HONDA **Service Bulletin** *13-001*

August 21, 2015

Product Update: Audio and Audio-Navigation Unit Software Update

Supersedes 13-001, dated June 24, 2014, to revise the information highlighted in <mark>yellow</mark>.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2013	Accord	ALL	Check the iN VIN status for eligibility
2013	Crosstour	ALL	Check the iN VIN status for eligibility

REVISION SUMMARY

All sections were revised, American Honda recommends that you review the entire bulletin.

BACKGROUND

There are several known audio and navigation system software bugs that are repaired by updating the software in the audio or the audio-navigation unit.

CUSTOMER NOTIFICATION

Owners of affected vehicles received a notification of this product update in March 2013. Before doing work on a vehicle, verify its eligibility by doing an iN VIN status inquiry.

CORRECTIVE ACTION

Update the audio or audio-navigation unit software with the applicable USB or DVD update.

TOOL INFORMATION

NOTE: Make sure not to use the USB for non-navigation vehicles on navigation-equipped vehicles.

Part Name	Tool Number	Quantity
Audio System Update (without navigation)	07AAZ-T2GA210	1
Navigation System DVD Update (with navigation)	07AAZ-T2GA300	1

The DVD updates were recently shipped to all dealers. Additional DVD updates are available for purchase through the parts system.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
0535A1	Update the audio or audio-navigation system software.	0.3 hr	13-001A	39542-T2A-A91

Defect Code: 5HG00
Symptom Code: S8400
Skill Level: Repair Technician

REPAIR PROCEDURE (VEHICLES WITH AUDIO ONLY)

NOTE:

- **If the vehicle has navigation, do not use this software update, go to REPAIR PROCEDURE (VEHICLES WITH NAVIGATION ONLY)**. If you use the DVD update instead of the USB update device, you may permanently damage the unit.

- If you update the wrong vehicle, contact Tech Line; if the unit must be replaced, your dealership may be debited for the replacement cost.

1. Connect a battery charger or a fully charged jumper battery to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.

2. Set the power mode to ON.

3. Wait for the audio system to boot up, then insert the USB update device into the USB port in the center console. See TOOL INFORMATION.

    NOTE: **The power mode must remain set to ON during the entire update procedure. If the power mode is set to OFF, the engine is started, or the USB update device is removed at any time during the update process, the audio unit will be locked up and you will need to use the RECOVERY PROCEDURE.**

ACCORD   **CROSSTOUR**

USB FLASH DRIVE - AUDIO ONLY
T/N: 07-AAZ-T2GA210

4. When the **System update data detected** screen appears, select **Yes**.

    NOTE: If the update is not detected, the vehicle may already have the latest software version installed. Go to step 16 to check the software version.

5. Both screens will shut off for about 10 seconds and reboot with the notification shown below on both screens.
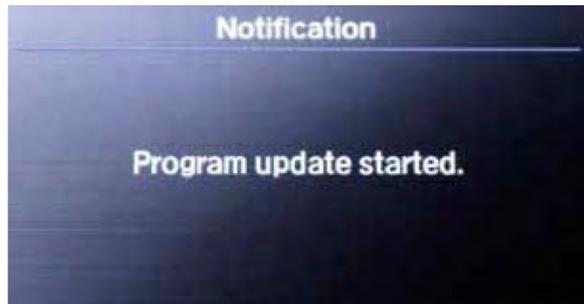
6. The notification below will appear on the upper display screen for the duration of the update process.

   NOTE:

   - The engine does not need to be running, even if it says so on the screen.

   - You do not have to oversee the update during this time as no action is needed until the update is loaded.
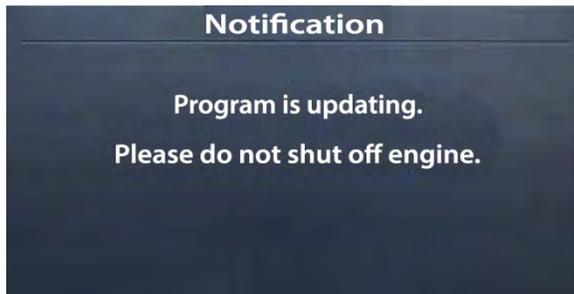
7. The software update will begin. A notification screen loading bar will display on the touch screen.

