

September 10, 2016

03585 Version 4

Audio Unit Software Update

Supersedes 16-022, dated June 3, 2016, to revise the information highlighted in **yellow**

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	Civic	2-Door EX 1.5L	2HGFC3...GH [REDACTED] thru 2HGFC3...G [REDACTED]
2016	Civic	2-Door Touring 1.5L	2HGFC3...GH [REDACTED] thru 2HGFC3...GH [REDACTED]
2016	Civic	4-Door EX 1.5L	19XFC1...GE [REDACTED] thru 19XFC1...GE [REDACTED]
2016	Civic	4-Door EX 1.5L	2HGFC1...GH [REDACTED] thru 2HGFC1...GH [REDACTED]
2016	Civic	4-Door EX 2.0L	19XFC2...GE [REDACTED] thru 19XFC2...GE [REDACTED]
2016	Civic	4-Door EX 2.0L	2HGFC2...GH [REDACTED] thru 2HGFC2...GH [REDACTED]
2016	Civic	4-Door Touring 1.5L	19XFC1...GE [REDACTED] thru 19XFC1...GE [REDACTED]
2016	Civic	4-Door Touring 1.5L	2HGFC1...GH [REDACTED] thru 2HGFC1...GH [REDACTED]

REVISION SUMMARY

- Added **FACTORY DATA RESET** procedures.
- Added a symptom under **BACKGROUND**.
- Updated software information in **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.
- There are pairing problems with *Bluetooth*[®] HandsFreeLink[®](HFL).
- **GPS shows inaccurate vehicle location.**
- 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.

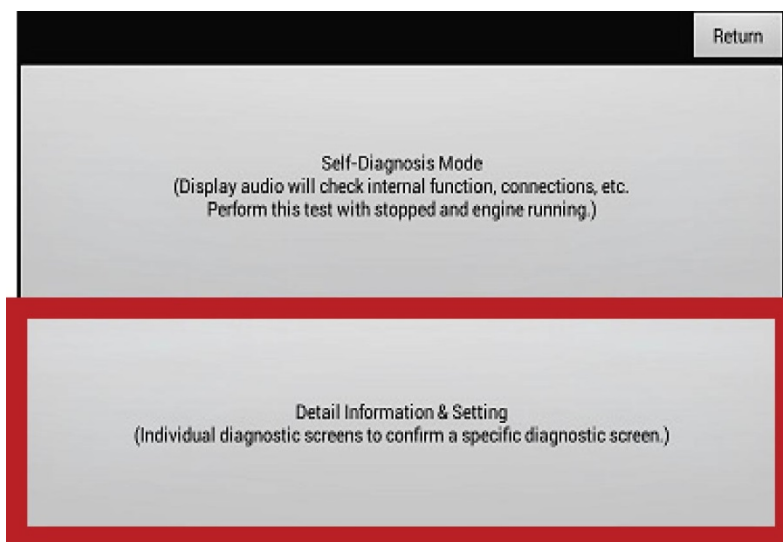
REQUIRED TOOLS

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

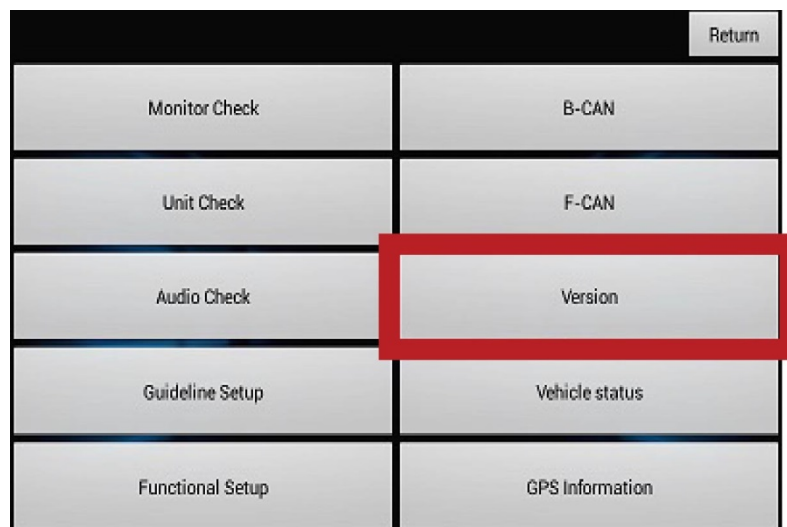


REPAIR PROCEDURE

1. Park the vehicle outside in a well ventilated area or attach to a appropriate exhaust vent.
2. Start the engine and leave it running throughout the entire software update process.
3. On the **HOME** screen, press and hold the **MENU** icon, **Audio** icon, and Day/Night button at the same time for 3 seconds.
4. Select **Detail Information & Setting**.



