

September 8, 2022

Version 1

Audio Unit Software Update

AFFECTED VEHICLES

NOTE: 5-door Civics (Hatchback) are not affected.

Year	Model	Trim	VIN Range
2016	Civic Coupe	EX	2HGFC3...GH350002 thru 2HGFC3...GH353584
		Touring	2HGFC3...GH350013 thru 2HGFC3...GH353394
	Civic Sedan	EX	19XFC1...GE000009 thru 19XFC1...GE212889
			19XFC2...GE001338 thru 19XFC2...GE221236
		Touring	2HGFC1...GH600049 thru 2HGFC1...GH644117
			2HGFC2...GH500049 thru 2HGFC2...GH548745
Civic Sedan	EX	19XFC1...GE000001 thru 19XFC1...GE212880	
		2HGFC1...GH600064 thru 2HGFC1...GH645106	

SYMPTOM

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

- Rear camera is stuck on in Park.
- Rear camera image does not display when transmission is shifted to Reverse.

CORRECTIVE ACTION

Update the audio unit software with 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	A22012A	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.

REQUIRED TOOLS

Tool Name	Part Number
Audio-Navigation System Update Device (purple USB update tool)	07AAU-TBAA1A0



REPAIR PROCEDURE

NOTE:

- Do not turn the Ignition/Engine to OFF until the update is complete.
 - Do not remove the USB during the update.
 - Do not insert the USB update device into a computer. It may be corrupted and 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 to turn the Ignition to ON (not Accessory mode).
 5. Let the audio system boot up to the home screen.



6. Plug the purple USB update device into the USB port below and behind the audio unit near the driver's knee area.

NOTE: The previous orange USB tool (p/n 07AAZ-TBAA100) is to be destroyed and replaced by the new purple tool.



7. Depending on the current audio software and after **50 seconds**, you will either see a blank display and the system will reboot or you will see the following update message, Select **Yes**.



8. After the system reboots, 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.



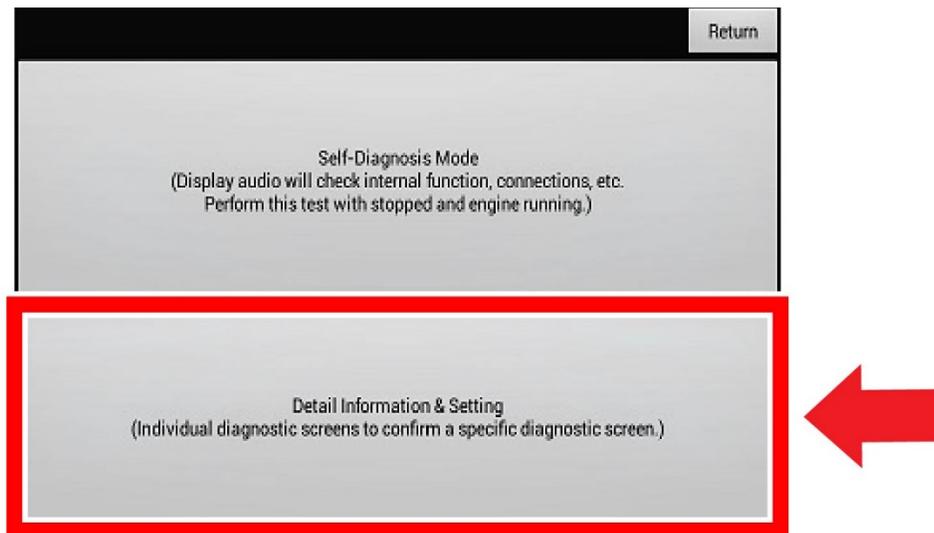
NOTE: After the update has completed, the system will reboot automatically. If the Lost Power message appears, press and hold the power button for **2 seconds** to enable the system. The GPS screen may appear and will disappear once the GPS is received.



