

June 20, 2017

06916 Version 2

Audio Unit Software Update

Supersedes 17-048, dated June 14, 2017, to revise the information highlighted in **yellow**

AFFECTED VEHICLES

NOTE: 5-door Civics (Hatchback) are not affected.

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

REVISION SUMMARY

Under **REQUIRED TOOLS**, the part number was changed.

SYMPTOM

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

- *Bluetooth*® Audio skips.
- There is no sound from Apple CarPlay™ after connecting *Bluetooth*®, then USB.
- Cannot turn on *Bluetooth*®.
- *Bluetooth*® turns off or disconnects by itself.
- Starting vehicle causes *Bluetooth*® to disconnect.
- *Bluetooth*® Audio sound will skip when receiving phone calls.
- There are pairing problems with *Bluetooth*® HandsFreeLink®(HFL).
- Pandora® does not play after HFL call ends.
- GPS error code 1302 sets.
- GPS initialization screen appears.
- GPS shows inaccurate vehicle location.
- Android Auto™ will not play.
- Voice commands do not work.
- Error message **SXM check tuner** appears.
- System does not recognize “SXM” in voice commands.
- Rear camera is stuck on in Park.
- Rear camera image does not display when transmission is shifted to Reverse.
- LaneWatch® image will not display.
- Audio power button does not work.
- Home screen does not display app icons.
- Screen locks and/or check tuner message appears.
- Clock does not match between audio display and dashboard meter.
- Incoming call screen stays on after ending the call.
- HFL voice repeats the ALPHABET.

CORRECTIVE ACTION

Update 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	17-048A	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 (purple USB update tool)	07AAU-TBAA1A0



REPAIR PROCEDURE

NOTE:

- Do not turn the ignition/engine off until the update is complete.
 - Do not remove the USB during the update.
 - Do not insert the USB update device into a computer. It may be corrupted and no longer function.
 - Advise the customer that all user memory, including audio presets and *Bluetooth*® pairing profiles, will be erased as part of the update.
1. Write down the customer's audio presets so they can be re-entered after the update is completed.
 2. 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 3.
 - If the engine will not be running, connect an active charger to the battery. Go to step 4.
 3. Start the engine, and leave it running throughout the entire software update process. Go to step 5.
 4. Push the Engine Start button twice to turn the Ignition to ON (not Accessory mode).
 5. Let the audio system boot up to the home screen.



6. Plug the purple USB update device into the USB port below and behind the audio unit near the driver's knee area.

NOTE: The previous orange USB tool (p/n 07AAZ-TBAA100) is to be destroyed and replaced by the new purple tool.



7. Depending on the current audio software after 50 seconds, you will either see a blank display and the system will reboot or you will see the following update message, Select **Yes**.



8. After the system reboots, the software update should start. It takes up to 20 minutes to complete the update. Once you start the update, you do not have to stay with the vehicle.



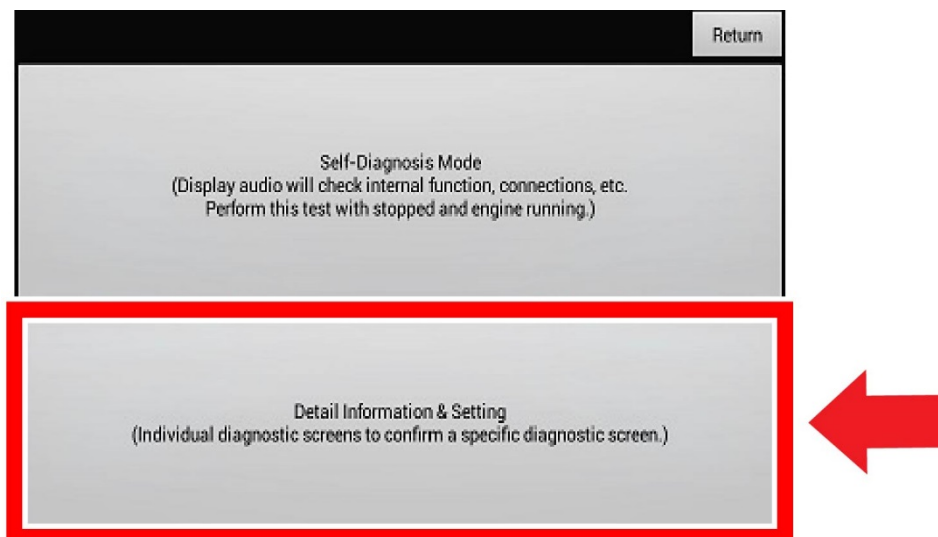
NOTE: After the update has completed, the system will reboot automatically. If the Lost Power message appears, press and hold the power button for 2 seconds to enable the system. The GPS screen may appear and will disappear once the GPS is received.



