

HandsFreeLink (HFL) System Does Not Work

(Supersedes 05-020, dated May 27, 2006, to update the information marked with the black bars)

REVISION SUMMARY

The Multi-Media Interface Tester was added to TOOL INFORMATION and DIAGNOSIS.

BACKGROUND

Some symptoms related to the HandsFreeLink (HFL) system can be difficult to diagnose. Before beginning troubleshooting, it is extremely important to determine if the problem exists with the client's cell phone, the vehicle's HFL system, the navigation system, or the client's interaction.

The HFL uses the client's cell phone to provide hands-free operation; it **DOES NOT** improve the performance of the cell phone. Advise the client that problems with static, poor signal strength, poor sound quality, and dropped calls, for example, are inherent to cellular phones.

Some clients may not fully understand this new technology and may need some education. If possible, review the client's operating method firsthand to confirm the client is using the correct method or command as described in the owner's manual.

These navigation related symptoms may occur:

- The **Send** icon, on the **Calculate a route to** screen is grayed out even when a phone is paired
- HFL won't dial a Point of Interest (POI) phone number from the **Calculate a route to** screen

If either of these symptoms occur, but the rest of the HFL system works OK, then troubleshoot using the navigation section of the service manual, under the symptom, "Navigation does not call using the HFL."

For questions regarding proper commands or command sequences using the HFL, refer to the owner's manual or contact the HFL support line at **888-528-7876**.

CORRECTIVE ACTION

Do the diagnosis and, if needed, replace the HFL unit.

Navigation-equipped vehicles: If you need to install an HFL unit, also install an HFL delay box.

NOTE: To check if the client's phone is an approved Bluetooth-enabled cell phone, go to www.acura.com or call 888-528-7876.

TOOL INFORMATION

Multi-Media Interface Tester (MIT): T/N HON5070-AS

DIAGNOSIS

1. Confirm that the client's cell phone is listed as an approved Bluetooth-enabled cell phone. A list of compatible cell phones is provided on the Acura website (www.acura.com/handsfreelink). This Web site gives a list of the most up-to-date approved cell phones.

NOTE: Occasionally, certain phones that were once on the approved list may no longer be listed. This is typically due to a problem being found with that particular phone after further testing and/or internal changes were made to the phone by the manufacturer, causing it to become incompatible.

2. Check if the HFL system is able to pair by pairing the MIT to the vehicle.
 - If the MIT pairs with the vehicle, the HFL system is OK. There is an issue with the cell phone.
 - If the MIT does not pair with the vehicle, go to step 3.
3. Determine if the HFL system is locked up by checking for these symptoms:
 - The HFL Talk and HFL Back buttons in the steering wheel don't work at all.
 - The multi-information display (MID) is stuck in an HFL mode, and the radio is muted.
 - The vehicle's B-CAN bus is still active after the vehicle is turned off (a locked up HFL system will account for approximately 200 mA of parasitic current draw).

NOTE: The HFL system staying on may cause a dead or low battery while the vehicle's ignition switch is off. If the battery's state of charge goes low enough, or if the battery cables are removed, the system may reset, causing the problem to appear intermittently.

Are any of the above symptoms present?

Yes – The HFL system is locked up, go to **REPAIR PROCEDURE**.

No – This service bulletin does not apply; continue with normal troubleshooting procedures or contact the HFL support line at **888-528-7876**.

PARTS INFORMATION

Without Navigation

HFL Unit –

Moon Lake Gray, NH528L:
P/N 39770-SEP-305ZA

Light Tan, YR167L:
P/N 39770-SEP-305ZB

Light Cream Ivory, YR240L:
P/N 39770-SEP-305ZC

With Navigation

HFL Unit and Delay Box Kit –

Moon Lake Gray, NH528L:
P/N 04397-SEP-305ZA

Light Tan, YR167L:
P/N 04397-SEP-305ZB

Light Cream Ivory, YR240L:
P/N 04397-SEP-305ZC

WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT	
0521B3	Replace HFL unit (Moon Lake Gray interior).	0.3	05-020A
0521B3	Replace HFL unit (Light Tan interior).	0.3	05-020B
0521B3	Replace HFL unit (Light Cream Ivory interior).	0.3	05-020C
0521B3 A	Replace HFL unit (Moon Lake Gray interior).	0.3	05-020D
	Install HFL delay box.	0.5	
0521B3 A	Replace HFL unit (Light Tan interior).	0.3	05-020E
	Install HFL delay box.	0.5	
0521B3 A	Replace HFL unit (Light Cream Ivory interior).	0.3	05-020F
	Install HFL delay box.	0.5	

