# Audio Unit and Navigation Unit Software Update

## AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|------|-------|------|-----------|
| 2016 | Accord | EX, EX-L, Touring | ALL |

## BACKGROUND

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

- Double pairing renders *Bluetooth*® inoperative.
- The second letter does not appear when typing in the browser.
- When the talk button is pressed, an abnormal sound is emitted.
- Remote start will cause the audio unit to boot up.
- XM channel display information will be mismatched between screens.
- The screen is blank.
- The audio unit reboots.
- Navigation location accuracy improvements.
- Information missing (blank) on displays.
- The audio unit freezes or locks.
- The Trip A fuel history is missing.
- There is no sound from the audio unit.
- The artist information is missing on the upper display.
- The presets are missing.
- There is no sound after driving for several minutes.
- There is bad voice recognition at voice prompt.

## CORRECTIVE ACTION

Update the audio unit software using the audio-navigation system 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 | 16-059A | 39171-T2F-A71 |

Skill Level:  Repair Technician

## REQUIRED TOOLS

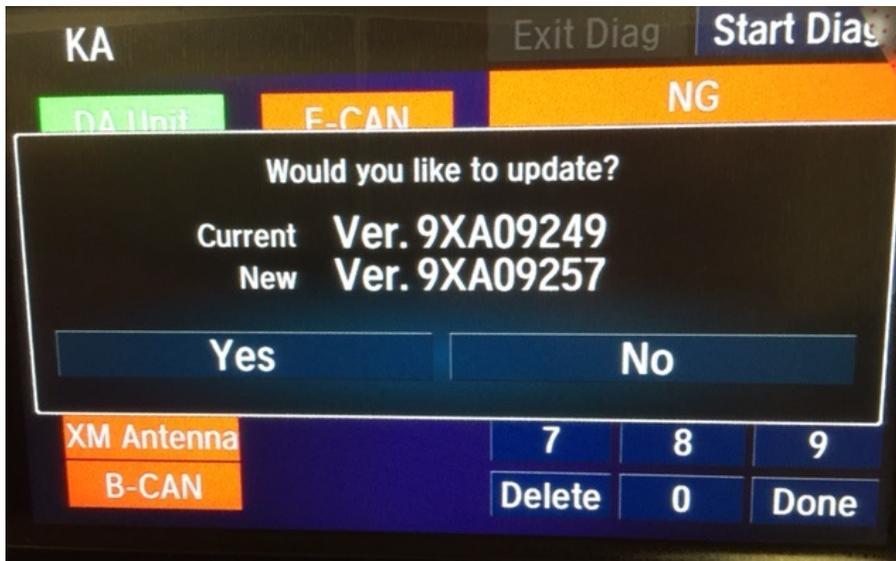| Tool Name | Part Number |
|---|---|
| Audio-Navigation System Update Device (blue USB Drive) | 07AAU-T2FA1A0 |



## REPAIR PROCEDURE

NOTE:

- Do not insert the USB update device into a computer. It may be corrupted and no longer function.
- If the vehicle arrives at the dealership with a blank screen, do a battery cable reset before doing the update.
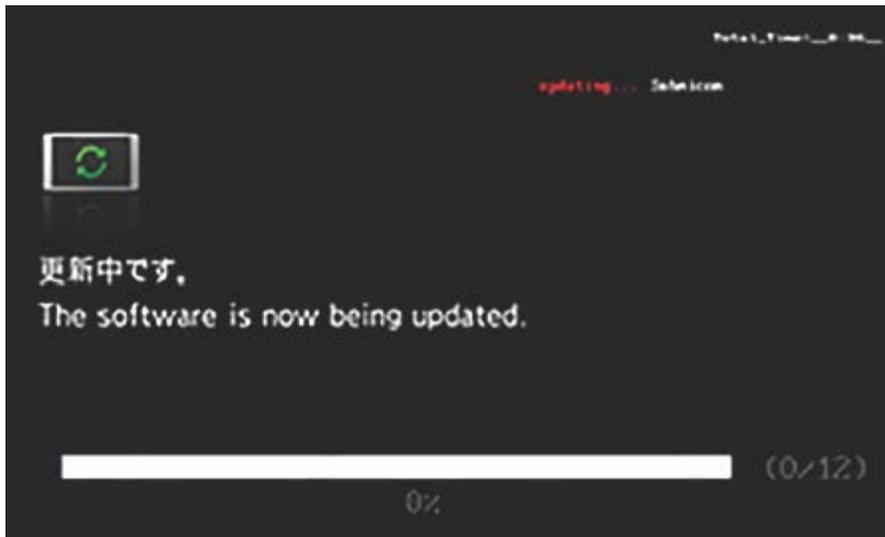
1. Prepare the vehicle for the update.