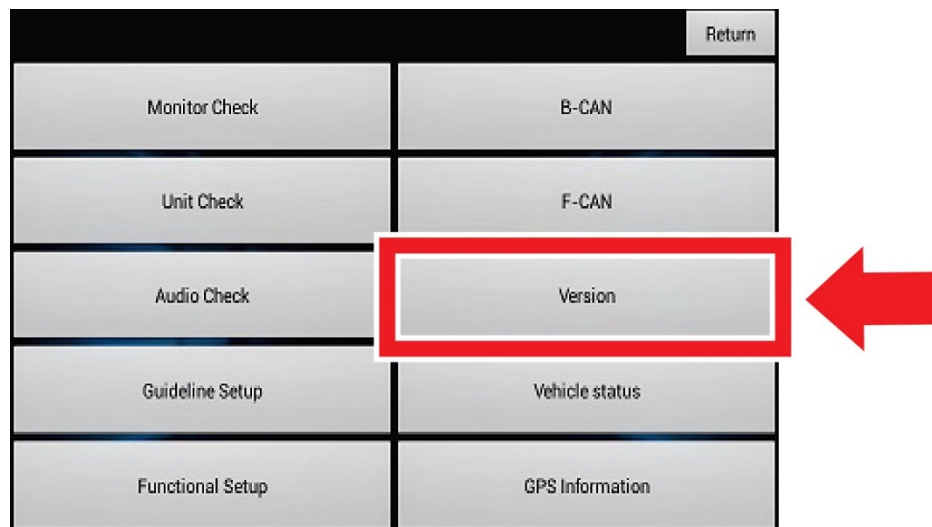
9. Press and hold the **Day/Night**, **Audio Power**, and **MENU** buttons at the same time.



