

**October 15, 2019**

Version 1

## Audio-Navigation Unit Display Flickers for 2 Seconds or 10 Seconds

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016-17	Civic 2-Door and 4-Door	EX, EX-T, Touring	ALL

### SYMPTOM

- The audio-navigation unit screen randomly flickers for **2 seconds** or **10 seconds**.
- Preset Sirius/XM channels are not available.

### PROBABLE CAUSE

There is an issue within the current software.

### CORRECTIVE ACTION

Update the audio-navigation unit software.

NOTICE
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Make sure to enter the VIN of the vehicle you are working on when downloading the software update. If the wrong software is installed, the audio-navigation unit will be damaged and need replacement. Units damaged by improper updating are not covered by American Honda.

### 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	03214	03217	A19101A	39101-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

### NOTICE

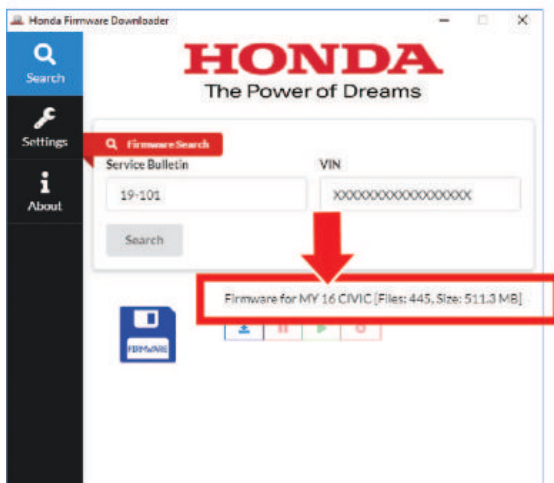
Make sure to enter the VIN of the vehicle you are working on when downloading the software update. The software is specific to the year and trim of the vehicle. If the wrong software is installed, the audio-navigation unit will be damaged and need replacement. Units damaged by improper updating are not covered by American Honda.

1. Open the Honda Firmware Downloader from the shop's computer.

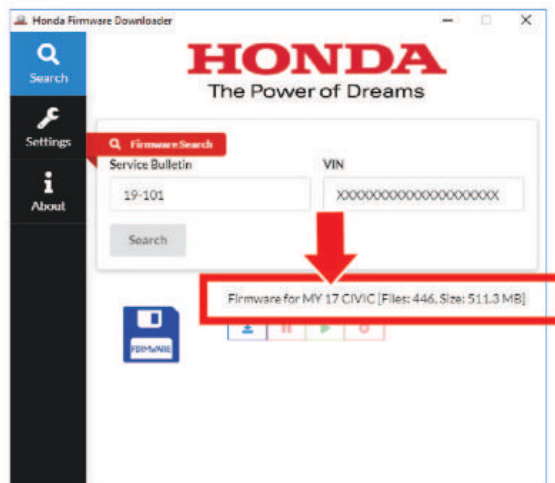
### NOTES

- Refer to job aid *Honda Firmware Downloader* for more information.
  - Make sure the USB flash drive is formatted to FAT32.
2. Enter the VIN of the vehicle you are working on, and select **Search**.