   - If the engine will be running, park the vehicle outside in a well ventilated area or attach an appropriate exhaust vent. Go to step 2.
   - If the engine will not be running, connect an active charger to the battery. Go to step 3.

2. Start the engine, and leave it running throughout the entire software update process. Go to step 4.

3. Push the Engine Start button twice to turn the Ignition to ON (not Accessory mode).

4. Plug the USB update device into the USB port in the center console.
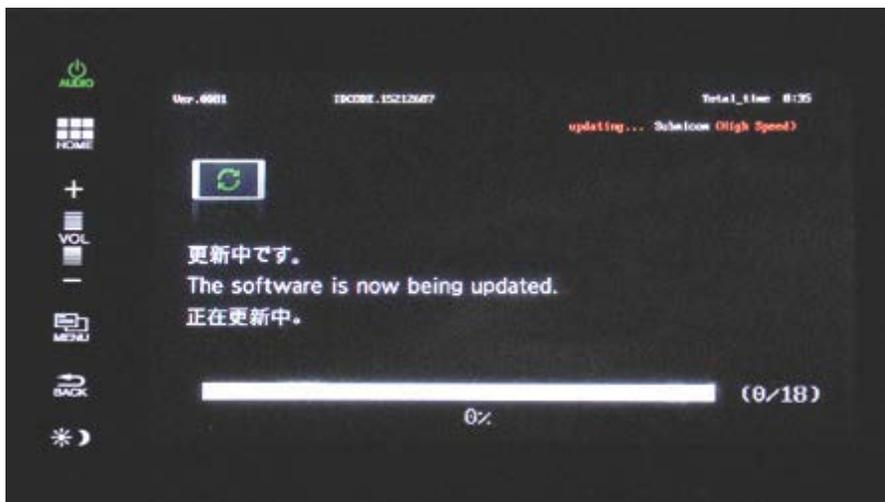
5. When the **Would you like to update?** message appears, select **YES**.



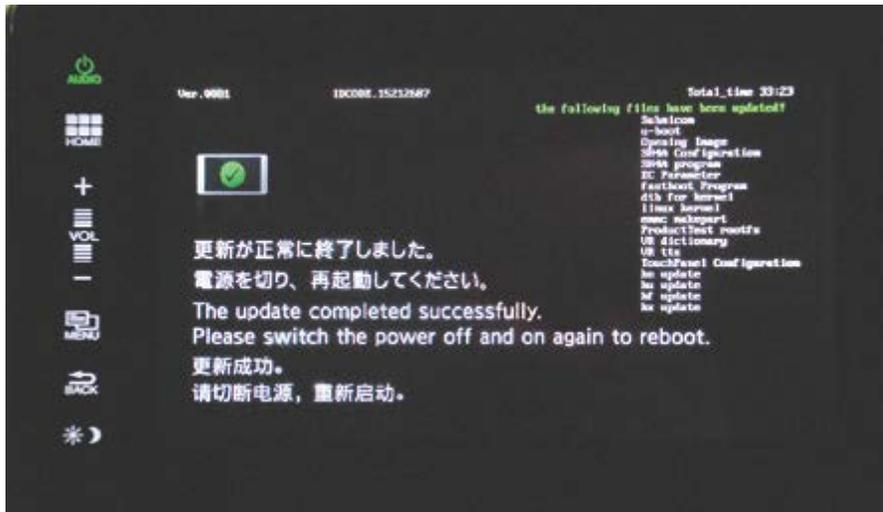After 1 to 2 minutes, this screen will appear.



