



Applies To: **2010–11 MDX** – Check the iN VIN status for eligibility
2010–11 ZDX – Check the iN VIN status for eligibility

December 8, 2011

Product Update: MID Shows BATTERY CHARGE LOW

BACKGROUND

The battery sensor software update improves the accuracy in warning clients when the battery's state of charge is low by changing these inputs:

- The sensor factors in the ambient temperature when calculating the current state of charge.
- The sensor ignores short duration voltage drops, such as when the power tailgate is opened.

A low battery message may still appear if the client uses a system for an extended period of time with the engine off, such as playing a movie on the RES or planning a trip using the navigation system.

The new software will not improve vehicles with the following conditions:

- The vehicle has a low battery because it's not driven regularly or long enough to recharge the battery.
- There is a high-current draw problem with the vehicle, such as a high parasitic draw caused by aftermarket accessories (alarms, video game systems, etc.).

CLIENT NOTIFICATION

All owners of affected vehicles will be sent a notification of this product update.

Do an **iN VIN status inquiry** to make sure the vehicle is shown as eligible.

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

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

CORRECTIVE ACTION

Update the battery sensor software with the Flash Pack tool.

TOOL INFORMATION

Battery Sensor Flash Pack: T/N HONHLAKIT1 (Each dealer received a flash pack and a micro SD card adapter free of charge in December 2011. Keep the adapter in case you ever need to update the flash pack. Additional tools are not available, but if you need a replacement, contact the American Honda Tool and Equipment Program at **888-424-6857**.)

WARRANTY CLAIM INFORMATION

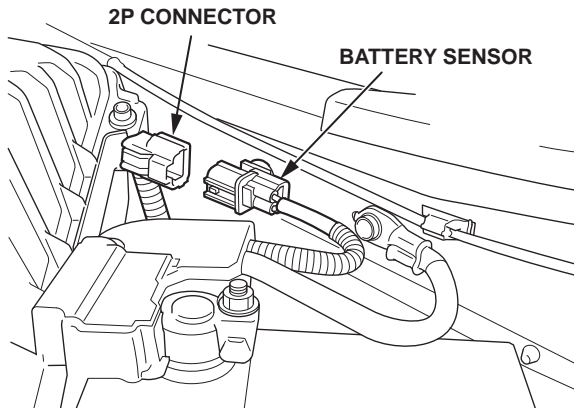
Operation Number: 7105A4
 Flat Rate Time: 0.3 hour
 Failed Part: 32600-STX-A02
 Defect Code: 5SN00
 Symptom Code: S0800
 Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE:

- If the battery voltage is below 11 volts, the Flash Pack tool warns you that the update cannot be done. Charge the battery using the GR-8 Diagnostic Battery Station, then do the update.
- Do not update the battery sensor while the GR-8 is charging the battery.

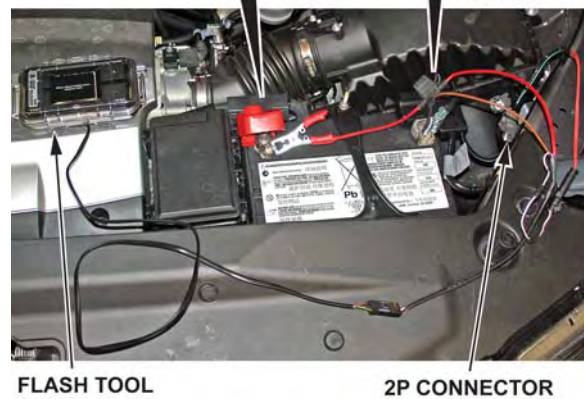
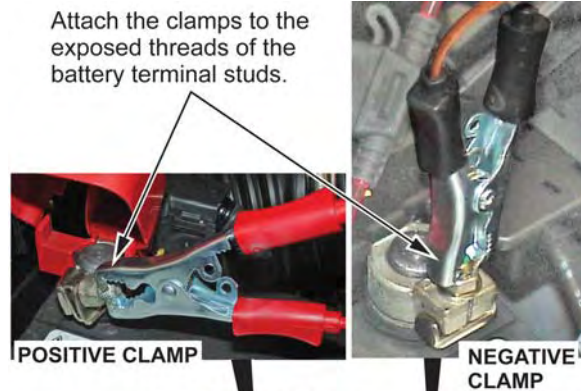
1. Turn the ignition switch to LOCK (0).
2. Disconnect the battery sensor 2P connector.