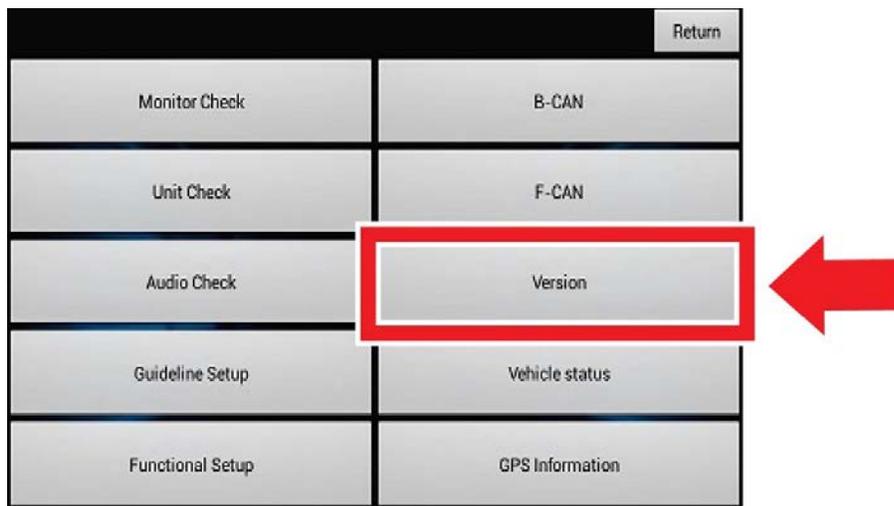
9. Press and hold the **Day/Night**, **Audio Power**, and **MENU** buttons at the same time.



