Audio-Navigation Unit Software Update

Supersedes 16-097 dated January 27, 2017, to revise the section highlighted in <mark>yellow</mark>

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	Pilot	EX and above	ALL

REVISION SUMMARY

<mark>Added a symptom under SYMPTOM.</mark>

SYMPTOM

There is a software problem within the audio-navigation unit that may cause any of the following issues:

- Audio makes skipping/helicopter noise.
- Screen goes blank when quickly shifting into reverse after start.
- Audio-navigation unit reboots.
- USB audio resumes at beginning of song.
- Presets are blank at start.
- Volume is erratic when LaneWatch® camera is on and volume is changed on screen.
- RES freezes.
- Error message containing ExtFrameWork has stopped.
- <mark>Navigation System does not properly indicate vehicle location.</mark>

CORRECTIVE ACTION

Update the audio-navigation software.

TOOL INFORMATION

NOTE: Do not install the USB update device into a PC, as it will no longer function correctly.

Tool Name	Tool Number	Quantity
Audio-Navigation System Update Device (Black USB Device)	07AAU-TG7A1A0	1

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Template ID	Defect Code	Symptom Code	Failed Part Number
0100A1	Update the audio-navigation system software.	0.3 hr	16-097A	03214	03217	39542-TG7-A01

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE: Do not install the USB update device into a PC, as it will no longer function correctly.

- If the vehicle arrives at the dealership with a blank screen, do a battery cable reset before doing the update.

1. Connect a battery charger or a fully charged jumper battery to the vehicle, and leave it connected during the entire update procedure to maintain a steady voltage.

2. Turn the ignition to ON.

3. Insert the USB update device into the USB port.

   NOTE: If the screen goes blank after the USB update device is inserted, turn the ignition to OFF for 1 minute, then back to ON. The update should restart automatically.

4. When you see the message **Would you like to update**, select **Yes**.

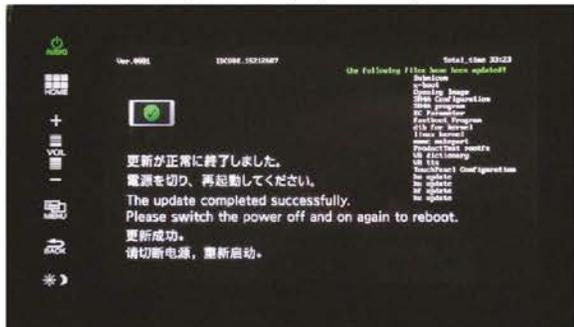This screen will show after 1–2 minutes.

This screen will show 0% for about 20–25 minutes without updating. However, the update is still working and you do not have to oversee the update.
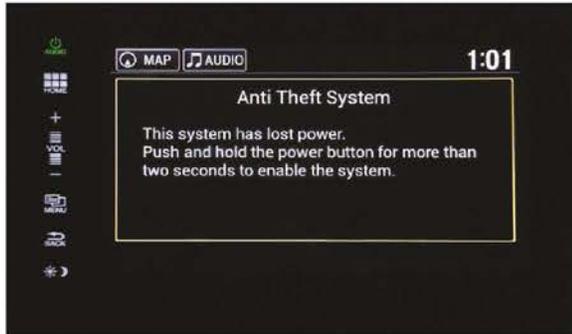

5. When the screen shows **The update completed successfully**, turn the ignition OFF and remove the USB update device.

NOTE: You may hear a pop when you remove the device.

6. Start the engine, and wait until the **Anti-Theft System** screen appears. Then, press and hold the audio power button for more than 5 seconds. The update is complete.

NOTE:

- If the customer's phone has a problem pairing after the update procedure, go to PAIRING THE PHONE AFTER THE UPDATE PROCEDURE.
- If the update was interrupted and the update did not automatically restart, go to UPDATE INTERUPTED at the end of this bulletin.

PAIRING THE PHONE ATER THE UPDATE PROCEDURE

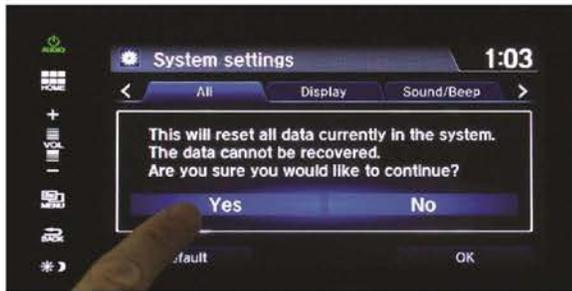1. Select **HOME**, then **Settings**.

2. Select **System,** then scroll up until you see **Factory Data Reset**.
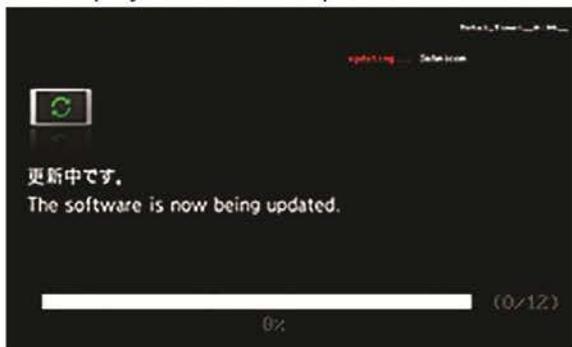

3. Select **Factory Data Reset**.

4. Select **Yes** on the pop-up screen. The system will reboot and return to normal. The phone now can be paired using the phone setup in the owner's manual.
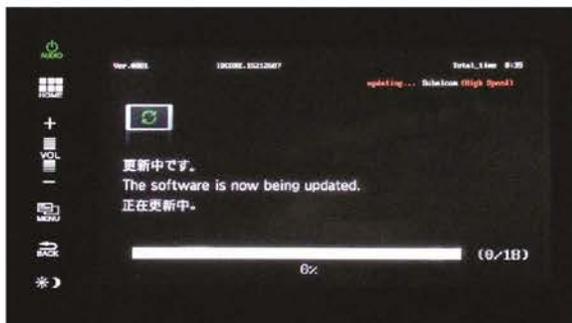

UPDATE INTERUPTED

1. Turn the ignition to OFF.

2. Remove the USB update device.

3. Disconnect the negative battery cable for 2 minutes.

4. Connect the negative battery cable.

5. Turn the ignition to ON.

6. Insert the USB update device into the USB port. The display screen will continue to be blank for up to 10 minutes.
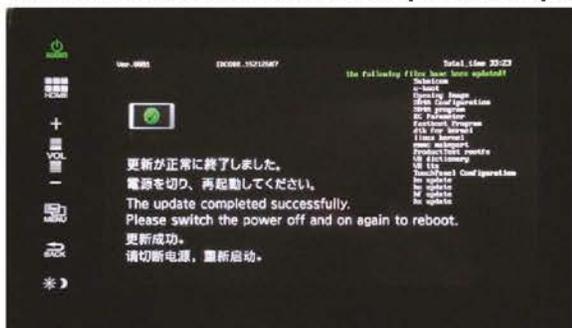
   The display will show the update screen start back at 0 %.

The screen will show 0% for about 20–25 minutes without updating. However, the update is still working.

Wait until the screen shows **The update completed successfully**.

7. Turn the ignition to OFF, and remove the USB update device. You may hear a pop when you remove the device.

8. Start the engine and wait until the **Anti-Theft System** screen appears. Then, press and hold the audio power button for more than 5 seconds. The update is complete.

END