Service Bulletin

American Honda Motor Co., Inc.

2012 GL1800/A Navigation System Software
PRODUCT UPDATE CAMPAIGN

Campaign End Date:
Last Day of March, 2017

Honda Motor Co., Ltd. is conducting a Product Update Campaign to update the navigation unit software on certain 2012 model year GL1800/A motorcycles. When using the navigation system within certain geographic regions, the system may fail to properly recalculate after deviating from a programmed route, and may hang or shut down. A software update is available that corrects this condition.

The UPDATE PROCEDURE outlined in this Service Bulletin will update the navigation unit software only; maps, saved routes, and other data will not be affected.

The update procedure will require a laptop PC and a USB to USB Mini-B cable. Thoroughly read through this bulletin and prepare your work area before performing the update procedure.

CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of Navi equipped 2012 GL1800/A models informing them they are entitled to receive this Product Update at no charge. They will be instructed to call their dealer to make an appointment. For your reference, a copy of the Customer Letter is reproduced on page 6 of this Service Bulletin.

AFFECTED UNITS

2012 GL1800/A Navi equipped types within the following VIN ranges

Type	VIN Range	
VA	JH2SC68H*CK000001 thru	JH2SC68H*CK001721 **NEW**
VIIA	JH2SC68L*CK000001 thru	JH2SC68L*CK001255
VIIIA	JH2SC68M*CK000001 thru	JH2SC68M*CK000154

DEALER INVENTORY

All affected units in your inventory must be repaired with the updated navigation unit software before delivery to the customer. Refer to the PARTS INFORMATION and the UPDATE PROCEDURE sections of this Service Bulletin.
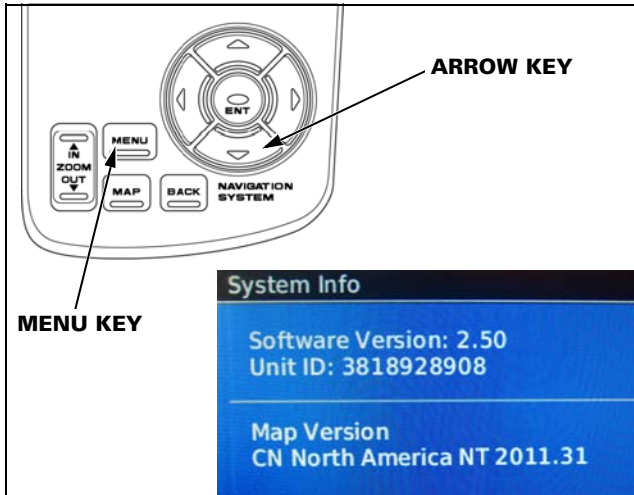
REPAIR VERIFICATION

Before you begin the repair procedure, check if the update has been performed on the unit.

1. Turn the ignition switch to ACC and let the Navigation System boot up.
2. Press the *Menu* key on the navigation switch panel.
3. Use the arrow key and select *Setup/Info*.
4. Use the arrow key and select *System Info*.
- An updated unit will have *Software Version 2.50*

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MTB 13916 (1111)

- If the *Software Version* is less than 2.50, proceed with the UPDATE PROCEDURE.

ARROW KEY

MENU KEY

System Info

Software Version: 2.50
Unit ID: 3818928908

Map Version
CN North America NT 2011.31

5. Turn the ignition switch to OFF.

UPDATE PROCEDURE

PREPARING THE COMPUTER

- Confirm the laptop PC to be used is running Windows XP, Vista, or Windows 7.
- Confirm that a file compression utility such as WinZip is installed on the computer.
- Use a USB 2.0A to USB Mini-B cable (typically provided with many digital cameras or tablet computers), and plug it into a USB port.

USB 2.0 A
Connects to computer.

