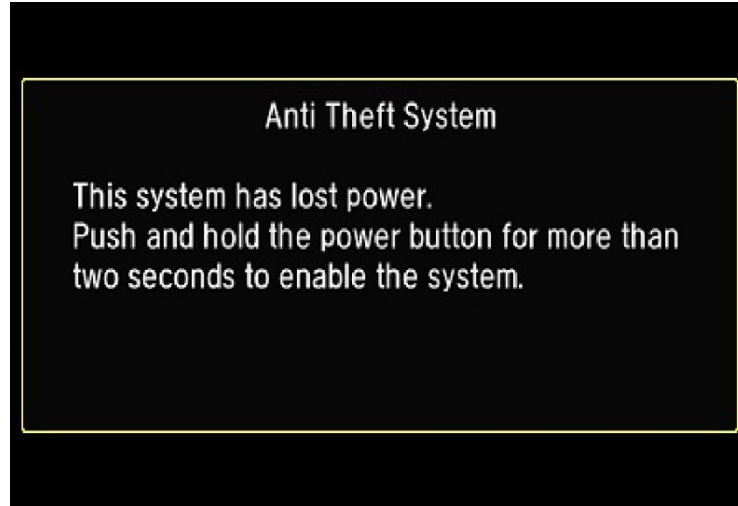


Once the update is complete, the audio unit reboots automatically a second time.



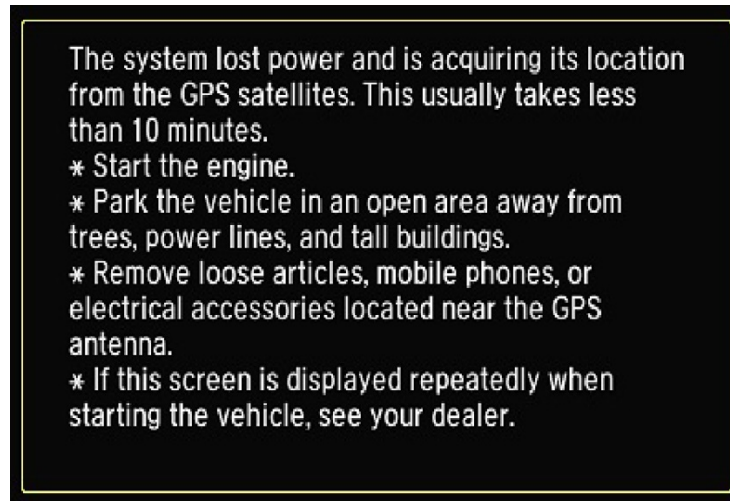
3. The **Anti Theft System** screen will appear. Push and hold the AUDIO icon for more than 2 seconds to enable the system.

NOTE: If nothing is done for 30 seconds the screen will go black, select the Day/Night button or BACK icon to return to the screen.

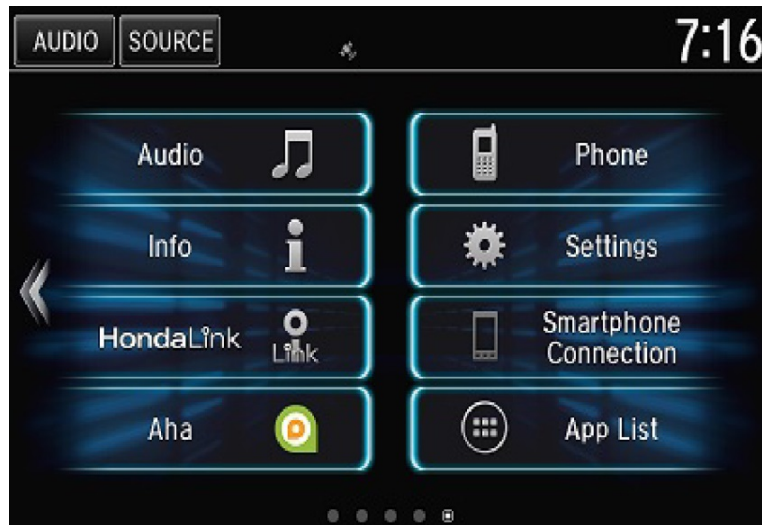


4. You may get a GPS check pop-up. If you do, follow the instructions to acquire the GPS signal.

NOTE: If you cannot acquire the GPS signal, remove the USB device and go to the next step.

