

**August 15, 2018**

Version 1

## **Bluetooth® HandsFreeLink® will Freeze after Calls and Voice Tags are Missing at Startup.**

### **AFFECTED VEHICLES**

<b>Year</b>	<b>Model</b>	<b>Trim</b>	<b>VIN Range</b>
2016	Civic	LX (4 Door/2 Door)	ALL
2017	Civic	LX (4 Door/2 Door)	ALL
2017	Civic	LX, Sport (5 Door)	ALL

### **SYMPTOM**

Bluetooth® HandsFreeLink® (HFL) system freezes after a phone call and stored voice tags are missing when the ignition is turned ON.

### **POSSIBLE CAUSE**

Some audio units are not updated to the latest software version.

### **CORRECTIVE ACTION**

Update the audio unit software.

### **WARRANTY CLAIM INFORMATION**

The normal warranty applies.

<b>Operation Number</b>	<b>Description</b>	<b>Flat Rate Time</b>	<b>Defect Code</b>	<b>Symptom Code</b>	<b>Template ID</b>	<b>Failed Part Number</b>
053011	Update the audio unit software.	0.3 hr	03214	03217	A18081A	39171-TBA-A21

Skill Level: Repair Technician

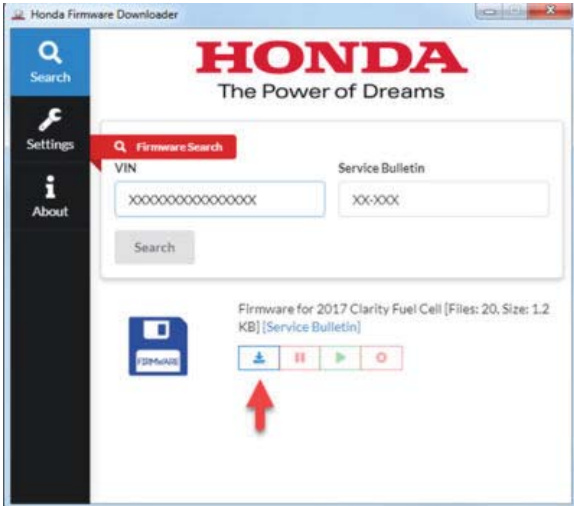
**CUSTOMER INFORMATION:**The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

### NOTE

Before updating the software, write down the customer's audio unit presets.

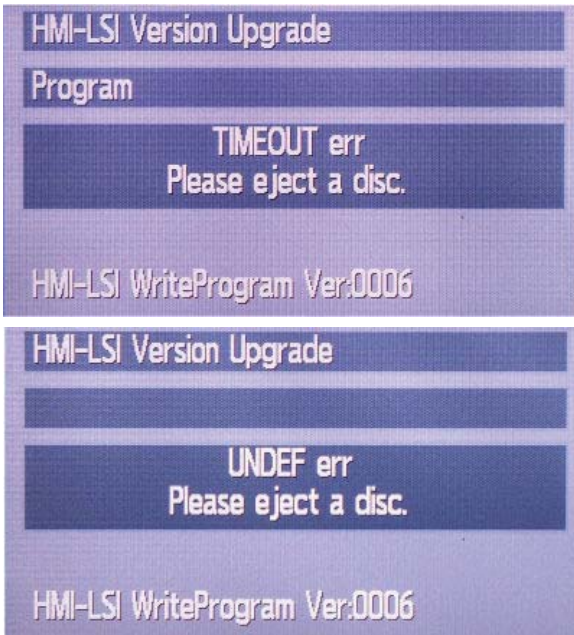
1. From your computer's desktop, open Honda Firmware Downloader. Refer to **Job Aid 09817Honda Firmware Downloader** for additional information. Make sure that the USB drive tool is empty and formatted to FAT 32.
2. Enter the VIN. This is important as the software can be different depending on the trim level. Enter the service bulletin number, then select the download icon when the correct software is found.



