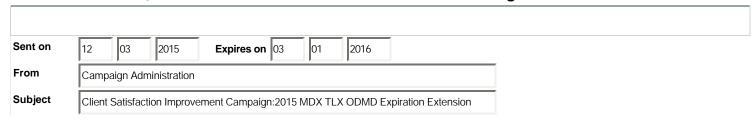
Next Unread Message

View Message



DATE: December 3, 2015

TO: All Acura Sales, Service & Parts Managers and Personnel

FROM: Campaign Administration

RE: Client Satisfaction Improvement Campaign: 2015 MDX & TLX ODMD Expiration Extension

On October 30, 2014, Acura released a software update for the audio, navigation, and hands-free phone systems for the 2015 MDX and TLX to provide functional and graphical improvements in order to make the systems more user friendly. Refer to VIN Inquiry status to determine which vehicles in your inventory are eligible for this update.

Update

Update the navigation system with the updated DVD provided by HERE. This update will be provided free of charge to owners of affected VINs until March 31, 2016.

Software

Updated DVDs were distributed to all dealerships in late October, 2014. Additional updated DVDs are available through the HERE Dealer Map Update website at www.navigation.com/doc-us, or call HERE at 866-347-3020.

Warranty

Warranty information is detailed in the revised version of S/B 14-037, Client Satisfaction Improvement Campaign: Update for 2015 MDX and TLX ODMD (Vehicles with Navigation), which is available on the Service Information System as of November 18, 2015.

Service Bulletin

In support of this client satisfaction improvement campaign, a revised version of S/B 14-037 has been posted on the Service Information System, and it includes software, procedure and warranty information related to this update.

Customer Notification

Acura will re-notify all customers who have not already received the update by early December, 2015, informing them of the expiration date extension.

As always, make sure to check the iN VIN status inquiry to determine if a vehicle is eligible for this update.

Click here for a copy of service bulletin 14-037.