⨀ACURA | *Service Bulletin* | 13-008

Product Update: 2014 RLX Audio-Navigation Unit Software Update

BACKGROUND

There are several known audio and navigation system software bugs that can be repaired by updating the software in the audio-navigation unit.

CLIENT NOTIFICATION

Owners of affected vehicles will receive a notification of this product update starting in March 2013. An example of the client notification is included at the end of this service bulletin.

Before doing work on a vehicle, verify its eligibility by doing an iN VIN status inquiry.

CORRECTIVE ACTION

Update the audio-navigation unit software with the USB update device.

TOOL INFORMATION

Audio/Navigation USB Update Device:
    T/N 07AAZ-TYPA100

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number: 0535A1

Flat Rate Time: 0.3 hour

Failed Part: 39542-TY2-A01

Defect Code: 5UE00

Symptom Code: S9100

Skill Level: Repair Technician

REPAIR PROCEDURE

1. Connect a battery charger or a fully charged jumper battery to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.

2. Press the engine start/stop button to select the vehicle ON mode.

   NOTE: Do not insert the USB update device before the system boots up, or else you may damage the audio-navigation unit.

3. Wait for the navigation system to finish booting up, then insert the USB update device into the USB port in the center console. See TOOL INFORMATION.

   NOTE: **The ignition must remain ON during the entire update procedure. If the ignition is turned OFF, the engine is started, or the USB update device is removed at any time *during* the update process, the audio-navigation unit will lock up and you will need to use the RECOVERY PROCESS**.
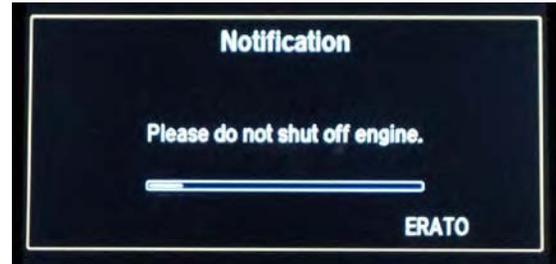
Skill Level
R
REPAIR

4. Both screens will shut off for about 10 seconds and reboot with the notification below flashing on the navigation screen.
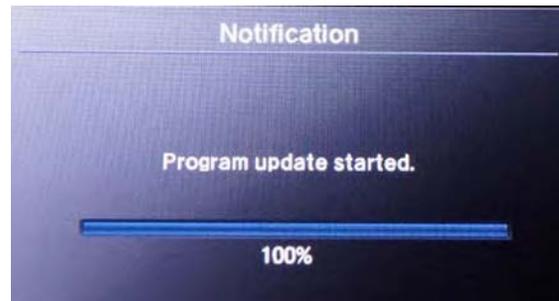

5. The software update will begin. A Notification screen loading bar will display on both screens.

NOTE: The engine does not need to be running to do this update.

Navigation screen

Touch screen

NOTE: The software update takes about 30 minutes to complete; you do not have to oversee the update during this time as no action is needed until the update is loaded.

Update Order:

1. ERATO
2. SH-BOOT
3. SH-IPL
4. SH-NK
5. Utility
6. BUuCOM

On the touch screen, the progress bar will stop at 100% after ERATO is updated and remain at 100% throughout all SH and Utility updates. The progress bar will go back to 0% and resume when the BUuCOM update starts.

6. When the update is complete, the system will reboot two times to the AcuraLink screen, and the Enter code message and keypad will appear on the screens, although they may not appear at the same time. **Wait for both screens to appear**, then press the engine start/stop button to select the vehicle OFF mode.

   NOTE:
   - **You must wait for both screens to appear before selecting the vehicle OFF mode, or you will lock up the unit.**
   - Do not remove the USB update device until you turn the vehicle off, or else the audio-navigation unit will lock up. If it locks up, go to RECOVERY PROCEDURE.
   - If the battery power was interrupted during the update because the battery died, the vehicle was started or turned to the OFF mode during the update, or the software update failed, the audio-navigation unit may be locked. Go to RECOVERY PROCEDURE.
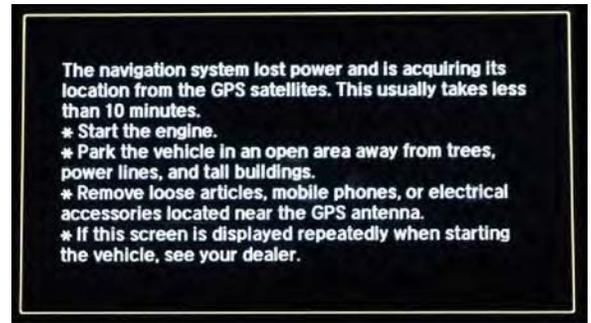
   Navigation screen

   Touch screen

7. Remove the USB update device and wait at least 1 minute.

8. Press the engine start/stop button to select the vehicle ON mode. Once the Enter code screens appear, press and hold the power button for 2 seconds until you hear the beep.

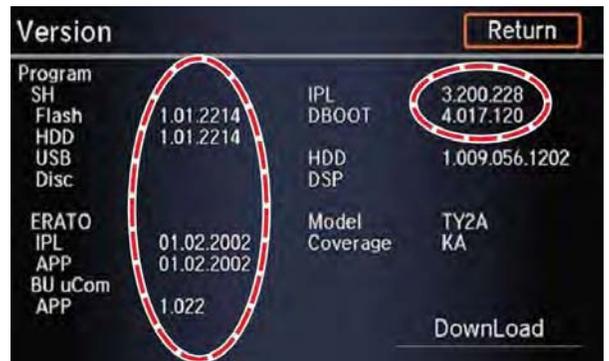9. The navigation screen will show the GPS initialization message.

10. Press and hold the NAVI, BACK, and MENU buttons until the Select Diagnosis Items screen appears.

11. Select **Detail Information & Setting**.

12. Select **Version**.

13. Verify that the software was updated to the new version as shown below. If the software is not updated, turn the vehicle to the OFF mode, and go back to step 2 and repeat the update procedure.

RECOVERY PROCEDURE

1. Press the engine start/stop button to select the vehicle OFF mode.

2. Make sure the USB update device is inserted into the USB port, then do a battery cable reset for 2 minutes.

   NOTE: Make sure the USB update device is inserted when the vehicle is turned back to the ON mode because when the unit powers up, it will immediately look for the update device to start the recovery process.

   • Disconnect the negative battery cable first, then disconnect the positive battery cable.

   • Short the battery cables together with a jumper wire for 2 minutes.

   • Remove the jumper wire, and reconnect the battery cables - positive cable first, then negative.

3. Reconnect the battery charger or a fully charged jumper battery.

4. Press the engine start/stop button to select the vehicle ON mode.

   NOTE: Do not start the vehicle because it will interrupt the steady battery power needed to update the audio or the audio-navigation unit.

5. Make sure the green LED on the right side of the CD slot is blinking. This indicates that the recovery process is working.

   NOTE:

   • The recovery process and software update reload take about 15-30 minutes, depending on when the update process was interrupted.

   • The displays may stay blank during this time.

6. When the recovery process is complete, the audio-navigation system resumes the update automatically. Go to step 5 of the REPAIR PROCEDURE to continue the update and confirm the update was successful.