



Applies To: **2013 Accord** – Check the iN VIN status for eligibility
2013 Crosstour – Check the iN VIN status for eligibility

March 14, 2013

Product Update: Audio and Audio-Navigation Unit Software Update (Supersedes 13-001, dated March 2, 2013, to revise the information marked by the black bars)

REVISION SUMMARY

- Under WARRANTY CLAIM INFORMATION, the flat rate time was changed.
- Under REPAIR PROCEDURE, steps were changed.
- A RECOVERY PROCEDURE for locked up units was added.

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 will receive a notification of this product update starting in March 2013. An example of the customer notification is included at the end of this service bulletin.

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 USB device.

TOOL INFORMATION

Audio/Navigation USB Update Device:
T/N 07AAZ-T2GA100

WARRANTY CLAIM INFORMATION

Operation Number: 0535A1

Flat Rate Time: 0.3 hour

Failed Part: P/N 39542-T2A-A91

Defect Code: 5HG00

Symptom Code: S8400

Skill Level: Repair Technician

REPAIR PROCEDURE

Vehicles with Navigation (with Touch Screen)

NOTE: For vehicles without navigation (with touch screen) go to page 4.

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. Press the engine start/stop button to select the vehicle ON mode.

- Wait for the navigation system to finish booting up, then insert the USB update device into the USB port in the center console. See TOOL INFORMATION.

NOTE: The ignition must remain ON during the entire update procedure. If the ignition is turned OFF, the engine is started, or the USB update device 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 PROCESS.

Accord



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- Both screens will shut off for about 10 seconds and reboot with the notification below flashing on the navigation screen.

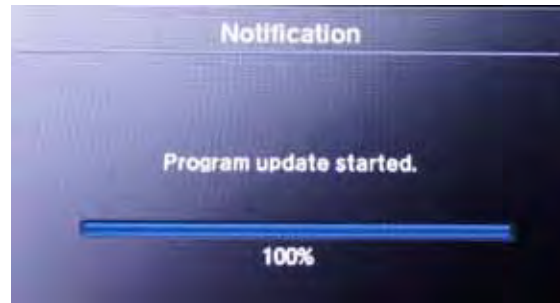


- The software update will begin. A Notification screen loading bar will display on both screens. **NOTE: The engine does not need to be running to do this update.**

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:

- ERATO
- SH-BOOT
- SH-IPL
- SH-NK
- Utility
- BUuCOM

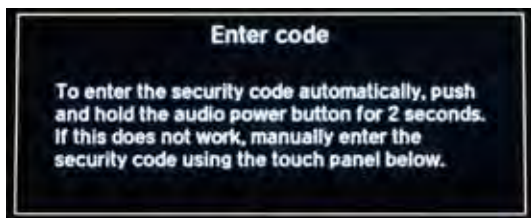
On the touch screen, the progress bar will stop at 100% after ERATO is updated and remain at 100% throughout all SH and Utility updates. The progress bar will go back to 0% and resume when the BUuCOM update starts.

- When the update is complete, the system will reboot to the HondaLink screen, the Enter code message and keypad screens will appear, although they may not appear at the same time. **Wait for both screens to appear**, then press the engine start/stop button to select the vehicle OFF mode.

NOTE: .

- You must wait for both screens to appear before selecting the vehicle OFF mode, or you will lock up the unit**
- Do not remove the USB update device until you turn the vehicle off because the audio-navigation 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 vehicle was started or turned to the OFF mode during the update, or the software update failed, the audio-navigation unit may be locked. Go to RECOVERY PROCEDURE.