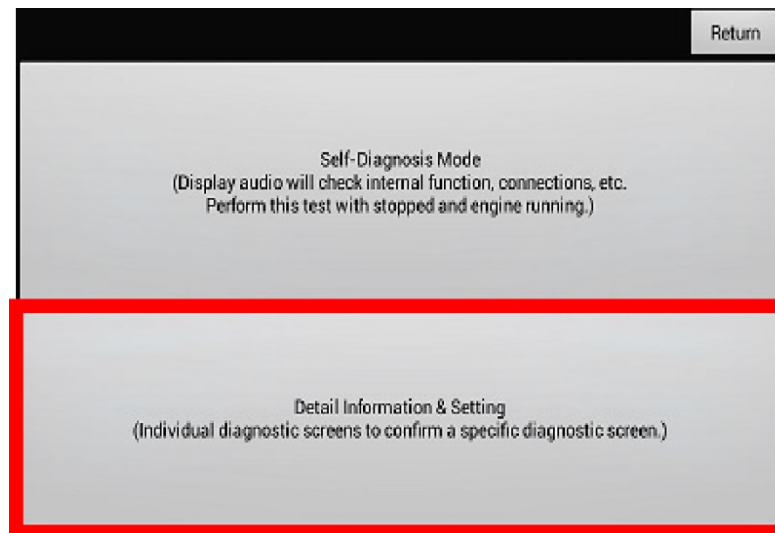


5. Once the HOME screen reappears, remove the USB device and go to SOFTWARE UPDATE CONFIRMATION.

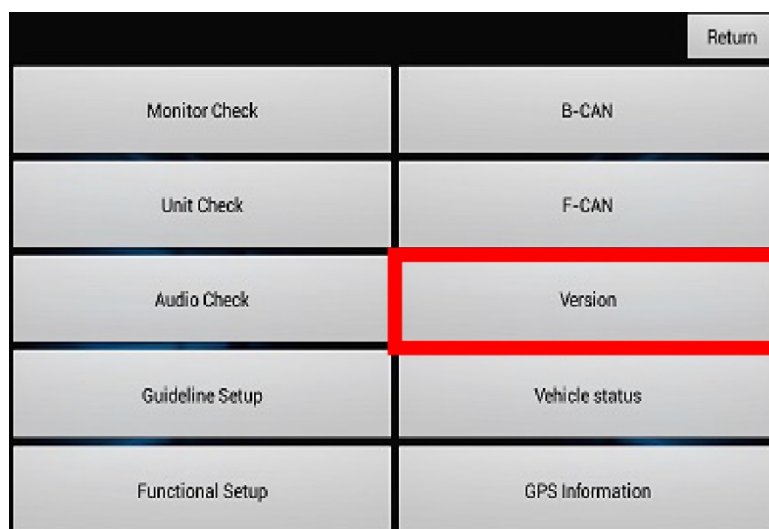


SOFTWARE UPDATE CONFIRMATION

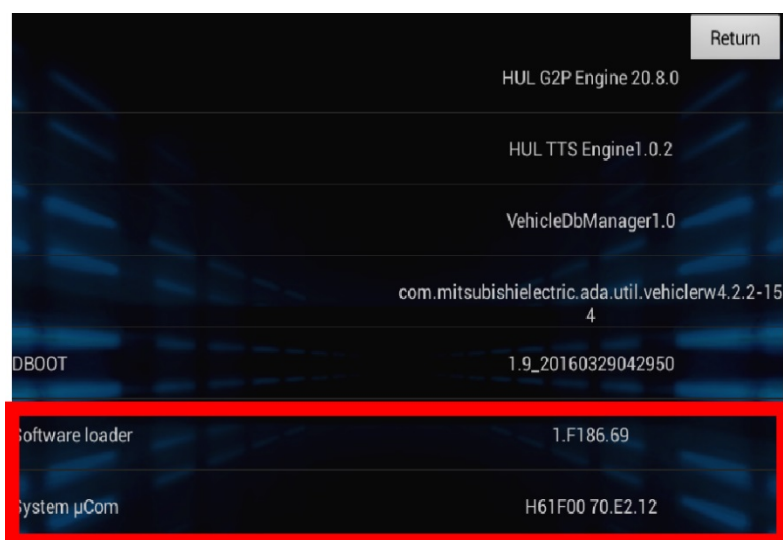
1. On the HOME screen, press and hold the MENU icon, AUDIO icon, and Day/Night button at the same time for 3 seconds.
2. Select **Detail Information & Setting**.