5. Select **Version**.



6. Scroll to **Software Loader** and check the version.

- Check the software version loaded, then go to the applicable update procedure:

Software Version	Page number
1.F182.87	3
1.F183.52	3
1.F184.60	3
1.F186.67	5



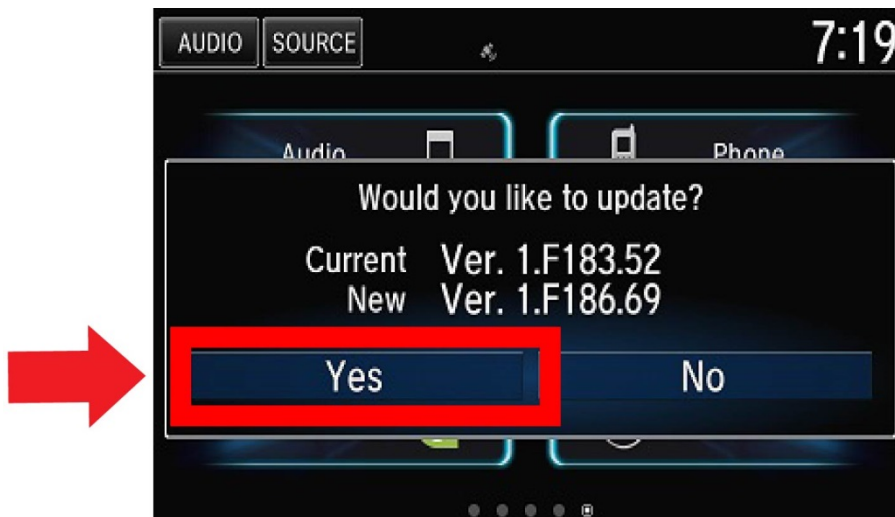
7. After checking the version, select **Return** three times to return to the **HOME** screen.

Software Update Procedure for Software Loader 1.F186.67

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.
- If a pop-up screen does not appear, check the version numbers. If the vehicle is not updated, then do the **FACTORY DATA RESET PROCEDURE**.



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.



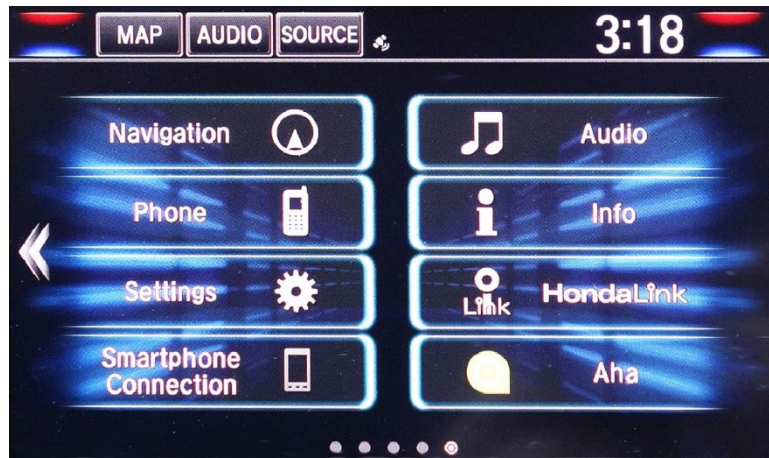
3. You may get a GPS check pop-up, if you do, follow the instructions to acquire the GPS signal.

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.

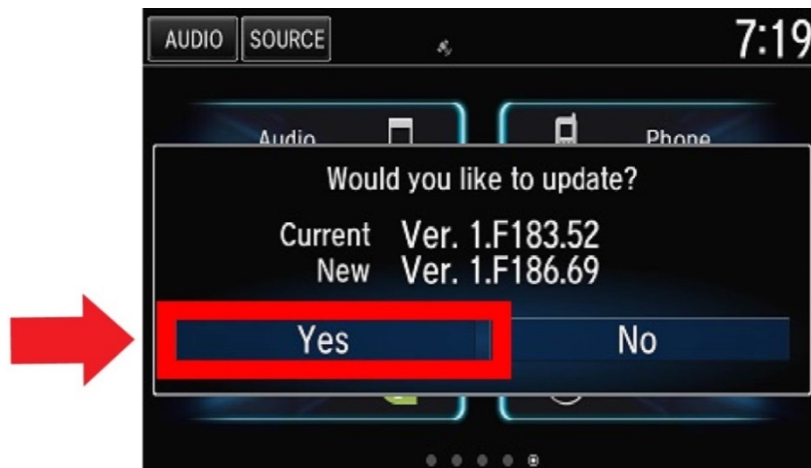


Software Update Procedure for Software Loader 1.F182.87/1F183.52/1.F184.60

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.
- **If a pop-up screen does not appear, check the version numbers. If the vehicle is not updated then do the FACTORY DATA RESET PROCEDURE.**