   NOTE: After the loading bar reaches 100%, it will go back to 0% for the second part of the update.

8. When the update is complete, the system will reboot to the H screen and the **System update data detected** screen will reappear.

   NOTE:

   - Do not remove the USB update device until you set the power mode to OFF because if you do so, the audio unit will lock up. If it locks up, go to RECOVERY PROCEDURE.

   - If the battery power was interrupted during the update because the battery died, the engine was started or the power mode was set to OFF, or the update failed, the audio unit may be locked. Go to RECOVERY PROCEDURE.

9. Select **No**, set the power mode to OFF.

10. Remove the USB update device and wait at least 1 minute.

11. Set the power mode ON.

12. When the **Region Select** screen appears, select **OK**.

13. Select **USA/Hawaii/Puerto Rico**.

14. Select **Yes**.
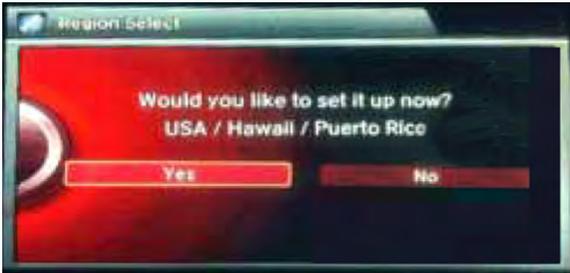
The screen below appears momentarily, then the system reboots to the **Enter code** screen.

15. The **Enter Code** message and keypads screens will appear, although they may not appear at the same time. Wait for both screens to appear. Then, press and hold the power button for 2 seconds until you hear the beep.

    NOTE: **You must wait for both screens to appear before pressing the power button, or you will lock up the unit**. If you lock up the unit, go to RECOVERY PROCEDURE.

    UPPER DISPLAY   *TOUCH SCREEN*
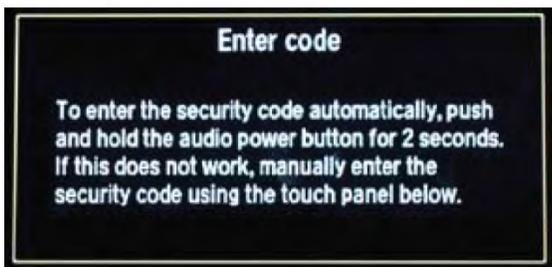
16. Press and hold the **DISP**, **BACK**, and **VOL** buttons until the **Select Diagnosis Items** screen appears.
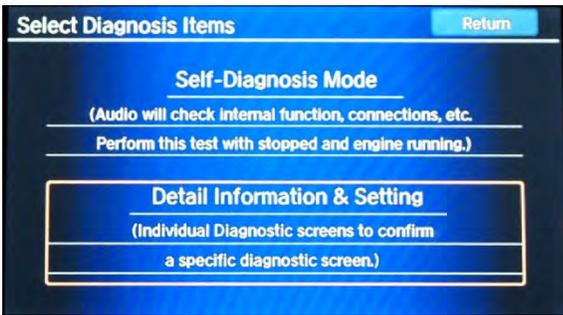
17. Select **Detail Information & Setting**, then select **Version**.
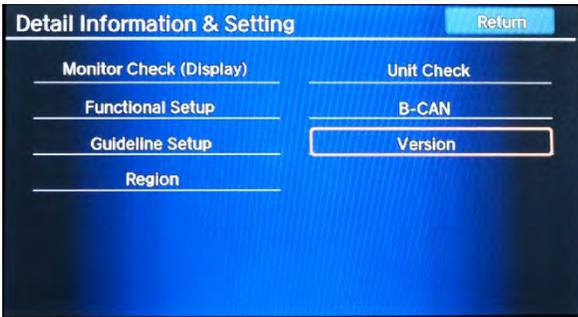
18. Verify that the software was updated to the new version as shown below. If the software is not updated, set the power mode to OFF, and go back to step 2 and repeat the update procedure.

