



Applies To: 2011 Odyssey LX, EX, EX-L, and EX-L with RES – Check the iN VIN status for eligibility **June 15, 2012**

Product Update: Audio Unit Software Update for Security Code, Clock Reset, HFL, and Other Listed Issues

(Supersedes 10-081, dated October 28, 2011, to revise the information marked by the black bars) **(Replaces 10-067, Rear Entertainment System Displays "Parental Error" on Audio Display)**

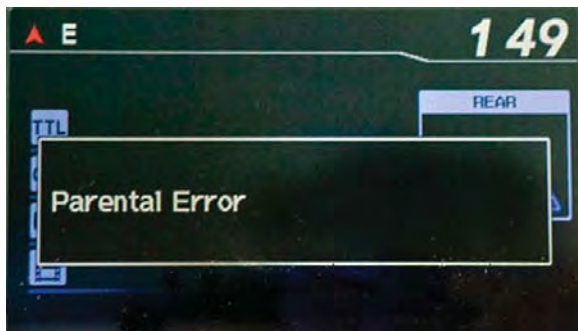
REVISION SUMMARY

Under RECOVERY DISC INFORMATION on page 15, step 1 was changed.

BACKGROUND

An audio unit software update is available to prevent or repair the following issues:

- The audio unit does not accept the security code.
- The clock resets to 1:00 when the ignition switch is cycled.
- The audio unit sound is in mono after using the HFL.
- The audio unit displays the wrong radio frequency.
- The audio unit does not display the serial number when you do the How to Obtain the Audio Unit Serial Number procedure.
- The rear entertainment system (RES) displays a Parental Error message on the audio display when playing some discs, even if they are rated G.



CUSTOMER NOTIFICATION

All owners of affected vehicles will receive a notification of this product update. An example of the customer notification is at the end of this service bulletin.

Not all vehicles within the listed year and model ranges are affected by this campaign. To verify vehicle eligibility, you **must** check for at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition, check for a punch mark above the fifth character of the engine compartment VIN. A punch mark in that location means this campaign has already been completed.

Some vehicles affected by this campaign may be in your new vehicle inventory.

CORRECTIVE ACTION

Update the audio unit software. After the update, check if the vehicle displays the serial number listed on the customer's anti-theft card when doing the How to Obtain the Audio Unit Serial Number procedure. If the serial number does not appear or the wrong serial number appears, you must get a recovery disc from Tech Line to complete the updating procedure.

Update and Repair Procedure

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EX.....	page 4
EX-L.....	page 7
EX-L with RES.....	page 10
Recovery Disc Information	page 15



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.

SOFTWARE INFORMATION

Each dealership received a copy of each of these discs. Use the tool numbers below if you need to order replacements.

Audio Unit Software Update Disc:

T/N 07AAZ-TK8A110 (LX)

T/N 07AAZ-TK8A120 (EX)

T/N 07AAZ-TK8A130 (EX-L)

T/N 07AAZ-TK8A140 (EX-L with RES)

T/N 07AAZ-TK8A100 (Parental Error EX-L with RES)

NOTE: Some vehicles will also need a recovery disc. If you need one, see RECOVERY DISC INFORMATION for ordering information and recovery instructions.

WARRANTY CLAIM INFORMATION

Submit only one of the claims listed below. **You must run a VIN Status Inquiry** on the iN to determine which campaign applies to the vehicle:

- If the VIN Status Inquiry instructs you to do campaign R59, do the audio unit update only, then file a warranty claim using symptom code R5900.
- If the VIN Status Inquiry instructs you to do campaign R75, do the audio unit update and the parental error update, then file a warranty claim using symptom code R7500.

Campaign R59

OP#	Description	FRT
0105A2	Install audio update disc.	0.3
A	Install audio recovery disc.	0.3

Failed Part: P/N 07AAZ-TK8A110

Defect Code: 5PN00

Symptom Code: R5900

Campaign R75

OP#	Description	FRT
0105A2	Install audio update disc.	0.3
A	Install audio recovery disc.	0.3
B	Install RES update disc (Parental Error).	0.1

Failed Part: P/N 07AAZ-TK8A110

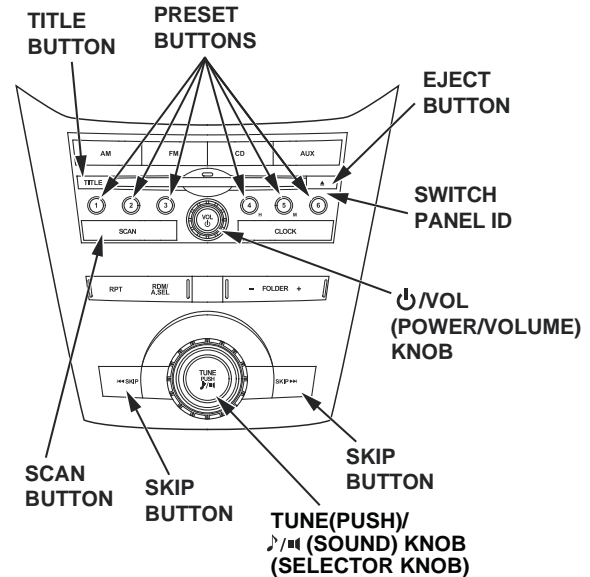
Defect Code: 5PN00

Symptom Code: R7500

LX UPDATE AND REPAIR PROCEDURE

NOTE: LX vehicles only need the software update. Even if the vehicle has any of the listed symptoms, the update disc will repair and update the audio unit software.