3. Select **Version**.

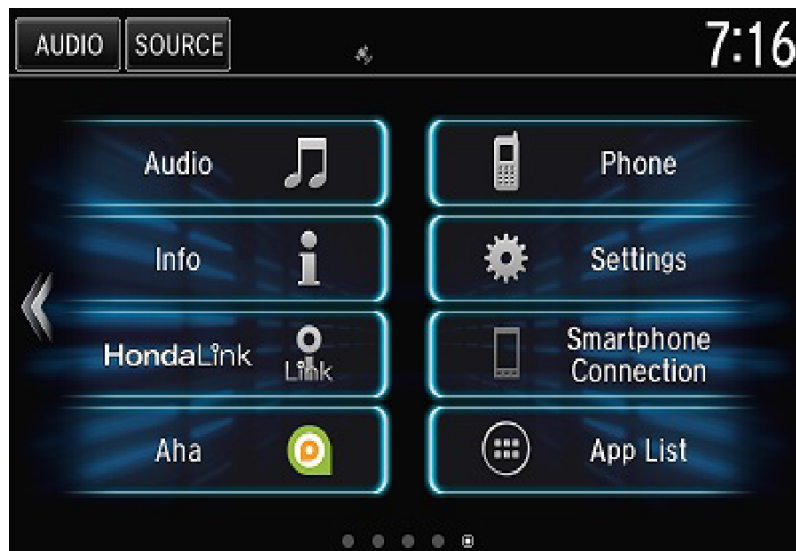


4. Scroll to **Software loader** and **System μ Com** and check the versions. The software should be updated to the following:



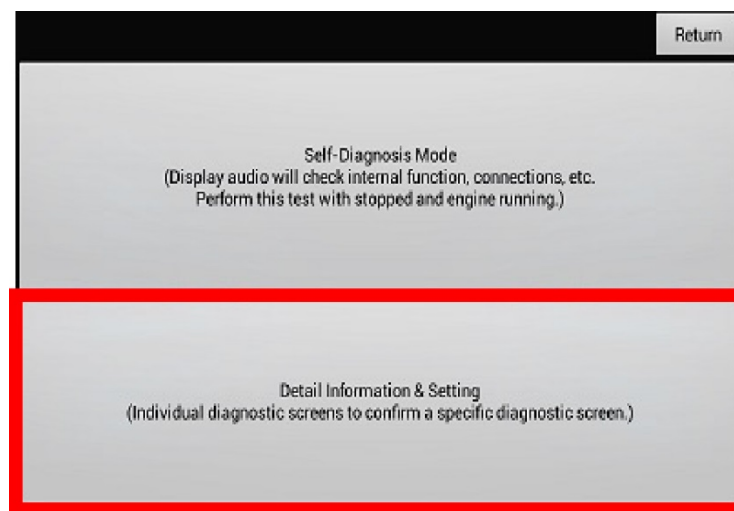
- **Software loader** : 1.F186.69
- **System μ Com** : H61F00 70.E2.12 (with XM radio function)
H62F00 70.E2.12 (without XM radio function)

5. After verifying the software has been updated, select **Return** 3 times to return to the HOME page. Go to DELETING ERROR HISTORY.

