



Model	Model Code	Year Model
CIVIC 5D	FK1, FK2, FK3	15, 16
CIVIC 5D TYPE R	FK2	15, 16
CIVIC TOURER	FK2, FK3	15, 16, 17
CR-V	RE5	15, 16, 17, 18
CR-V DIE	RE6	15, 18
CR-V I-DTEC	RE6	16, 17
HR-V	RU1, RU8	16, 17, 18
JAZZ	GK3	16, 17, 18

Issue Date  
24/02/2018

Originator

## Honda Connect Software Update (RC8)

### Background

This Bulletin supersedes [RC6](#) update bulletin [SQ-10-0013-05](#)

This [RC8](#) software update version contains all previous updates which were previously included in the [RC6](#) update software.

Please discard all other RC software CD versions and printed bulletin copies.

### Symptom

All the symptoms can now be viewed in the table attached to this bulletin "RC symptoms". The table also contains [RC8](#) symptom details.

### Cause

The symptoms are caused by an error with the audio unit software.

### Countermeasure

The audio unit software has been modified to reduce the occurrence of these concerns.

### Application to Production Line

Application to production line to be confirmed at a later date.

### Market Treatment

Repair on customer complaint only.

### Repair Method

**The following procedure must be followed EXACTLY as described.**

Before starting:

- Make a note of the customer's FM and DAB pre-set stations. Inform customer that their personal data (paired phones, Wi-Fi, phone books, uploaded pictures, etc.) stored in the unit will be deleted.
- Have three 16GB memory sticks ready. The memory sticks must be empty, the update files must be stored in the root of the USB drive.

Some units might experience "H screen stuck on" symptom. Initially the software update will not be possible when the unit is "H screen stuck on". You will need to follow these steps before attempting the update:

- When unit is in fail mode "H screen stuck on", Press and hold the Power and Day Night button at the same time for five seconds.

**Note: Wait until the loading circle appears on the screen and then press the Power & Day Night button.**





- After five seconds the unit will switch into the reboot mode, then the unit will do a file check during rebooting. Rebooting will take approximately two and a half minutes.
- Now continue with software update procedure.

**Note: The "H screen stuck on" symptom can be caused by software or a hardware failure. In case of a hardware failure, recovering is not possible and a new RM unit is necessary.**

### SOFTWARE UPDATE PROCEDURE

1) Obtain the Honda connect unit 4 digit ID code as shown on the following pictures:

**Note: If you cannot locate the Honda connect 4 digit ID, check WebEPC for the part number.**

Civic/CRV non-CD unit, the code is located the bottom left corner (LHD specification) or bottom right corner (RHD specification).



Civic/CRV CD unit, code is located under the folding screen.



Jazz, code is located in top right corner (LHD specification) or top left corner (RHD specification).



HR-V, code is located in top right corner (LHD specification) or top left corner (RHD specification).



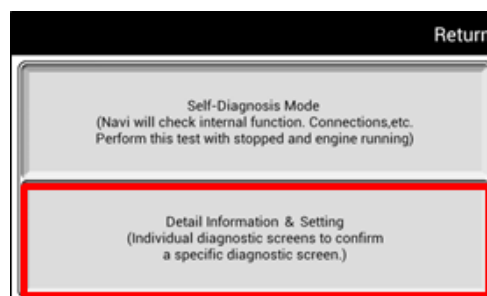
### Check software version

2) Press and hold "MENU"+"Day/Night"+"POWER" button (in this order) for about five seconds until the display changes.

**Note: The button layout may vary according to the unit type.**



3) Select "Detail Information & Setting".





4) Select "Version".

Detail Information & Setting		Return
B-CAN		▲
F-CAN		
Version		
Car Status		
Serial Number		▼

5) Write down the Main Soft (SH) and Build (TEGRA) version information as at step 9 and step 31 they will be required.

Version		Return
[System]		
Main Soft	:31.00.cf	
[Main]		
Android OS	:4.0.4	
Linux Kernel	:Linux version 3.1.10 (build@HL22) (gcc version 4.4.3 (GCC) ) #2 SMP PREEMPT Fri Oct 7 23:18:31 JST 2016	
Build	:0E.094.00.1123.ada3s.20161007.221618	
[Pre]		
PRE IMG	:0003.0011	
APP0	:GarminNavigator_3.38	
APP1	:Aha_4.10	

6) Press and hold the bottom right corner for more than 5 second.

