

March 14, 2017

05323 Version 1

## Audio-Navigation Unit Software Update/Correct Phonebook Importing Errors

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2017	Civic KA/KL	2-Door	ALL
2017	Civic KA	4-Door EX 1.5L	19XFC1...HE000058 thru 19XFC1...HE003433
2017	Civic KL	4-Door EX 1.5L	19XFC1...HE200002 thru 19XFC1...HE202856
2017	Civic KA/KL	4-Door EX 1.5L	2HGFC1...HH630001 thru 2HGFC1...HH633280
2017	Civic KA	4-Door EX 2.0L	19XFC2...HE001301 thru 19XFC2...HE005350
2017	Civic KL	4-Door EX 2.0L	19XFC2...HE200719 thru 19XFC2...HE204589
2017	Civic KA/KL	4-Door EX 2.0L	2HGFC2...HH500121 thru 2HGFC2...HH503765
2017	Civic KA	4-Door Touring 1.5L	19XFC1...HE000001 thru 19XFC1...HE003615
2017	Civic KL	4-Door Touring 1.5L	19XFC1...HE200456 thru 19XFC1...HE203163
2017	Civic KA/KL	4-Door Touring 1.5L	2HGFC1...HH630031 thru 2HGFC1...HH633661

### SYMPTOM

There is a problem with the audio unit software, which may cause the phonebook to not automatically import.

### 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	16-100A	39101-TBA-A31

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 (Green USB Drive)	07AAU-TBAA2A0



## REPAIR PROCEDURE

### NOTE:

- **Do not insert USB into a computer. The drive may be corrupted and will 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 for the Ignition ON mode (not Accessory mode).
  5. Plug the green USB update tool into the USB port below and behind the audio unit near the driver's knee area.



6. If a pop up window does not appear go to step 7. If a popup window does appear, select **Yes**, then go to step 9.



7. From the **HOME** screen, press and hold the **Audio Power** button for a few seconds.



8. Press **YES** to reboot the unit.



9. 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, make sure you do not turn the engine or ignition off until the unit stays on the **HOME** screen for more than 2 minutes without any screen changes to make sure all of the update has finished completely.



10. Remove the USB device. The system will reboot automatically.



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

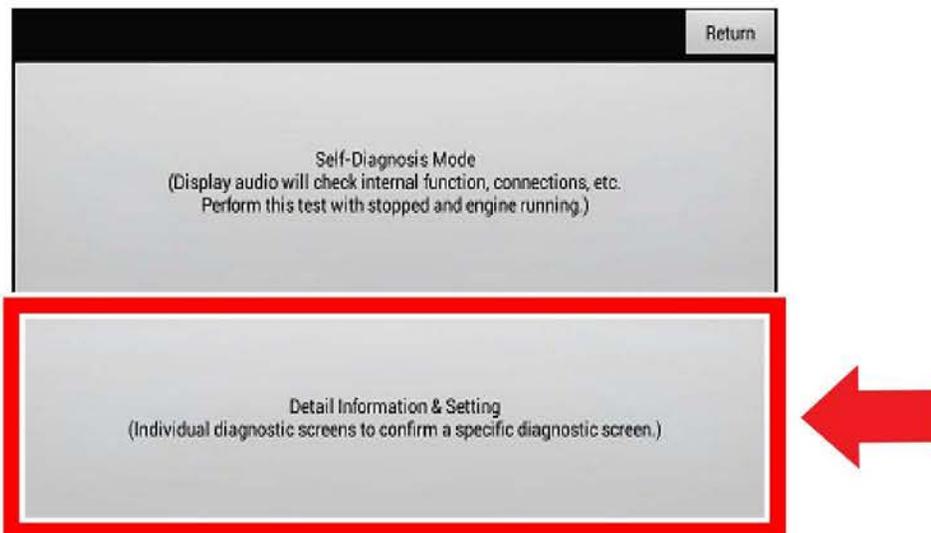
NOTE: The system may ask to acquire GPS signal. If so, take the vehicle to a place to acquire signal.



