

May 23, 2025

Version 1

## MIL Illuminated or Service High Voltage Message Displayed on Instrument Panel; Potential 12-Volt Battery Discharge

### APPLIES TO

Year	Model	Trim Level	VIN Range
2024–25	Prologue	ALL	ALL

### SYMPTOM

A Malfunction Indicator Lamp (MIL) may illuminate, or a "Service High Voltage" message may appear. Additionally, the 12-volt battery may intermittently or persistently discharge.

The following DTCs may be set as current or history: P2C8A, P2C8B, U3577, U3578, U3579, U357A, U357B, U357C, U357D, U357E, U35AF.

NOTE: If all codes are not set, this procedure does not apply.

### POSSIBLE CAUSE

An internal Battery Energy Control Module (BECM) calibration anomaly causing the setting of specific DTCs related to battery performance and communication.

### CORRECTIVE ACTION

Update the BECM with the most recent software, then perform the Manual Reset procedure twice.

### WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
1185C5	K16 Battery Energy Control Module Program (includes DTC clear)	0.4 hr	03265	03205	A25043A	24061062
A	Hybrid/Electric Battery Interface & Comm Module Performance Manual Reset	0.3 hr				
B	12-volt Battery charging and testing	0.1 hr				

**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.

## PARTS INFORMATION

NONE

## REQUIRED MATERIALS

NONE

## TOOL INFORMATION

Tool Name	Tool Number	Quantity
TECHLINE CONNECT (TLC) software application tool with Honda diagnostic package	N/A	N/A
Multiple Diagnostic Interface 2 (MDI2)	07-EL-52100	1
DCA-8000 Dynamic Diagnostic Charging System	MTRDCA8000PA	1

Note: Be sure the latest version of the Techline Connect (TLC) software application tool with Honda Diagnostic Package is installed on the computer.

## INSPECTION AND REPAIR PROCEDURES

1. Verify the vehicle has ALL of the following DTCs set; P2C8A, P2C8B, U3577, U3578, U3579, U357A, U357B, U357C, U357D, U357E, U35AF.

NOTE: If all of these DTCs are NOT SET as current or history, this bulletin does not apply; continue with normal troubleshooting.

2. Follow the steps outlined in Job Aid: [Honda Updating Control Units/Modules with TECHLINE CONNECT](#) to determine if an update is needed for the K16 Battery Energy Control Module and, if needed, how to perform the update.

Controller Code	Controller Name	Version
K16	Battery Energy Control Module (BECM)	Update to latest

3. After programming the BECM, perform the Manual Reset procedure **twice**.

### CAUTION

Always ensure the Battery Maintenance Mode is inactive before disconnecting the 12-volt battery. This mode can be active with the ignition off, regardless of whether the vehicle charging cord is plugged in or not. When this mode is active, the on-board high voltage battery charger will energize the 12-volt battery cables and charge the 12-volt battery. Disconnecting the battery cables while this mode is active may result in an electrical shock or a burn from hot battery cable leads.

1. Disconnect the 12-volt battery negative cable, [Battery Negative Cable Disconnection and Connection](#).
2. Wait **15 minutes**, then reconnect the 12-volt battery negative cable, [Battery Negative Cable Disconnection and Connection](#).
3. Place the vehicle in Propulsion “Ready” mode for **10 seconds**, (has power-steering).
4. Turn the vehicle to OFF mode then place the transmitter in a safe location at least **10 feet** away. Wait **15 minutes**.
5. Repeat the Manual Reset Process (steps 1-4) a second time.
4. Place the vehicle in Service mode (no power-steering) then clear all DTCs.
5. Charge and test the 12-volt battery.