June 27, 2017 06471 Version 4

2016–17 Civic Will Not Come Out of Park or Will Not Start and Sets DTC U0038 and/or U0101

Supersedes 17-012, dated February 23, 2017, to revise the section highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim	Emissions Type	VIN Range
2016	Civic	2.0L 2DR/4DR CVT	KA/KL	ALL
2016	Civic	1.5L 2DR/4DR CVT	KA/KL	ALL
2017	Civic	2.0L 4DR CVT	KA/KL	19XFC2F..HE000072 thru 19XFC2F..HE009819
2017	Civic	1.5L 4DR CVT	KA/KL	19XFC1F..HE000005 thru 19XFC1F..HE006531
2017	Civic	2.0L 4DR CVT	KA/KL	2HGFC….HH500003 thru 2HGFC….HH504621
2017	Civic	2.0L 2DR CVT	KA/KL	2HGFC….HH300012 thru 2HGFC….HH302851
2017	Civic	1.5L 2DR CVT	KA/KL	2HGFC….HH351273 thru 2HGFC….HH353487
2017	Civic	1.5L 4DR CVT	KA/KL	2HGFC….HH630002 thru 2HGFC….HH637030
2017	Civic	1.5L 5DR with Honda Sensing: LX, EX, EX-L	KA	SHHFK7…HU214802 thru SHHFK7…HU221313
			KL	SHHFK7…HU412583 thru SHHFK7…HU420120
2017	Civic	1.5L 5DR LX, EX, EX-L	KA	SHHFK7…HU200126 thru SHHFK7…HU220262
			KL	SHHFK7…HU400101 thru SHHFK7…HU417989
2017	Civic	1.5L 5DR Sport	KA	SHHFK7…HU200681 thru SHHFK7…HU219727
			KL	SHHFK7…HU400101 thru SHHFK7…HU417584
2017	Civic	1.5L 5DR Touring	KA	SHHFK7…HU214156 thru SHHFK7…HU218202
			KL	SHHFK7…HU412274 thru SHHFK7…HU415883

REVISION SUMMARY

2017 Civic 5 door vehicles were added.

SYMPTOM

The vehicle will not come out of park, and will not crank and/or start. Additionally, multiple indicators are on with DTCs U0038 (TM-CAN Malfunction [TCM-PCM]) and sometimes U0101 (Lost Communication) stored.

POSSIBLE CAUSES

There is an internal malfunction with the transmission control module (TCM).

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.

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CORRECTIVE ACTION

2016 Models

Replace the TCM, and update the PCM to match the new TCM's software.

2017 Models

Replace the TCM.

PARTS INFORMATION

Part Name	Part Number	Quantity
Transmission Control Unit (2.0L 2DR/4DR CVT)	28100-5DJ-A06	1
Transmission Control Unit (1.5L 2DR/4DR CVT)	28100-5CG-A07	1
Transmission Control Unit (1.5L 5DR with Honda Sensing: LX, EX, EX-L)	28100-5CK-A13	1
Transmission Control Unit (1.5L 5DR LX, EX, EX-L)	28100-5CK-A02	1
Transmission Control Unit (1.5L 5DR Sport)	28100-5CK-C02	1
Transmission Control Unit (1.5L 5DR Touring)	28100-5CK-C13	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
2231A0	1.5L CVT - Replace the TCM.	0.4 hrs	03214	03217	17-012A	28100-5CG-A04
A	Update the PCM (2016 vehicles only).	0.2 hrs				
2231A2	2.0L CVT – Replace the TCM.	0.4 hrs	03214	03217	17-012B	28100-5DJ-A04
A	Update the PCM (2016 vehicles only).	0.2 hrs				

SOFTWARE INFORMATION

NOTE: Unnecessary or incorrect repairs resulting from a failure to update the i-HDS or MVCI are not covered under warranty.

i-HDS Software Version: **1.002.017 or later**

J2534 Software Information:

PC Application Version **1.0.1.15 or later**

Database update **19-JAN-2017 or later**

Before beginning the repair, make sure that both the i-HDS and J2534 software are updated as listed above.

Do only the update listed in this service bulletin.

You cannot apply the updates with the MVCI as a standalone tool. To update the vehicle you must use the MVCI or the DST-i interface in conjunction with the J2534 Rewrite PC application on the i-HDS.

For more information about updating the i-HDS, the MVCI, and vehicle systems, refer to Service Bulletin 01-023, *Updating Control Units/Modules*.