Navigation screen

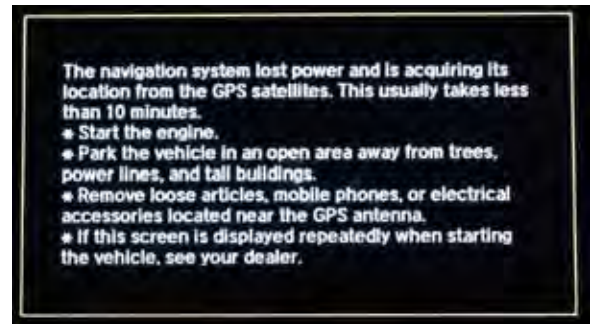


Touch screen



- Remove the USB update device and wait at least 1 minute.
- Press the engine start/stop button to select the vehicle ON mode. Once both Enter code screens appear, press and hold the power button for 2 seconds until you hear the beep.

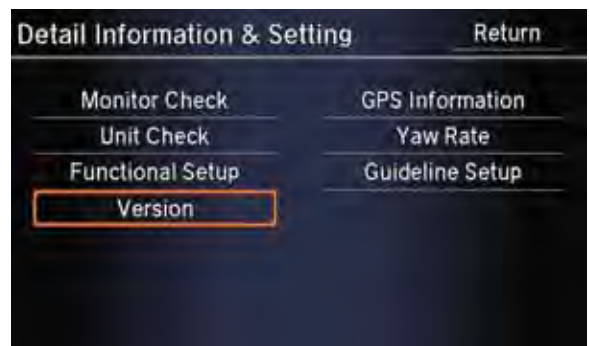
- The navigation screen will show the GPS initialization message.



- Press and hold the NAVI, BACK, and MENU buttons until the Select Diagnosis Items screen appears.

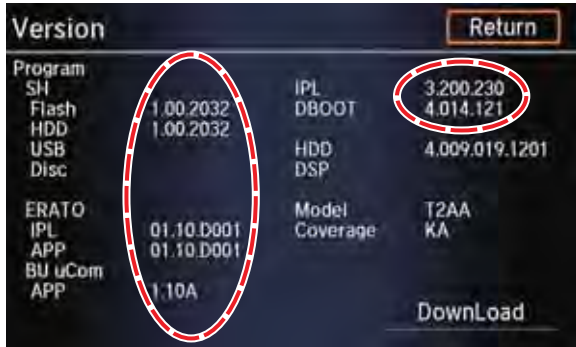


- Select **Detail Information & Setting**.
- Select **Version**.

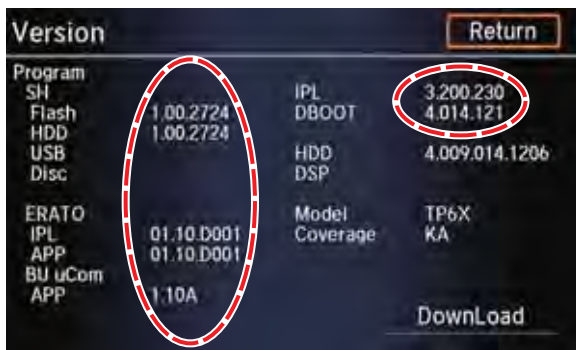


- Verify that the software was updated to the new version as shown below. If the software is not updated, turn the vehicle to the OFF mode, and go back to step 2 and repeat the update procedure.

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- Delete all paired phones from the vehicle. Make sure the Service Advisor informs the customer that the customer needs to pair their phone to the vehicle.

Vehicles without Navigation (with Touch Screen)

- 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.
- Press the engine start/stop button to select the vehicle ON mode.
- 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 ignition must remain ON during the entire update procedure. If the ignition is turned 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 PROCESS.