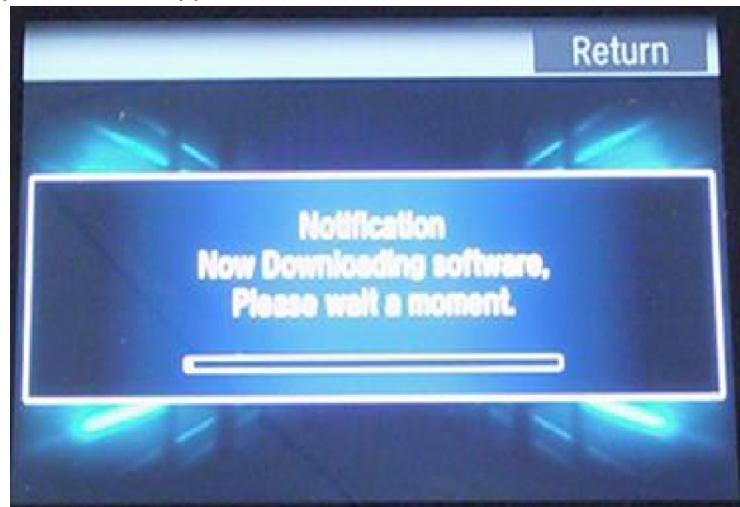
The main software update screen appears and the update is copied from the USB device.



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



The system software update screen appears and the software should finish downloading.

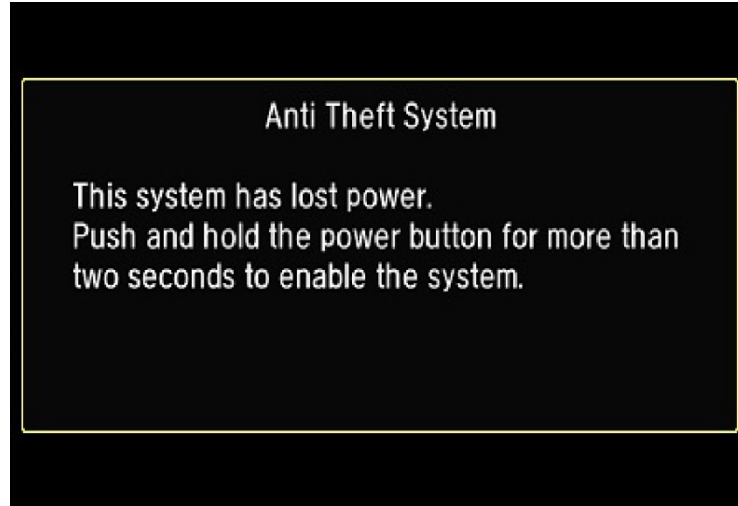


Once the update is complete, the audio unit reboots automatically a second time.



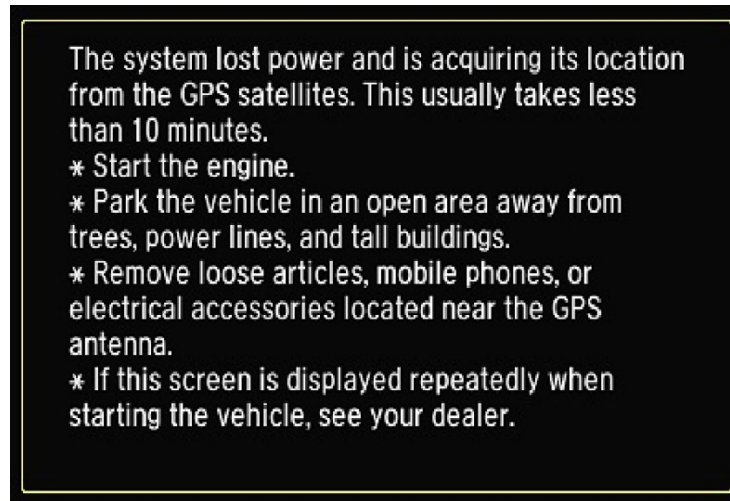
3. The **Anti Theft System** screen appears. Push and hold the Audio icon for more than 2 seconds to enable the system.

NOTE: If nothing is done for 30 seconds the screen goes 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.