The progress bar will show 0% for about 20 to 25 minutes without updating, however, the update is still working. Once you start the update, you do not have to stay with the vehicle.

6. When the **The update completed successfully** message appears, turn the ignition to OFF and remove the USB update device.

   NOTE: You may hear a pop when the USB update device is removed.



7. Start the engine. Wait for the system to boot up and then restart by itself.

   NOTE: If the engine is not running, you cannot pass the anti-theft screen.

8. After the engine start and the system has rebooted on its own, the **Anti Theft System** screen will appear. Press and hold the **AUDIO** button for more than 5 seconds. The update is now complete.
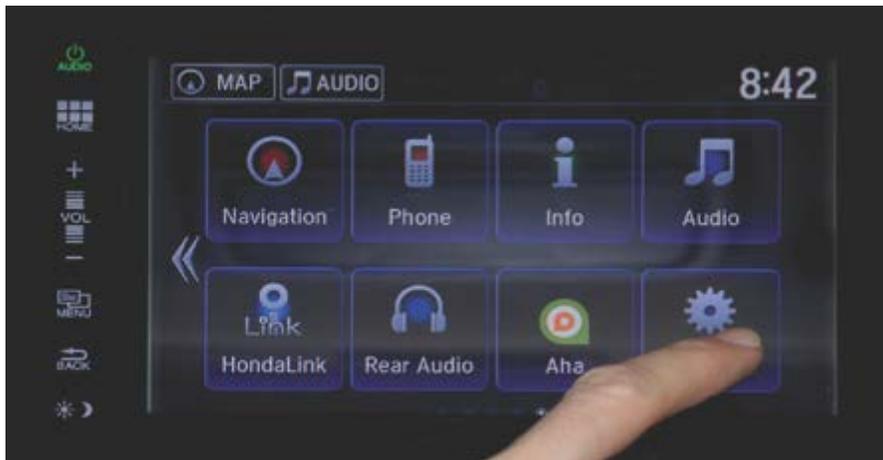


   NOTE:

   • Ask the service advisor to assist the customer in pairing the phone. 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**

1. Select **HOME**.



2. Select **Settings**.



3. Select **System**.

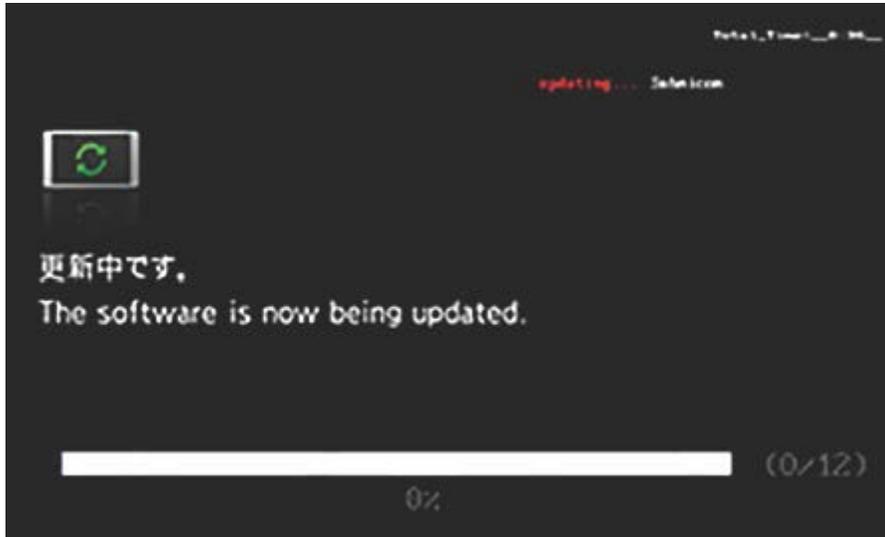4. Scroll down and select **Factory Data Reset**.