3. Connect the Flash Pack tool's positive clamp, then connect the negative clamp to the corresponding battery terminal studs.

NOTE: Make sure the clamps are securely on the battery studs. If the clamps slip off while updating the software, the battery sensor will be damaged.

Attach the clamps to the exposed threads of the battery terminal studs.

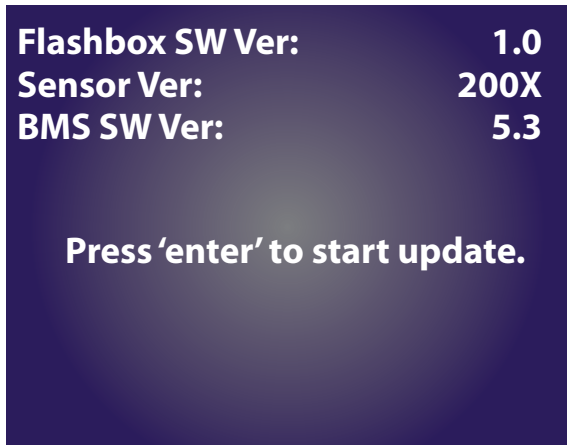


4. When the flash tool displays the screen below, connect the 2P connector to the battery sensor, open the case, then press ENTER.

**Please connect battery sensor
and press 'enter'.**

- When the screen below appears, press ENTER on the Flash Pack to begin the update.

NOTE: If the update has already been done, the screen indicates that the software is up to date. Go to step 7.

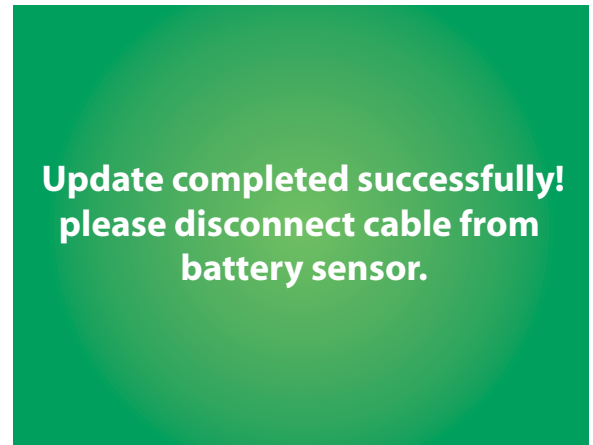


The screen below appears, indicating that the battery sensor software is being updated. Do not disconnect any of the Flash Pack connections.

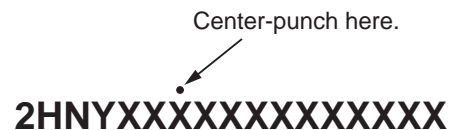
NOTE: If the Flash Pack displays a red screen with the message PLEASE REPLACE BMS, try the update again. If it fails a second time, record the error code on the repair order, replace the battery sensor, then go to step 9.



- Wait until the update is done (the screen turns green).



- Disconnect the Flash Pack clamps and the 2P connector.
- Reconnect the battery sensor 2P connector.
- Charge the battery with the GR-8 Diagnostic Battery Station using the **Diagnostic** and **DEALER INVENTORY** settings.
- Center-punch a completion mark above the seventh character of the engine compartment VIN:



Example of Client Letter

December 2011

**Product Update: MID Shows
 BATTERY CHARGE LOW**

Dear Acura Owner:

This letter is to notify you of improvements Honda has made to the battery sensor system installed on your vehicle.

What is the problem?

In some cases, the battery sensor system may send an message showing that the battery is in a low state of charge. Honda has developed enhanced software to improve the accuracy of sending this message.

What should you do?

Contact any authorized Acura dealer for an appointment to have your vehicle's battery sensor software updated. This work will be done free of charge. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

Lessor Information

If you are the vehicle lessor receiving this product update notice, please forward a copy of this notice to the lessee.

If you have questions

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at 1-800-382-2238, and select option 4. You can also locate a dealer online at *Acura.com*.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division