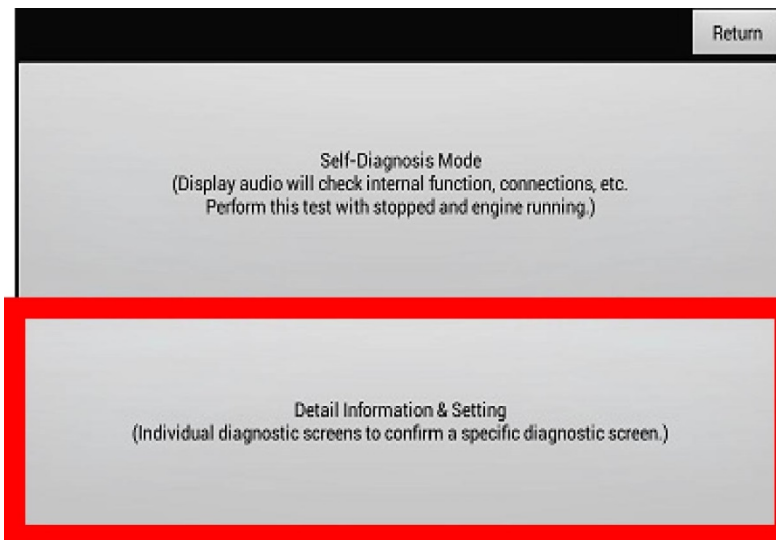


- Once the **HOME** screen reappears, remove the USB device and go to SOFTWARE UPDATE CONFIRMATION.

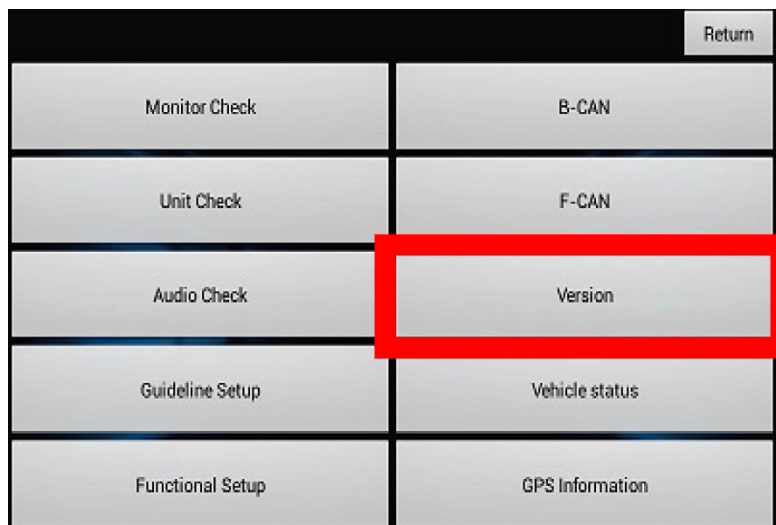


SOFTWARE UPDATE CONFIRMATION

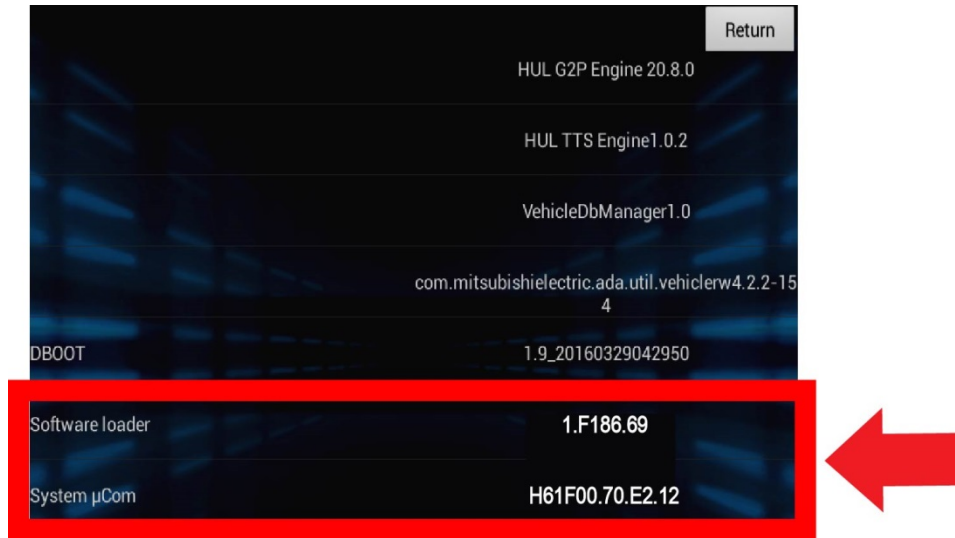
- On the **HOME** screen, press and hold the MENU icon, Audio icon, and Day/Night button at the same time for 3 seconds.
- Select **Detail Information & Setting**.