USB Mini B
Connects to Navi circuit board.
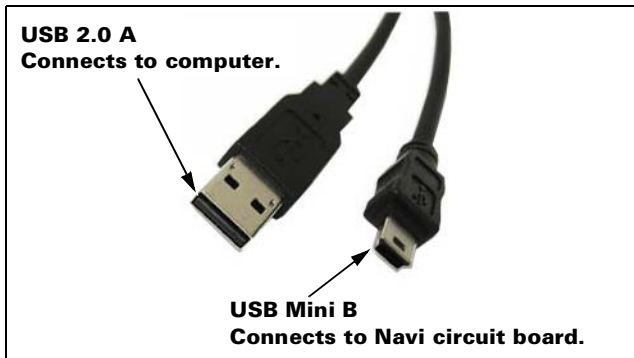
Cable is available from Radio Shack: Model: 27329 | Catalog #: 55010682

DOWNLOADING THE UPDATE SOFTWARE

1. Log on to *iN* and navigate to the *TechLine Technical Reference* page by following this path:
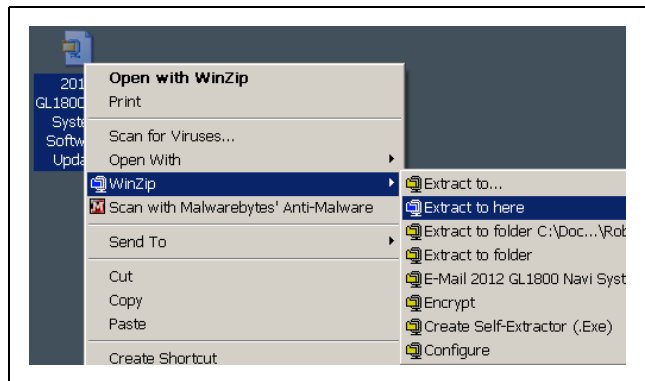
2. Click the link named *2012 GL1800 Navi System Software Update*.

   The *File Download* dialogue box will open, click on the *Save* button as shown.

   Save the file to the desktop on the PC.
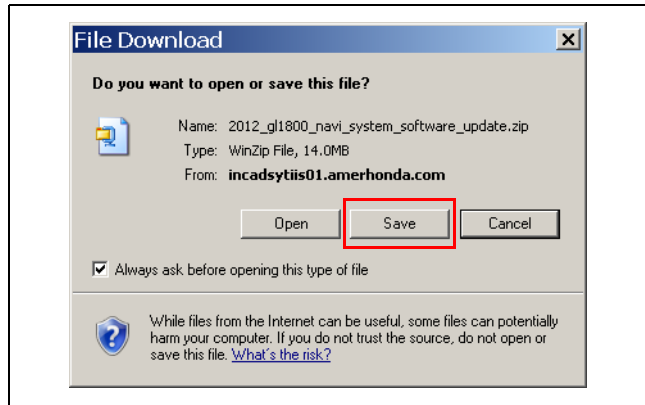
3. Right click on the Zip folder and choose *Extract to here.*

There should now be a folder named *2012 GL1800 Navi System Software Update* on your desktop. Open the folder and confirm its contents.

- *095602000250_bbsys.rgn*
- *CommunicatorPlugin_401*
- *Updater*

4. Launch the *Communicator Plugin_401* software by double clicking the icon as shown.

   Follow the on-screen instructions in the Garmin dialogue box. There will be several steps until the Communicator Plugin is fully installed.

Name ▲	Size	Type	Date Modified
095602000250_bbsys.rgn	26,990 KB	RGN File	8/30/2011 6:32 …
CommunicatorPlugin_401	14,574 KB	Application	3/6/2012 12:57 …
Updater	704 KB	Application	2/7/2007 5:57 PM

5. Once the Garmin Communicator Plugin is fully installed, close the internet browser window and open *Software Update* folder on the desktop.
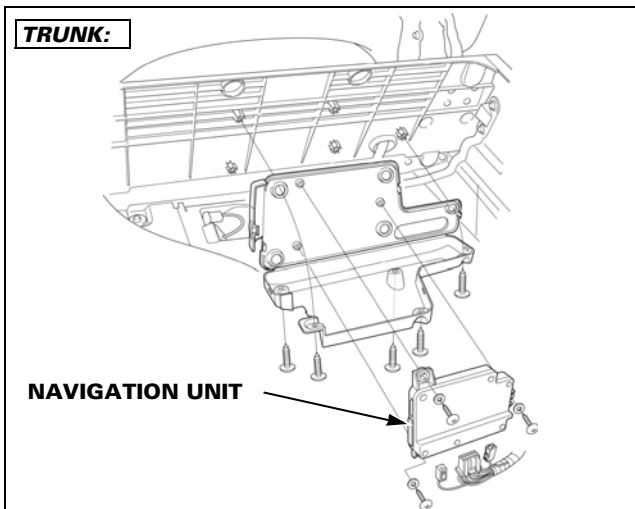
UPDATING THE NAVIGATION UNIT SOFTWARE