REPAIR PROCEDURE

2016 Models

Follow the service information for removal and installation of the TCM. Update the PCM to match the new TCM's software, if necessary.

2017 Models

Follow the service information for removal and installation of the TCM.

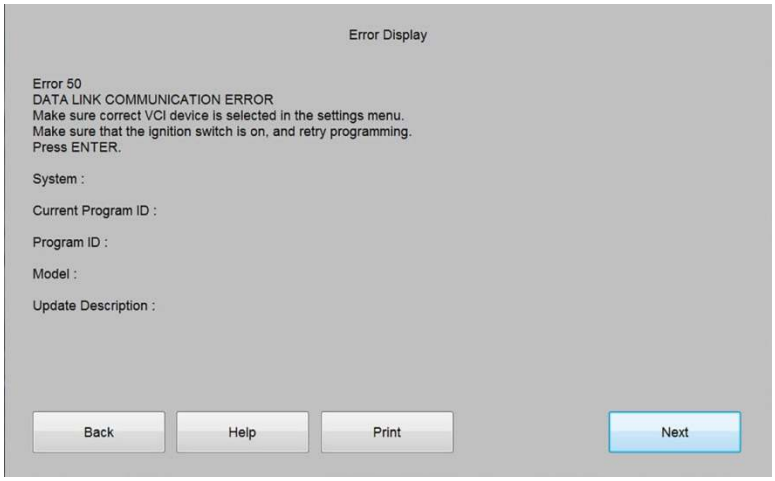
2016 PCM Program IDs

NOTE: Depending on the software in the PCM on 2016 models, you may set DTC U0301 after the TCM is replaced.

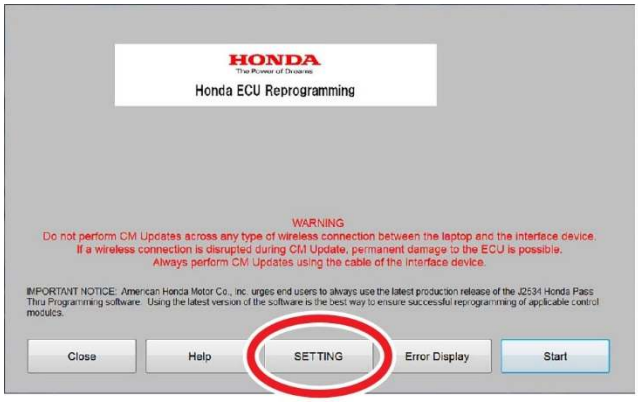
Model/Trim	Software System	KA Specification	KL Specification
Civic 1.5L 4D EX-T, EX-L, 2D EX, EX-LT	PGM-FI	37805-5AA-A570 or above	37805-5AA-L570 or above
Civic 1.5L 4D EXT, EXTS, EX-L, TOURING, 2D TOURING	PGM-FI	37805-5AA-A670 or above	37805-5AA-L670 or above
Civic 2.0L 4D LX, 2D, LX	PGM-FI	37805-5BA-A660 or above	37805-5BA-L660 or above
Civic 2.0L 4D LXS	PGM-FI	37805-5BA-A760 or above	37805-5BA-L760 or above
Civic 2.0L 4D EX, 2D LX, LX-P	PGM-FI	37805-5BA-A860 or above	37805-5BA-L860 or above
Civic 2.0L 4D EX, EXS	PGM-FI	37805-5BA-A960 or above	37805-5BA-L960 or above

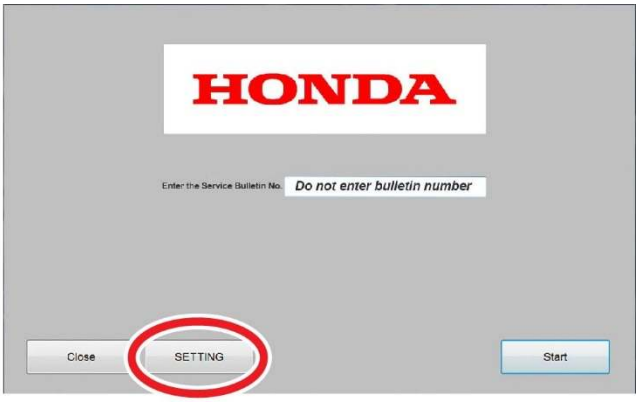
NOTE:

- You cannot update the vehicle using the MVCI as a standalone tool.
- **Do not** use the MongoosePro VCI tool.
- Make sure the 12-volt battery is fully charged before starting an update.
- Connect a fully charged jumper battery to the vehicle, and leave it connected during the entire procedure to maintain steady voltage.
- Never turn the ignition to OFF or ACCESSORY during the update. If there is a problem with the update, leave the ignition turned to ON.
- To prevent PCM damage, do not operate anything electrical (headlights, audio system, brakes, A/C, power windows, door locks, etc.) during the update.
- If you see the following **Error Display**, check that you are using the correct tool (MVCI or DST-i) with the i-HDS.