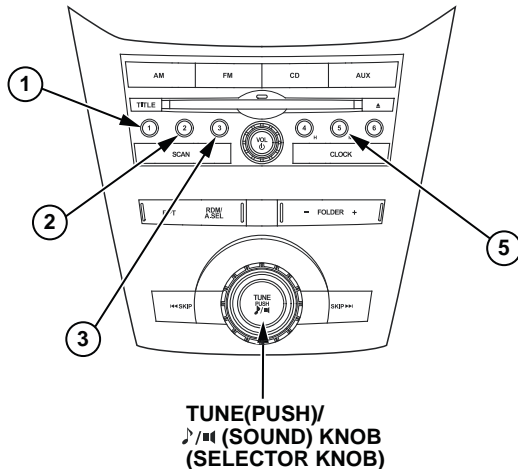
1. Verify that the vehicle is an LX model by making sure the audio unit switch panel ID starts with 1BU0.



2. Start the engine, and make sure the audio unit is on.
3. Insert the correct update disc (T/N 07AAZ-TK8A110) into the CD slot. Make sure the model trim level and the switch panel ID match the disc label.
4. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.
5. Eject the update disc when prompted by the audio unit.

6. Apply the software update:

- Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.



- While holding the preset buttons, press and hold the TUNE(PUSH)/♪/🔊 (SOUND) knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.

7. Verify the update by checking the region and the software version:

- To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, press the VOL/POWER knob. The region should be **S93.05KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 89C6**.



- If the region is not correct, or the software version is not **RC 89C6** or later, go to step 3, and repeat the update procedure. Otherwise, go to step 8.

8. Turn the audio unit off, then turn it back on.

9. Set the clock.

10. Turn the ignition switch to LOCK (0), then back to ON (II).

11. Verify that the clock does not reset to 1:00. If it resets to 1:00, go to step 2, and repeat the update procedure.

12. Make sure the audio unit functions properly.

13. Center-punch a completion mark above the fifth character of the engine compartment VIN:

Center-punch here.

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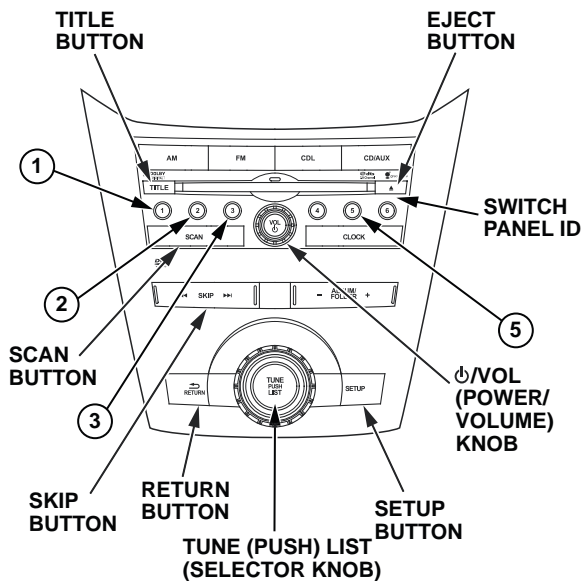
EX UPDATE AND REPAIR PROCEDURE

NOTE:

- If the audio unit is working properly, go to **Updating EX Audio Units**.
- If the audio unit is not working properly, go to **Updating EX Audio Units That Are in Failed Mode**.
- During the update, make sure you don't touch the CD/CDL button because you may turn the CD library feature off which would prevent customers from saving their music to the library.

Updating EX Audio Units

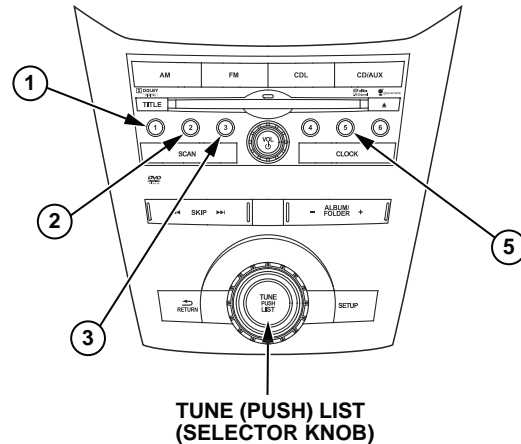
1. Verify that the vehicle is an EX model by making sure the audio unit switch panel ID starts with 1XU0.



2. Start the engine, and make sure the audio unit is on.
3. Insert the correct update disc (T/N 07AAZ-TK8A120) into the CD slot. Make sure the model trim level and the switch panel ID match the disc label.
4. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.
5. Eject the update disc when prompted by the audio unit.

6. Apply the software update:

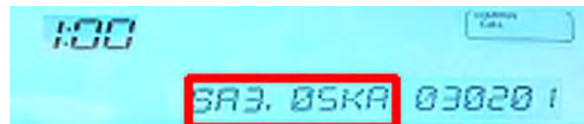
- Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.



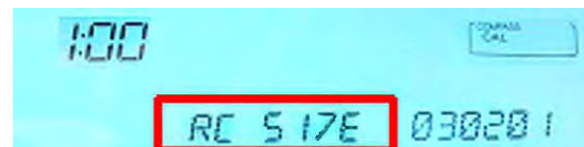
- While holding the preset buttons, press and hold the TUNE (PUSH) LIST knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.

7. Verify the update by checking the region and the software version:

- To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, push the POWER/ VOLUME knob. The region should be **SA3.05KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 517E**.



- If the region is not correct, or the software version is not **RC 517E** or later, go to step 3, and repeat the update procedure. Otherwise, go to step 8.