10. Select **Detail Information & Setting**.

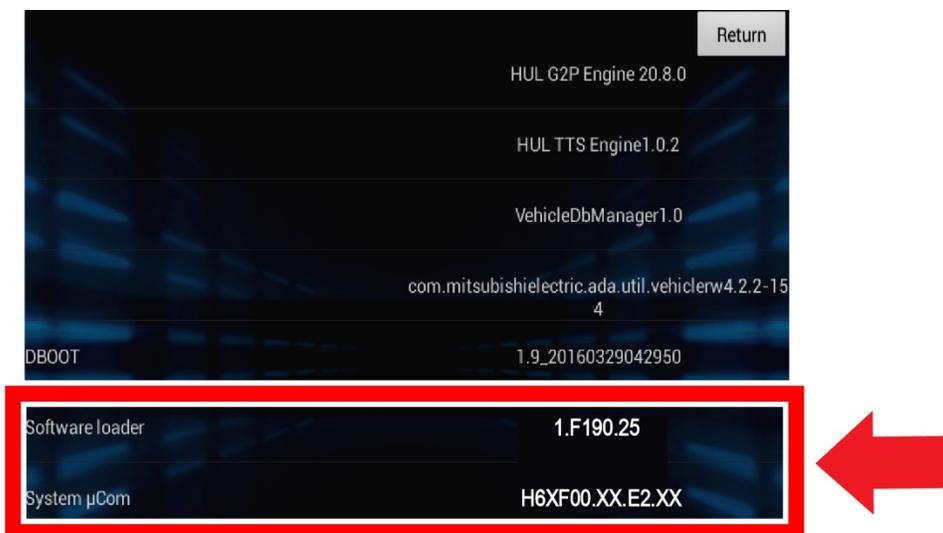


11. Select **Version**.

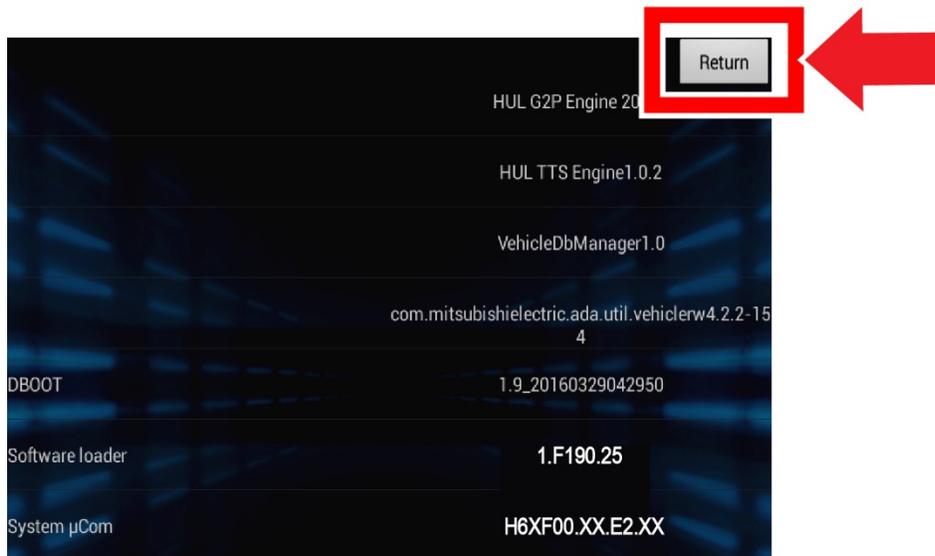


12. Scroll all the way to the bottom to: **Software loader** and **System μ Com** and check the versions. The software should be updated to the following versions:

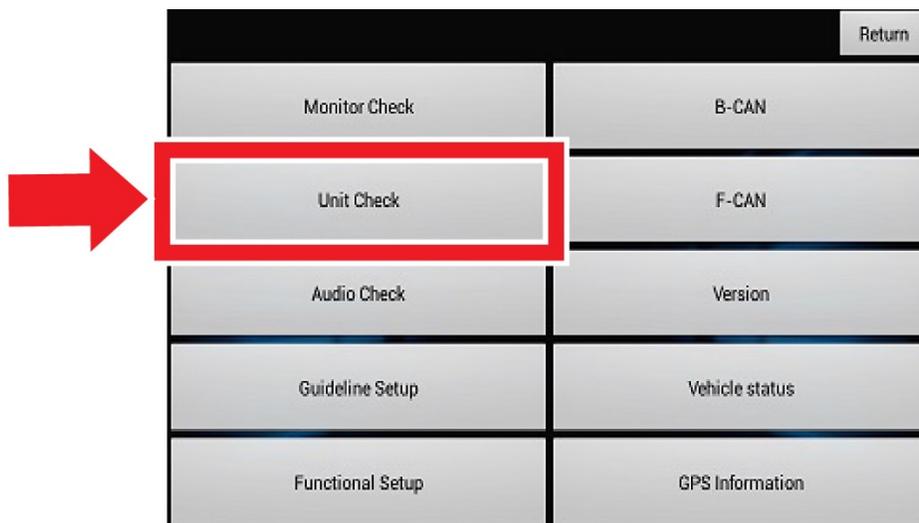
- **Software loader** : 1.F190.25
- **System μ Com** : H6XF00.XX.E2.XX (the X values are different depending on model)



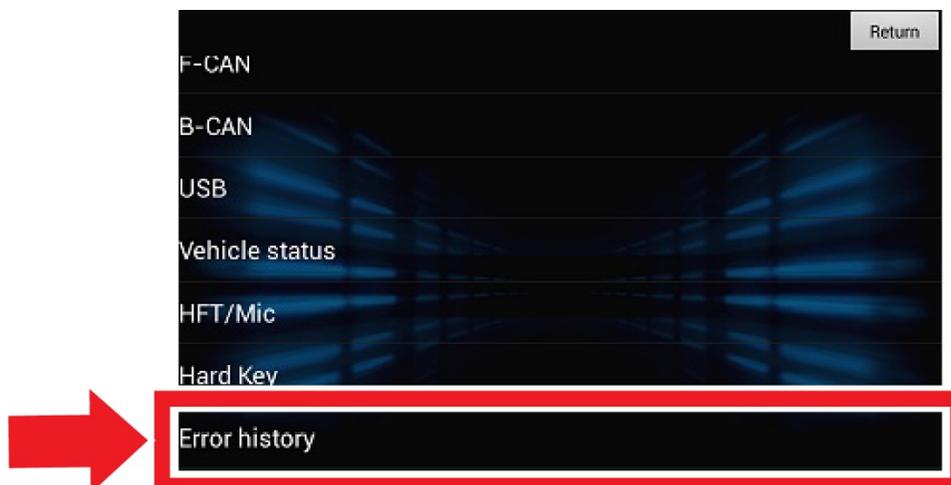
13. After verifying the software has been updated, select **Return** to return to the **Detail Information** and **Setting** screen.



