

June 20, 2017

06917 Version 2

Audio Unit Display Beeps or Changes Screens by Itself

Supersedes 17-049, 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

NOTE: You must do Service Bulletin 17-048, *Audio Unit Software Update*, before doing Service Bulletin 17-049, *Audio Unit Display Beeps or Changes Screens by Itself*.

There is a sensitive area on the touch screen display that may lead to random beeping and irregular operation of the touch screen display.

CORRECTIVE ACTION

NOTE: You must do Service Bulletin 17-048, *Audio Unit Software Update*, before doing Service Bulletin 17-049, *Audio Unit Display Beeps or Changes Screens by Itself*.

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
053011	Update the audio unit software.	0.3 hr	03214	03217	17-049A	39710-TBA-305

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

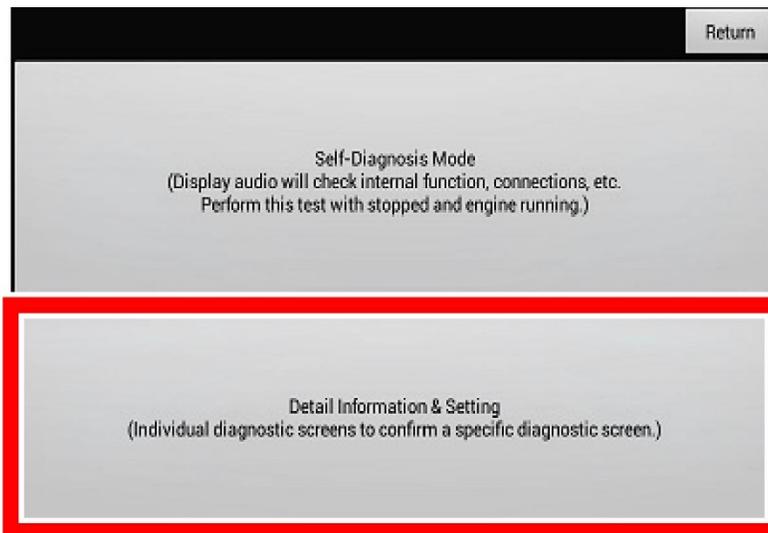
NOTE:

- **NOTE: You must do Service Bulletin 17-048, Audio Unit Software Update, before doing Service Bulletin 17-049, Audio Unit Display Beeps or Changes Screens by Itself.**
- Do not insert the USB update device into a computer. It may be corrupted and no longer function.

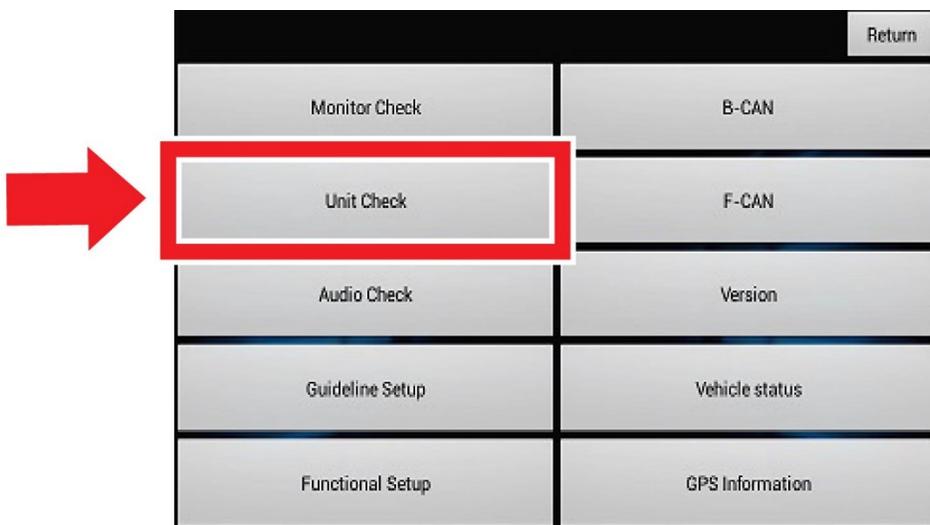
1. Prepare the vehicle for the update.
 - If the engine will be running, park the vehicle outside in a well ventilated area or attach an appropriate exhaust vent. Go to step 2.
 - If the engine will not be running, connect an active charger to the battery. Go to step 3.
2. Start the engine and leave it running throughout the entire software update process. Go to step 4.
3. Push the Engine Start button twice to turn the power mode to ON (not Accessory mode).
4. Press and hold the **Day/Night**, **Audio Power**, and **MENU** buttons at the same time.



