

June 9, 2018

09423 Version 2

Audio Unit/Audio-Navigation Unit Update: XM Check Tuner Message, GPS Signal, Trip A History

Supersedes 18-001, dated February 15, 2018, to revise the information highlighted in **yellow**

AFFECTED VEHICLES

NOTE: 2-door and 4-door CIVICs are not affected.

Year	Model	Trim	VIN Range
2017	Civic (5 door)	EX, EX-L, Sport Touring, Type R	ALL
2018	Civic (5 door)	EX	SHHFK7...JU200101 thru SHHFK7...JU214742
2018	Civic (5 door)	EX-L Navi	SHHFK7...JU200526 thru SHHFK7...JU214658
2018	Civic (5 door)	Sport Touring	SHHFK7...JU200269 thru SHHFK7...JU214873
2018	Civic (5 door)	EX-A	SHHFK7...JU200837 thru SHHFK7...JU214013
2018	Civic (5 door)	EX-L Navi	SHHFK7...JU200268 thru SHHFK7...JU214370
2018	Civic (5 door)	EX	SHHFK7...JU400135 thru SHHFK7...JU410877
2018	Civic (5 door)	EX-L Navi	SHHFK7...JU400311 thru SHHFK7...JU410990
2018	Civic (5 door)	Sport Touring	SHHFK7...JU400276 thru SHHFK7...JU411037
2018	Civic (5 door)	EX-A	SHHFK7...JU400101 thru SHHFK7...JU410514
2018	Civic (5 door)	EX-L Navi	SHHFK7...JU400703 thru SHHFK7...JU410328
2018	Civic (5 door)	Type R	SHHFK8...JU200101 thru SHHFK8...JU201337

REVISION SUMMARY

Under **REQUIRED TOOLS**, the USB drive color was changed. Under **REPAIR PROCEDURE**, the image was changed.

SYMPTOM

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

- Audio unit does not connect to last known phone
- Home screen background color changes after factory reset
- Home screen defaults to standard setting after factory data reset
- **Unknown Host Exception** message appears
- Phone function screen crashes
- Private mode is shown on the meter when making phone calls
- **Check Tuner** message appears on Sirius XM screen
- Unable to switch music source
- *Bluetooth*® Audio still playing when receiving calls
- Navigation guidance does not stop when voice recognition activated
- Apple CarPlay™ disconnects by itself
- Apple CarPlay does not start
- Music does not resume after phone call in Apple CarPlay
- *Bluetooth* Audio does not resume after hands-free call has ended
- USB devices not recognized
- Voice recognition does not start
- Unable to cancel TA announcements using SW back button
- Navigation Satellite icon flashing although satellites information is being received
- SIRI icon on display does not disappear
- AM radio stations have a lot of static and much louder at volume level 5

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.

- Electronic parking brake command in Spanish is incorrect
- LaneWatch® camera image flickers
- Navigation longitude and latitude speech message is too quick
- Vehicle position does not show on map
- GPS signal not received
- Apple CarPlay screen is black
- Apple CarPlay displays **No Device Connected** message
- Unable to use steering switch fast forward function
- Clock on full screen showing **0:00**
- Screen does not react to climate button being pressed
- Screen freezes when changing from *Bluetooth*® to Apple CarPlay screen
- **No Bluetooth connected** message appears although phone is still connecting
- Call history not shown
- Unable to switch to LaneWatch camera
- *Bluetooth* Audio sound skips
- Audio unit on but meter display says off
- Trip history does not show MPG information
- ADA unit thinks vehicle is moving when it is stationary
- Blue patches appear on display
- AHA app starts by itself
- ADA shows Apple CarPlay screen after text message received
- Phone menu screen layout is different
- Phone book entries will not display in meter screen
- Volume output does not match volume indicator on the display
- When switching between BTA and Apple CarPlay, Apple CarPlay display goes black
- Compass stays on N on meter display
- Service item B not displayed on maintenance info screen
- Clock is off by 1 hour
- USB displays **Loading** message
- Unable to answer receiving call
- AM radio stations have a lot of static.
- *Bluetooth* HandsFreeLink® noise when adjusting volume
- Display not dimming
- Display goes black while receiving a call when Apple CarPlay is connected and using steering remote to change source

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	A18001A	39171-T2F-A71

Skill Level: Repair Technician

REQUIRED TOOLS

Tool Name	Part Number
Audio-Navigation System Update Device (yellow and black USB Drive)	07AAU-TGGA1A0

REPAIR PROCEDURE

NOTE:

- Do not turn the ignition to OFF until the update is complete.
- Do not remove the USB update device during the update.
- Do not insert the USB update device into a computer. It may be corrupted and may 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.