Before proceeding, click the link below for a video demonstration of the software update procedure.
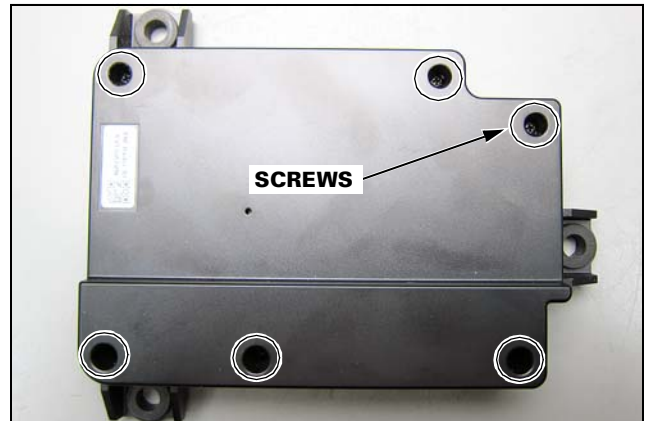
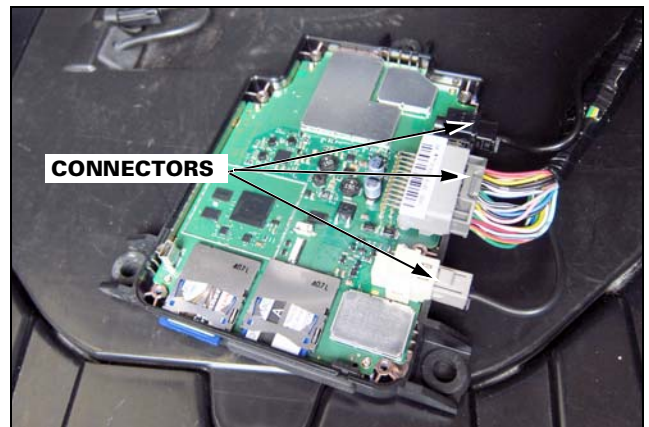*Click here to play video*

▶

GL1800 Navigation Unit Software Update

1. Using the procedure on page 23-45 of the Service Manual, remove the navigation unit from the motorcycle.

TRUNK:

NAVIGATION UNIT

2. Remove the six screws and cover from the navigation unit.

SCREWS

3. Re-connect the 24P (Gray), GPS antenna, and XM antenna connectors to the navigation unit as shown.


CONNECTORS

4. Connect the navigation unit to the PC with the USB cable as shown.

   Insert the mini-USB connector into the socket on the navigation unit circuit board. Confirm the other end of the cable is connected to a USB port on the PC.


MINI-USB CONNECTOR
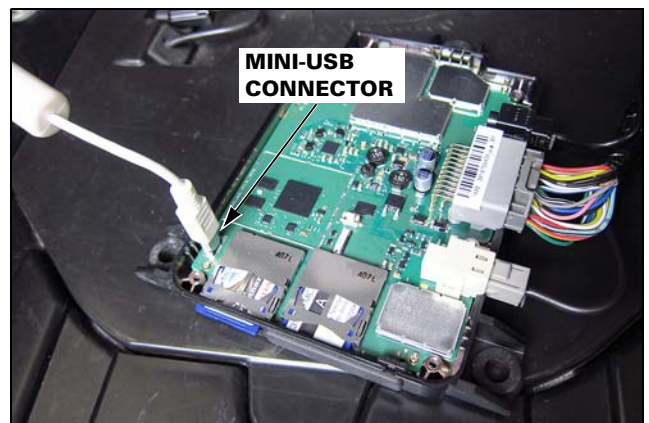
5. Press and hold the boot block button on the circuit board as shown. Continue to hold down the boot block button through Step 9.
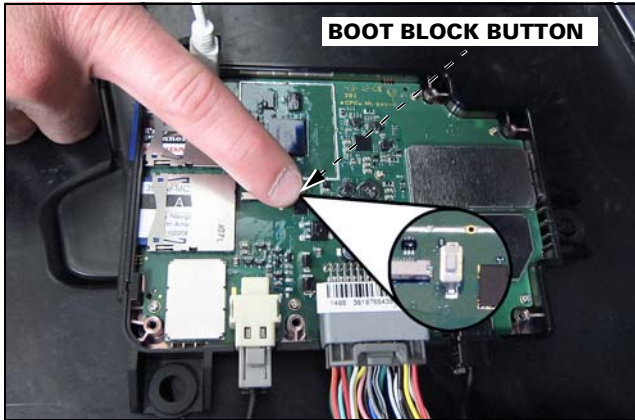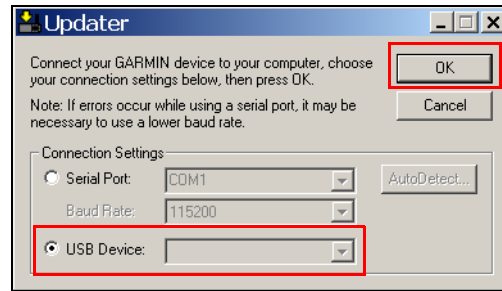