8. Turn the audio unit off.

9. Check that the serial number appears by pressing and holding audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.
 - If the serial number that is on the customer's anti-theft card appears, the audio unit is OK. Go to step 15.
 - If the wrong serial number appears, go to step 10.
 - If NO CODE appears on the display, go to step 10.
 - If DIAG appears on the display, repeat step 6 to apply the update.
10. Turn the audio unit off, then back on.
11. When **CODE** appears on the display, enter temporary code 24631.

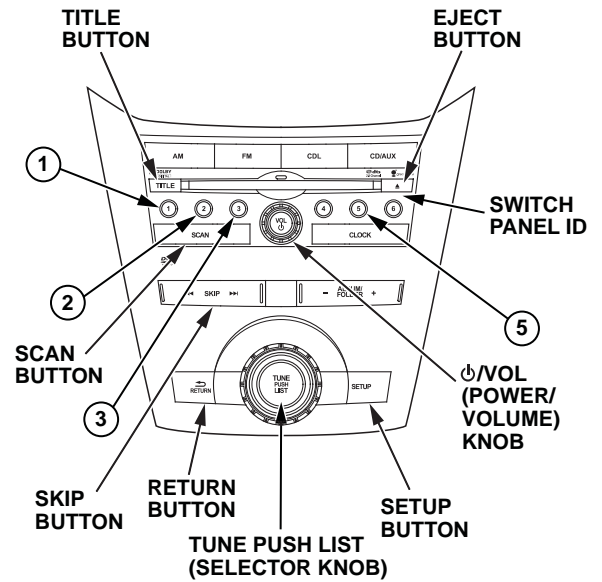
NOTE: This is a temporary code. Do not give this code to the customer. You need to order a recovery disc to properly update and repair the audio unit.
12. Make sure the audio unit works properly.
13. Go to RECOVERY DISC INFORMATION, and order a recovery disc. After the disc is ordered, return the vehicle to the customer.
14. Ask the customer to return to the dealership when the recovery disc has arrived. Refer to RECOVERY DISC INFORMATION for installation instructions. ■
15. Turn the audio unit off, then back on.
16. Enter the security code on the customer's anti-theft card.
17. Turn the ignition switch to LOCK (0), then back to ON (II), and make sure the audio unit does not ask for the security code. If it does, refer to the service manual.
18. Set the clock.
19. Turn the ignition switch to LOCK (0), then back to ON (II).
20. Verify that the clock does not reset to 1:00. If it resets to 1:00, go to step 2, and repeat the update procedure.
21. Make sure the audio unit functions properly.
22. Center-punch a completion mark above the fifth character of the engine compartment VIN:

Center-punch here.

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Updating EX Audio Units That Are in Failed Mode

1. Verify that the vehicle is an EX model by making sure the audio unit switch panel ID starts with 1XU0.

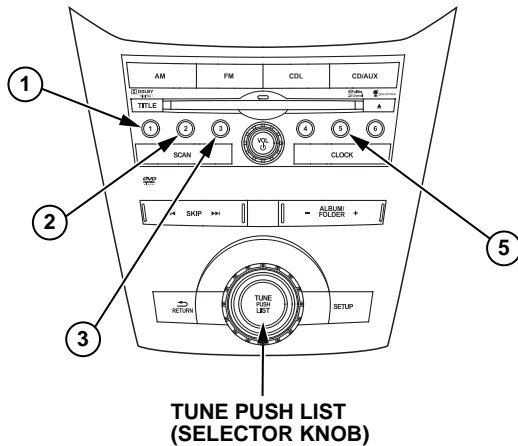


2. Start the engine.
3. Turn the audio unit off.
4. Put the audio unit into the temporary operation test mode:
 - Press and hold audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob to enter the diagnostic mode. Then, release all the buttons.
 - Press and release audio preset button No. 2.

NOTE: The temporary operation test mode lasts 2.5 minutes (150 seconds).
5. Insert the correct update disc (T/N 07AAZ-TK8A120) into the CD slot. Make sure the model trim level and the switch panel ID match the disc label.
6. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.
7. Eject the update disc when prompted by the audio unit.

8. Apply the software update:

- Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.



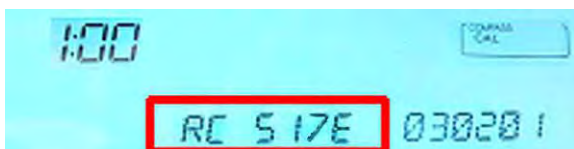
- While holding the preset buttons, press and hold the TUNE (PUSH) LIST knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.

9. Verify the update by checking the region and the software version:

- To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, press the POWER/VOLUME knob. The region should be **SA3.05KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 517E**.



- If the region is not correct, or the software version is not RC 517E, go to step 3, and repeat the update procedure. Otherwise, go to step 10.

10. Turn the audio unit off.

11. Check that the serial number appears by pressing and holding audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.

- If NO CODE or the incorrect serial number appears, go to step 12.
- If DIAG appears on the display, repeat step 8 to apply the update.
- If the correct serial number appears, enter the anti-theft code on the customer's anti-theft card. If the anti-theft code works, the audio unit is OK. If it does not work, go to step 12.

12. Turn the audio unit off, then back on.

13. When **CODE** appears on the display, enter temporary code 24631.

NOTE: This is a temporary code. Do not give this code to the customer. You need to order a recovery disc to properly update and repair the audio unit.

14. Make sure the audio unit works properly.

15. Go to RECOVERY DISC INFORMATION, and follow the instructions to order a recovery disc. After the disc is ordered, return the vehicle to the customer.