5. When the pop-up screen appears select **Yes**. The system will reboot and return to normal. The phone can now be paired using the Phone Setup in the owner's manual.
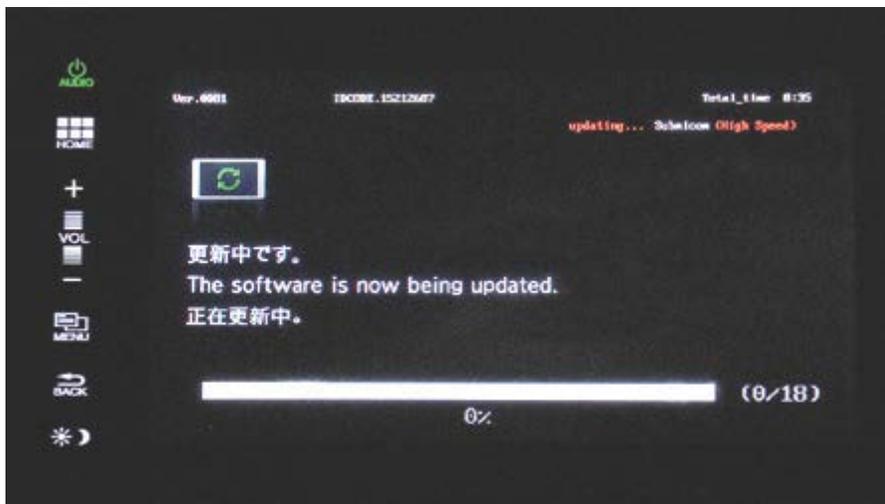


## UPDATE INTERRUPTED

1. Turn the ignition to OFF.
2. Remove the USB update device.
3. Disconnect the negative battery cable for 2 minutes.
4. Connect the negative battery cable.
5. Push the Engine Start button twice to turn the ignition to ON (not Accessory mode).

6. Insert the USB update device into the USB port. The display screen may continue to be blank for up to 10 minutes. The display will show the update screen start again at 0%.
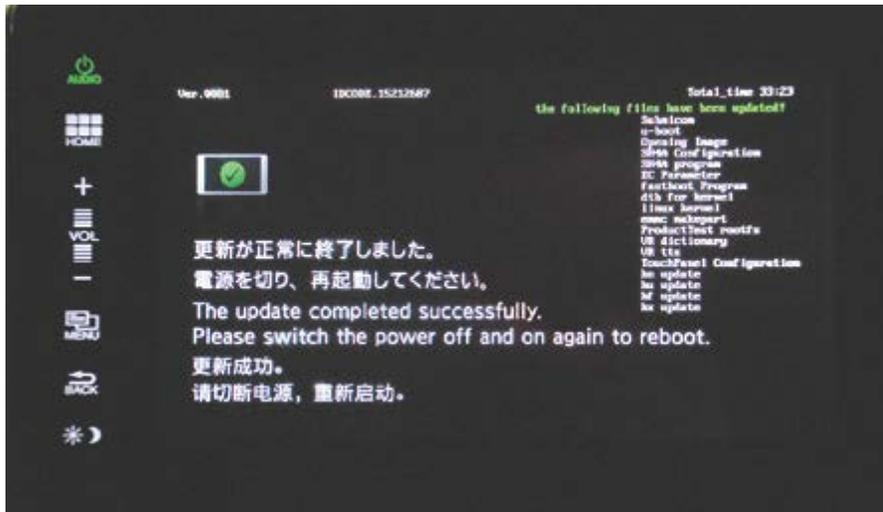


The progress bar will show 0% for about 20 to 25 minutes without updating; however, the update is still working. Once you start the update, you do not have to stay with the vehicle.

7.  When the **The update completed successfully** message appears, turn the ignition to OFF and remove the USB update device.

    NOTE: You may hear a pop when the USB update device is removed.



9.  Start the engine. When the **Anti Theft System** screen appears, press and hold the **AUDIO** button for more than 5 seconds. The update is complete.



END