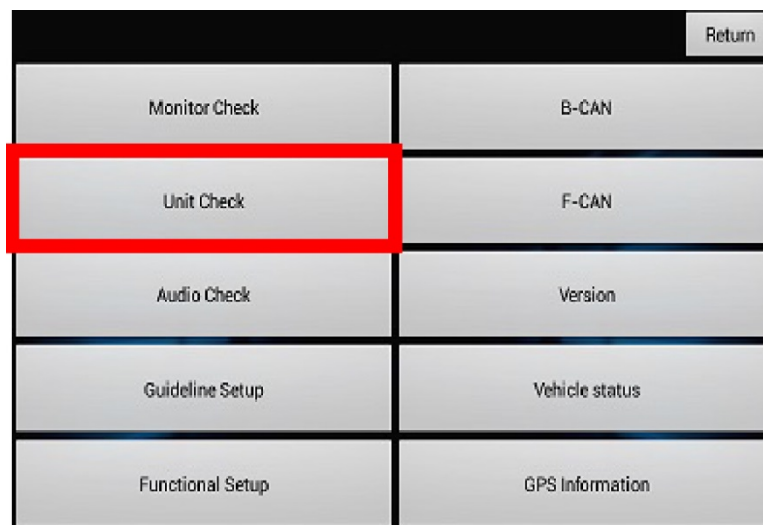


DELETING ERROR HISTORY

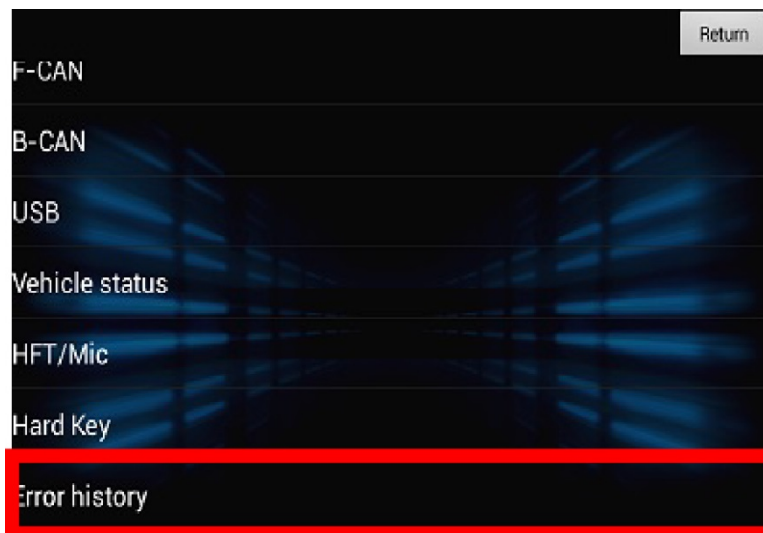
1. On the HOME screen, press and hold the MENU icon, AUDIO icon, and Day/Night button at the same time for 3 seconds.
2. Select **Detail Information & Setting**.



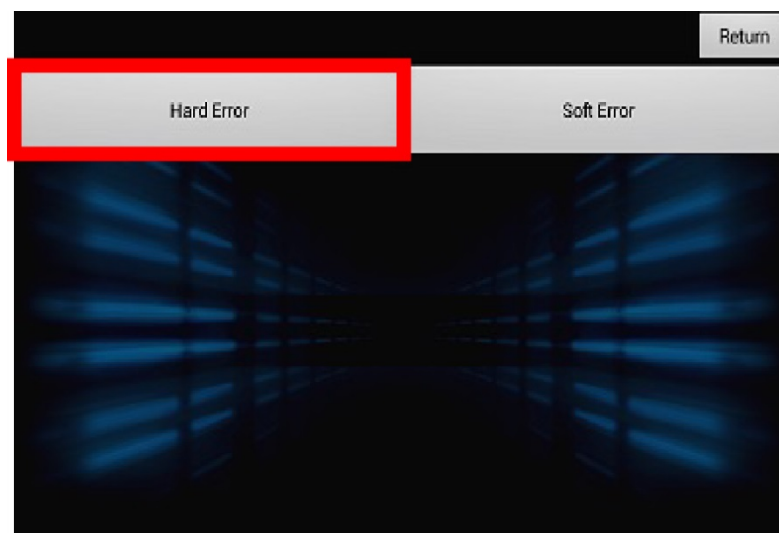
3. Select **Unit Check**.