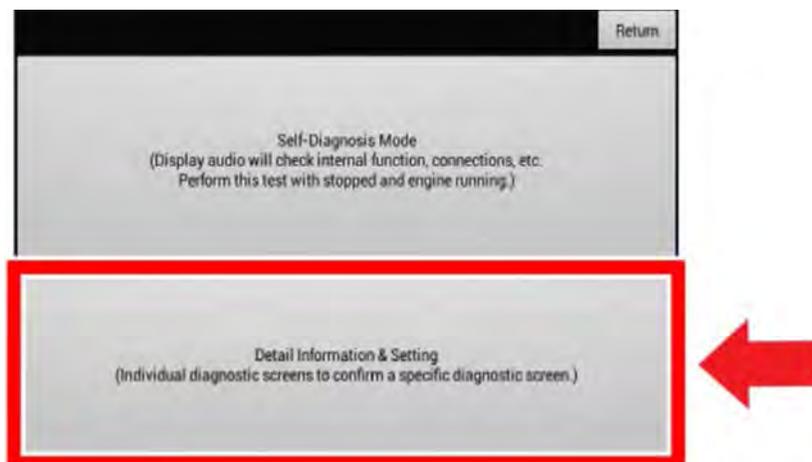
1. Write down the customer's audio presets so they can be re-entered after the update is completed.
2. Prepare the vehicle for the update.
 - If the engine will be running, park the vehicle outside in a well ventilated area or attach an appropriate exhaust vent. Go to step 3.
 - If the engine will not 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. Turn the ignition to ON (not Accessory).
5. Let the audio system boot up to the home screen.



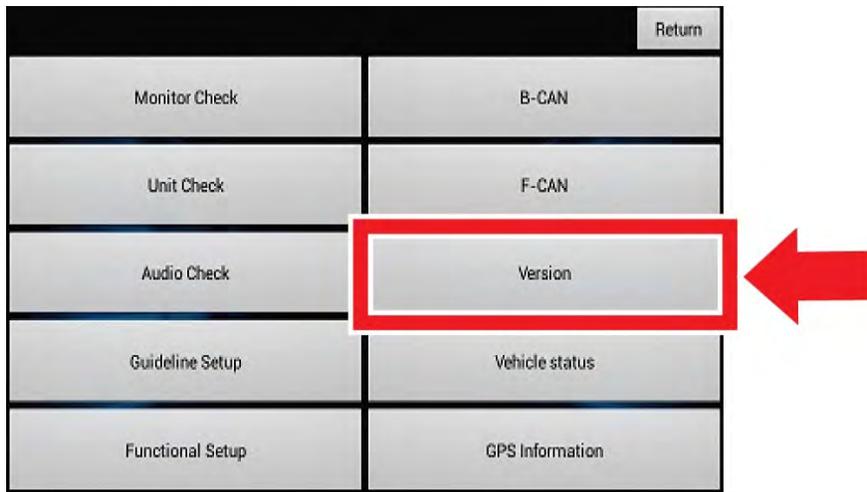
6. Press and hold the Day/Night button, along with the **AUDIO**, and **MENU** icons at the same time.



7. Select **Detail Information & Setting**.



8. Select **Version**.

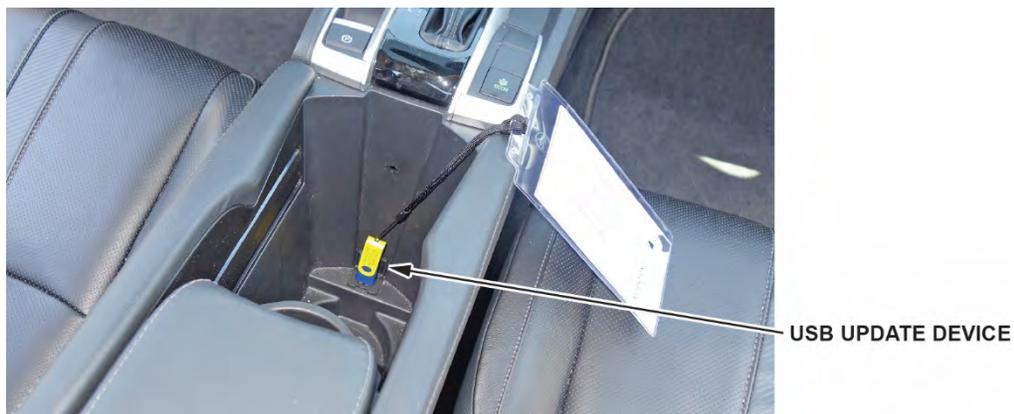


9. Scroll all the way to the bottom of the screen to **Software loader**.

- If the software version is not 1.F197.00, the update is required. Then go to step 10.
- If the software is 1.F197.00, this bulletin does not apply. Continue with normal system troubleshooting.