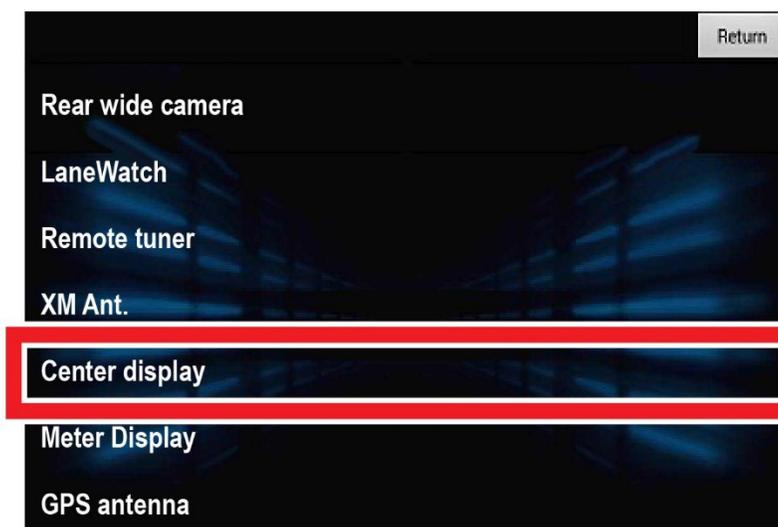
5. Select **Detail Information & Setting**.



Select **Unit Check**.

