Applies To: **See VEHICLES AFFECTED**   **March 19, 2014**

Vehicle Will Not Start Due to a Low State of Charge
(Supersedes 12-041, *The Battery Is Dead and Needs Multiple Jump-Starts*, dated February 2, 2013; see REVISION SUMMARY)

REVISION SUMMARY

This service bulletin has been revised extensively; American Honda recommends that you review the entire bulletin.

SYMPTOM

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

- If a battery is sulfated, the sulfate makes charging the battery more difficult. After the battery is properly charged, the effect of the sulfation is reduced so that in most cases, the battery will not need another jump start.

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 CR-V 2WD: (EX, EX-L)
From VIN 2HKRM3H..CH500001 thru
          2HKRM3H..CH503599
From VIN 5J6RM3H..CL000001 thru
          5J6RM3H..CL024449
From VIN JHLRM3H..CC000001 thru
          JHLRM3H..CC013069

2012 CR-V 2WD: (LX)
From VIN 2HKRM3H..CH500001 thru
          2HKRM3H..CH503176
From VIN 5J6RM3H..CL000001 thru
          5J6RM3H..CL024493

2012 CR-V AWD: (EX, EX-L)
From VIN 2HKRM4H..CH600001 thru
          2HKRM4H..CH607051
From VIN 5J6RM4H..CL000001 thru
          5J6RM4H..CL047618
From VIN JHLRM4H..CC000001 thru
          JHLRM4H..CC029039

2012 CR-V AWD: (LX)
From VIN 2HKRM4H..CH600001 thru
          2HKRM4H..CH607426
From VIN 5J6RM4H..CL000001 thru
          5J6RM4H..CL047733

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

ATB 48148-51136 REV2 (1403)

Skill Level
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REPAIR

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.

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 V2.17.06 **or later**
Database update 14-May-2012 **or later**

HDS Software Version:

3.004.005 **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 CR-V 2WD EX, EX-L	5AA020	37805-R5A-A02
2012 CR-V 2WD LX	5AA220	37805-R5A-A22
2012 CR-V AWD EX, EX-L	5AA120	37805-R5A-A12
2012 CR-V AWD LX	5AA320	37805-R5A-A32
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.*