- Select **Version**.

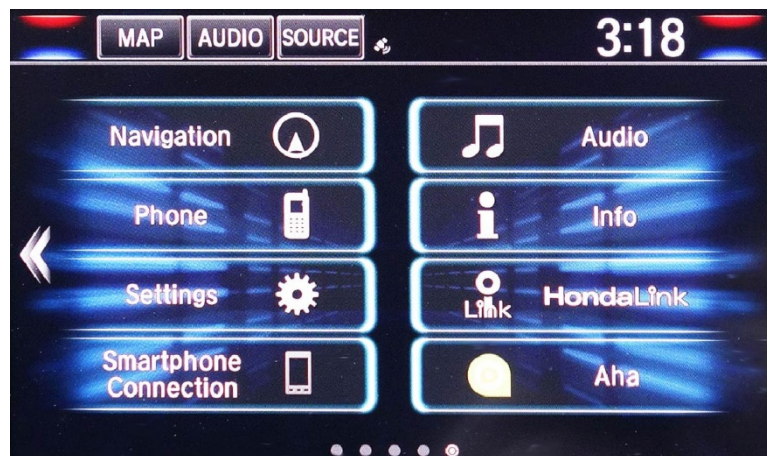


4. Scroll to **Software loader** and **System μ Com** and check the versions. The software should be updated to the following versions:



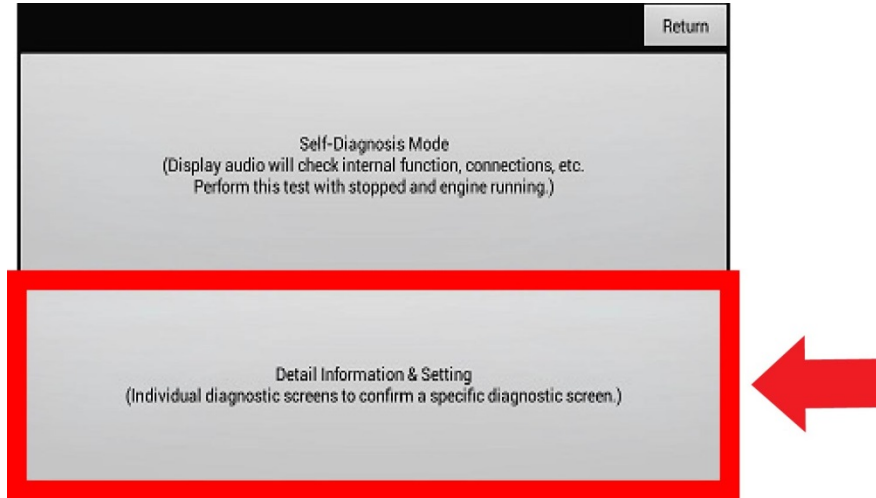
- **Software loader** : 1.F186.69
- **System μ Com** : H61F00 70.E2.12 (with XM radio function)
H62F00 70.E2.12 (without XM radio function)