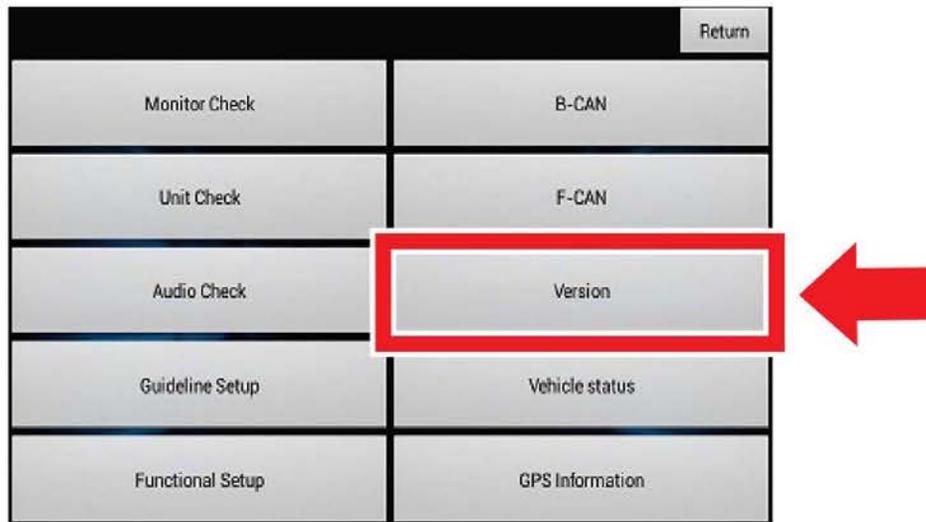
The system lost power and is acquiring its location from the GPS satellites. This usually takes less than 10 minutes.

- \* 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.

12. Select **Detail Information & Setting**.



13. Select **Version**.

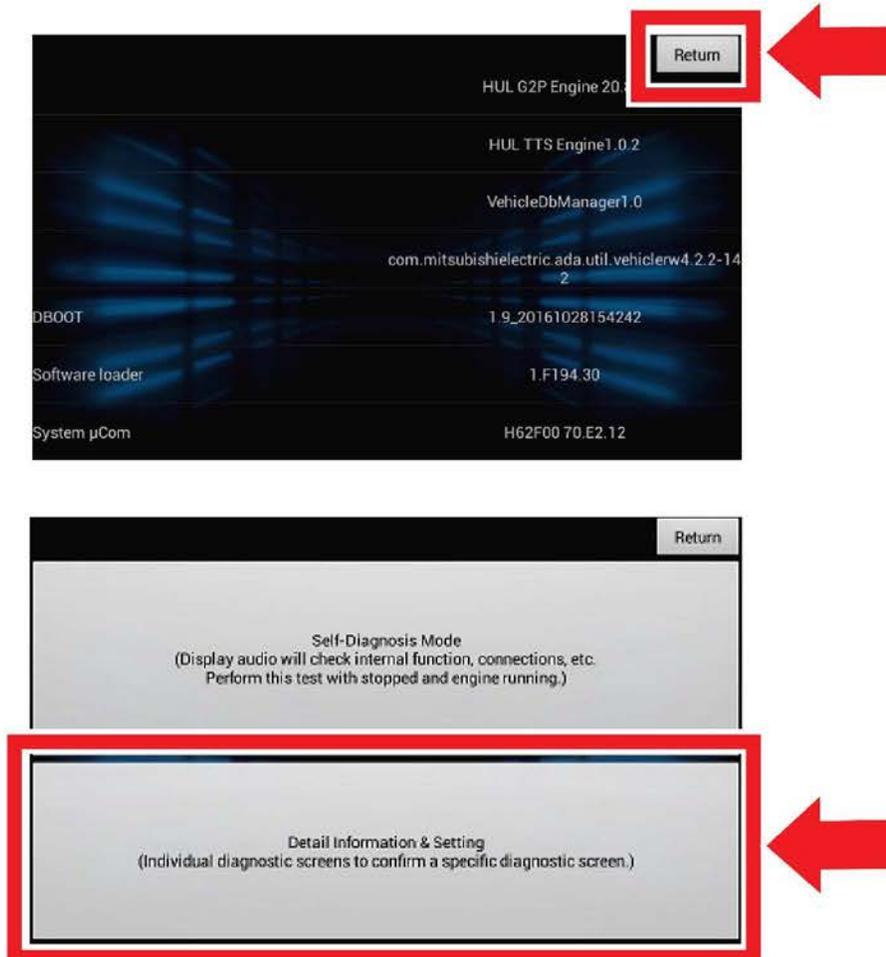


14. Scroll all the way to the bottom to: **Software loader** and **System μCom** and check the versions. The software should be updated to the following versions:

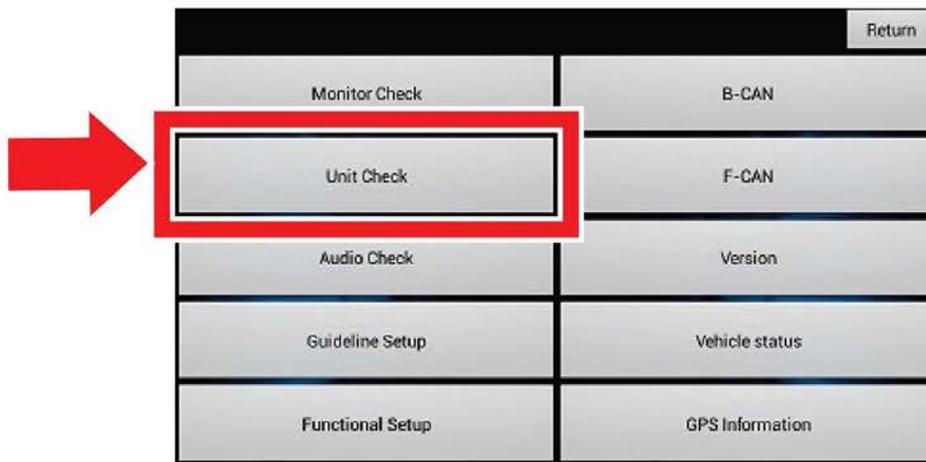
- **Software loader** : 1.F194.30
- **System μCom** : H61F0070.E2.12 (with XM radio function)  
H62F0070.E2.12 (without XM radio function)



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



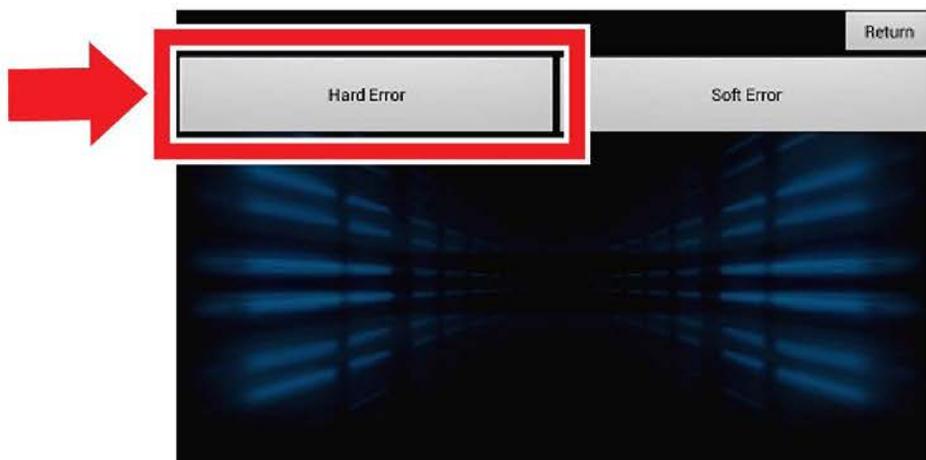
16. Select **Unit Check**.



17. Select **Error History**.



18. Select **Hard Error**.



19. Select **Clear**.



20. Select **Yes**.

NOTE: This will erase all user memory, including radio presets and *Bluetooth*<sup>®</sup> pairing profiles.



The unit will automatically reboot.



21. When the **Anti Theft System** screen appears, push and hold the **Audio Power** button for more than 2 seconds to enable the system.

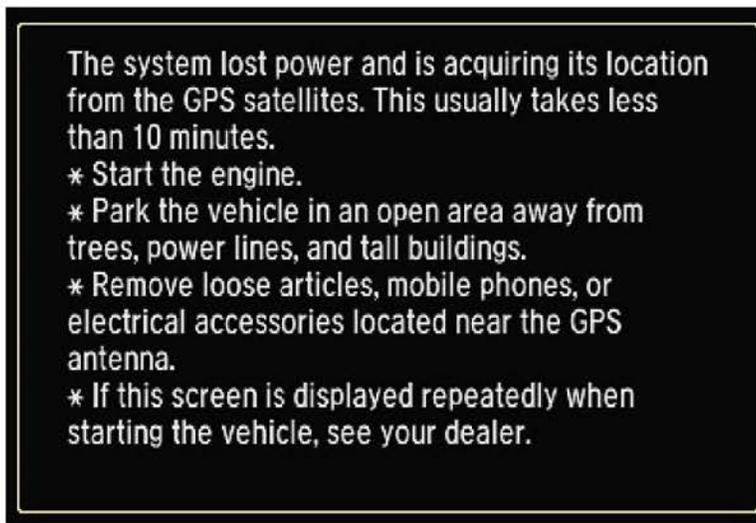
NOTE:

- If nothing is done for 30 seconds, the screen goes black. Push the **Day/Night** or **BACK** button to return to the screen.
- If the vehicle is not running or the ignition is not in IG 2 the audio unit will not pass the security screen.



22. When the GPS acquiring signal screen appears, make sure the vehicle is in a location with a clear view of the sky. It may take up to 10 minutes to acquire GPS reception.

NOTE: You do not need to stay with the vehicle during satellite acquisition.



Once a GPS signal is received, a notification screen will appear briefly.



Then, the **HOME** screen will appear.



23. The vehicle is now updated. Enter the customer's audio presets before returning the vehicle to the customer.

END