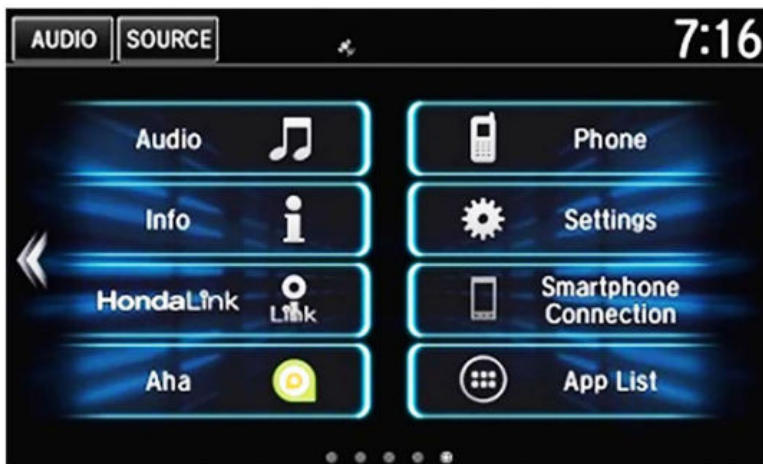
2016



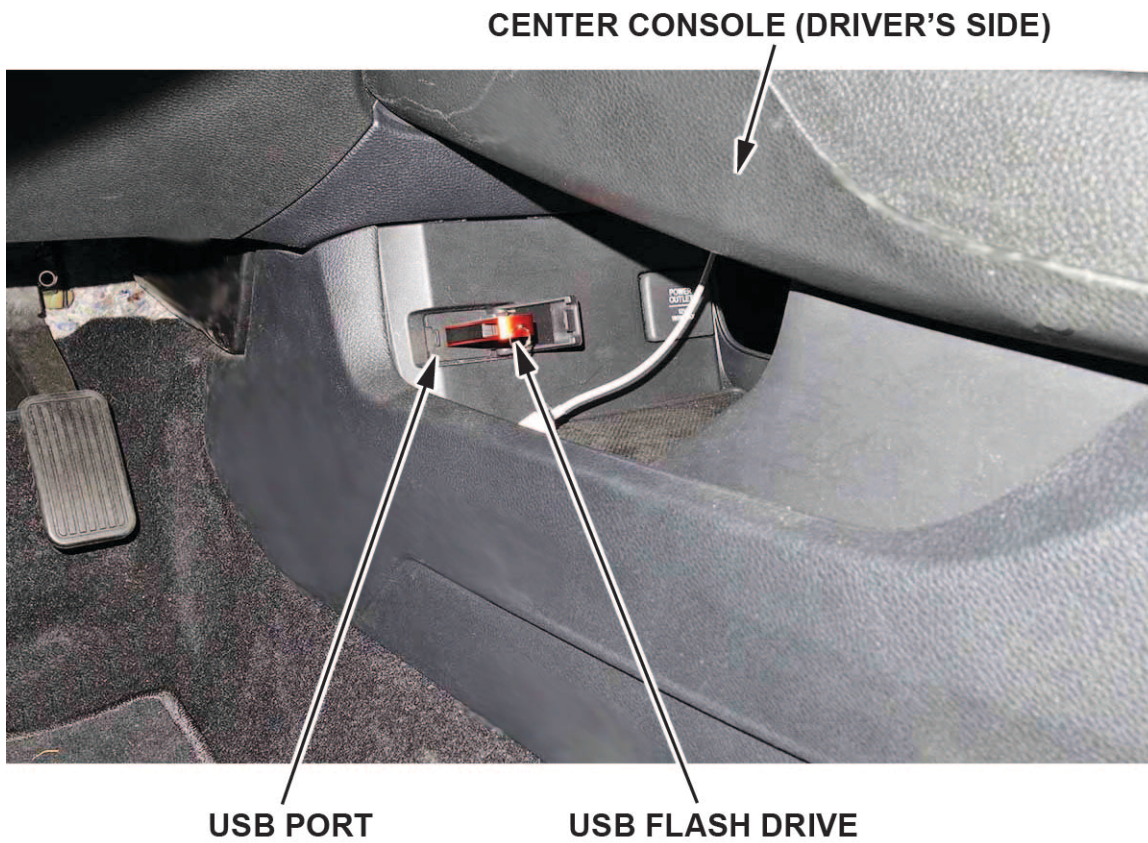
2017



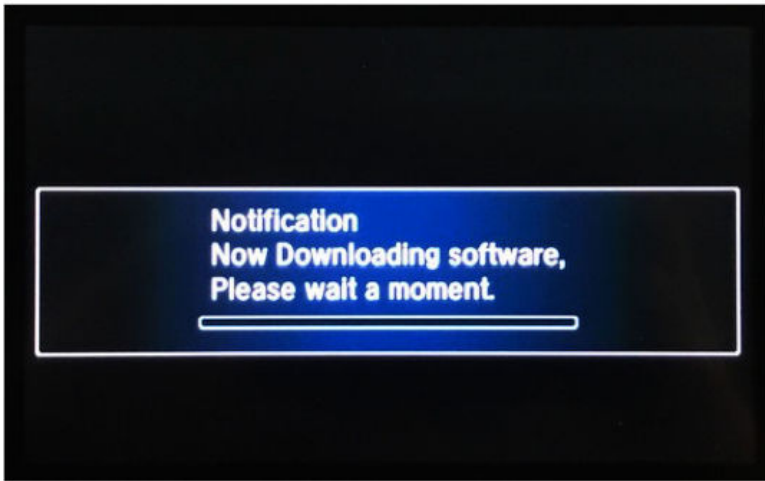
3. When the software is found, select the download icon. Once the download is complete, go back to the vehicle.
4. Note the customer's audio presets so they can be re-entered after the update is complete.