Version		Return
[System]		
Main Soft	:31.00.cf	
[Main]		
Android OS	:4.0.4	
Linux Kernel	:Linux version 3.1.10 (build@HL22) (gcc version 4.4.3 (GCC) ) #2 SMP PREEMPT Fri Oct 7 23:18:31 JST 2016	
Build	:0E.094.00.1123.ada3s.20161007.221618	
[Pre]		
PRE IMG	:0003.0011	
APP0	:GarminNavigator_3.38	
APP1	:Aha_4.10	

7) Write down the TEGRA EC/NC version information as at step 22 they will be required.

Detail Version Info		Return
TEGRA Build Version:	23:18:31 JST 2016 0E.094.00.1123. ada3s.20161007.221618	▲
TEGRA Nonvolatile Version:	V001	
TEGRA Car Parameter:	841A11	
TEGRA EC/NC Version:	ENCV36_S5_02A_02.obj ENCV36_S5_02A_T0AX_3 3	
TEGRA Camera Guideline:	00030001	
SH Main Software Version:	31.00.cf	
SH Boot Software Version:	00.00.25	
SH Car Parameter:	841A11	▼

8) Press 'Return' three times until you get out of the diagnostic menu.

9) Does the Main Soft version end '00.cb' or '00.cc' and the Build version begins '01.083' or '02.084'?

- If yes go to step 10.
- If no go to step 22.

#### Update stage 1 (Main Soft, SH file)

10) By using the vehicle type and unit ID code or WebEPC part number, select from the attached table "[Honda Connect RC8 DVD disc RC8 UPDATE MATRIX](#)" the correct file to update the Honda connect unit.

**Note: The correct files must be used, if incorrect files are used, functionality will be affected and it will not be recoverable. The unit will require replacement.**

11) Install the software update disc into a PC. Three folders will be displayed:

- SH for Main Soft update (contains two files).
- [TEGRA ECNC \(contains two files\).](#)
- TEGRA for Build update (contains four files).

12) On one 16GB USB memory drive save the appropriate SH file (Select the file using the [RC8 UPDATE MATRIX](#) attached).

#### Note:

- **Only one file which corresponds to the unit number should be stored on each USB drive.**
- **Ensure there are no other files on the USB drive.**



- The file must be stored in the root of the USB drive.

13) Ensure that the parking brake is ON, then turn on the ignition.

**Note)** It is important that the power supply to the audio unit is not disrupted during the software update as this may cause irreparable damage. The update should be carried out with the vehicle connected to an external power supply or with the engine running.

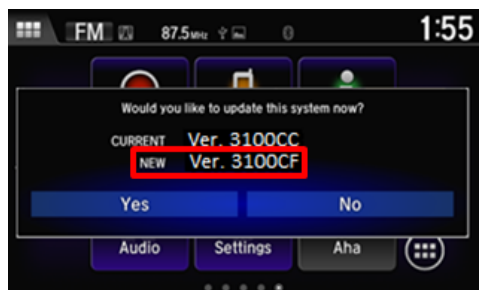
14) Turn on the unit and go to the Home screen.



15) Plug in the USB drive with SH file into the USB socket. An update confirmation screen will be displayed:

- Confirm "New Ver." shows "Ver. 3000CF" or "3100CF".
- Select "Yes".

**Note:** If a USB drive with the same Main Soft / SH software is inserted, the message "USB Problem, Please try again." is displayed. Check the installed Main Soft / SH software version to exclude a USB file problem as detailed in step two "Check Software version".



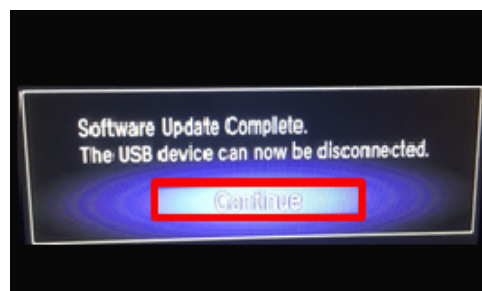
16) The unit will re-boot and the following screens will be displayed for about one minute.



