

Applies To: **See VEHICLES AFFECTED**

October 3, 2008

## Navigation Software Updates for Daylight Saving Time (DST), DVD Read Error Message, and Other Listed Symptoms (see Table on Page 2) (Supersedes 07-026, dated September 4, 2008, to delete a navigation system symptom)

### BACKGROUND

There are several known navigation software bugs that cannot be repaired by replacing hardware components. Navigation software patches are now available to repair many of these commonly known bugs.

### VEHICLES AFFECTED

2006–07 Accord - all equipped with navigation  
 2006–07 Accord Hybrid - all equipped with navigation  
 2006–07 Civic - all equipped with navigation  
 2006–07 Civic Hybrid - all equipped with navigation  
 2007 CR-V - all equipped with navigation  
 2005–07 Odyssey - all equipped with navigation  
 2006–07 Pilot - all equipped with navigation  
 2006–07 Ridgeline - all equipped with navigation

### CORRECTIVE ACTION

Refer to the NAVIGATION SYSTEM SYMPTOMS table to determine if the customer complaint can be repaired by the software patches. If it can, download the applicable patch CD into the navigation system.



**NOTE:** These software patches work only with vehicles that have a white, turquoise, or gray (Canada) colored label DVD. They will not work on systems that use a black or orange DVD.

### TOOL INFORMATION

SCS Service Connector: T/N 07PAZ-001010A  
 Navigation Patch CD Album: T/N 07AGG-SDAA150

**NOTE:** Each dealer received two sets of patch CDs as part of the special tools package. If you need a replacement set of patch CDs, they are available through the normal parts ordering channels.

### WARRANTY CLAIM INFORMATION

**In warranty:** The normal warranty applies.

Operation Number: 053011

Flat Rate Time: 0.3 hour

Failed Part: P/N 39540-TA0-305  
 H/C 8773871

Defect Code: 03214

Symptom Code: 01201

Template ID: 07-026A

Skill Level: Repair Technician

**Out of warranty:** Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

## NAVIGATION SYSTEM SYMPTOMS

SYMPTOM	Acc'd	Acc'd Hybrid	Civic/ Civic Hybrid	CR-V	Ody.	Pilot	Ridge.	Affected DVD Version(s) (DVD Color)
When daylight saving time (DST) changes in March and November, the clock does not change, even with Auto DST set to ON. But the clock changes by one hour on April/October time change dates. Make sure you set the navigation system to <b>Auto DST</b> if you live in a state that observes DST.	X	X	X	X	X	X	X	4.56A and earlier (white) 6.56 and earlier (turquoise)
A DVD reading error message appears intermittently while driving.	X	X	X	X	X	X	X	All versions (white and turquoise)
When on a calculated route, the <b>Time to go</b> timer displayed at the top of the screen is inaccurate and counts down in hours.	X	X	X		X	X	X	4.31C and earlier (white) 6.11C and earlier (turquoise)
The rearview camera image stays on when shifting from R to D.					X	X	X	4.31 and earlier
The rearview camera image is slow to appear when shifting into R.				X	X	X	X	4.55, 4.56 (white) 6.11 (turquoise)
The navigation system freezes when on a calculated route, and always in the same general location.	X	X	X		X	X	X	4.31A, 4.31C (white) 6.11 (turquoise)
The <b>Enter Code</b> (navigation security code) screen appears when you start the vehicle, even though the navigation unit has not lost power.					X	X	X	4.31A, 4.31C (white)
You can't adjust the subwoofer with the touch screen audio controls.							X	4.31 (white)
The audio station (AM, FM, or XM) doesn't change on the navigation screen when you change the audio channel or use a preset button.					X	X		4.55, 4.56 (white)
In certain Canadian locations, the map is slow to appear after the system boots up.	X		X	X	X	X	X	4.55 (white) 6.55 (turquoise)
Voice recognition commands to the climate control unit don't work immediately after the navigation system boots up.	X					X		4.31A, 4.31C (white)
After touching OK on the disclaimer screen, a black screen appears for a few seconds before the map appears.	X	X	X	X	X	X	X	4.55, 4.56 (white) 6.55, 6.56 (turquoise)
If you touch the 5th item on any list of 6 items, the 6th item is selected.					X			4.31A, 4.31C (white)
If the customer has the <b>Off road tracking</b> function turned ON, the white dots (breadcrumbs) remain all over the map. Note: After installing the patch, turn OFF the <b>Off road tracking</b> function, and then turn it back on.	X		X		X	X	X	4.31A, 4.31C (white) 6.11 (turquoise)

SYMPTOM	Acc'd	Acc'd Hybrid	Civic/Civic Hybrid	CR-V	Ody.	Pilot	Ridge.	Affected DVD Version(s) (DVD Color)
When driving off a mapped road, the system does not display "not on a digitized road." Instead, it keeps displaying the previous road name at the bottom of the screen. NOTE: This applies to mapped roads that are not contained in the navigation system, not roads that are displayed in other navigation systems or on the Internet.	X		X		X	X	X	4.31A, 4.31C (white) 6.11 (turquoise)
Trip computer FE (fuel economy) value is very high when coasting downhill.	X					X		4.31A, 4.31C (white)
Cities like Québec are displayed as "Qu bec" because the letters with accents are not displayed.	X		X		X	X	X	4.31A, 4.31C (white) 6.11 (turquoise)
The trip computer does not show a fill-up date on the trip computer history screen.	X	X						4.55, 4.56A (white)
When selecting one letter on the touch screen, a different letter is selected.	X				X	X	X	4.31, 4.55, 4.56A (white)
When selecting a letter, the letter responds only when you touch the corner, or the edge of the box around the letter.	X				X	X	X	4.31, 4.55, 4.56A (white)
Streets in New York starting with LUD or MAL cause the system to reboot.	X	X	X	X	X	X	X	4.55, 4.56A (white) 6.55, 6.56 (turquoise)
The touch screen buttons to adjust the audio unit fader and bass level do not work.					X			4.31A, 4.31C (white)