Accord



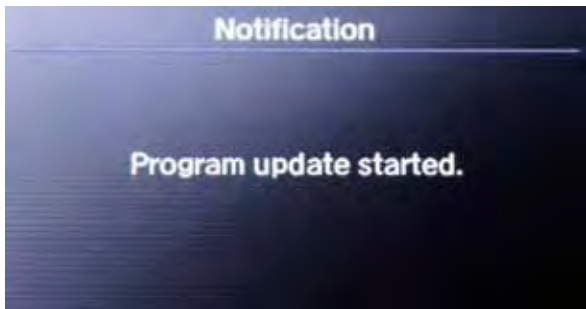
Crosstour



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



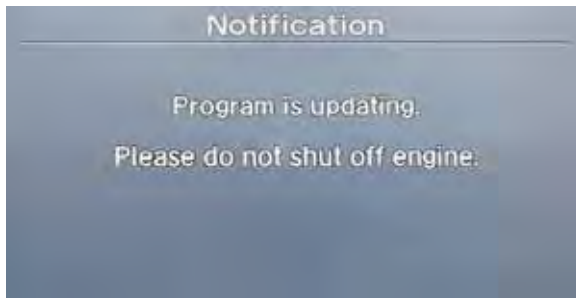
5. Both screens will shut off for about 10 seconds and reboot with the notification shown below on both screens.



6. The notification below will appear on the upper display screen for the duration of the update process.

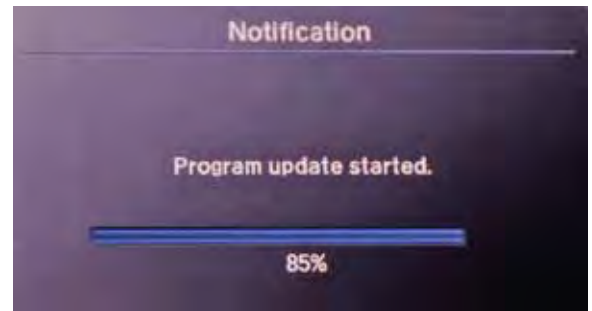
NOTE:

- The engine does not need to be running to do this update.
- 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 until you turn the vehicle off because 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 vehicle was started or turned to the OFF mode, or the update failed, the audio unit may be locked. Go to RECOVERY PROCEDURE.



9. Select **No**, then press the engine start/stop button to select the vehicle OFF mode.
10. Remove the USB update device and wait at least 1 minute.
11. Press the engine start/stop button to select the vehicle ON mode.

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



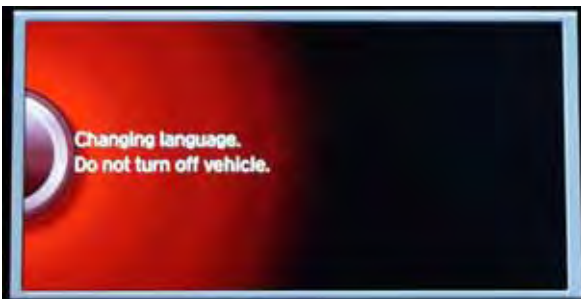
13. Select **USA/Hawaii/Puerto Rico**.



14. Select **Yes**.



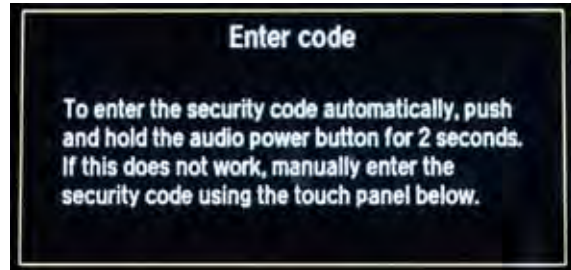
The screen below appears momentarily, then the system reboots to the Enter code screen.