17) The following screen is then displayed for about three minutes (the screen will blink a few times during this time).



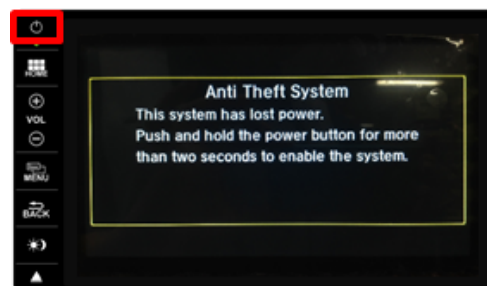
18) Remove the USB drive and press Continue.



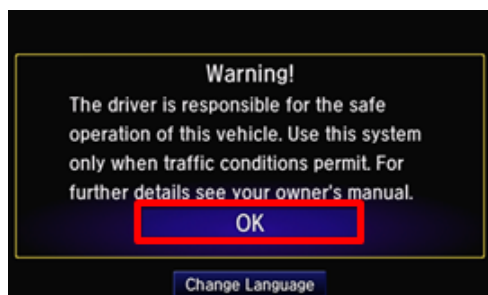
19) The following screens will be displayed next.



20) Press POWER for about two seconds.



21) Press "OK".



### Update stage 2 (TEGRA EC/NC file)

22) By using the vehicle type and unit ID code or WebEPC part number, select from the attached table "Honda Connect RC8 DVD disc RC8 UPDATE MATRIX" the correct file to update the Honda connect unit.

**Note) The correct files must be used – if incorrect files are used, the process cannot be reversed and the unit will be permanently damaged.**

23) Install the software update disc into a PC. Three folders will be displayed:

- SH for Main Soft update (contains two files).
- **TEGRA ECNC** (contains two files).
- TEGRA for Build update (contains four files).

24) On second 16GB USB drive, save the appropriate TEGRA ECNC file. (Select the file using the **RC8 UPDATE MATRIX** attached).

#### Note:

- **Only one file which corresponds to the unit number should be stored on each USB drive.**
- **Ensure there are no other files on each USB drive.**
- **The file must be stored in the root of the USB drive. Do not unzip / unpack the TEGRA ECNC ZIP file.**

25) Ensure that the parking brake is ON, then turn on the ignition.

26) Go to the HOME screen. Plug the USB drive with one TEGRA ECNC file into the USB socket. An update confirmation screen will be displayed.

- Confirm the last six digit of "New Ver." matches with last six digit of TEGRA ECNC that's shown in the application **RC8 UPDATE MATRIX**.

- Select "Yes".



27) The unit will re-boot and the following screens will be displayed for short period of time.

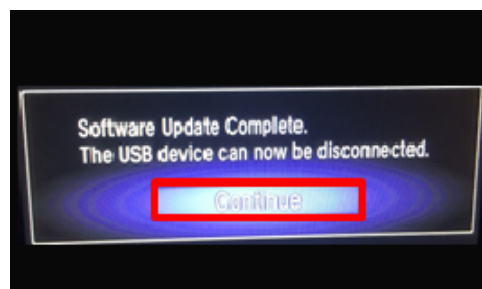


28) The following screen is then displayed for about 10 seconds.



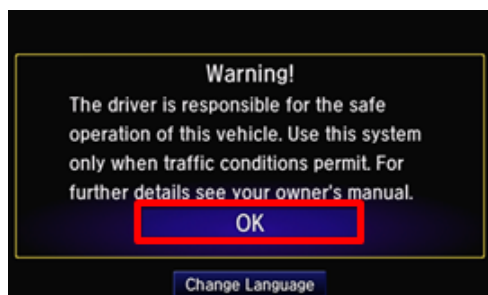
29) The "Software Update Complete" screen will be displayed. Remove USB drive. Press "Continue" and wait for about two minutes.

**Note: The unit will reboot and may run through various screens.**



30) Press "OK".





### Update stage 3 (Build, TEGRA file)

31) By using the vehicle type and unit ID code or WebEPC part number, select from the attached table "Honda Connect RC8 DVD disc RC8 UPDATE MATRIX" to find the correct file to update the Honda connect unit.