## REPAIR PROCEDURE

- Read the list of NAVIGATION SYSTEM SYMPTOMS in the table:
  - If the customer complaint is in the list, go to step 2.
  - If the customer complaint is not in the list, this bulletin may not apply. Troubleshoot the navigation system using normal troubleshooting procedures, and check the *IN* for more information.
- Start the vehicle.  
NOTE: If the system loading process is interrupted because the navigation unit loses power, the navigation unit may not work properly.
- Make sure you have the navigation system anti-theft code, then eject the navigation DVD. Refer to the applicable service manual for the DVD location, ejecting, and handling instructions.

- Inspect the DVD read surface for circular or arc-shaped scratches, like something is rubbing against the DVD as it spins.



Are there circular scratches or arcs on the DVD?

**Yes** - Replace the DVD and the navigation unit. Refer to Service Bulletin 08-051, *DVD Read Error, or No Route Displayed, and Navigation DVD is Scratched*.

**No** - Go to step 5.

- Check the DVD label color and version number (VER), then place the customer's DVD in a safe place.

NOTE:

- This service bulletin doesn't apply to black or orange discs.
- If a navigation DVD is damaged by something other than the navigation unit, like rough handling by the customer, DVD replacement is not covered by warranty.

- Using the DVD label color and the DVD version number, select the applicable patch CD from the album (they are labeled 1 thru 5):

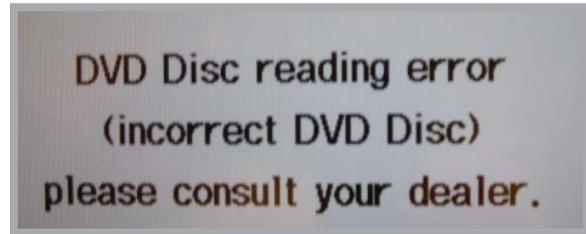
DVD Color	Version on label	Use Patch CD
White	4.09, 4.10, 4.11, 4.12, 4.13, 4.13A, 4.13B, 4.13C	1 (Version 1.24.01)
	4.31A, 4.31C	2 (Version 1.40.01)
	4.55, 4.55A, 4.56, 4.56A	3 (Version 1.59.09)
Turquoise	6.11A, 6.11C	4 (Version 1.12.01)
	6.55, 6.55A, 6.56, 6.56A	5 (Version 1.59.09)

- With the engine running, insert the correct patch CD into the navigation DVD slot with its label side up. If needed, close the door over the slot.
- Allow the navigation system to download the patch CD. The navigation screen may go blank or display a brief error message before a **Now Downloading** message appears, then it changes to an updating software progress bar.
  - If the CD is downloading properly, go to step 14.
  - If the DVD Read Error message does not go away after a few seconds, recheck the DVD version number against the table in step 6. If the version number is correct, go to step 9.

NOTE: Also check the patch CD for dirt and scratches. Clean or replace the CD if needed.

- Turn the ignition switch to LOCK (0), and attach the SCS service connector to the navigation service connector located at the back of the navigation unit.

- Start the vehicle, wait for the **System Links** menu to appear, then remove the SCS service connector.
- From the **System Links** menu, select **Return** to go to the **Diagnostic menu**.
- In the **Diagnostic menu**, select **Version**.
- In the **Version** menu, select **Download**. Do not press any other buttons as this may delete the customer's personal data.
- After the CD finishes loading, the navigation system may reboot to the disclaimer screen, or display **DVD Disc reading error (Incorrect DVD Disc)** on the screen. Remove the patch CD, and insert the original navigation DVD.



- Turn the ignition switch to LOCK (0), then restart the engine:
  - If the navigation system boots up properly, go to step 16.
  - If the **Factory in-line** diagnostic screen appears, refer to the applicable service manual for the symptom **System always comes up in in-line diagnostic mode**, then go to step 16.
  - If the message **DVD Disc reading error (Incorrect DVD version)** appears on screen, the incorrect patch CD may have been loaded, and it is not compatible with the original DVD:
    - Eject the original DVD.
    - Confirm that the correct CD was used (refer to step 6).
    - Repeat steps 6 thru 14. If the condition continues, troubleshoot the navigation system using normal troubleshooting procedures.
- Turn the ignition switch to LOCK (0), wait 30 seconds, then restart the engine.
- Do the map matching procedure (refer to the applicable service manual).
- For states that follow DST, make sure the DST setting is turned on:
  - Go to **Setup**.
  - Select **Clock Adjust**.
  - Make sure **Daylight Saving** is ON. The system now uses the new March thru November DST schedule.
- The update is complete. Return the patch CD to its album and the vehicle to the customer.