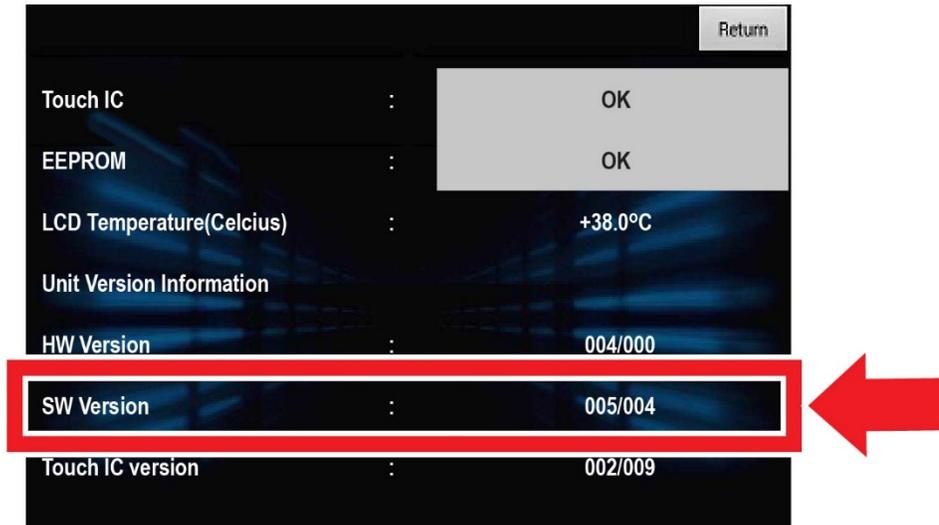


6. Scroll down and then select: **Center display**.

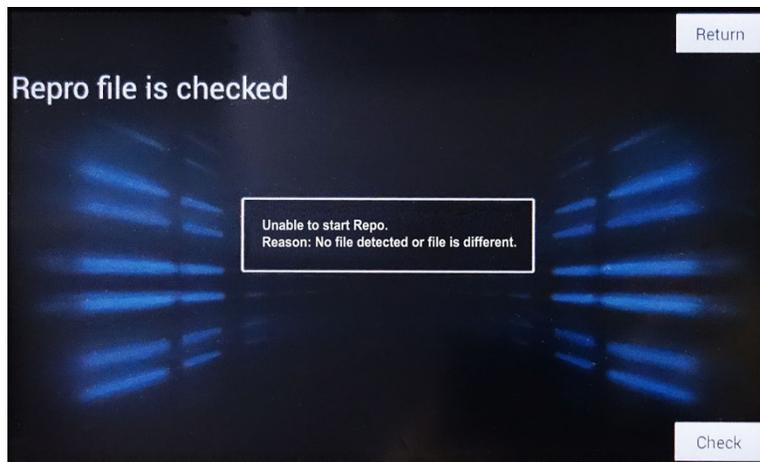


7. Scroll down to **SW Version**, and check what software version is indicated.

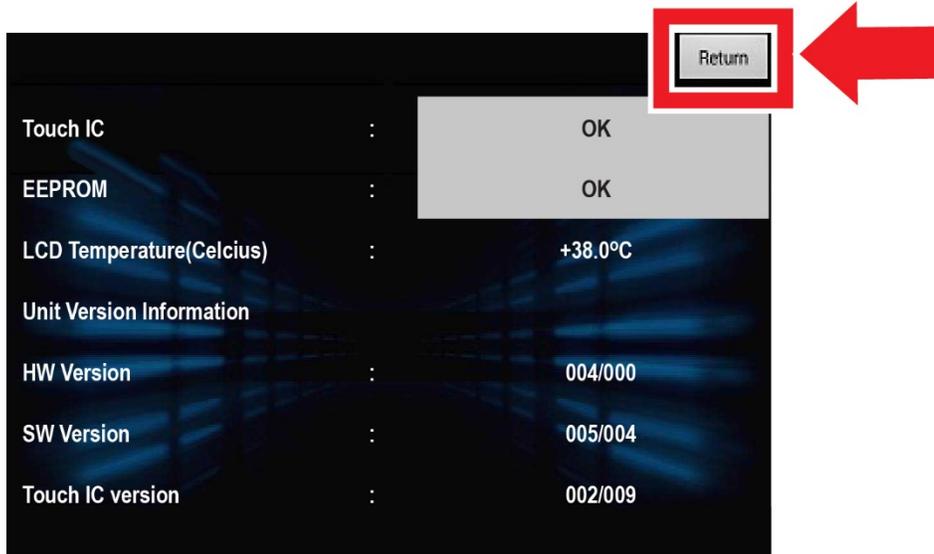
- If **005/004** is indicated, the software is already the latest version. This bulletin does not apply. Continue with normal troubleshooting.
- If the software version indicated is not **005/004**, continue with the update. Go to step 10.



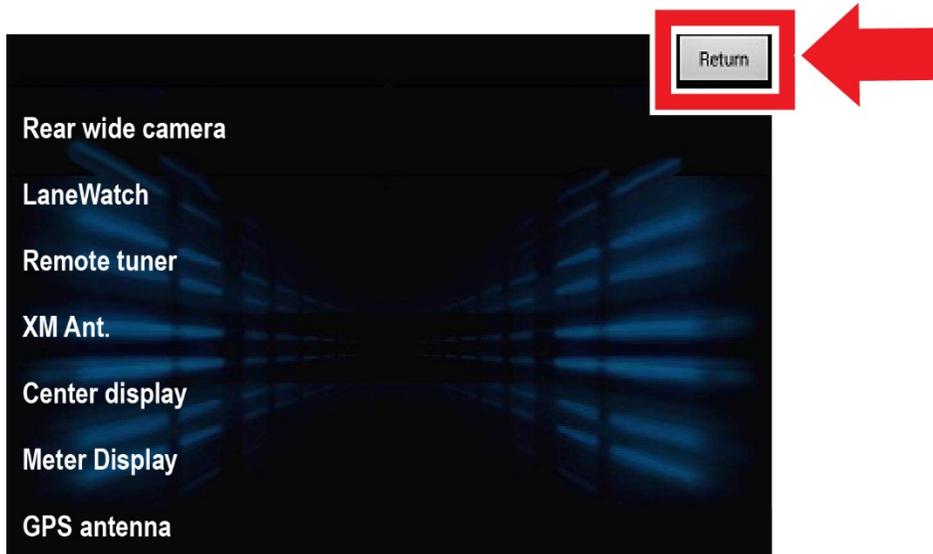
NOTE: If the “**Unable to start Repo. Reason: No files detected or file is different**” message appears, the display is already updated to the latest software version. This bulletin does not apply.



