

**April 13, 2018**

Version 1

## Audio System Volume Will Not Change When Using the Remote Switch on the Steering Wheel

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2017	Clarity Fuel Cell	ALL	ALL

### SYMPTOM

The audio system volume will not change when using the remote switch on the steering wheel.

### POSSIBLE CAUSES

There is an internal software issue with the audio-navigation unit.

### CORRECTIVE ACTION

Update the audio-navigation unit software using the audio-navigation system USB update device.

### REQUIRED TOOLS

Tool Name	Part Number	Quantity
Audio-Navigation System USB Update Device	07AAU-TRTA1A0	1

### 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-navigation unit software.	0.3 hr	03124	03217	A18013A	39101-TRT-A51

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.

## REPAIR PROCEDURE

### NOTES

- Do not insert the **USB** update device into a computer. The drive may be corrupted and will no longer function.
  - Do not turn the ignition to **OFF** until the update is complete.
  - Do not remove the USB update device during the update.
1. Write down the customer's audio presets so they can be re-entered after the update is completed.
  2. Start the vehicle, and leave it running throughout the entire software update process.
  3. Let the audio system boot up to the **HOME** screen.



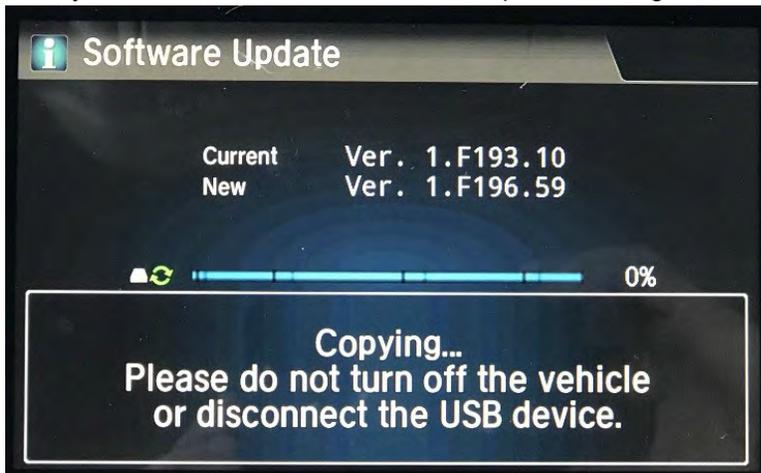
4. Plug the USB update device into the USB port in the center console.



A confirmation screen will appear after **20 seconds**.



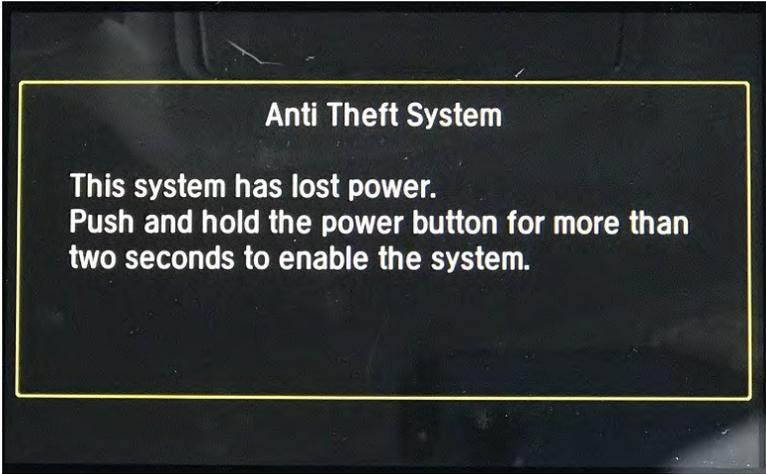
The system will reboot, and the software update will begin.