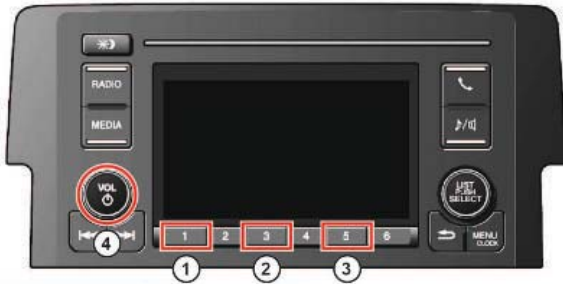
3. Once the download is complete return to the vehicle.
4. Verify software version. Download the update software to the USB that will be used.

### NOTE

If at any time during the update process a **TIMEOUT err** or **UNDEFINE err** message appears, check the USB drive tool for damage, or use a different one.



- 4.1. Turn the ignition to ON.
- 4.2. With the audio unit turned off, press the buttons in sequential order as shown.



Press the buttons sequentially as shown.

This will let you view the **Version display** screen and verify the candidate software version is up-to-date.



If the software versions do not match the ones listed in the table below, do not update the audio unit because you can damage it.

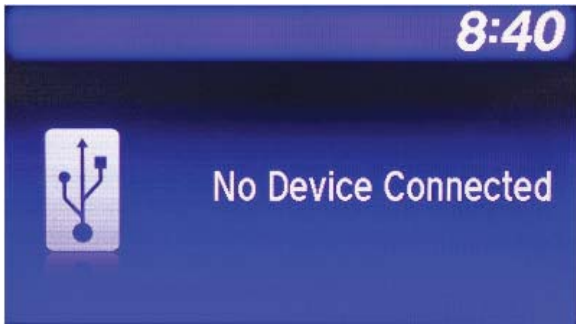
Software Details	Valid Software Version			
	5 Door Model	4 Door Model		2 Door Model
System ucom	5026	8029	5A23	8029
HMI ucom	5C26	6A29	5023	6A29
DSP ucom	10D20106	10D30B05	10D20201	10D30B05
Bluetooth module	HW02-SW03.29.02	HW02-SW03.29.02	HW02-SW03.29.02	HW02-SW03.29.02

5. Exit the Version display screen by pushing the Vol/Power button.

**NOTE**

During the update procedure, run the engine so the battery does not drain.

- Set Audio Source to USB mode by pressing the MEDIA button.



- Update the audio unit software.

1. Plug the USB drive tool into the USB port.

USB PORT (UNDER CENTER CONSOLE)



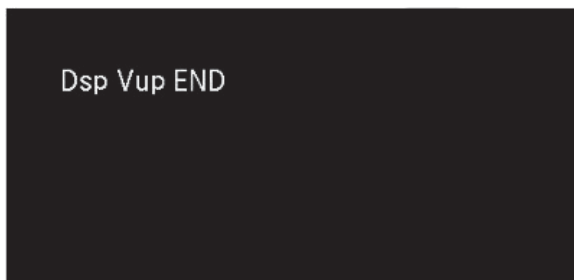
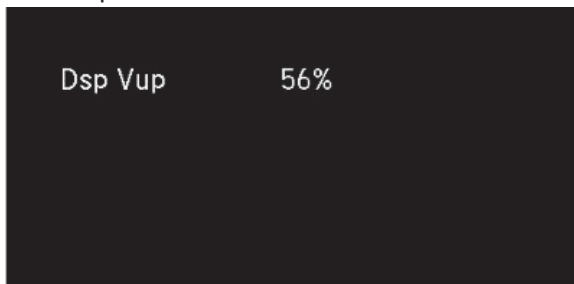
The audio unit will automatically detect the USB drive tool and start the update process.