10. Select **Detail Information & Setting**.

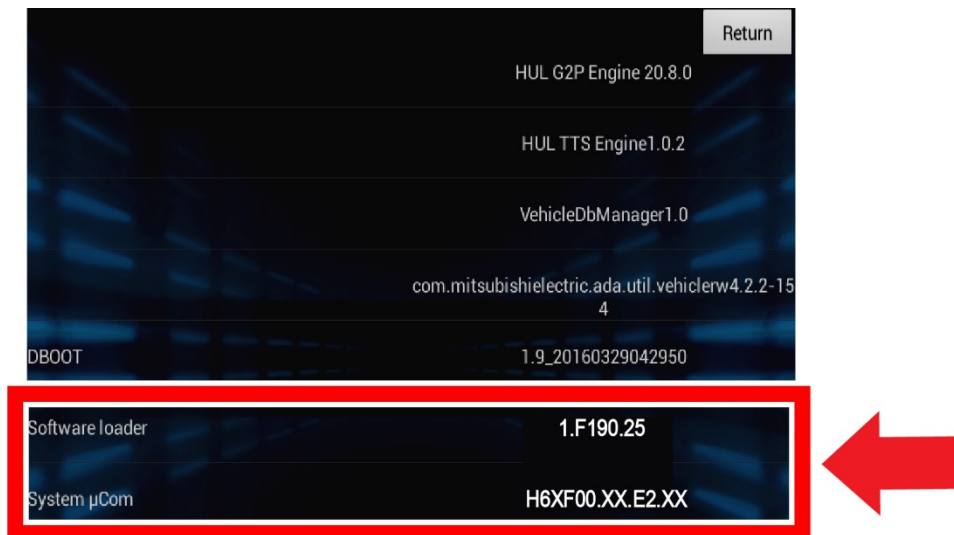


11. Select **Version**.

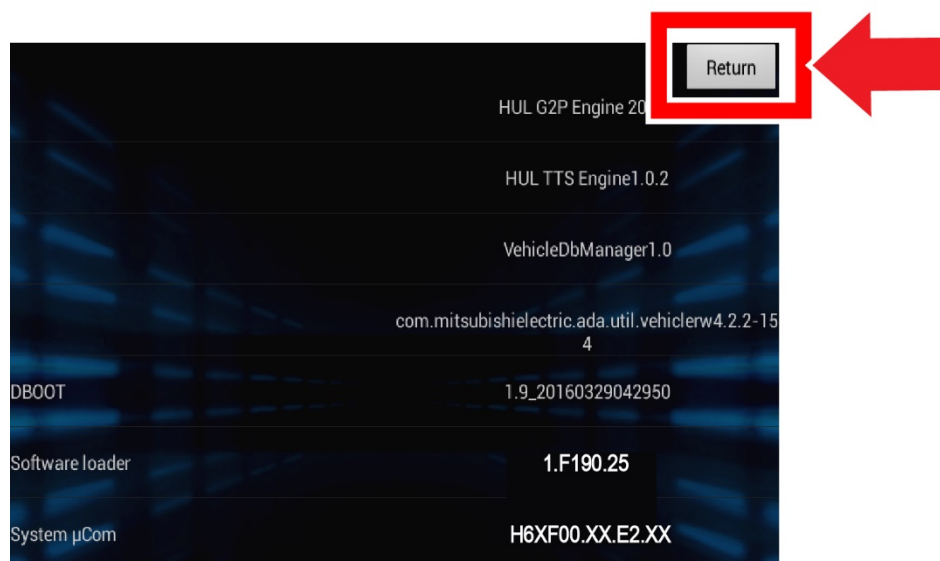


12. Scroll all the way to the bottom to: **Software loader** and **System μ Com** and check the versions. The software should be updated to the following versions:

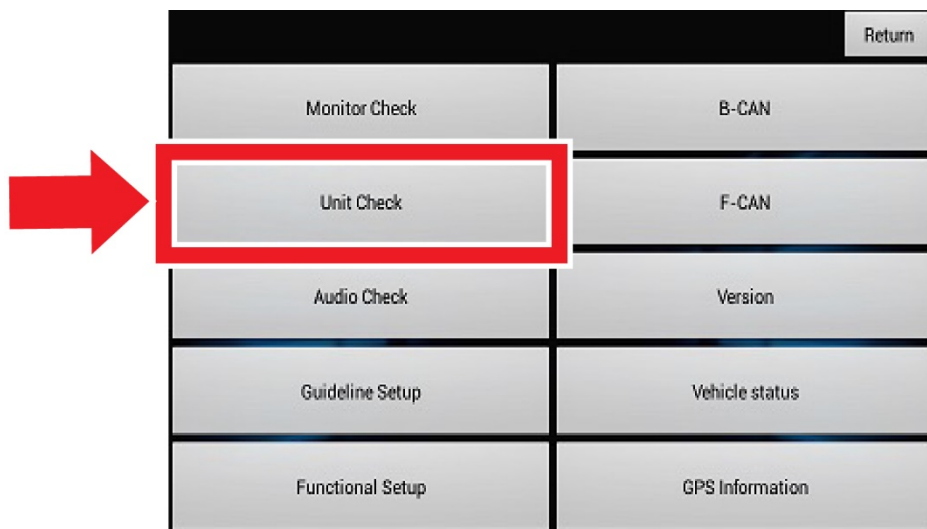
- **Software loader** : 1.F190.25
- **System μ Com** : H6XF00.XX.E2.XX (the X values are different depending on model)



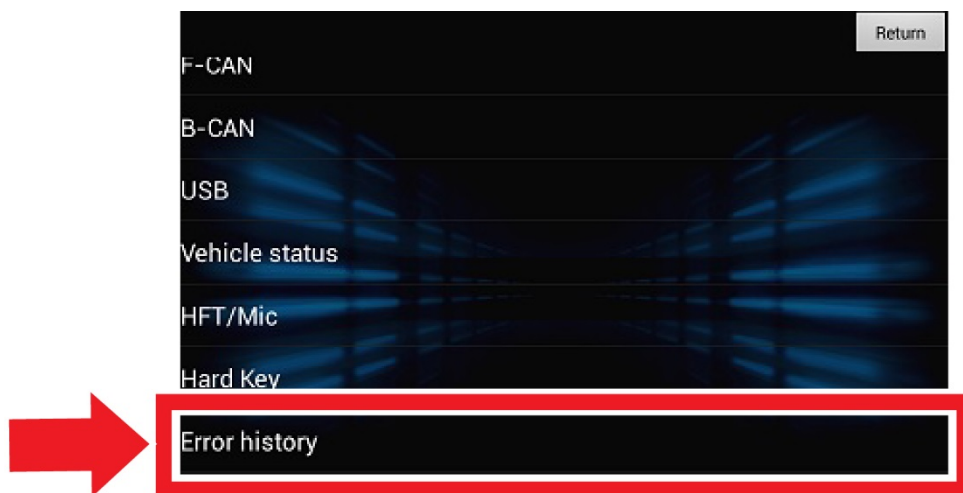
13. After verifying the software has been updated, select **Return** to return to the **Detail Information** and **Setting** screen.