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

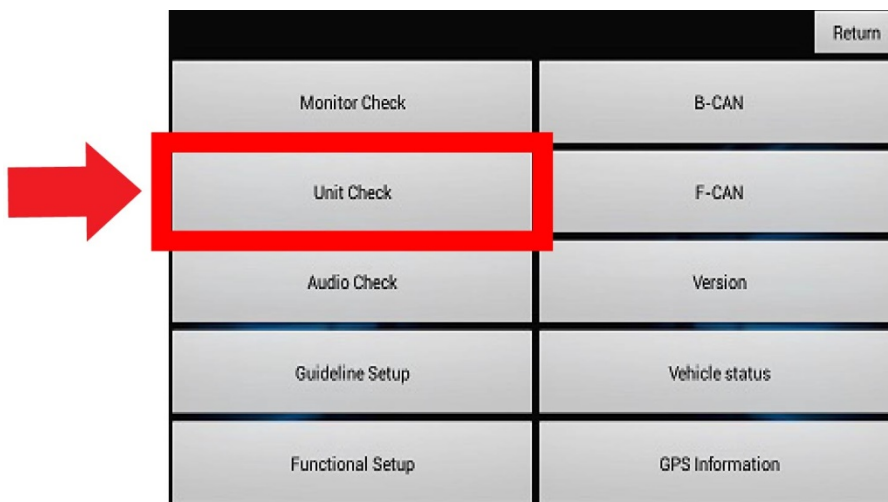


DELETING ERROR HISTORY

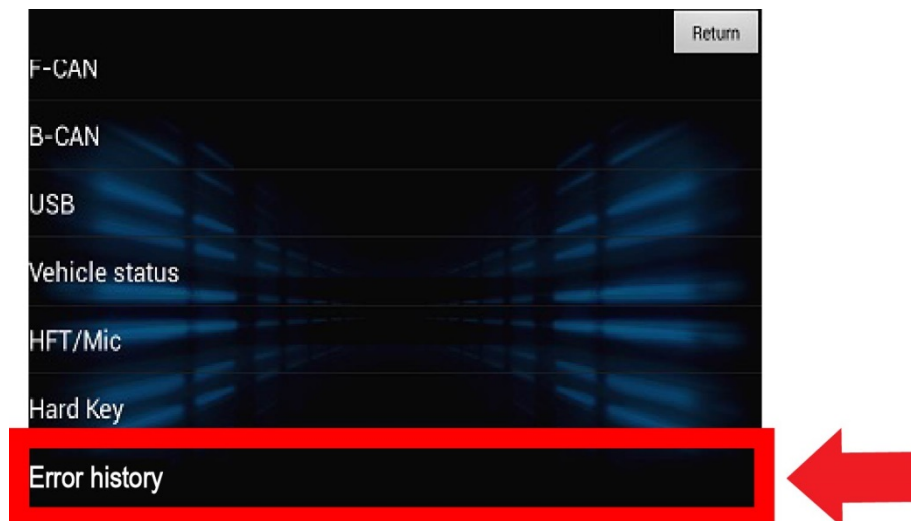
1. On the **HOME** screen, press and hold the MENU icon, Audio icon, and Day/Night button at the same time for seconds. 3
2. Select **Detail Information & Setting**.



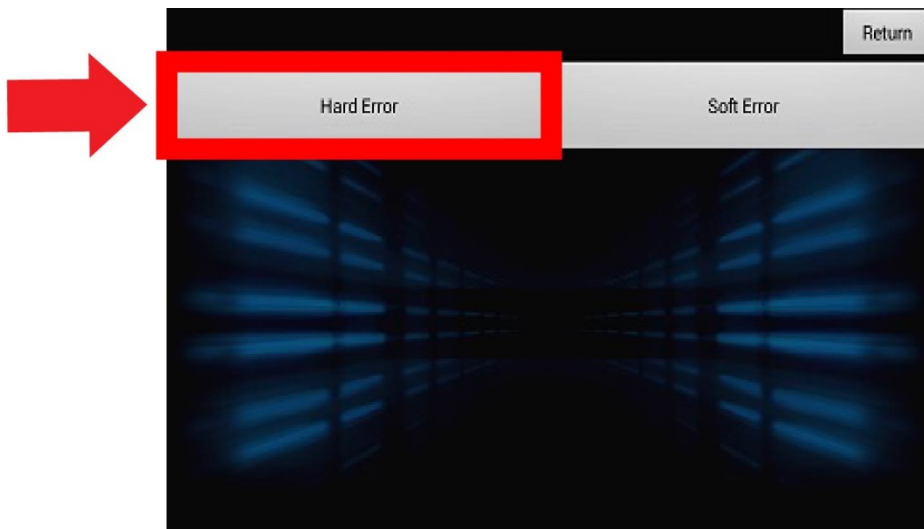
3. Select **Unit Check**.



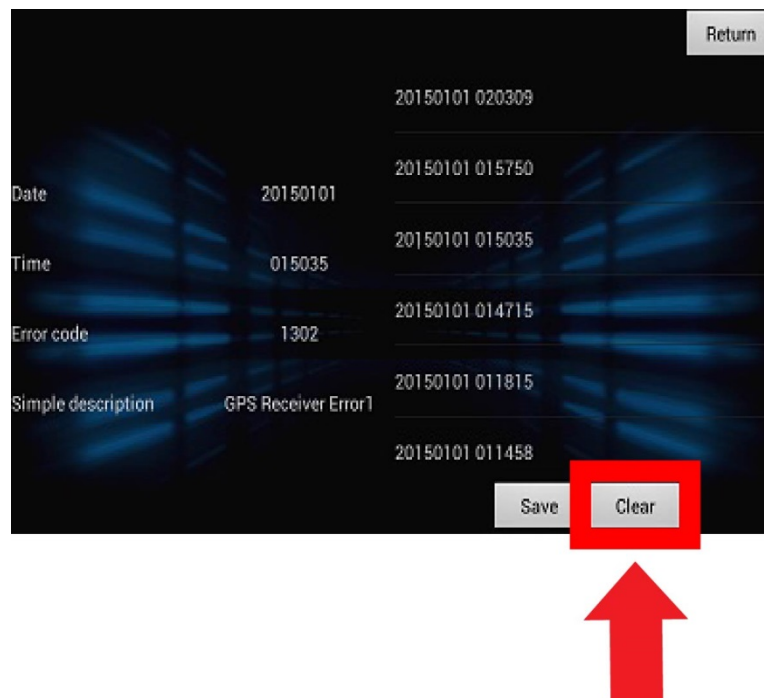
4. Select **Error history**.