19. Make sure the compass, rear camera, and LaneWatch are working properly. If not, reset the compass, rear camera and LaneWatch.

- Move the vehicle to an open area. Start the engine if not already done.

- To enter the In line Diag mode, press and hold the DISP, BACK, and VOL buttons.

- Press and hold the Day/Night button.

- Select **Incomplete**. The system restarts.

- When the **In-Line Diag** screen appears, select **Start Diag**.

- Make sure all the icons turn green.

NOTE: To get all icons to turn green, make sure that you do the following:

- Press the Pick-up button.
- Press the Hang-up button.
- Press the Talk button.
- Snap your fingers in front of the microphone to complete the test.
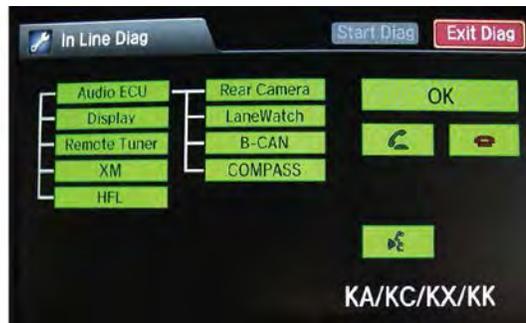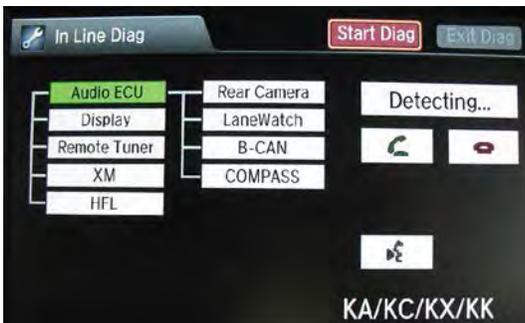
20. Delete all paired phones from the vehicle. Make sure the service advisor informs the customer that he or she needs to re-pair his or her phone to the vehicle.

REPAIR PROCEDURE (VEHICLES WITH NAVIGATION ONLY)

NOTE:

- **If the vehicle does not have navigation, do not use this software update, go to REPAIR PROCEDURE (VEHICLES WITH AUDIO ONLY).** If you use the USB update device instead of the DVD update, you may permanently damage the unit.

- If you accidentally update the wrong vehicle, contact Tech Line; if the audio-navigation or audio unit must be replaced, your dealership may be debited for the replacement cost.

1. Connect a battery charger or a fully charged jumper battery to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.

2. Set the power mode to ON.

3. Wait for the navigation system to boot up, then insert the DVD into the CD slot in the center console. See TOOL INFORMATION.

NOTE: **The power mode must set to ON during the entire update procedure. If the power mode is set to OFF, the engine is started, or the DVD is removed at any time during the update process, the audio-navigation unit will be locked up and you will need to use the RECOVERY PROCEDURE.**

4. The software update will begin. The screen will show a **Reading the Disc** message, then display **No Data**. **Do not eject the disc**. The unit is uploading the update and may take up to 1 minute before beginning. Both screens will shut off for about 10 seconds and reboot with the update started on both screens. The displays should change to a **Notification** screen loading bar.

NOTE:

- The engine does not need to be running to do this update, even if it says so on the screen.
- If the **No Data** screen does not change after about a minute, the software may already be updated. Go to step 10 to confirm the software versions.
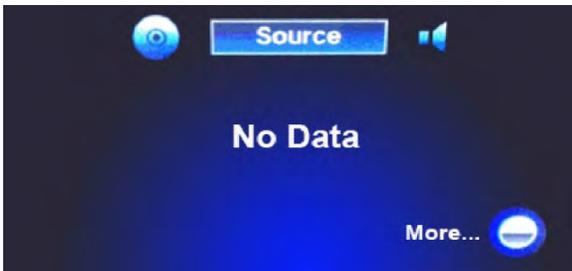
Navigation screen   *Touch screen*
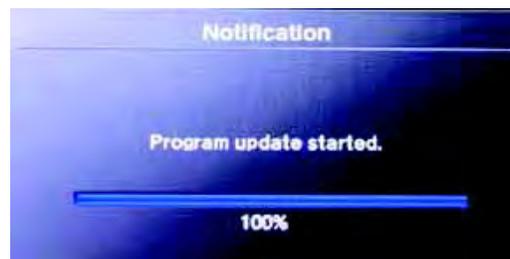
NOTE: The software update takes about 30 minutes to complete; you do not have to oversee the update during this time as no action is needed until the update is loaded.

Update Order:

1. ERATO
2. SH-BOOT
3. SH-IPL
4. SH-NK
5. Utility
6. BUuCOM

On the touch screen, the progress bar will stop at 100% after ERATO is updated and remain at 100% throughout all SH and Utility updates. The progress bar will go back to 0% and resume when the BUuCOM update starts.

5. When the update is complete, the system will reboot to the AcuraLink screen. The **Enter code** message and keypad will appear on the screens, although they may not appear at the same time. **Wait for both screens to appear**, set the power mode to OFF.

   NOTE:
   - **You must wait for both screens to appear before setting the power mode to OFF, or you will lock up the unit**.
   - Do not remove the DVD until you **set the power mode to OFF** because if you do so, the audio-navigation unit will lock up. If it locks up, go to RECOVERY PROCEDURE.
   - The audio-navigation unit may lock up if any of the following occurs during the update process. If the unit locks up, refer to the RECOVERY PROCEDURE to unlock it.
   - Loss of battery power/low voltage
   - Engine cranks or starts
   - **The power mode is set of OFF**
   - A rewrite failure occurs

Navigation screen
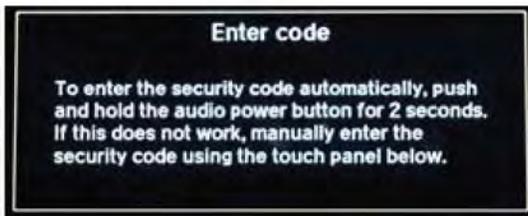
Touch screen

7. Eject the DVD and wait at least 1 minute.

8. Set the power mode to ON. Once both **Enter code** screen appears, press and hold the **power button** for 2 seconds until you hear the beep.

9. The navigation screen will show the GPS initialization message.
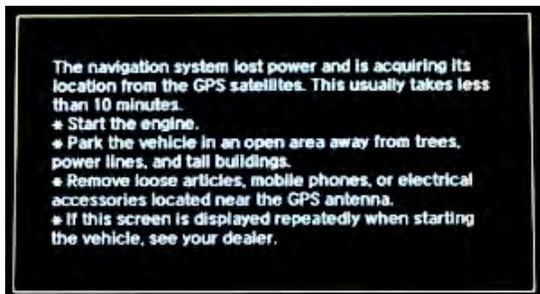
10. Press and hold the **NAVI,BACK** and **MENU** buttons until the **Select Diagnosis Items** screen appears.

11. Select **Detail Information & Setting**.

12. Select **Version**.
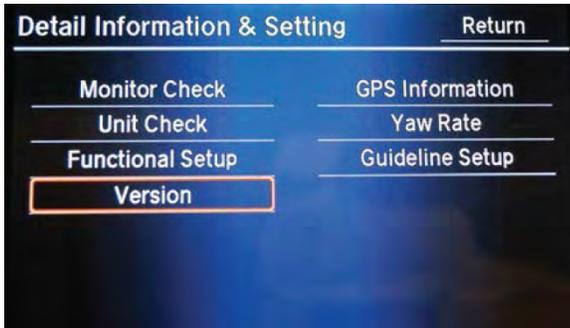
13. Verify that the software was updated to the new version as shown below. **Please note the SH-Flash, ERATO IPL and BU uCom APP version information and make sure it matches the table below**.