16. Ask the customer to return to the dealership when the recovery disc has arrived. Refer to RECOVERY DISC INFORMATION for installation instructions.

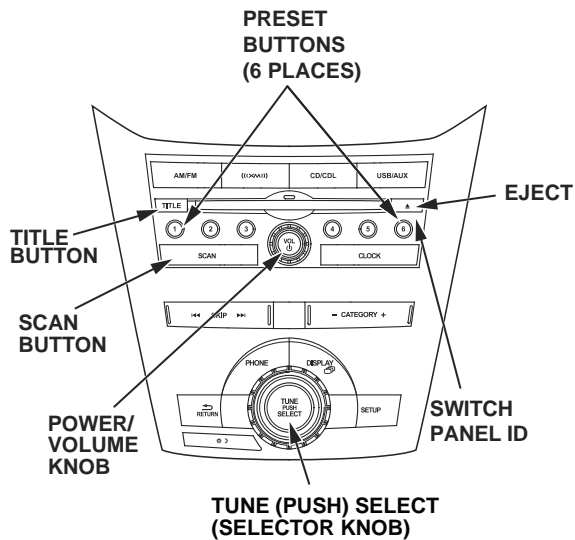
EX-L UPDATE AND REPAIR PROCEDURE

NOTE:

- If the audio unit is working properly, go to **Updating EX-L Audio Units**.
- If the audio unit is not working properly, go to **Updating EX-L Audio Units That Are in Failed Mode**.
- During the update, make sure you don't touch the CD/CDL button because you may turn the CD library feature off which would prevent customers from saving their music to the library.

Updating EX-L Audio Units

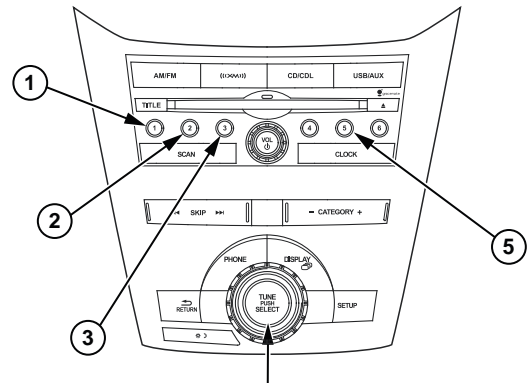
1. Verify that the vehicle is an EX-L model by making sure the audio unit switch panel ID starts with 1PU0.



2. Start the engine, and make sure the audio unit is on.
3. Insert the correct update disc (T/N 07AAZ-TK8A130) into the CD slot. Make sure the model trim level and switch panel ID match the disc label.
4. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.
5. Eject the update disc when prompted by the audio unit.

6. Apply the software update:

- Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.

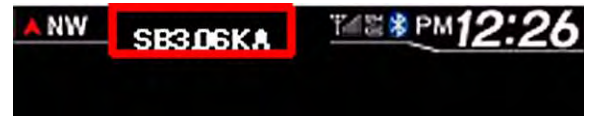


TUNE (PUSH) SELECT (SELECTOR KNOB)

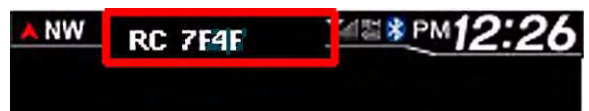
- While holding the preset buttons, press and hold the TUNE (PUSH) SELECT knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.

7. Verify the update by checking the region and the software version:

- To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, press the POWER/VOLUME knob. The region should be either **SB3.06KA** or **SB3.07KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 7F4F**.




- If the region is not correct or the software version is not **RC 7F4F** or later, go to step 3, and repeat the update procedure. Otherwise, go to step 8.

8. Turn the audio unit off.

9. Check that the serial number appears by pressing and holding audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.
 - If the serial number that is on the customer's anti-theft card appears, the audio unit is OK. Go to step 15.
 - If the wrong serial number appears, go to step 10.
 - If NO CODE appears on the display, go to step 10.
 - If DIAG appears on the display, repeat step 6 to apply the update.
10. Turn the audio unit off, then back on.
11. When **CODE** appears on the display, enter temporary code 24631.

NOTE: This is a temporary code. Do not give this code to the customer. You need to order a recovery disc to properly update and repair the audio unit.
12. Make sure the audio unit works properly.
13. Go to RECOVERY DISC INFORMATION, and follow the instructions to order a recovery disc. After the disc is ordered, return the vehicle to the customer.
14. Ask the customer to return to the dealership when the recovery disc has arrived. Refer to RECOVERY DISC INFORMATION for installation instructions. ■
15. Turn the audio unit off, then back on.
16. Enter the security code on the customer's anti-theft card.
17. Turn the ignition switch to LOCK (0), then back to ON (II), and make sure the audio unit does not ask for the security code. If it does, refer to the service manual.
18. Set the clock.
19. Turn the ignition switch to LOCK (0), then back to ON (II).
20. Verify that the clock does not reset to 1:00. If it resets to 1:00, go to step 2, and repeat the update procedure.
21. Make sure the audio unit functions properly.
22. Center-punch a completion mark above the fifth character of the engine compartment VIN:

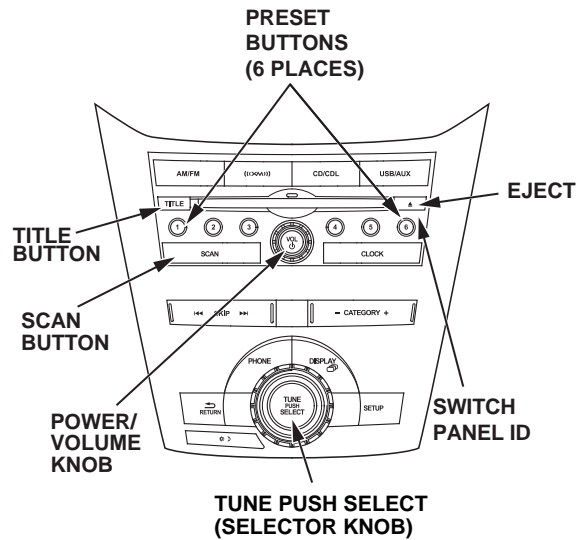
Center-punch here.