**Note) The correct files must be used – if incorrect files are used, download correct Build, TEGRA file again and start from step 31.**

32) Install the software update disc into a PC. Three folders will be displayed:

- SH for Main Soft update (contains two files).
- TEGRA ECNC (contains two files).
- TEGRA for Build update (contains four files).

33) On the third 16GB USB drive, save the appropriate TEGRA file. (Select the file using the RC8 UPDATE MATRIX attached).

#### Note:

- Only one file which corresponds to the unit number should be stored on each USB drive.
- Ensure there are no other files on each USB drive.
- The file must be stored in the root of the USB drive. Do not unzip / unpack the TEGRA ZIP file.

34) Ensure that the parking brake is ON, then turn on the ignition.

35) Go to the HOME screen. Plug the USB drive with one TEGRA file into the USB socket. An update confirmation screen will be displayed.

- Confirm "New Ver." matches that shown in the application RC8 UPDATE MATRIX.

- Select "Yes".



36) The unit will re-boot and the following screens will be displayed for about two minutes.

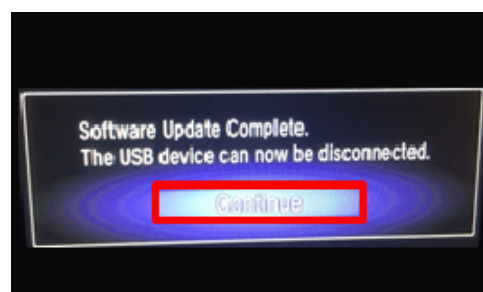


37) The following screen is then displayed for about four minutes.

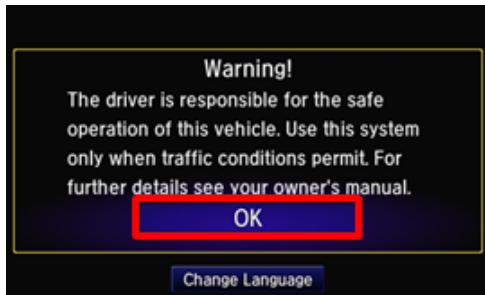


38) The "Software Update Complete" screen will be displayed. Remove USB drive. Press "Continue" and wait for about two minutes.

**Note: The unit will reboot and may run through various screens.**



39) Press "OK".



### Factory data reset

**Note:** The next steps must be completed to finalise the update.

40) Go to the HOME screen.

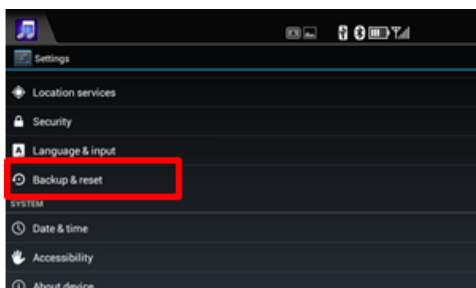
- Press the "Apps" icon.



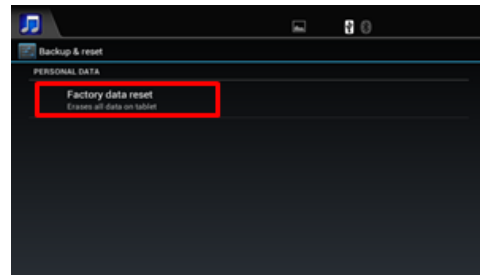
41) Press the SETTINGS icon.



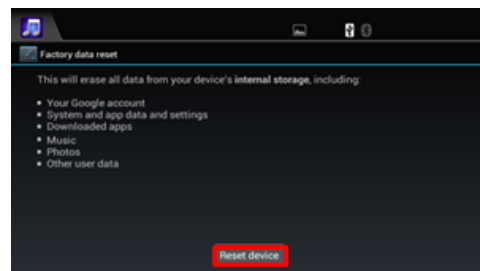
42) Select "Backup & reset".



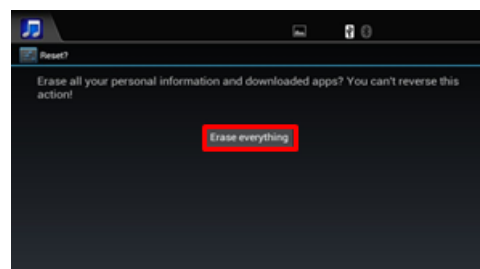
43) Select "Factory data reset".