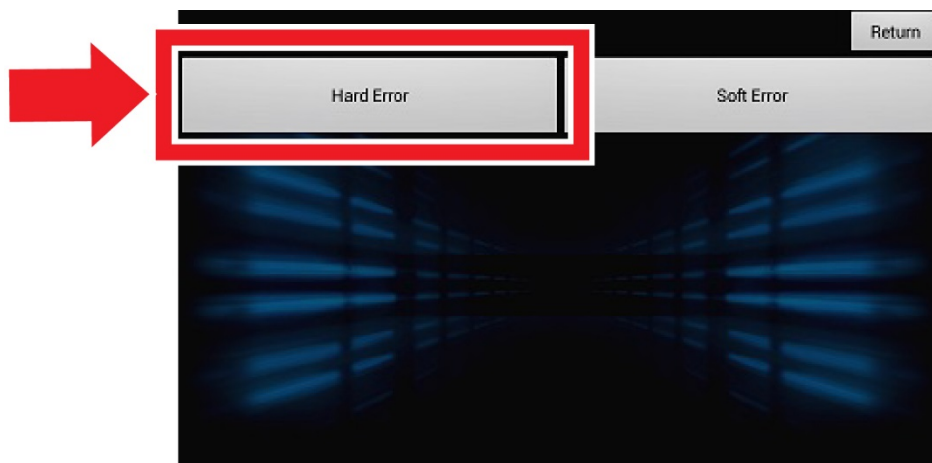
14. Select Unit Check.



15. Select **Error History**.



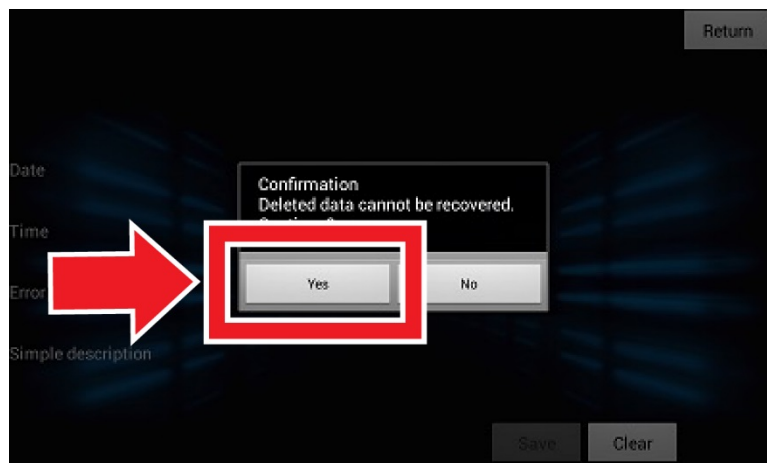
16. Select **Hard Error**.



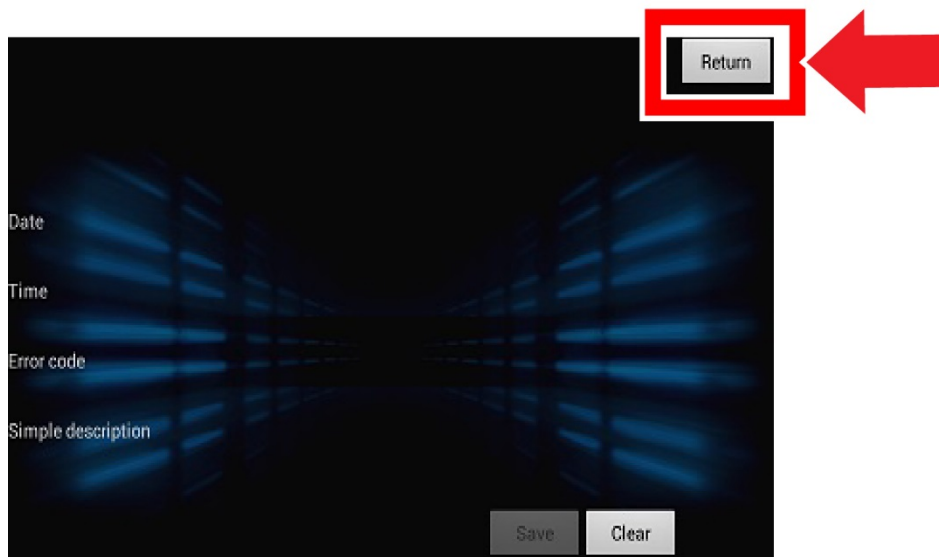
17. Select **Clear**.



18. Select **Yes**.



19. Select **Return** 5 times to go back to the home screen.



20. Remove the USB device.

21. The vehicle is now updated.

END