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Updating EX-L Audio Units That Are in Failed Mode

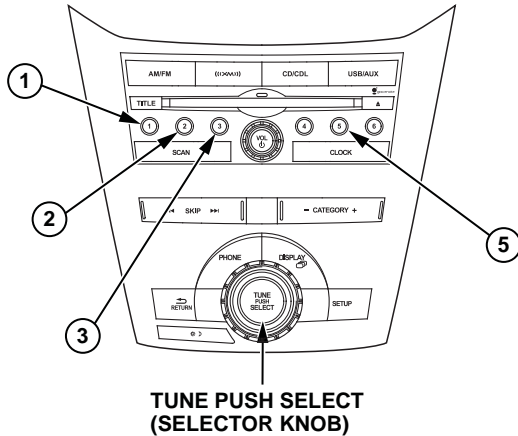
1. Verify that the vehicle is an EX-L model by making sure the audio unit switch panel ID starts with 1PU0.



2. Start the engine.
3. Turn the audio unit off.
4. Put the audio unit into the temporary operation test mode:
 - Press and hold audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob to enter the diagnostic mode.
 - Press and release the audio preset button No. 2.

NOTE: The temporary operation test mode lasts 2.5 minutes (150 seconds).
5. Insert the correct update disc (T/N 07AAZ-TK8A130) into the CD slot. Make sure the model trim level and the switch panel ID match the disc label.
6. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.
7. Eject the update disc when prompted by the audio unit.

8. Apply the update:
 - Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.

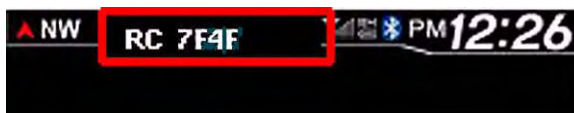


- While holding the preset buttons, press and hold the TUNE (PUSH) SELECT knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.
9. Verify the update by checking the region and the software version:

- To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, press the POWER/VOLUME knob. The region should be either **SB3.06KA** or **SB3.07KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 7F4F**.



- If the region is not correct, or the software version is not at least **RC 7F4F**, go to step 3, and repeat the update procedure. Otherwise, go to step 10.

10. Turn the audio unit off.

11. Check that the serial number appears by pressing and holding audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.
 - If NO CODE or the incorrect serial number appears, go to step 12.
 - If DIAG appears on the display, repeat step 8 to verify the update.
 - If the correct serial number appears, enter the anti-theft code on the customer's anti-theft card. If the anti-theft code works, the audio unit is OK. If it does not work, go to step 12.
12. Turn the audio unit off, then back on.
13. When **CODE** appears on the display, enter temporary code 24631.

NOTE: This is a temporary code. Do not give this code to the customer. You need to order a recovery disc to properly update and repair the audio unit.
14. Make sure the audio unit works properly.
15. Go to RECOVERY DISC INFORMATION, and follow the instructions to order a recovery disc. After the disc is ordered, return the vehicle to the customer.
16. Ask the customer to return to the dealership when the recovery disc has arrived. Refer to RECOVERY DISC INFORMATION for installation instructions.

EX-L WITH RES UPDATE AND REPAIR PROCEDURE

NOTE:

- If the audio unit is working properly, go to **Updating EX-L With RES Audio Units**.
- If the audio unit is not working properly, go to **Updating EX-L With RES Audio Units That Are in Failed Mode**.
- During the update, make sure you don't touch the CD/CDL button because you may turn the CD library feature off which would prevent customers from saving their music to the library.

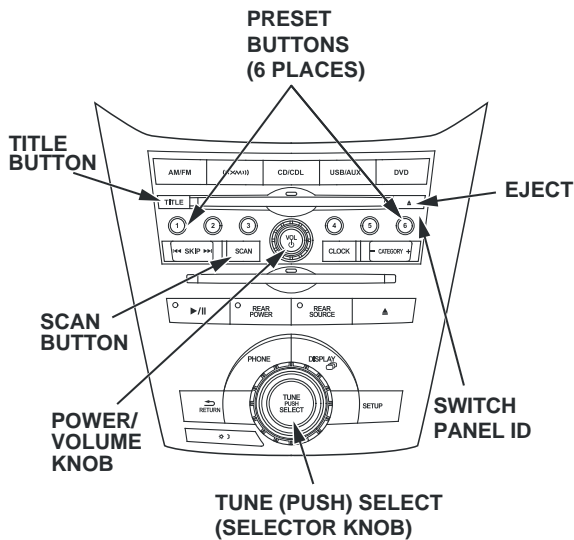
Updating EX-L With RES Audio Units

NOTE: Make sure you have both of these discs:

- T/N 07AAZ-TK8A140
- T/N 07AAZ-TK8A100

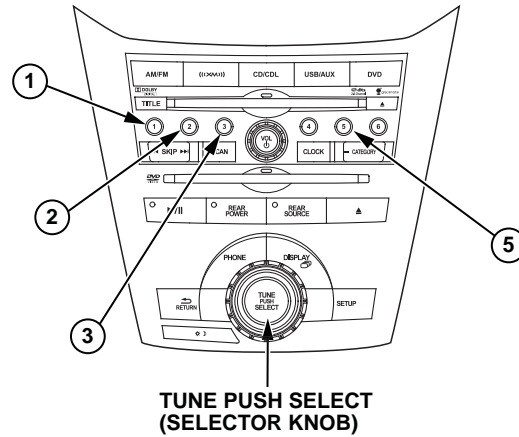
1. Verify that the vehicle is an EX-L with RES model by making sure the audio unit switch panel ID starts with 1PU5.