14. Select **Unit Check**.



15. Select **Error History**.



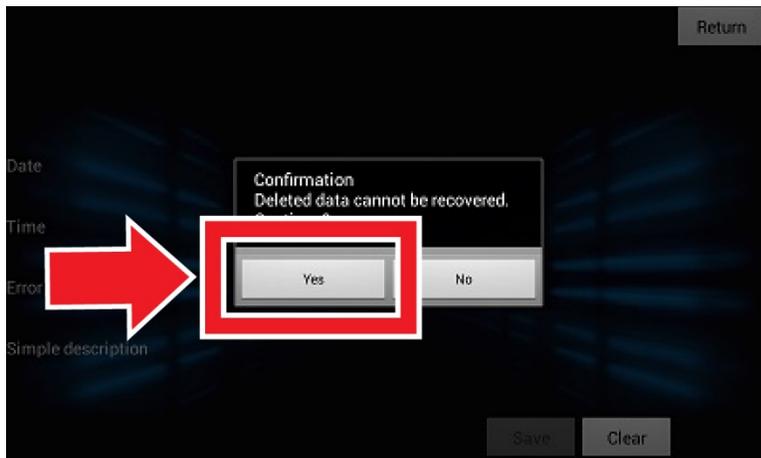
16. Select **Hard Error**.



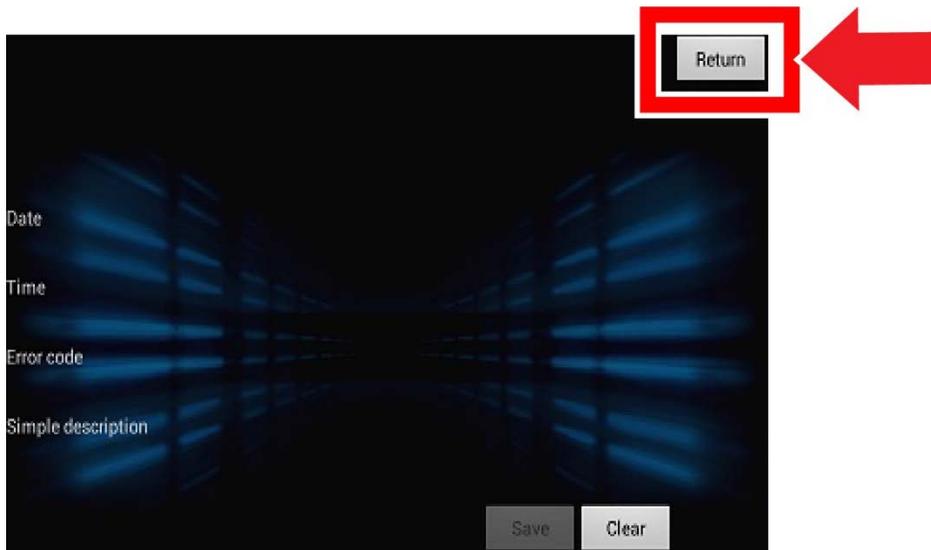
17. Select **Clear**.



18. Select **Yes**.



19. Select **Return** 5 times to go back to the home screen.



20. Remove the USB device.

21. The vehicle is now updated.

END