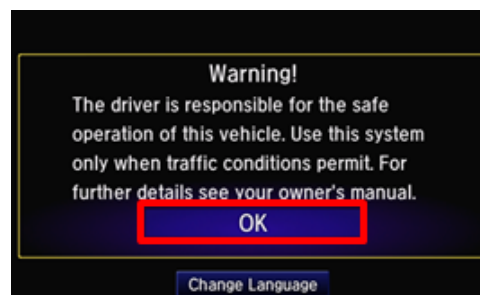
44) Select 'Reset device'.



45) Select "Erase everything". The unit will reboot, various screens may be seen. The process takes about three minutes.



46) Press "OK".



**Note:**

- All phones will be erased from the Honda Connect memory after factory reset.
- When re-pairing customers phone be sure to delete any previously paired Honda HFT from phone's memory.

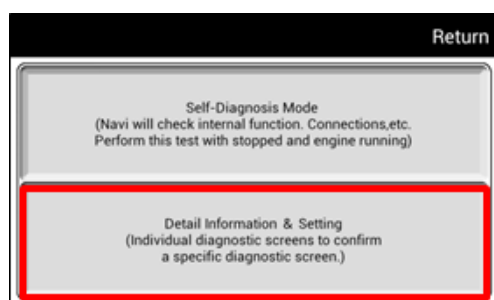
**Check software version**

47) Press and hold "MENU"+"Day/Night"+"POWER" button (in this order) for about five seconds until the display changes.

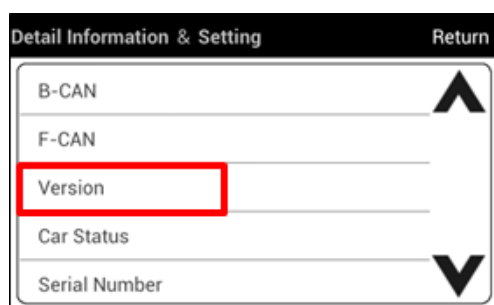
**Note:** The button layout may vary according to the unit type.



48) Select "Detail Information & Setting".



49) Select "Version".



50) Confirm the Main Soft (SH) and Build (TEGRA) versions match those in the application RC8 UPDATE MATRIX attached.

Version		Return
[System]		
Main Soft	:	31.00.cf
[Main]		
Android OS	:	4.0.4
Linux Kernel	:	Linux version 3.1.10 (build@HL22) (gcc version 4.4.3 (GCC) ) #2 SMP PREEMPT Wed Nov 29 11:38:45 JST 2017
Build	:	10.096.00.1123_ada3s.20171129.103614
[Pre]		
PRE IMG	:	.0003.0013
APP0	:	GarminNavigator_3.45
APP1	:	Aha_4.10

51) Press and hold the bottom right corner for more than 5 second.

Version		Return
[System]		
Main Soft	:	31.00.cf
[Main]		
Android OS	:	4.0.4
Linux Kernel	:	Linux version 3.1.10 (build@HL22) (gcc version 4.4.3 (GCC) ) #2 SMP PREEMPT Wed Nov 29 11:38:45 JST 2017
Build	:	10.096.00.1123_ada3s.20171129.103614
[Pre]		
PRE IMG	:	.0003.0013
APP0	:	GarminNavigator_3.45
APP1	:	Aha_4.10

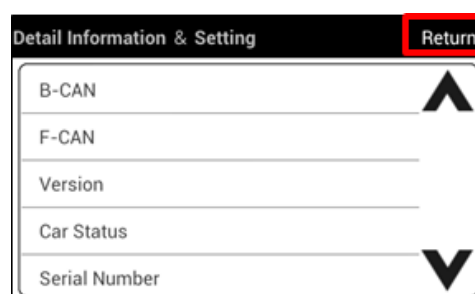
52) Confirm the TEGRA EC/NC Version match those in the application [RC8 UPDATE MATRIX](#) attached.

