November 8, 2014

ATB 00397 (1411)

Year	Model	Trim	VIN Range
2012	CR-V	ALL	Check the iN VIN status for eligibility

The vehicle's battery sensor monitors the battery condition and determines the charging mode. In some cases, because of the battery condition and the customer's driving habits, the PCM may not select the correct charge mode, resulting in a battery with a low state-of-charge. If the battery has a low state-of-charge, the engine may not start.

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.

Owners of affected vehicles will be sent a notification of this product update in November 2014.

Before doing work on a vehicle, verify its eligibility by doing an iN VIN status inquiry.

Some vehicles affected by this campaign may be in your used vehicle inventory. Update these vehicles before they are sold.

Update the PGM-FI software.

Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
7105A7	Update the PGM-FI software.	0.3 hr	14-071A	37820-R5A-A65

Defect Code: 5JS00

Symptom Code: JL500

Skill Level: Repair Technician

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 update, 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 **Available 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	5A305	37805-R5A-305
2012 CR-V 2WD LX	5A307	37805-R5A-307
2012 CR-V AWD EX, EX-L	5A306	37805-R5A-306
2012 CR-V AWD LX	5A308	37805-R5A-308

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

END