To change this, click on either of the **SETTING** selection buttons at the bottom of the J2534 initial screens as shown.



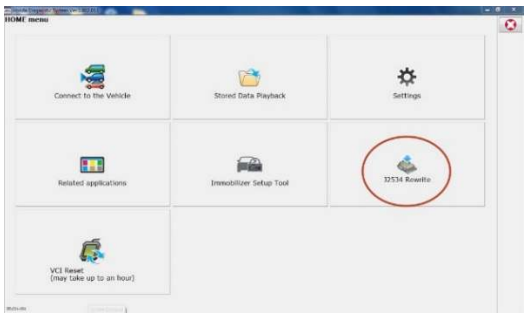


1. Update the PGM-FI software by selecting the **i-HDS Disagnostic System** icon. Refer to service bulletin 01-023, *Updating Control Units/Modules*.

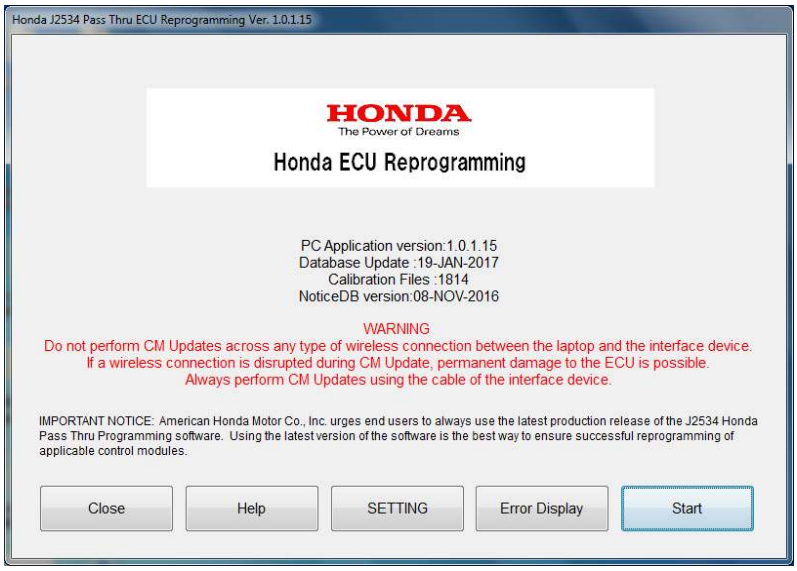
   NOTE: Do not use the **Rewrite** icon on your desktop.



2. Select **J2534 Rewrite**.



3. Confirm the software is the same **or later** as listed in SOFTWARE INFORMATION.



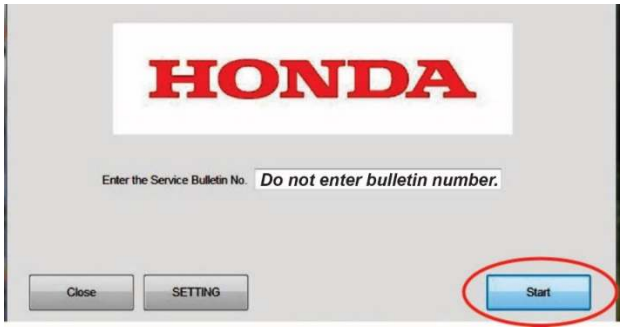
4. Select **Start**, then follow the screen prompts.

   NOTE:

   - **Do not enter a bulletin number.**
   - If you receive a message that the vehicle has been already updated or that no update is available, check the **PGM-FI Data List**. The header should indicate one of the following numbers (or later):

37805-5AA-A570	37805-5AA-L570
37805-5AA-A670	37805-5AA-L670
37805-5BA-A660	37805-5BA-L660
37805-5BA-A760	37805-5BA-L760
37805-5BA-A860	37805-5BA-L860
37805-5BA-A960	37805-5BA-L960

   - If the program part numbers do not match those listed above, the i-HDS software needs to be reinstalled. Contact the Special Tools Hotline at **800-346-6327** for assistance.



   END