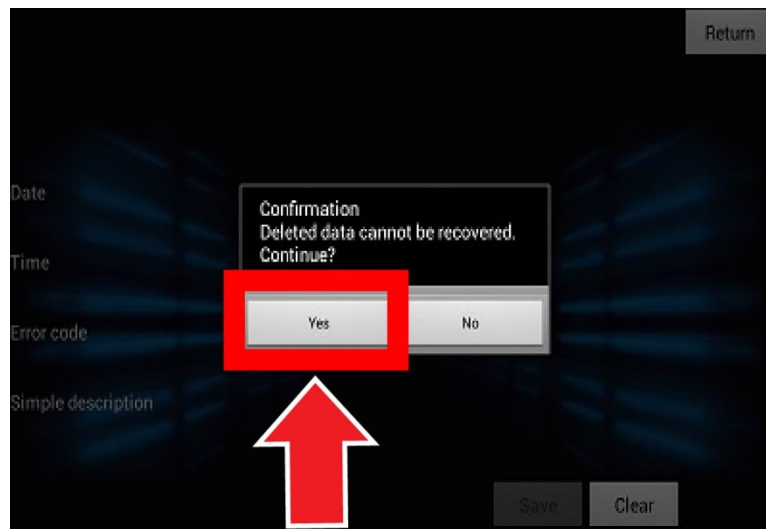
5. Select **Hard Error**.



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



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

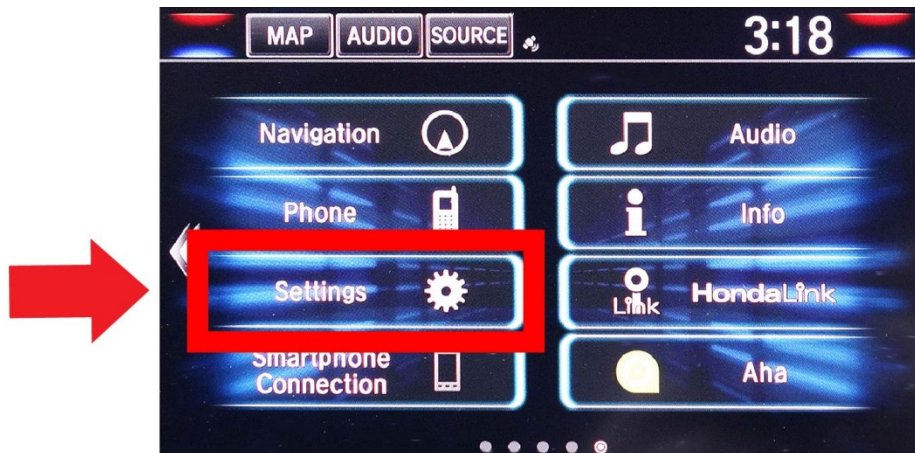


FACTORY DATA RESET PROCEDURE

NOTE:

- Have the service advisor inform the customer that the Factory Data Reset will remove any saved settings.
- Do the Factory Data Reset procedure only when directed to in the applicable software update procedure.
- Do the Factory Data Reset while the USB update device is connected.

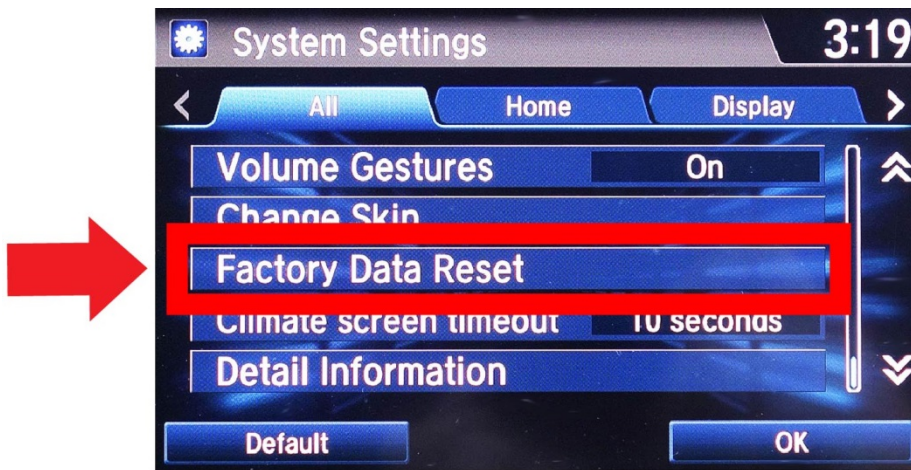
1. Select **Settings** on the **HOME** screen.