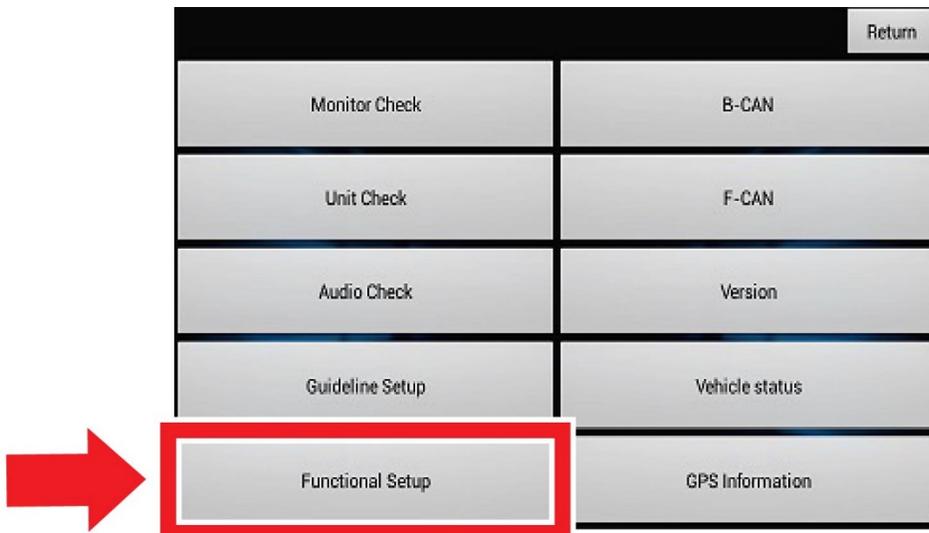
8. Select **Return** to return to the **Unit Check** menu screen.



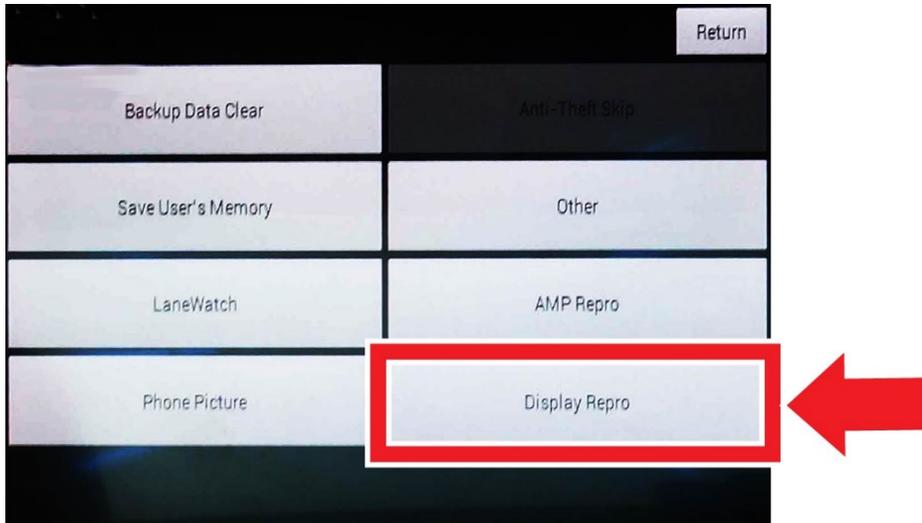
9. Select **Return** to return to the **Detail & Information Setting** menu screen.