10. Press **Home**, then plug the USB update device into the center console USB port.



11. After the USB update device has been plugged in, a confirmation screen will appear after 30 seconds. Select **Yes**.



12. After the system reboots, the software update will start automatically. After the update has started, the installation is automatic and the technician does not need to stay with the vehicle.



13. After the software update is complete, remove the USB update device and press **Continue**.



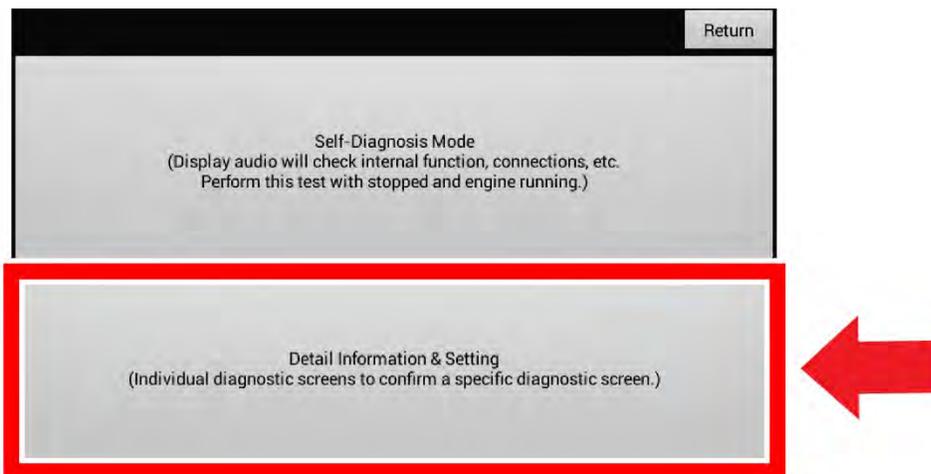
The system will reboot one or more times.



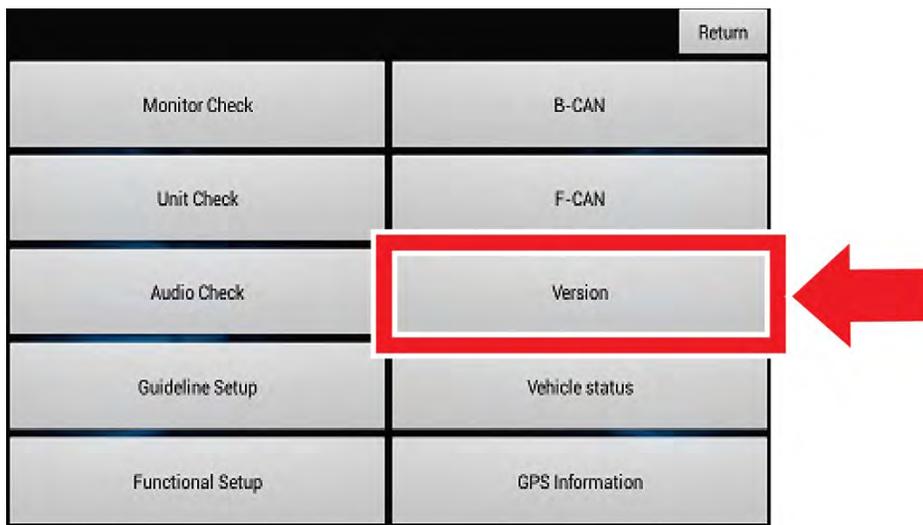
14. Press and hold the Day/Night button, along with the **AUDIO**, and **MENU** icons at the same time.



15. Select **Detail Information & Setting**.



16. Select **Version**.



17. Scroll all the way to the bottom of the screen to **Software loader**.

18. Check to confirm the software version is **1.F197.00**.



19. Disconnect the battery charger, (if applied) turn the ignition to OFF.

20. Enter the customer's audio presets.

END