BOOT BLOCK BUTTON

6. While holding the boot block button down, turn the ignition switch to the ACC position.

   Holding should be shown on the navi display. Keep holding the boot block button down.


HOLDING

7. On the PC, drag and drop the file icon for *095602000250_bbsys.rgn* onto the file icon for *Updater*.
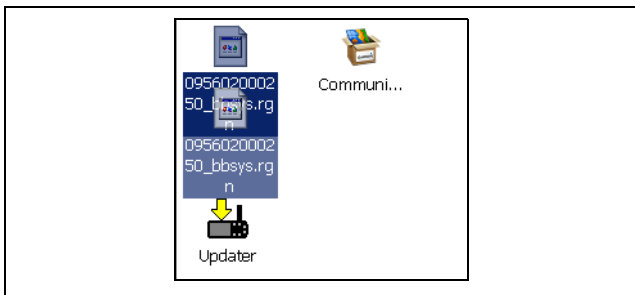
8. The *Updater* dialog box will open. Select *USB Device* and then click *OK* as shown.

   Keep holding the boot block button down during the navigation software update.

9. Wait for the *Update Complete* message to be displayed on the computer, then release the boot block button.
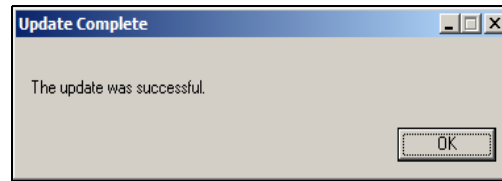
10. Disconnect the USB Mini B connector from the navigation unit. Then press and release the boot block button after the navigation system has started.

   • If the navigation system fails to start (black screen), press the *Map* key on the navigation switch panel, let the system boot up, then press the boot block button.
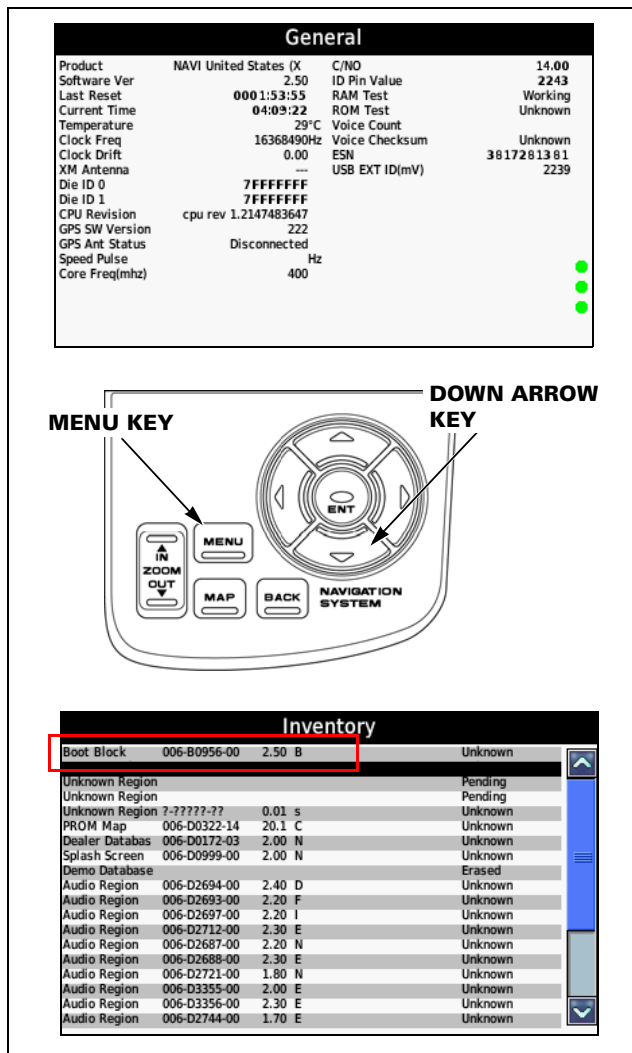