10. Select **Functional Setup**.



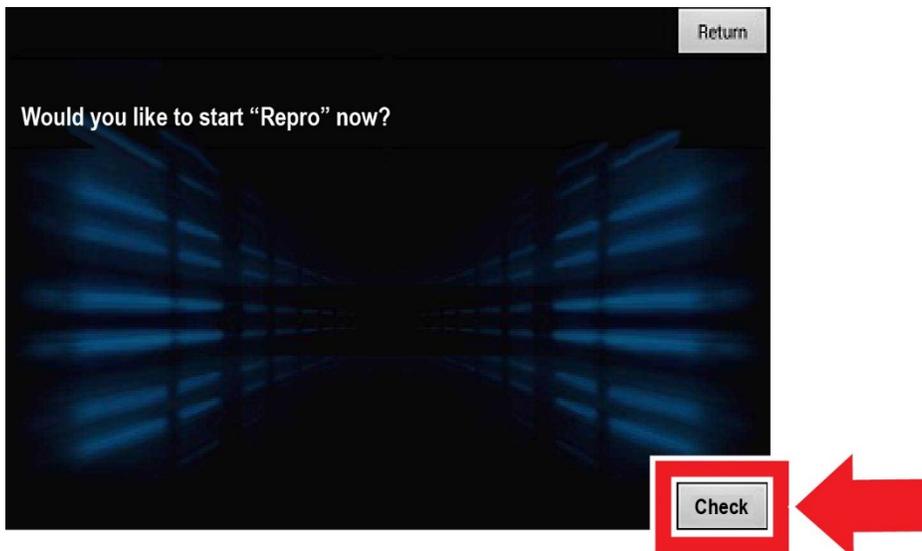
11. Select **Display Repro**.



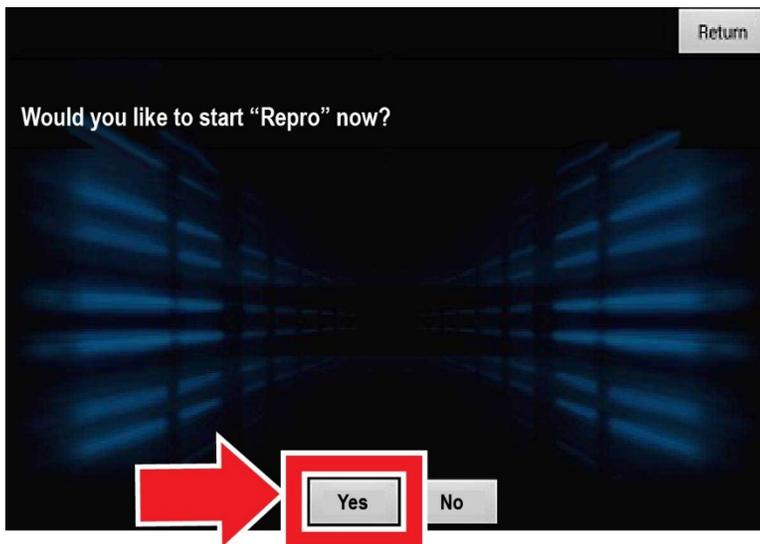
12. Plug the purple USB update device into the USB port below and behind the audio unit near the driver's knee area.



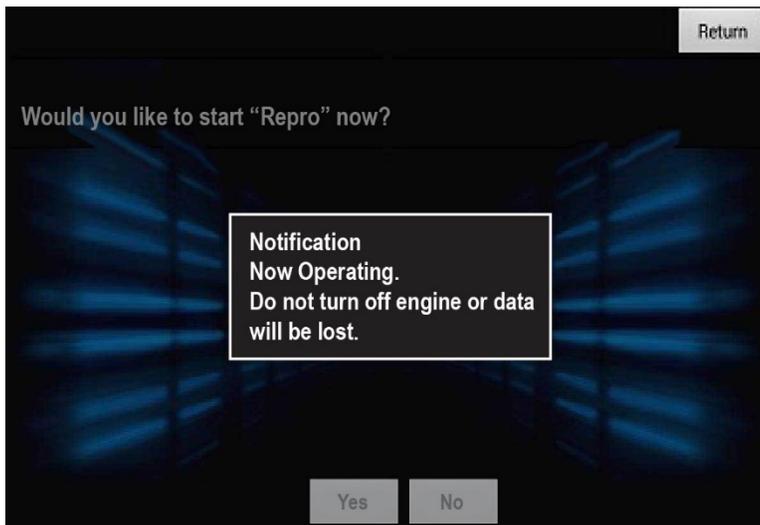
13. When the “Would you like to start “Repro” now?” message appears, select **Check**.