EX-L (WITH RES)



2. Start the engine, and make sure the audio unit is on.
3. Insert T/N 07AAZ-TK8A140 into the upper (CD) slot. Make sure the model trim level and switch panel ID match the disc label.
NOTE: Do not update the audio unit and RES unit at the same time. Do the audio unit first, then the RES unit.
4. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.

5. Eject the update disc when prompted by the audio unit.
6. Apply the update:
 - Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.

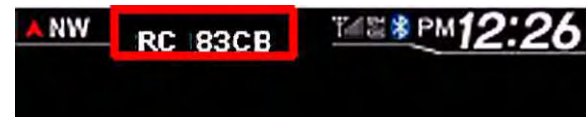


- While holding the preset buttons, press and hold the TUNE (PUSH) SELECT knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.
7. Verify the update by checking the region and the software version:

- To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, press the POWER/VOLUME knob. The region should be either **SC3.06KA** or **SC3.07KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 83CB**.



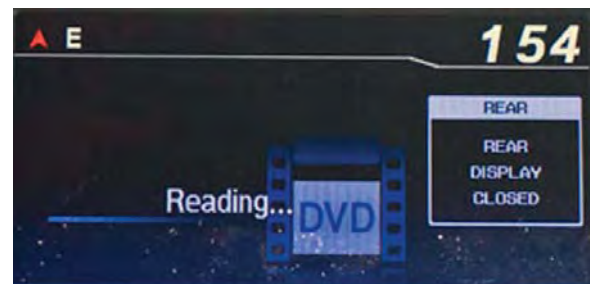
- If the region is not correct, or the software version is not at least **RC 83CB**, go to step 3, and repeat the update procedure. Otherwise, go to step 8.
8. Turn the audio unit off.

9. Check that the serial number appears by pressing and holding audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.
 - If the serial number that is on the customer's anti-theft card appears, the audio unit is OK. Go to step 15.
 - If the wrong serial number appears, go to step 10.
 - If NO CODE appears on the display, go to step 10.
 - If DIAG appears on the display, repeat step 6 to apply the update.
10. Turn the audio unit off, then back on.
11. When **CODE** appears on the display, enter temporary code 24631.
NOTE: This is a temporary code. Do not give this code to the customer. You need to order a recovery disc to properly update and repair the audio unit.
12. Make sure the audio unit works properly.
13. Go to RECOVERY DISC INFORMATION, and follow the instructions to order a recovery disc. After the disc is ordered, return the vehicle to the customer.
14. Ask the customer to return to the dealership when the recovery disc has arrived. Refer to RECOVERY DISC INFORMATION for installation instructions. ■
15. Turn the audio unit off, then back on.
16. Enter the security code on the customer's anti-theft card.
17. Turn the ignition switch to LOCK (0), then back to ON (II) and make sure the audio unit does not ask for the security code. If it does, refer to the service manual.
18. Set the clock.
19. Turn the ignition switch to LOCK (0), then back to ON (II).
20. Verify that the clock does not reset to 1:00. If it resets to 1:00, go to step 2, and repeat the update procedure.
21. Make sure the audio unit functions properly.
22. Start the engine.

23. Check the RES version software to see if it needs an update:
 - Turn off the audio unit, then press and hold audio preset buttons No. 1, No. 3, and No. 5.
 - While holding the preset buttons, press and hold the POWER/VOLUME knob. Release all the buttons when the audio unit software appears on the display.
 - Press and hold the CD/CDL button for about 5 seconds until the CDL version appears.
 - Press the TITLE button. The RES version appears on the display.
 - If the current version is not at least **DVDv5.29**, go to step 24 and do the update procedure.
 - If the version is **DVDv5.29** or higher, the RES is updated. Go to step 29 to center-punch the VIN.



24. Insert T/N 07AAZ-TK8A100 into the lower (RES) slot.
NOTE: Do not update the audio unit and RES unit at the same time. Do the audio unit first, then the RES unit.
25. Allow the RES to download the update CD. A reading message appears for about 2 minutes while the system updates.

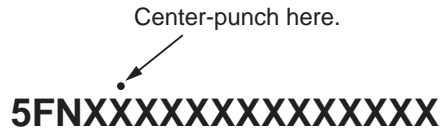


26. When the update is done, the RES automatically ejects the update CD.
27. Turn the ignition switch to LOCK (0), and wait at least 15 seconds.

28. Verify the update by checking that the RES software is **DVDv5.29** or later. To check the software, do this:
- Turn off the audio unit, then press and hold audio preset buttons No. 1, No. 3, and No. 5.
 - While holding the preset buttons, press and hold the VOL/Power button. Release all the buttons when the audio unit software appears on the display.
 - Press and hold the CD/CDL button for about 5 seconds until the CDL version appears.
 - Press the TITLE button. The RES version appears on the display. If the current version is not at least **DVDv5.29**, go to step 21 and repeat the update procedure.



