New Software Update (Vehicle Will Not Start)
(Supersedes , dated March 19, 2014, to revise the information marked by the black bars)

REVISION SUMMARY

- Under VEHICLES AFFECTED, 2012–14 CR-V VIN information was updated.

- Under SOFTWARE INFORMATION, the software was updated so that vehicles that were previously repaired with the earlier software are eligible for this new software version update. If the MVCI displays **This vehicle does not need an update at this time** during the update, the software has already been updated.

SYMPTOM

The customer states the vehicle did not start due to a low state battery charge.

NOTE:

- A dead battery could be normal depending on the battery condition, battery age, and how long the vehicle has sat. This software update will have no effect on these conditions.

- A jump-start should only be used to get the vehicle to a service station or dealer. It should not be used to fully charge the battery.

- There are many other possible causes for a vehicle needing multiple jump starts, such as a faulty alternator, a faulty or sulfated battery, a parasitic draw, or loose battery cables.

POSSIBLE CAUSE

The vehicle's battery sensor monitors battery condition and the PCM determines charging mode. Based on the sulfation of the battery and customer driving habits, the PCM may not select the correct charge mode.

VEHICLES AFFECTED

2012–14 CR-V: ALL

2012 Civic 2-Door A/T: (DX, LX, EX ,EX-L)
From VIN 2HGFG3B..CH500001 thru
2HGFG3B..CH545051 (KL)
From VIN 2HGFG3B..CH500001 thru
2HGFG3B..CH544845 (KA)

2012 Civic 2-Door M/T: (DX, LX, EX, EX-L)
From VIN 2HGFG3A..CH500001 thru
2HGFG3A..CH544991 (KA)

2012 Civic 4-Door A/T: (DX, LX, EX, EX-L)
From VIN 19XFB2F..CE000001 thru
19XFB2F..CE063549 (KA)
From VIN 19XFB2F..CE300001 thru
19XFB2F..CE352629 (KL)
From VIN 2HGFB2F..CH500001 thru
2HGFB2F..CH563701(KA)
From VIN 2HGFB2F..CH500001 thru
2HGFB2F..CH563567(KL)
From VIN JHMFB2F..CS000001 thru
JHMFB2F..CS006549 (KA)

2012 Civic 4-Door A/T: (HF)
From VIN 2HGFB2F..CH5000001 thru
2HGFB2F..CH566371(KL)
From VIN 2HGFB2F..CH500001 thru
2HGFB2F..CH565568 (KA)

2012 Civic 4-Door M/T:
From VIN 2HGFB2E..CH500001 thru
2HGFB2E..CH563762 (KA)
From VIN 19XFB2E..CE000001 thru
19XFB2E..CE064072 (KL)

2012 Civic Hybrid:
From VIN JHMFB4F..CS000001 thru
JHMFB4F..CS009670

2012 Civic Natural Gas:
From VIN 19XFB5F..CE000001 thru
19XFB5F..CE001625

2012 Civic Si 2-Door:
From VIN 2HGFG4A..CH700001 thru
2HGFG4A..CH703235

2012 Civic Si 4-Door:
From VIN 2HGFB6E..CH700001 thru
2HGFB6E..CH703684

CORRECTIVE ACTION

Update the PGM-FI software.

Skill Level R REPAIR

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.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
1255B9	Update PGM-FI software (includes battery check)	0.4 hr

Failed Part: P/N 37820-R1A-A54

Defect Code: 03214

Symptom Code: 03203

Skill Level: Repair Technician

SOFTWARE INFORMATION

NOTE: Unnecessary or incorrect repairs resulting from a failure to update the HDS or MVCI are not covered under warranty.

MVCI Control Module (CM) Update:
Application Version V3.01.40 **or later**
Database update 10-June-2014 **or later**

HDS Software Version:

3.014.012 **or later**

Before beginning the repair, make sure that both the HDS and MVCI are updated as listed above.

Do only the update listed in this service bulletin.

Check that the MVCI indicates the applicable program ID listed below (or a later program ID) as the **Recommended Update** when the update begins.

If the MVCI displays **This vehicle does not need an update at this time** during the update, the software for this service bulletin is already installed.

For more information about updating the HDS, the MVCI, and vehicle systems, refer to Service Bulletin 01-023, *Updating Control Units/Modules.*

Year/Model	Program ID (or later)	Program P/N (or later)
2012–13 CR-V 2WD EX, EX-L	5A305	37805-R5A-305
2012–13 CR-V 2WD LX	5A307	37805-R5A-307
2012–13 CR-V AWD EX, EX-L	5A306	37805-R5A-306
2012–13 CR-V AWD LX	5A308	37805-R5A-308
2014 CR-V 2WD EX, EX-L	5AA04	37805-R5A-A04
2014 CR-V 2WD LX	5AA24	37805-R5A-A24
2014 CR-V AWD EX, EX-L	5AA14	37805-R5A-A14
2014 CR-V AWD LX	5AA34	37805-R5A-A34
2012 Civic 2/4-door DX, LX, 2-door EX	1AA060	37805-R1A-A06
2012 Civic 2/4-door DX, LX, EX, EX-L (KA)	1AA560	37805-R1A-A56
2012 Civic 4-door HF (KA)	1AA640	37805-R1A-A64
2012 Civic 2/4-door DX, LX, EX, EX-L (KL)	1YL570	37805-R1Y-L57
2012 Civic 4-door HF (KL)	1YL930	37805-R1Y-L93
2012 Civic Natural Gas	1ZA530	37805-R1Z-A53
2012 Civic Hybrid (KA)	W0A760	37805-RW0-A76
2012 Civic Hybrid (KL)	W0L740	37805-RW0-L74
2012 Civic 2/4-door SI	X0A050	37805-RX0-A05

REPAIR PROCEDURE

1. Check the condition of the battery using the GR8 battery diagnostic station (software version **192-210007K** or later). If necessary, replace the battery before updating the PGM-FI software. Refer to Service Bulletin 88-023, *Battery Testing and Replacement.*

2. Update the PGM-FI software. Refer to Service Bulletin 01-023, *Updating Control Units/Modules.*

END