Detail Version Info		Return
<div> <div>version 4.4.3 (GCC) ) #2 SMP PREEMPT Wed Nov 29 11:38:45 JST 2017</div> <div> <div>TEGRA Build Version:</div> <div>10.096.00.1123_ada3s.20171129.103614</div> </div> <div> <div>TEGRA Nonvolatile Version:</div> <div>V001</div> </div> <div> <div>TEGRA Car Parameter:</div> <div>961AC6</div> </div> <div> <div>TEGRA EC/NC Version:</div> <div>ENCV36_S5_02A_02.obj</div> <div>ENCV36_S5_02A_EXT_HF</div> <div>T</div> </div> <div> <div>TEGRA Camera Guideline:</div> <div>00060001</div> </div> <div> <div>SH Main Software Version:</div> <div>31.00.cf</div> </div> <div> <div>SH Boot Software Version:</div> <div>00.00.25</div> </div> </div>		

53) If unit is not equipped with Garmin navigation app, the update is now complete.

- Go to step 58.

54) The If unit is equipped with Garmin navigation app, press 'Return' three times until you get out of the diagnostic menu.

**Check navigation version**





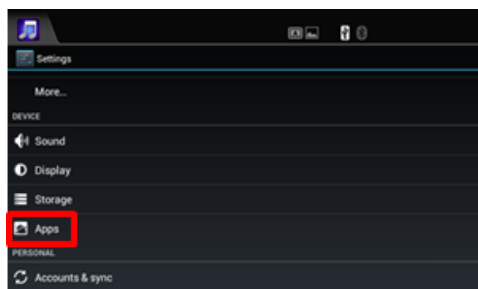
55) Press the "Apps" icon on screen.



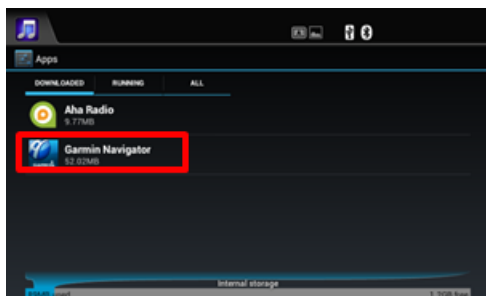
56) Press the "Settings" icon.



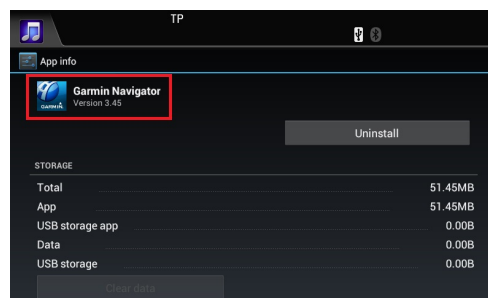
57) Select "Apps".



58) Select "Garmin Navigator".



59) Confirm the version is 'Version 3.45'.



60) **Important** - Carry out the Apps centre update and restore any Apps the customer may have added.

- Enter the App centre and carry out any available updates. Please refer to bulletin SP-18-002-00 (Honda Connect Audio System - Update At PDI) for instructions.

61) Turn the unit on and test all the functions.

#### Note:

- While testing the FM and DAB functions, restore all the customer pre-set stations in FM and DAB mode.
- In some circumstances the navigation system can show different vehicle position than actual, this can happen after software update when unit calibration is not complete. This symptom is not related to GPS signal and or unit software. In most cases it will automatically calibrate in normal use but under some circumstances it may be necessary to carry out calibration as per bulletin SQ-10-001-00.
- All phones have been erased from the Honda Connect memory after Factory data reset.

The Repair is now complete

#### Parts Information

<Part Number>	<Part Name>
39100TV0ZE10KIT	HONDA CONNECT SOFTWARE UPDATE RC8 DISC

**Note:** Only one DVD per dealer is required. Do not order more than one DVD disc per dealer.

#### Warranty Information

**Application:** Normal Warranty Applies



**Causal Part:** [39100-TV0-ZE10-KIT - Honda Connect Software Update, RC8](#)

**Claim Code:** 032

**NEWS Symptom Code:** 03220 Not operating properly

**Operation No.(LON-NEWS Only):** 0100A5 Update the Audio & Navigation System

**FRT:** 0.5