15. The Enter code message and keypad 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.

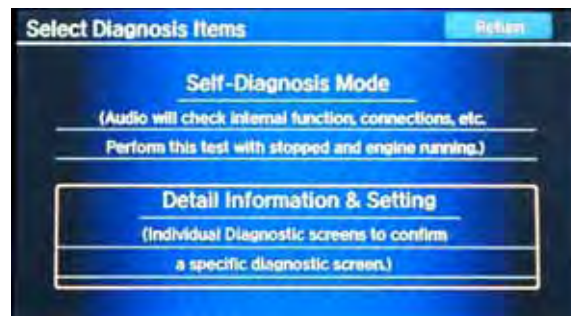
Upper display



Touch screen

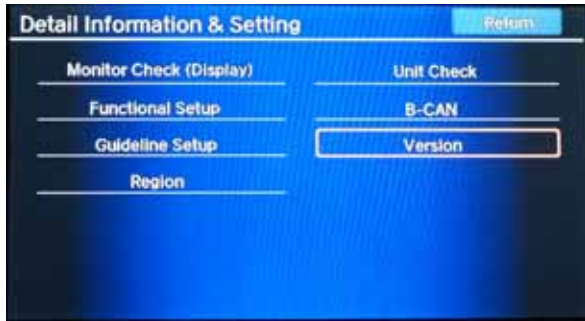


16. Press and hold the DISP, BACK, and VOL buttons until the Select Diagnosis Items screen appears.



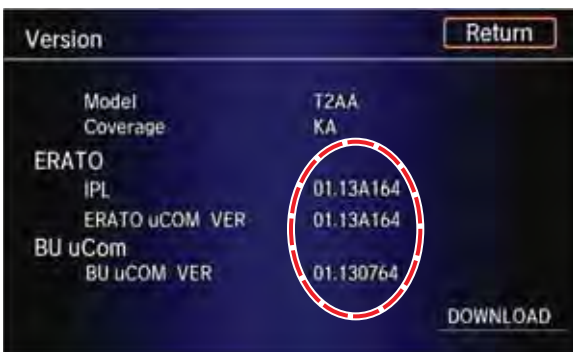
17. Select **Detail Information & Setting**.

18. Select **Version**.

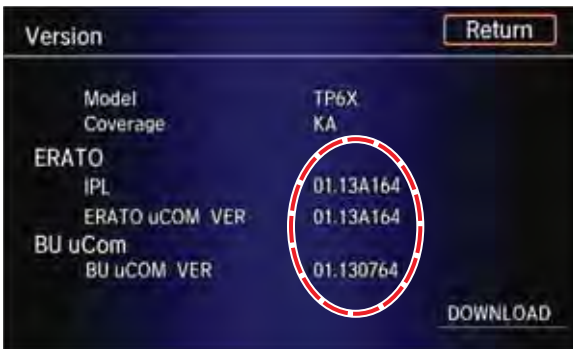


19. Verify that the software was updated to the new version as shown below. If the software is not updated, turn the vehicle to the OFF mode, and go back to step 2 and repeat the update procedure.

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20. Make sure the clock and the compass settings are correct.

21. Delete all paired phones from the vehicle. Make sure the Service Advisor informs the customer that the customer needs to pair their phone to the vehicle.

RECOVERY PROCEDURE

1. Press the engine start/stop button to select the vehicle OFF mode.
2. Make sure the USB update device is inserted into the USB port, then do a battery cable reset for 2 minutes.

NOTE: Make sure the USB update device is inserted when the vehicle is turned back to the ON mode because when the unit powers up, it will immediately look for the update 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. Press the engine start/stop button to select the vehicle ON mode.

NOTE: Do not start the vehicle because starting the vehicle 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 process and software update reload takes about 15-30 minutes, depending on when the update process was interrupted.
- The displays may stay blank during this time.

6. When the recovery process is complete, the Enter code message and keypad screens (with navigation) or the System update data detected screen (without navigation) appear. Press the engine start/stop button to select the OFF mode.

NOTE: Select No on the System update data detected screen (without navigation) before selecting the OFF mode.

7. Remove the USB and wait at least 1 minute.
8. Go to the applicable REPAIR PROCEDURE to Complete the update process:

- For **Vehicles with Navigation (with Touch Screen)**, go to step 8.
- For **Vehicles without Navigation (with Touch Screen)**, go to step 11.

Example of Customer Letter

Product Update: Audio and Audio-Navigation Unit Software Update

Dear Accord Owner:

This letter is to inform you of a software update for your audio or audio-navigation unit that will repair several known audio, HandsFreeLink, and navigation system bugs.

What should you do?

Contact any authorized Honda dealer for an appointment to have your vehicle updated. This work will be done free of charge.

Lessor information

If you are the vehicle lessor receiving this product update notice, please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2013 Accord involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you have questions

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4. You can also locate a dealer online at *Hondacars.com*.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**