Failed Part: P/N 39770-SEP-A01ZA

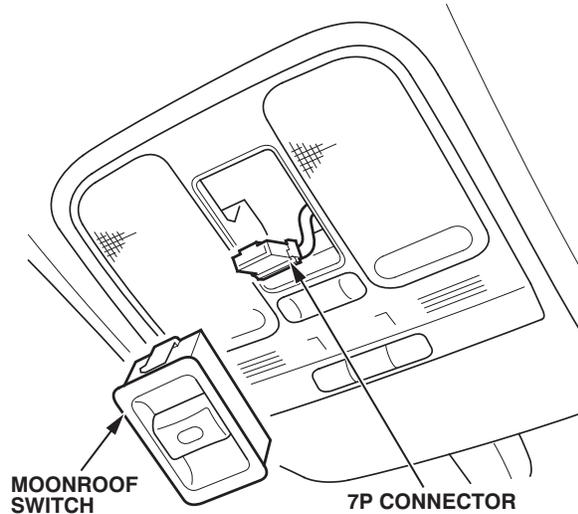
Defect Code: 03217

Symptom Code: 01201

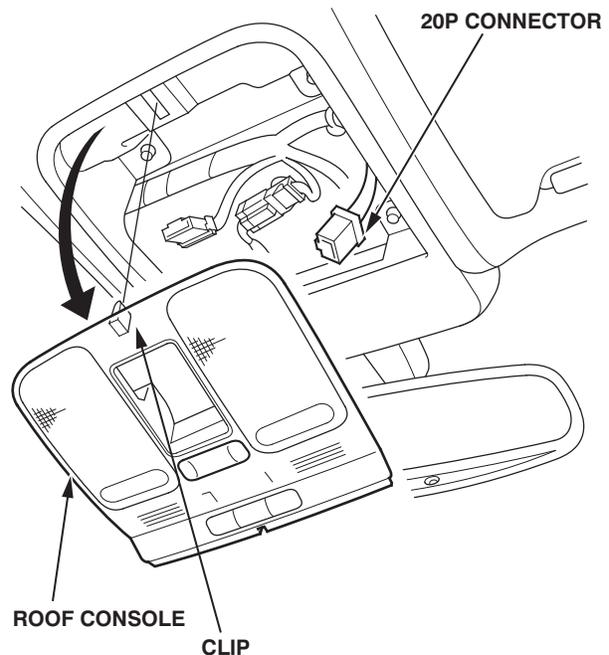
Skill Level: Repair Technician

REPAIR PROCEDURE

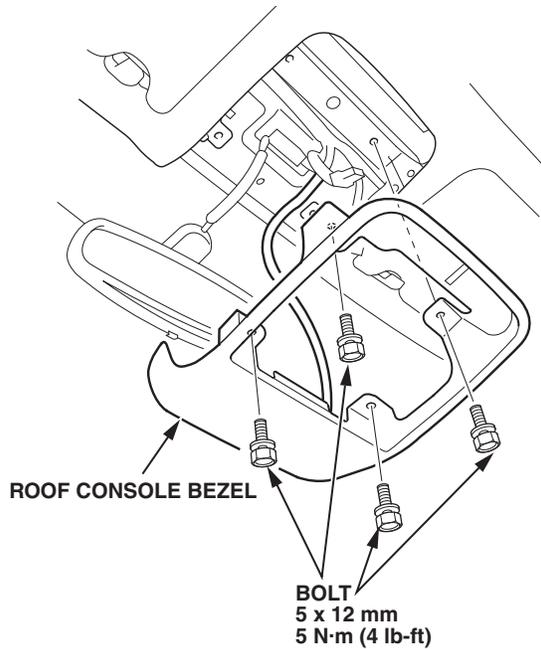
1. Carefully pry the moonroof switch out of the roof console, and disconnect the 7P connector.



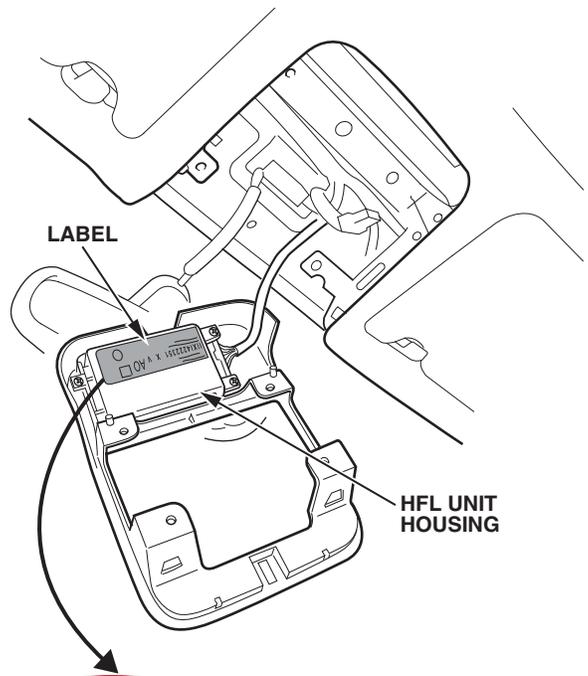
2. Reach into the hole for the moonroof switch, and pull down on the roof console to release the clip. Remove the roof console, and disconnect the 20P connector.