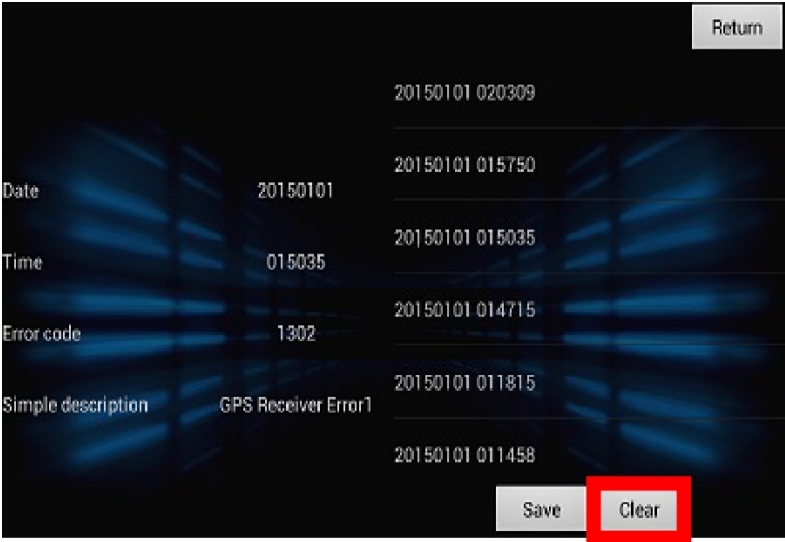
4. Select **Error history**.



5. Select **Hard Error**.



6. Select **Clear** on the bottom right.

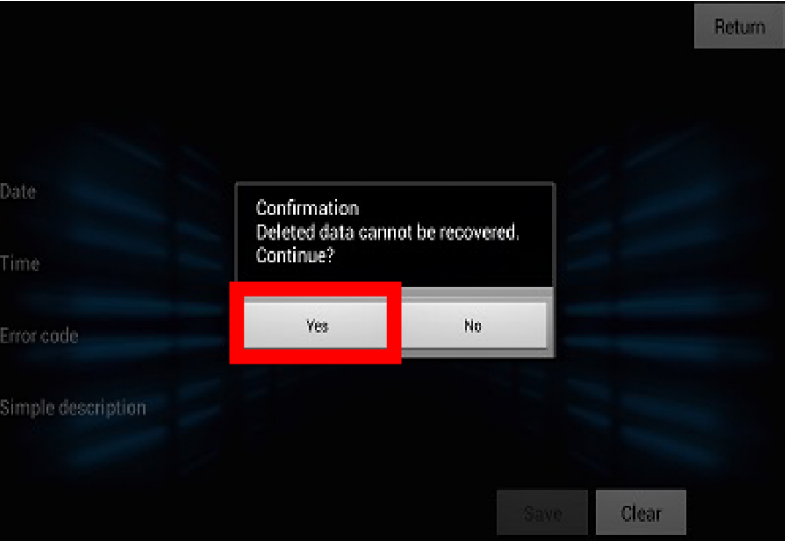


The screenshot shows a dark-themed interface with a list of error entries. The entries are organized into columns for Date, Time, Error code, and Simple description. The 'Clear' button at the bottom right is highlighted with a red box.

Date	Time	Error code	Simple description
20150101	020309		
20150101	015750		
20150101	015035		
20150101	014715		
20150101	011815		
20150101	011458		

Buttons: Return, Save, Clear

7. Select **Yes** on the **Confirmation** screen. The error history is now cleared, and the update complete.



The screenshot shows the same error history screen as before, but with a confirmation dialog box in the center. The dialog box asks for confirmation to delete data and has two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box.

Confirmation
Deleted data cannot be recovered.
Continue?

Buttons: Return, Save, Clear, Yes, No

END