5. Turn the ignition to ON, and connect a fully charged jumper battery. Once the audio system loads the home screen, go to the next step.



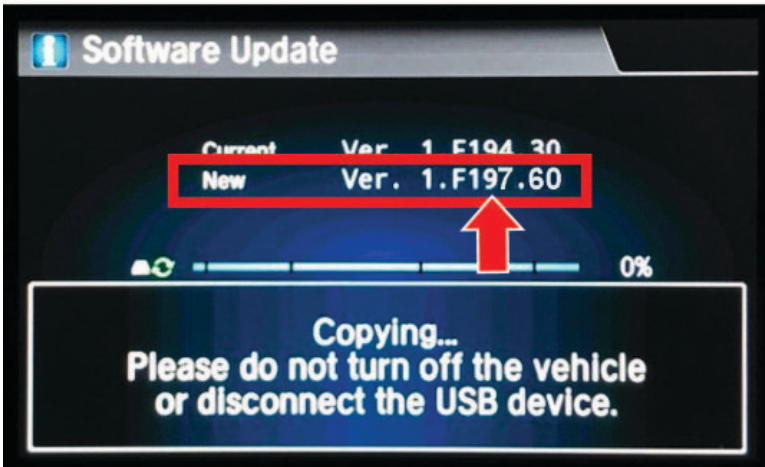
6. Insert the USB flash drive into the USB port.



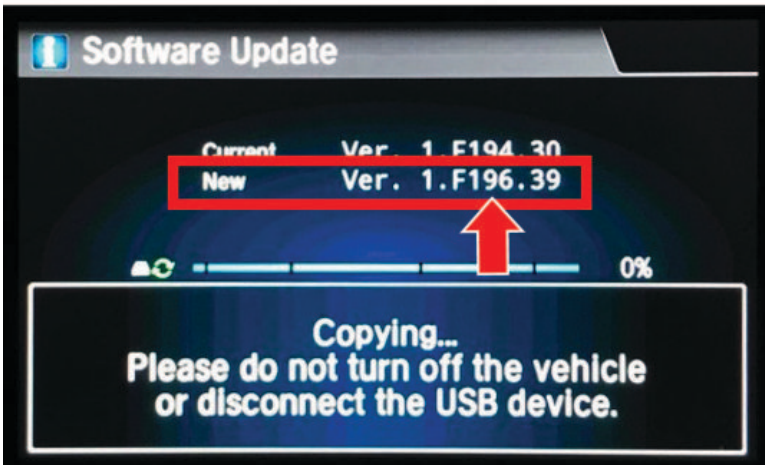
7. Press and hold the VOL/Power AUDIO knob to start the update.