3. Remove the four bolts that secure the bezel to its mounting bracket.



4. Lower the bezel, and check the manufacturing date (month-day-year) located on the back of the HFL unit housing.



Is the date illegible, completely missing, or prior to August 18, 2004 (8-18-04)?

Yes – Replace the HFL unit, and go to step 5.

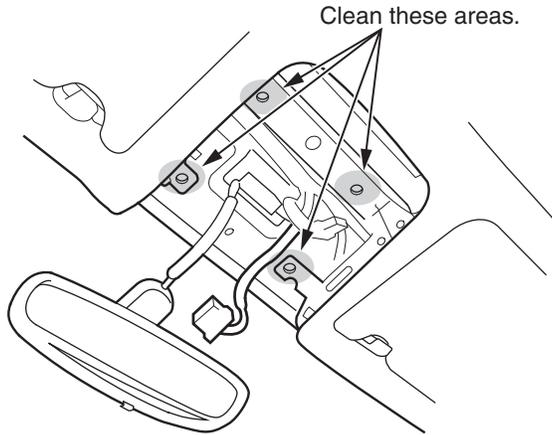
NOTE: All of the client's stored phone numbers will be lost when the HFL unit is replaced.

No – Contact the HFL support line at **888-528-7876** for further instructions.

- Using isopropyl alcohol, thoroughly clean the bezel mounting bracket at the four attachment points.

NOTE:

- Do not use any other type of cleaning fluid.
- Make sure that the bracket is clean, completely dry, and free of chemicals before installing the new bezel and HFL unit.



- Reinstall all removed parts in reverse order of removal.
- If the vehicle does not have a navigation system, make sure the HFL system works properly, and you're finished with this service bulletin.

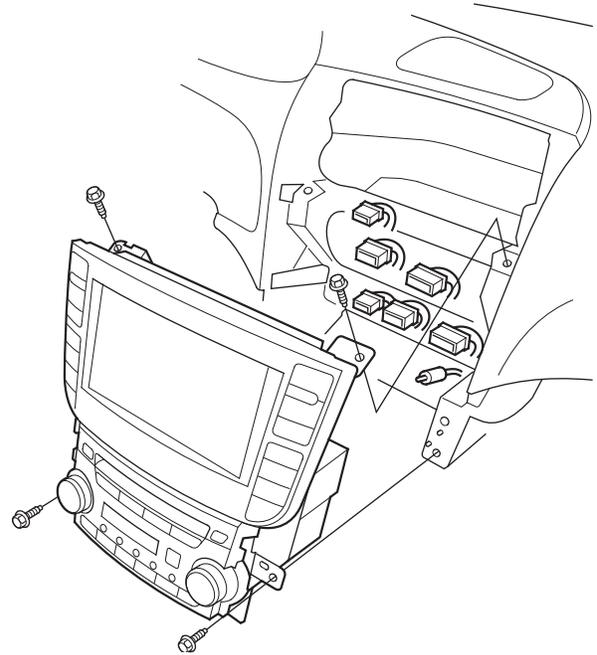
If the vehicle has a navigation system, go to step 8.

- Make sure you have the anti-theft codes for the audio and navigation systems.
- Disconnect the negative cable from the battery first, then disconnect the positive cable.
- Remove the center console rear section:
 - Refer to page 20-79 of the *2004–06 TL Service Manual*, or
 - Online, enter keyword **CONSOLE SEC**, then select **Center Console Rear Section Removal/Installation** from the list.

- Remove the center console panel.
 - Refer to page 20-80 of the service manual, or
 - Online, enter keyword **CONSOLE PAN**, then select **Center Console Panel Removal/Installation** from the list.

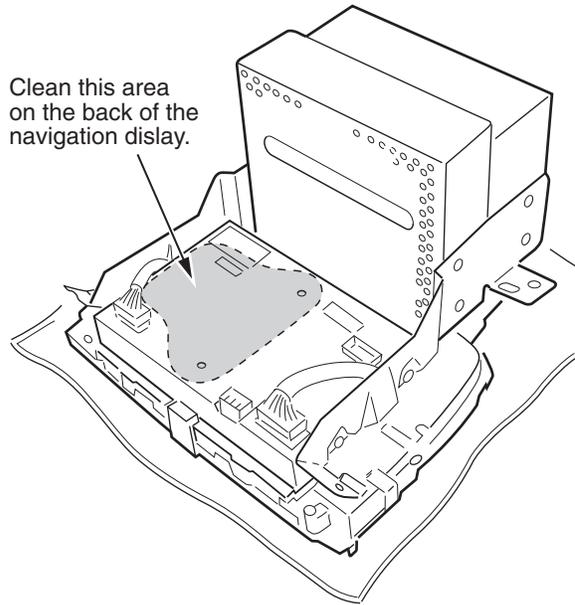
- Remove the center upper panel:
 - Refer to page 20-85 of the service manual, or
 - Online, enter keyword **DASHBOARD PAN**, then select **Dashboard Center Upper Panel Removal/Installation** from the list.