BOOT BLOCK BUTTON
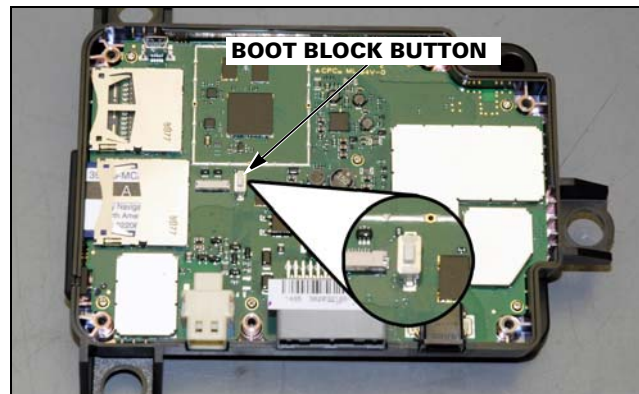
11. The *General* screen should be displayed in the navigation display.

    Press the *Menu* key on the navigation switch panel to get to the *Inventory* screen.

    Press the down arrow key to underline the *Boot Block* row and verify the boot block number:

    Boot Block 006-B0956-00   2.50 B

    • If the boot block number is different than above, turn the ignition switch to OFF and repeat Steps 4 through 11.

IDENTIFICATION

Updated units can be identified by looking up the *System Info* screen on the Navigation system display. Updated units will have *Software Version 2.50*. See REPAIR VERIFICATION for instructions.

CLAIM INFORMATION

This Product Update Campaign ends the last day of March, 2017. Normal claim submission requirements apply.

After completing the update procedure, submit one warranty claim per unit with the following information:

WARRANTY CLAIM TEMPLATE

Template: S29A

Flat Rate Time: 0.3 hrs

PARTS INFORMATION

Navigation System Update Software
The update software is only available for download from the TechLine section of *iN* by clicking on or following this path:

   Service > TechLine > Technical Reference

Click on *2012 GL1800 Navi System Software Update* to download the update software.

12. Turn the ignition switch to OFF and reinstall the navigation unit cover and six screws.

13. Reinstall the navigation unit and all other removed parts.

TEXT OF CUSTOMER LETTER

March 2012

IMPORTANT NOTICE OF PRODUCT UPDATE CAMPAIGN

Dear GL1800/A Owner:

What is the reason for this notice?
Honda Motor Co., Ltd. is conducting a Product Update Campaign to update the navigation unit software on certain 2012 model year GL1800/A motorcycles. Our records indicate that you own one of these motorcycles.

What is the problem?
When using the navigation system within certain geographic regions, the system may fail to properly recalculate after deviating from a programmed route, and may hang or shut down. Because your satisfaction with your GL1800/A is important to us, Honda will update the navigation unit software at no cost to you.

What should you do?
A software update is available to correct the above described condition. Only the navigation unit software will be updated; maps, saved routes, and other data will not be affected. Please schedule a repair appointment with a Honda motorcycle dealer. The dealer will update the navigation unit software at no cost to you. While this **Product Update Campaign will remain active until the last day of March, 2017**, we encourage you to have this repair completed as soon as possible.

Who to contact for help:
Contact your Honda motorcycle dealer for help. Should you need assistance in locating a Honda dealer, please visit our website at *http://powersports.honda.com*

Who to contact if you experience a problem:

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Motorcycle Customer Support
Mail Stop 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746
(866) 784-1870

What to do if you feel this notice is in error:
This notice was mailed to you according to the most current information we have available. If you no longer own this GL1800/A or some information in this notice is incorrect, please fill out and return the included, postage-paid Information Change Card. This will help us to update our records.

We apologize for any inconvenience this may cause you. Thank you for your GL1800/A purchase and your cooperation.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division