



Applies To: See VEHICLES AFFECTED

November 13, 2012

### The Battery Is Dead and Needs Multiple Jump-Starts

#### SYMPTOM

The vehicle has sat for at least two days, has a dead battery, and needs multiple jump-starts to start the engine.

#### 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 that a vehicle needs 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.

#### PROBABLE 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 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..CE32629 (KL)

From VIN 2HGFB2F..CH500001 thru 2HGFB2F..CH563567 (KL)

##### 2012 Civic 4-Door A/T: (DX, LX, EX, EX-L)

From VIN 2HGFB2F..CH500001 thru 2HGFB2F..CH563701 (KA)

From VIN JHMFB2F..CS000001 thru JHMFB2F..CS006549 (KA)

##### 2012 4-Door A/T: (HF)

From VIN 2HGFB2F..CH500001 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

##### 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



**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 the 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.

**2012 CR-V AWD: (LX)**

From VIN 2HKRM4H...CH600001 thru  
2HKRM4H...CH607426

From VIN 5J6RM4H...CL000001 thru  
5J6RM4H...CL047733

**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 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)                 | 1YL830                | 37805-R1Y-L83          |
| 2012 Civic Natural Gas                     | 1ZA530                | 37805-R1Z-A53          |
| 2012 Civic Hybrid                          | W0L750                | 37805-RW0-L75          |
| 2012 Civic Hybrid (KA)                     | W0A760                | 37805-RW0-A76          |
| 2012 Civic Hybrid (KL)                     | W0L750                | 37805-RW0-L75          |
| 2012 Civic 2/4-door SI                     | X0A040                | 37805-RX0-A04          |
| 2012 CR-V 2WD EX, EX-L                     | 5AA550                | 37805-R5A-A55          |
| 2012 CR-V 2WD LX                           | 5AA740                | 37805-R5A-A74          |
| 2012 CR-V AWD EX, EX-L                     | 5AA850                | 37805-R5A-A85          |
| 2012 CR-V AWD LX                           | 5AA850                | 37805-R5A-A85          |

**REPAIR PROCEDURE**

- Check the condition of the battery using the GR8 (software version **192-210007K** or later). If necessary replace the battery before updating the PGM-FI software. Refer to Service Bulletin 08-023, *Battery Testing and Replacement*.
  - If the GR8 diagnostics leads to a failed component such as a battery, an alternator, or starter then repair as necessary. Do not perform this software update, it will not correct the problem.
  - Connect the HDS to the vehicle and check the Consumption Current History.
    - If the current consumption is between 19.9 and 29.9 mA, go to step 4 and update the PGM-FI software.
    - If the consumption is greater than 29.9 mA, this bulletin does not apply. Continue with normal troubleshooting to find the excess draw.
- NOTE: You can find the consumption current history under the Select Mode menu.
- Update the PGM-FI software. Refer to Service Bulletin 01-023, *Updating Control Units/Modules*.