- Remove the four bolts, and pull out the audio-HVAC display module assembly.

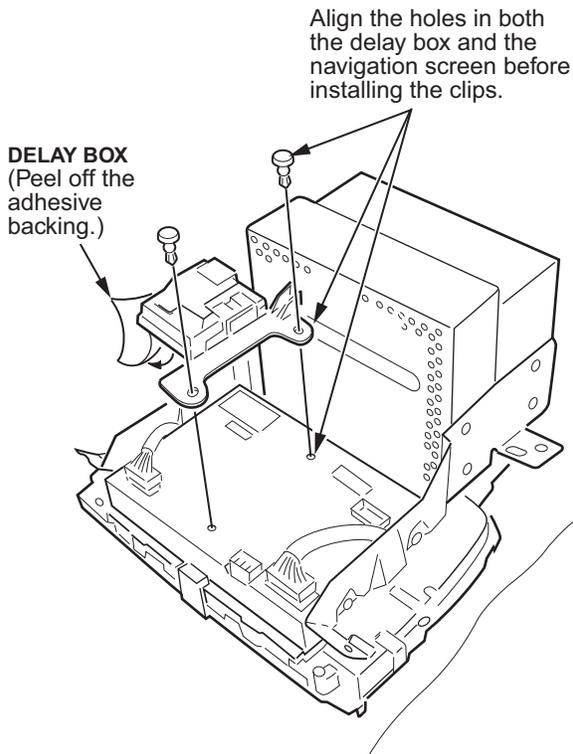


- Disconnect the connectors and the antenna lead, then remove the audio-HVAC display module assembly, and lay it face down on a soft shop towel.

15. Using isopropyl alcohol, clean the HandsFreeLink delay box attachment area on the back of the navigation display.



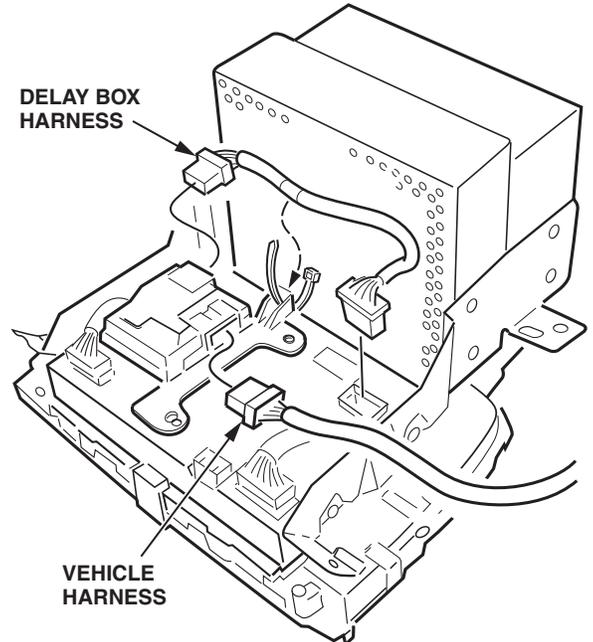
16. Peel off the adhesive backing, but do not attach the delay box unit until you have lined up the two small locating push clips in the holes. Once the clips are aligned, attach the delay box to the display, then push on the clips to lock them into the display.



17. Connect the harnesses:

- Connect the delay box harness to the connector on the delay box marked **“TO CPM.”**
- Connect the other end of the delay box harness to the navigation display.
- Use a wire tie to secure the delay box harness to the delay box.
- Connect the vehicle harness 14P connector to the delay box connector marked **“FROM VEHICLE.”**

NOTE: The delay box harness 14P connector is unique and will plug into only one location on the navigation display.



18. Reinstall the audio-HVAC display module assembly in the reverse order of removal, noting these items:

- Make sure all the connectors and the antenna lead are securely connected.
- Reconnect the positive battery cable first, then the negative cable.
- Enter the anti-theft codes for the audio and navigation systems.

19. Initialize the navigation system. Refer to Service Bulletin 03-013 *TL and TSX: TQI of the DVD Navigation System With Voice Recognition*.

20. Make sure the HFL and audio systems work properly.