Software	2013 Accord	Crosstour (ALL)
SH	3.00.2003	3.00.2703
ERATO	3.00.0001	3.00.0001
BU	3.001	3.001
Model	T2AA	TP6X

NOTE: If the software is not updated, turn the vehicle to the OFF mode, and go back to step 2 and repeat the update procedure.
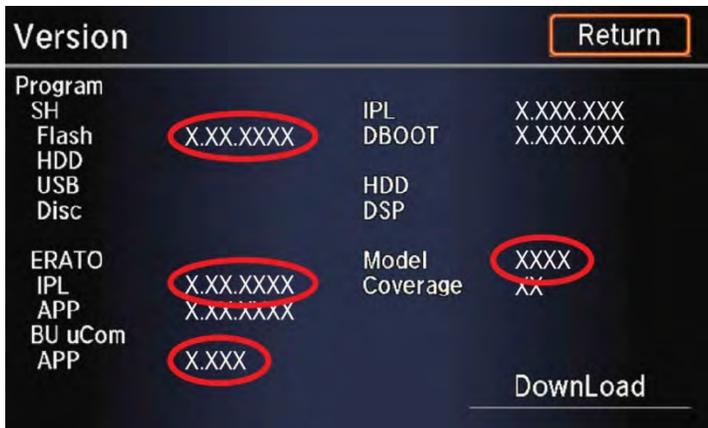
14. Make sure the rear camera and LaneWatch are working properly. If not, reset the rear camera and LaneWatch.
    - Move the vehicle to an open area, start the engine if not already done.
    - Press and hold the **NAVI, BACK**, and **MENU** buttons.
    - Press and hold the **NAVI** Button.
    - Select **Incomplete**. The system restarts.

    - When the I**n-line Diag** screen appears, select **Start Diag**.
    - Make sure all the icons turn green.

    NOTE: To get all the icons to turn green, make sure that you do the following:
    - Press the Pick-up button.
    - Press the Hang-up button.
    - Press the Talk button.
    - Snap your fingers in front of the microphone to complete the test.
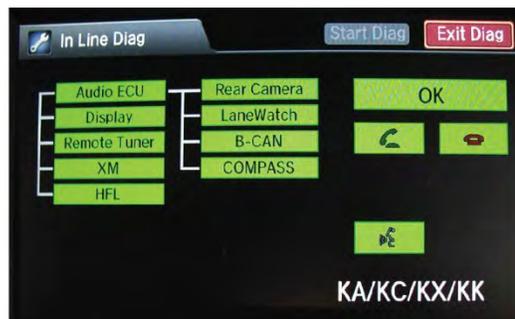
15. Delete all paired phones from the vehicle. Make sure service advisor informs the customer that he or she needs to re-pair his or her phone to the vehicle.

RECOVERY PROCEDURE

1. Set the power mode to OFF.
2. Make sure the DVD or USB update device is inserted into the CD slot or USB port, then do a battery cable reset for 2 minutes.

   NOTE: Make sure the DVD or USB update device is inserted when the power mode is set back to ON, because when the unit powers up, it will immediately look for the device to start the recovery process.
   - Disconnect the negative battery cable first, then disconnect the positive battery cable.
   - Short the battery cables together with a jumper wire for 2 minutes.
   - Remove the jumper wire, and reconnect the battery cables - positive cable first, then negative.
3. Reconnect the battery charger or a fully charged jumper battery.

4. Set the power mode to ON.
   NOTE: Do not start the engine because starting it interrupts the steady battery power needed to update the audio or the audio-navigation unit.
5. Make sure the green LEDs on each side of the CD slot are blinking. This indicates the recovery process is working.
   NOTE:
   - The recovery procedure and software update reload takes about 15–30 minutes, depending on when the update procedure was interrupted.
   - The displays may stay blank during this time.
6. When the recovery procedure and software update are complete, the **Enter code** message screen appears. Set the power mode to OFF.
7. Remove the DVD or USB update device and wait at least 1 minute.
8. Go to REPAIR PROCEDURE to complete the update procedure.