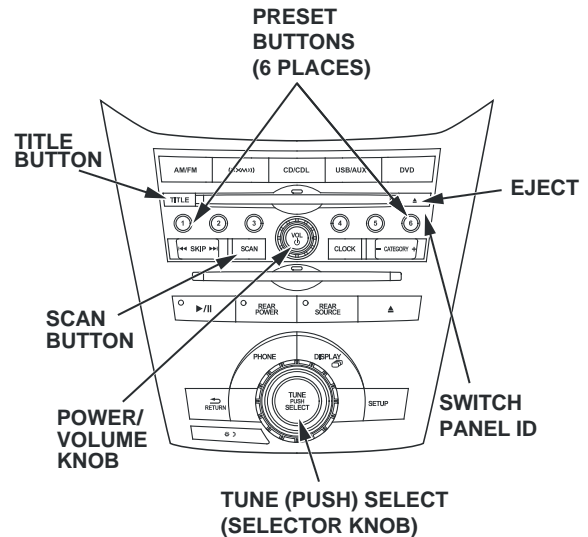
29. Center-punch a completion mark above the fifth character of the engine compartment VIN:



Updating EX-L with RES Audio Units That Are in Failed Mode

1. Verify that the vehicle is an EX-L with RES model by making sure the audio unit switch panel ID starts with 1PU5.

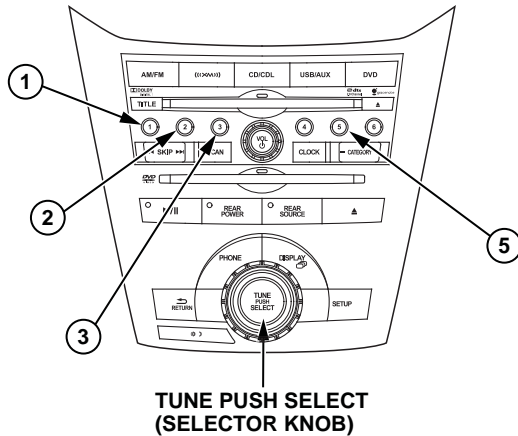
EX-L (WITH RES)



2. Start the engine.
3. Turn the audio unit off.
4. Put the audio unit into the temporary operation test mode:
 - Press and hold audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob to enter the diagnostic mode. Then, release all the buttons.
 - Press and release audio preset button No. 2.

NOTE: The temporary operation test mode lasts 2.5 minutes (150 seconds).
5. Insert T/N 07AAZ-TK8A140 into the upper (CD) slot. Make sure the model trim level and the switch panel ID match the disc label.
6. The update starts automatically. The update takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the update.
7. Eject the update disc when prompted by the audio unit.

8. Apply the update:
 - Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.



- While holding the preset buttons, press and hold the TUNE (PUSH) SELECT knob (selector knob) until the audio unit turns off; you will also hear a thump sound from the speakers. Release all the buttons.
9. Verify the update by checking the region and the software version:
 - To display the region, press and hold audio preset buttons No. 1, No. 3, and No. 5. While holding the preset buttons, push the POWER/VOLUME knob. The region should be either **SC3.06KA** or **SC3.07KA**.



- To display the software version, press and hold the SCAN and the TITLE buttons until the software version appears. The software version should be **RC 83CB**.



- If either the region is not correct or the software version is not at least RC 83CB, go to step 1, and repeat the update procedure. Otherwise, go to step 10.
10. Turn the audio unit off.

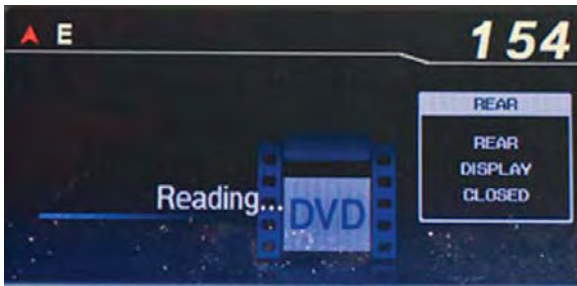
11. Check that the serial number appears by pressing and holding audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.
 - If NO CODE or the incorrect serial number appears, go to step 12.
 - If DIAG appears on the display, repeat step 8 to verify the update.
 - If the correct serial number appears, enter the anti-theft code on the customer's anti-theft card. If the anti-theft code works, the audio unit is OK. If it does not work, go to step 12.
12. Turn the audio unit off, then back on.
13. When **CODE** appears on the display, enter temporary code 24631.

NOTE: This is a temporary code. Do not give this code to the customer. You need to order a recovery disc to properly update and repair the audio unit.
14. Make sure the audio unit works properly.
15. Go to RECOVERY DISC INFORMATION, and follow the instruction to order a recovery disc. After the disc is ordered, return the vehicle to the customer.
16. Ask the customer to return to the dealership when the recovery disc has arrived. Refer to RECOVERY DISC INFORMATION for installation instructions. After you have installed the recovery disc, go to step 17.

17. Check the RES version software to see if it needs an update:
 - Turn off the audio unit, then press and hold audio preset buttons No. 1, No. 3, and No. 5.
 - While holding the preset buttons, press and hold the VOL/Power button. Release all the buttons when the audio unit software appears on the display.
 - Press and hold the CD/CDL button for about 5 seconds until the CDL version appears.
 - Press the TITLE button. The RES version appears on the display.
 - If the current version is not at least **DVDv5.29**, go to step 18 and do the update procedure.
 - If the version is **DVDv5.29** or higher, the RES is updated. Go to step 24 to center-punch the VIN.