2. Select **System**.



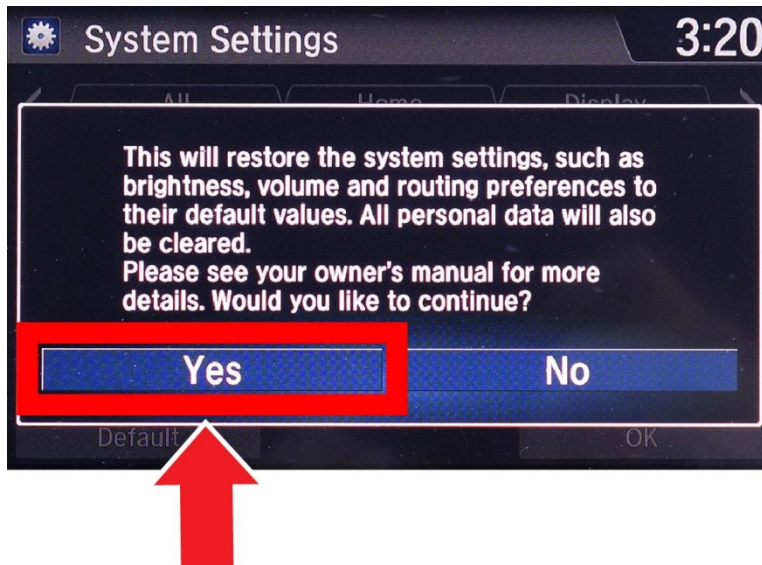
3. Scroll down and select **Factory Data Reset**.



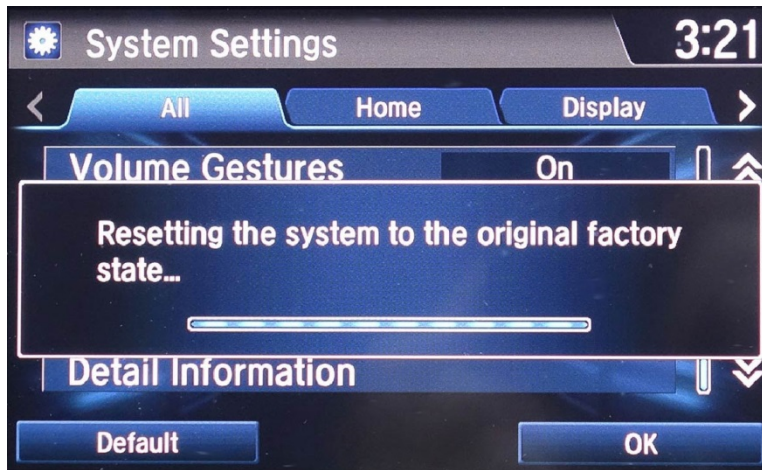
4. Select **Next** on the pop-up screen.



5. Select **Yes** on the pop-up screen.



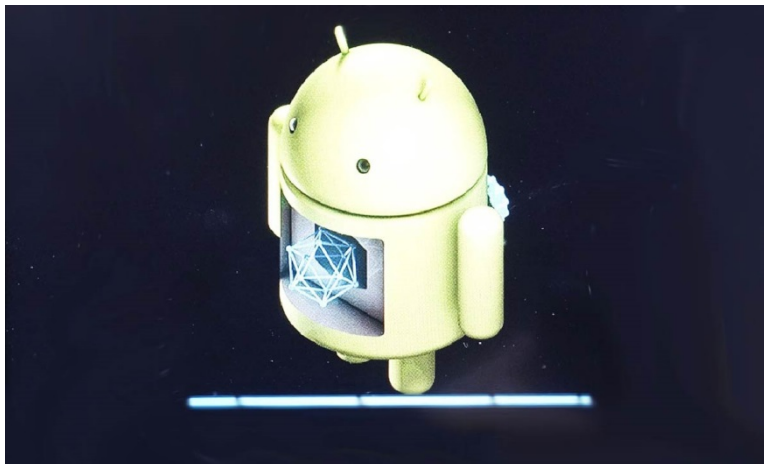
The system reset screen appears.



6. Select **OK**.



7. An Android loading screen appears. After the loading has completed, go back to the applicable software update procedure.



END