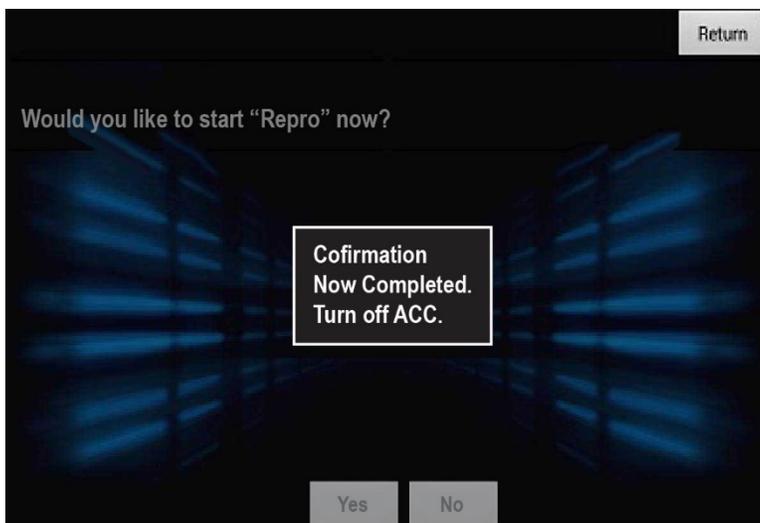
14. After checking the “Would you like to start “Repro” now?” message, select **Yes**.



The software update should start. It takes up to 3 minutes to complete the update. Once you start the update, you do not have to stay with the vehicle.



15. If the update operation completes normally, it will automatically reboot the display. If the “**Confirmation Now completed. Turn off ACC**” message appears, reboot the head unit by turning the power mode to OFF for 2 minutes. Then, restart the engine or turn the ignition to ON.



After the system reboots, click **OK** or wait for the safety notice to disappear.

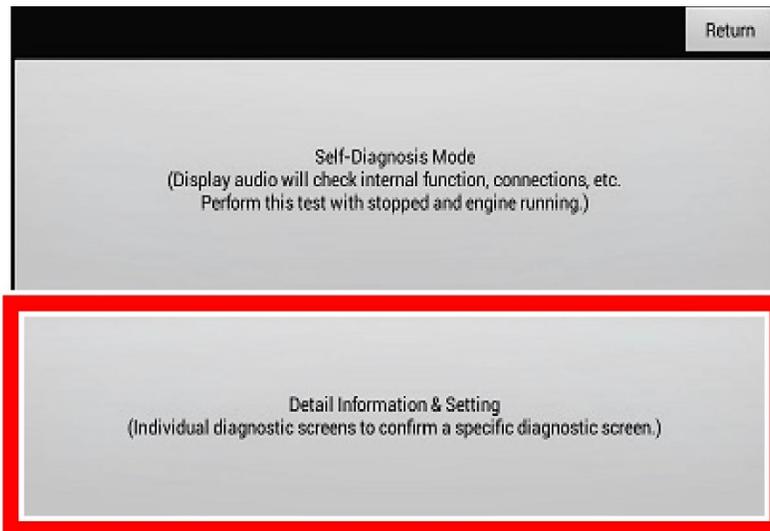


16. Remove the USB update tool.

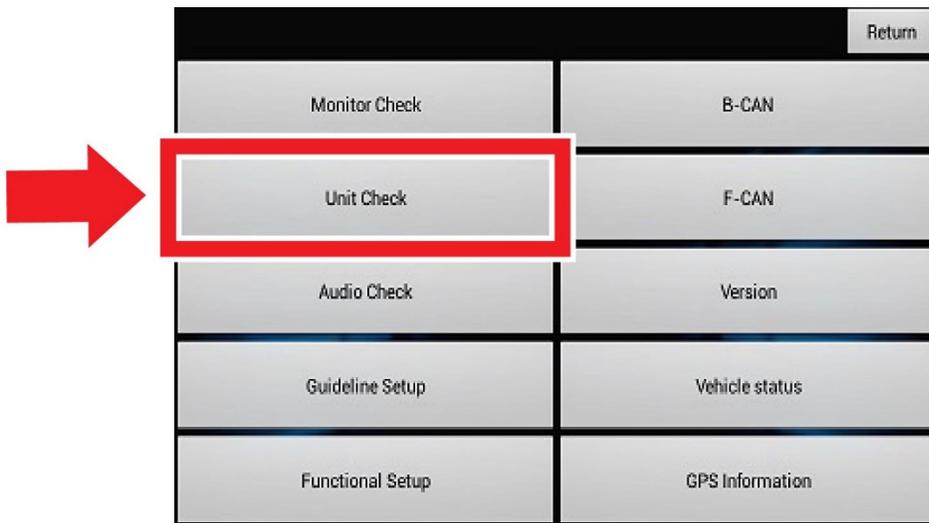
17. Press and hold the **Day/Night**, **Audio Power**, and **MENU** buttons at the same time.