#### NOTE

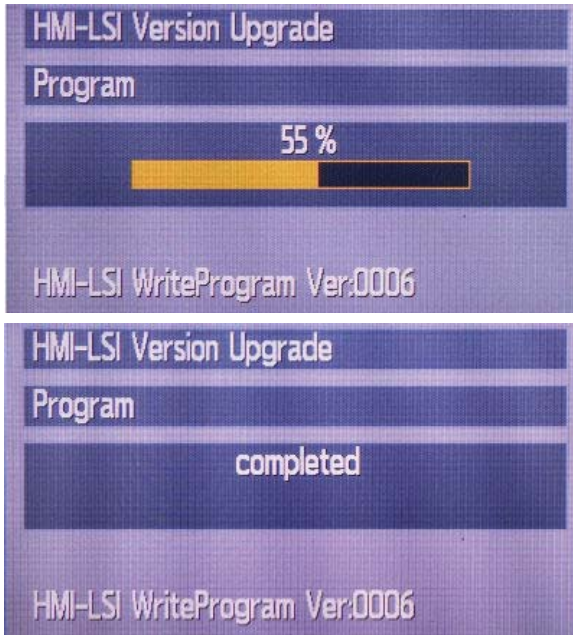
Never disconnect the battery, turn the ignition to OFF, disconnect the USB drive tool, or press the **BACK** button while the update is in progress.

You will see the following screens as the update runs:

- DSP Vup



- HMI-LSI Version



- Sys Ver Up



#### NOTE

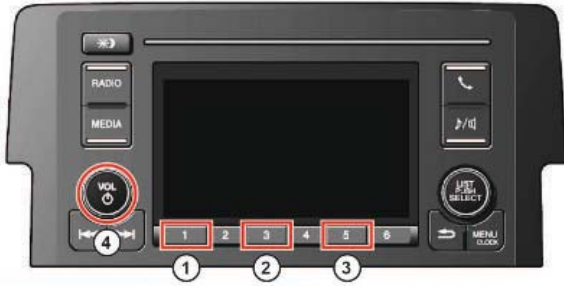
The screen will go black and the buttons will begin blinking. The blinking will speed up, you will hear a beep every 10% of progress.

- Complete SW Ver; You will hear a long beep, then the Honda logo will appear, and the audio unit will turn off when the software update is complete.



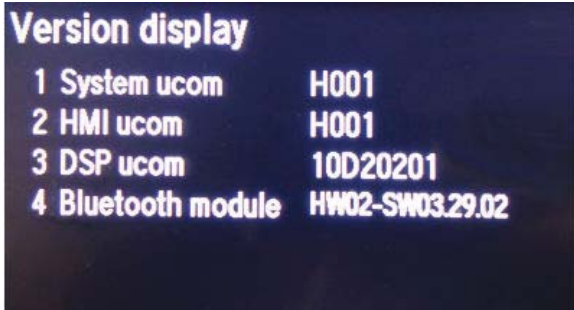
## SOFTWARE UPDATE CONFIRMATION PROCEDURE

1. With the audio unit turned off, press the buttons in sequential order as shown.



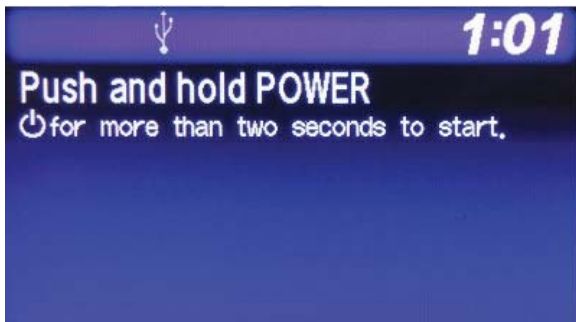
Press the buttons sequentially as shown.

This will let you view the **Version display** screen and verify the software version was updated.



Software Details	Updated Software Version		
	5 Door Model	4 Door Model	2 Door Model
System ucom	5A26	H001	5A26
HMI ucom	5C26	5023	5026
DSP ucom	10D20106	10D20201	10D20203
Bluetooth module	HW02-SW03.29.02	HW02-SW03.29.02	HW02-SW03.29.02

2. Press the **VOL/Power** button to exit the **Version display** screen.
3. Remove the USB drive tool.
4. Press and hold the **VOL/Power** button to sync the security code.



5. Set the clock to the correct time by selecting **MENU > Adjust Clock**.
6. Once the procedure is complete, restore customer audio unit presets, and have the service advisor tell the customer that any previously paired phones must be paired again.

END