18. Start the engine.
19. Insert T/N 07AAZ-TK8A100 into the lower (RES) slot.
20. Allow the RES to download the update CD. A reading message appears for about 2 minutes while the system updates.




21. When the update is done, the RES automatically ejects the update CD.
22. Turn the ignition switch to LOCK (0), and wait at least 15 seconds.
23. Verify the update by checking that the RES software is **DVDv5.29** or later. To check the software, do this:
 - Turn off the audio unit, then press and hold audio preset buttons No. 1, No. 3, and No. 5.
 - While holding the preset buttons, press and hold the POWER/VOLUME knob. Release all the buttons when the audio unit software appears on the display.
 - Press and hold the CD/CDL button for about 5 seconds until the CDL version appears.
 - Press the TITLE button. The RES version appears on the display. If the current version is not at least **DVDv5.29**, go to step 18 and repeat the update procedure.



24. Center-punch a completion mark above the fifth character of the engine compartment VIN:

Center-punch here.



5FNXXXXXXXXXXXXXXXXXX

RECOVERY DISC INFORMATION

NOTE:

- You only need a recovery disc if the audio unit accepted the temporary code.
- **Don't use the temporary code as a permanent repair.** The temporary code allows the customer to use the audio system until the recovery disc can be installed.
- The recovery disc doesn't apply to LX vehicles.
- Once the recovery disc is ordered, return the vehicle to the customer. When the disc arrives, have the customer return the vehicle to the dealership.
- Use the recovery disc in the vehicle it was ordered for. **Don't use the recovery disc in a different vehicle**, even if it is the same trim because you can damage the audio unit.
- When the recovery process is done, **return the recovery disc to Panasonic** using the provided envelope and the pre-paid UPS label **within 30 days**. If you don't, a Panasonic representative will call to get an update on the disc.
- During the update, make sure you don't touch the CD/CDL button because you may turn the CD library feature off which would prevent customers from saving their music to the library.

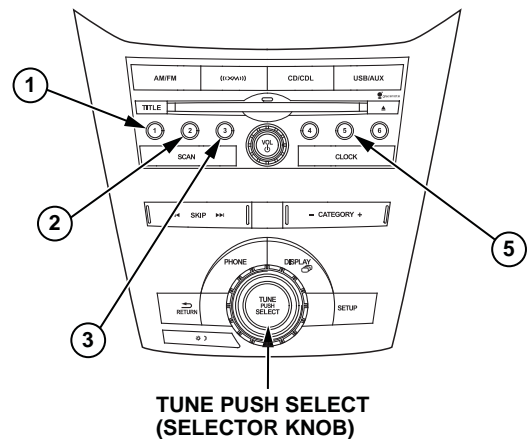
1. Go to ISIS and create a Tech Line Access Code, then call Tech Line to request a recovery disc.

NOTE: When you create the Tech Line Access Code, enter the following information into the Original Complaint field in the order shown below; this information is used by the Tech Line agent who handles your call:

- Switch panel ID
- Original audio unit serial number (this is on the anti-theft card)
- Security code (this is on the anti-theft card)
- The name of the person who will receive the disc at the dealership
- Repair order number

NOTE: The recovery disc is sent to your dealership using next-day delivery.

2. Start the engine.
3. Make sure the VIN, the serial number, and the security code on the disc label match the vehicle you are working on.
4. Insert the recovery disc into the CD slot (the upper slot for EX-L with RES models).
5. The recovery starts automatically. The recovery takes about 1 minute, and musical tones play from the audio system. Do not turn off the engine or eject the disc during the recovery.
6. Eject the recovery disc when prompted by the audio unit.
7. To verify that the recovery was successful:
 - Press and hold audio preset buttons No. 1, No. 2, No. 3, and No. 5.



- While holding the preset buttons, press and hold the TUNE (PUSH) SELECT knob (selector knob) until the audio unit turns off. Release all the buttons.

NOTE: The EX-L is shown. Other models are similar.

- Press and hold audio preset buttons No. 1 and No. 6 and the POWER/VOLUME knob.

Does the serial number displayed match the customer's anti-theft card?

Yes – Go to step 8.

No – Go to step 2, and repeat the recovery procedure.

Example of Customer Letter

March 2011

**Product Update: Audio Unit Software
Update for Security Code, Clock Reset, HFL,
and Other Issues**

Dear Honda Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

What is the problem?

On some 2011 Odysseys, several software bugs were discovered in the audio unit that affect the clock, the radio, and the HFL.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle updated; you can schedule this update with your next planned service appointment. A very small number of vehicles may need to return to the dealer for a second software update. The dealer will update the audio unit software free of charge.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2011 Odyssey 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.

We apologize for any inconvenience this product update may cause you. Our goal is to ensure that your vehicle continues to be as reliable and enjoyable as possible.

Sincerely,

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

8. Turn the audio unit off, then back on.
9. Enter the security code from the customer's anti-theft card.
10. Turn the ignition switch to LOCK (0), then back to ON (II), and make sure the audio unit does not ask for the security code. If it does, refer to the service manual.
11. Set the clock.
12. Turn the ignition switch to LOCK (0), then back to ON (II).
13. Verify the clock does not reset to 1:00. If it resets to 1:00, go to step 2, and repeat the recovery procedure.
14. Make sure the audio unit functions properly.
15. After the recovery process is complete, return the recovery disc using the pre-paid label to:
PASA Service Department
Panasonic Automotive
776 Highway 74 South
Peachtree City, GA 30269
16. Center-punch a completion mark above the fifth character of the engine compartment VIN:

Center-punch here.

5FNXXXXXXXXXXXXXXXXX