

Applies To: **2008 RL** – From VIN JH4KB166.8C000001 thru JH4KB166.8C005111

May 3, 2012

Product Update: AcuraLink Does Not Receive Messages From Acura
 (Supersedes 08-003, dated February 11, 2011, to revise the information marked by the black bars)

REVISION SUMMARY

Under TOOL INFORMATION, the GNA600 is now available from the Acura Special Tool Loan Program.

BACKGROUND

A software problem does not allow the AcuraLink control unit to accept the vehicle's VIN from the PCM. This prevents the vehicle's AcuraLink system from receiving activations, service reminders, and other important messages from Acura.

CLIENT NOTIFICATION

All owners of affected vehicles will be mailed a notification of this product update. An example of the client notification is at the end of this service bulletin.

Some vehicles affected by this product update were already updated before arriving at your dealership. Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The client has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

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

CORRECTIVE ACTION

Update the AcuraLink control unit with the GNA600 vehicle interface tool.

WARRANTY CLAIM INFORMATION

Operation Number: 010306
 Flat Rate Time: 0.9 hour
 Failed Part: P/N 39820-SJA-A51
 Defect Code: 5HP00
 Symptom Code: Q7100
 Template ID: 08-003A
 Skill Level: Repair Technician

SOFTWARE INFORMATION

To complete the procedure in this service bulletin, the following software (or later) must be loaded into your workstation by the dealer's network administrator.

HDS Software Version:
 2.013.017 (red CD) **or later.**

Database Update:
 28-Jan-2008-HIP **or later**

The updated AcuraLink software program versions are shown below. When you complete the AcuraLink control unit update, you will be instructed on how to verify the updated software versions.

Year/Model	Camelot ID	V850 ID
2008 RL	AA0336.aa.9691	AA0335AA.09.00

TOOL INFORMATION

The GNA600 is a required tool that's used to update vehicle control units. Shown below, the GNA600 Kit, P/N GNA600KIT, was sent to your dealer during the fall of 2006. For more information, refer to the GNA600 User's Guide on the iN: In ISIS, select General Publications, then select **Tool Information**, and select **Teradyne GNA600 Gateway Device User Guide for Acura Vehicles** from the list.



The GNA600 is available from the Acura Special Tool Loan program. To request the loan of a special tool, call **800-824-9655**.

To order replacement parts for the GNA600 Kit, log on to the Interactive Network (iN). Click on **Service > Quick Links > Tool and Equipment Program**.



CLIENT 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 Acura automobile dealer.

REPAIR PROCEDURE

NOTE: To better see the on-screen steps on the workstation and the indicators on the GNA600, back the vehicle into your work area.

1. Remove the left trunk side trim panel:
 - Refer to page 20-83 of the *05–08 RL Service Manual*, and do the steps needed to remove the left trunk side trim panel, or
 - Online, enter keywords **TRUNK REM**, and select **Interior Trim Removal/Installation - Trunk Area** from the list.
2. From the Windows Start menu on your iN workstation, go to **Programs** and select **CM Update**, then select **AcuraLink Update**. Follow the on-screen instructions. Make sure that the first screen shows the application version V2.008.003 or later, and DataBase Update 28-Jan-2008-HIP or later. If the versions are not correct, contact your dealer's network administrator to load the HDS update CD.
3. For more information on updating the AcuraLink control unit, refer to Service Bulletin 07-027, *Updating the AcuraLink Control Unit*.

NOTE: Once the programming step begins, the update takes 30 to 35 minutes. You don't need to stay with the vehicle during the update.



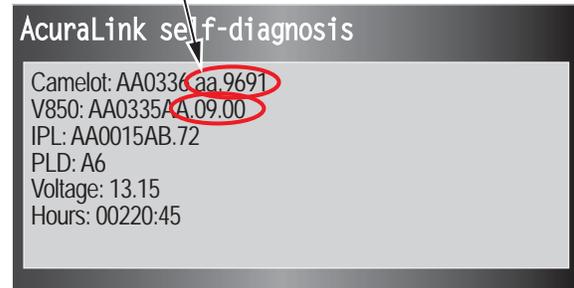
4. Make sure the AcuraLink software was properly updated:
 - Turn the ignition switch to ON (II), and accept the navigation system disclaimer.
 - On the navigation buttons, press **MAP**, **MENU**, and **CANCEL** at the same time. Hold the buttons until the **Select Diagnosis Items** screen comes on.
 - On the navigation screen, select **XM (HIP)**.
 - Select **XM (HIP) ECU**.

NOTE: Do not select and change any of the other settings. If you do, one or more of the systems may not work properly.

- Select **Telematics self-diagnosis**.

5. Check the last digits of the Camelot and the V850 versions on the screen.
 - If the digits are the same as those circled below, the update is complete.
 - If the digits are different than those circled below, load the correct software into the GNA600, then repeat the AcuraLink control unit update.

Check these two numbers.



6. Center-punch a completion mark above the first character of the engine compartment VIN.

Center-punch here.



7. If you just updated a client's vehicle, verify that AcuraLink is activated:
 - Move the vehicle outside, and position it with a clear view of the southern sky.
 - Let the engine idle for 20 minutes.
 - On the navigation screen, select **OK** to accept the disclaimer.
 - Select the **Info** button, then select **Messages**, and select **Quick Tips** from the menu.
 - If there is a Welcome message on the Quick Tips screen, AcuraLink is activated. Press the **Cancel** button to exit the Quick Tips screen. Do not delete the Welcome message.
 - If the Quick Tips menu choice is "grayed out" and cannot be selected, refer to AcuraLink Symptom Troubleshooting in the service manual.

Spring 2008

Product Update: AcuraLink Does Not Receive Messages From Acura

Dear 2008 RL Owner:

This notice has been sent to inform you of an update that may be needed for your vehicle.

What is the problem?

An important part of your vehicle's AcuraLink system is to receive service reminders, vehicle tips, and other messages directly from Acura. Because of a software problem, your vehicle may not be receiving these messages.

What you should do.

Call any Acura dealer, and make an appointment to have your vehicle updated. The dealer will update your vehicle's AcuraLink software *free of charge*. Please plan to leave your vehicle at the dealership for half a day to allow some flexibility in scheduling. Soon after the software is updated, your vehicle will begin to receive messages from Acura.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2008 RL involved in this product update. If this is not the case, or the name/address information is incorrect, please fill out and return the included, postage-paid Information Change Card. We will then update our records.

If you have questions.

If you have questions about this product update, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238.

We apologize for any inconvenience this product update may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Acura Automobile Division**