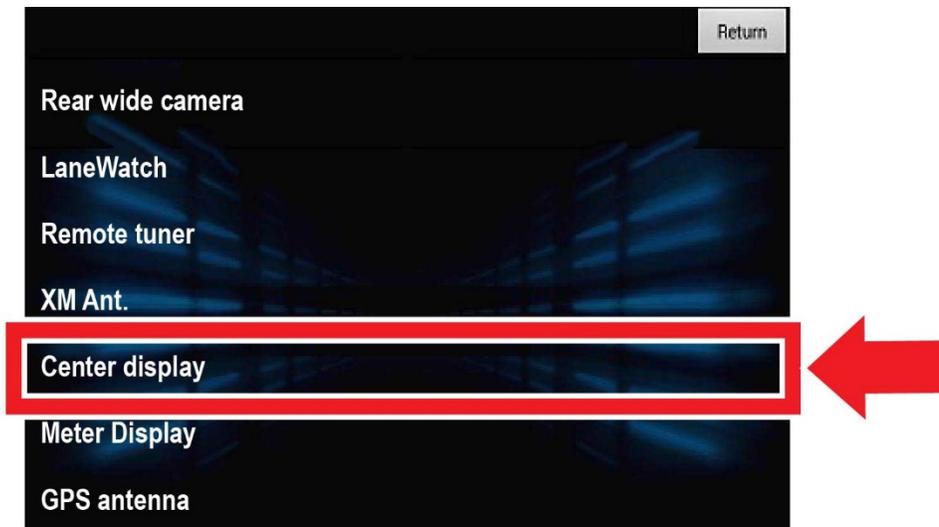
18. Select **Detail Information & Setting**.



19. Select **Unit Check**.

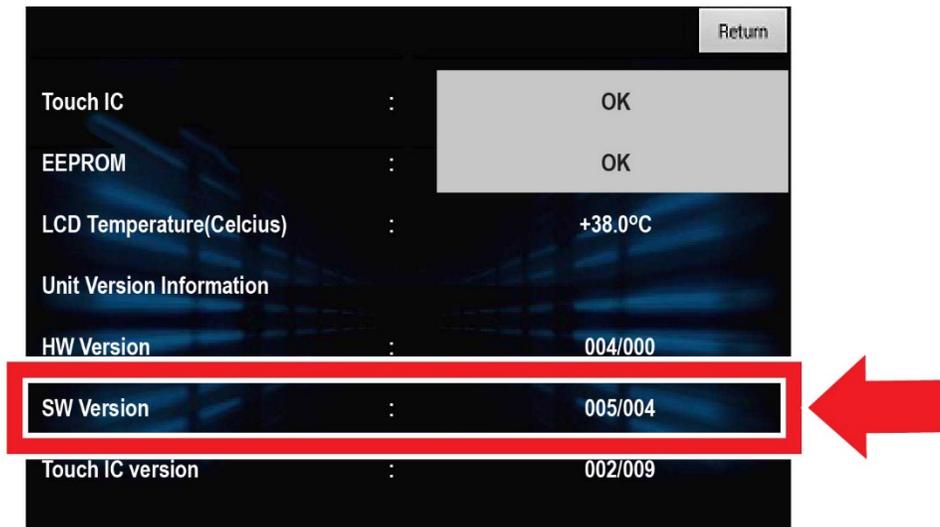


20. Scroll down and then select: **Center display**.



21. Scroll down to **SW Version**, and check that the new version **005/004** is indicated.

- If the new version is indicated, the process is complete.
- If the new software version is not indicated, you must reload the software again.



END