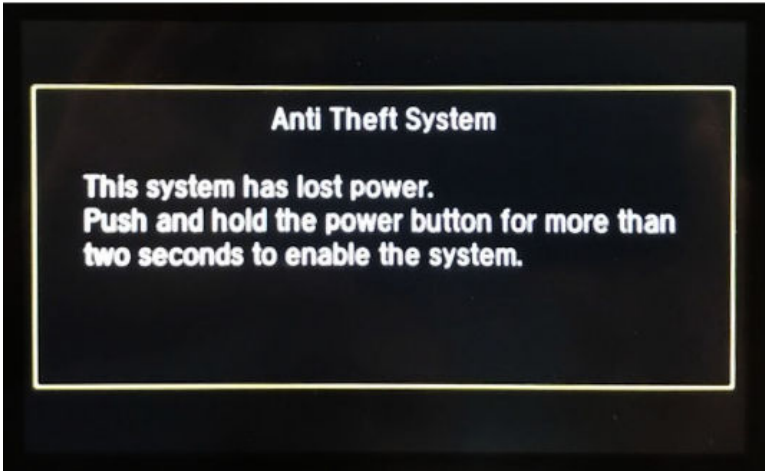
2016



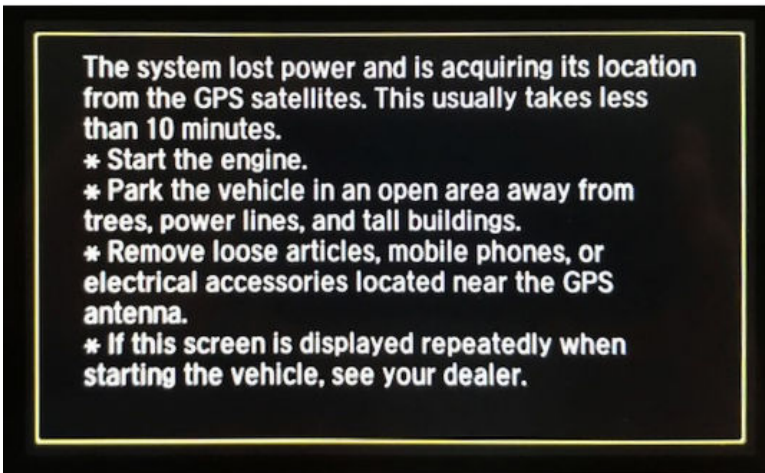
2017



8. Once the update is complete, the system will reboot several times. When the **Anti Theft System** screen appears, press and hold the VOL/Power AUDIO knob for at least **2 seconds**.



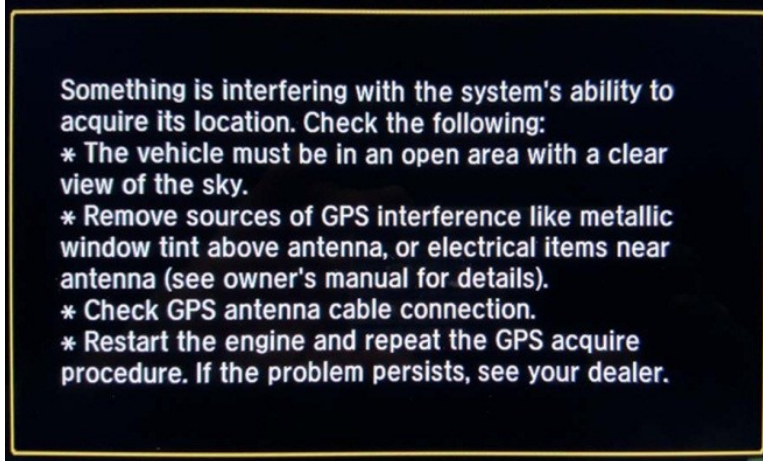
You will then see this screen, telling you the system is initializing (acquiring its location from the GPS satellites).





## NOTES

- Initialization averages about **10 minutes**, but it can take as long as **45 minutes**. If it completes within **10 minutes**, the screen changes to the confirmation screen.
- If the system **does not** initialize within **10 minutes**, a second screen (shown below) appears. The system is still initializing, but it will not automatically change to the confirmation screen when the initialization is complete. Do not follow the screen instructions right away. After **30 minutes**, try restarting the engine to see if the system completed the initialization. If it did not, then follow the screen instructions.



- The initialization screen may appear after battery voltage to the audio-navigation unit has been disconnected for more than **5 minutes**. If that happens, follow the screen instructions. If you are still unable to get GPS initialization, do a search in the service information using keyword **GPS**.
9. From the home screen, select **Info, System/Device Information**, then **System Info** to confirm the update was successful.

2016	Ver.1.F197.60
2017	Ver.1.F196.39

END