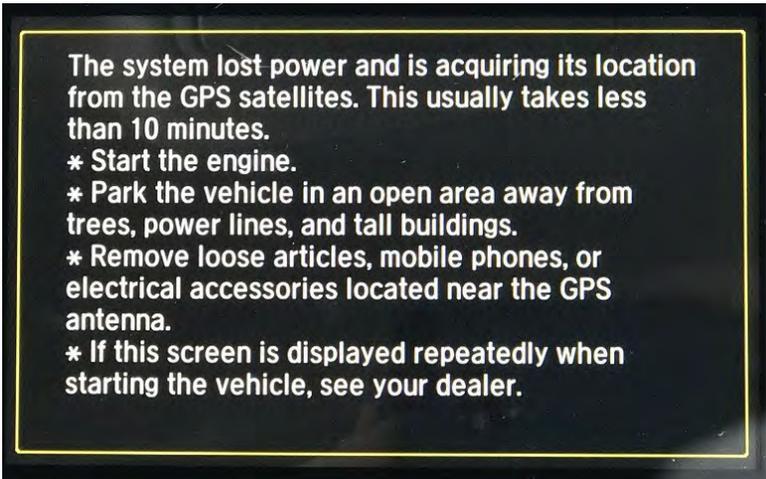
The system will reboot (may reboot several times).



5. When the **Anti Theft System** screen appears, press and hold the **AUDIO** icon to enable the system.



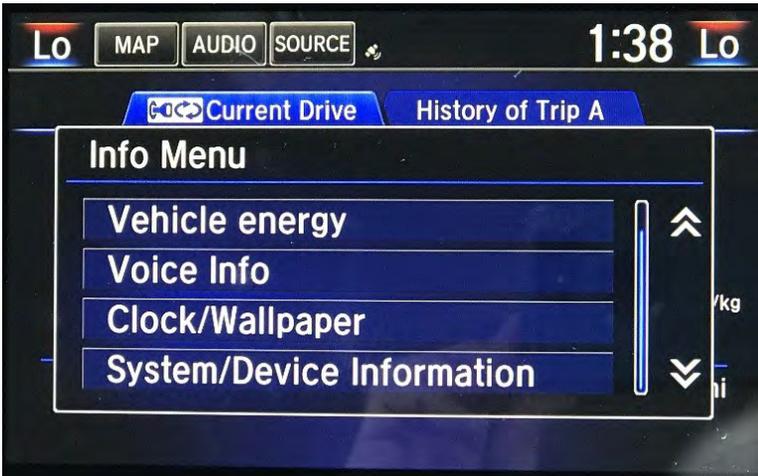
6. Allow the vehicle to acquire the GPS signal.



7. From the **HOME** screen select **Info**.



8. Scroll down, and select **System/Device Information**.



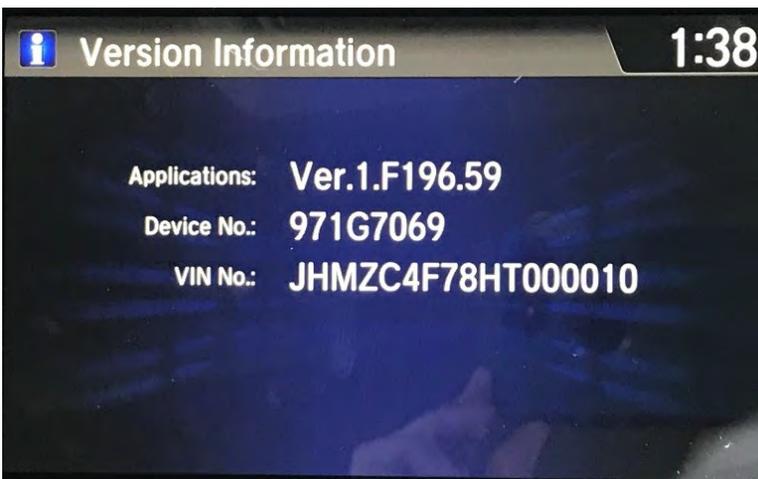
9. Select **System Info**.



10. Confirm the application is updated and shows **Ver.1.F196.59**.

**NOTE**

If the application did not update, go back to step 1 and retry.



11. The audio system is now updated. Remove the USB update device, enter the customer's audio presets before returning the vehicle to the customer.

END