

November 18, 2015

00285 Version 2

Client Satisfaction Improvement Campaign: Update for 2015 MDX and TLX ODMD (Vehicles with Navigation)

Supersedes 14-037, dated October 30, 2014, to revise the information highlighted in yellow.

ELIGIBLE VEHICLES

Year	Model	Trim	VIN Range
2015	MDX	ALL with navigation	Check the iN VIN status for eligibility
2015	TLX	ALL with navigation	Check the iN VIN status for eligibility

REVISION SUMMARY

Under BACKGROUND, the campaign expiration date has been extended.

BACKGROUND

In a continuing effort to provide the highest level of client satisfaction, Acura has released a software update for the audio, navigation, and hands-free phone systems. This software update provides functional and graphical improvements to make the systems more user friendly in the 2015 MDX and TLX.

For your reference, a list of changes is included at the end of this bulletin.

This update is only being offered until 3/31/2016.

NOTE: Update only the vehicles listed under AFFECTED VEHICLES otherwise, you may potentially damage the audio or audio/navigation unit.

CLIENT NOTIFICATION

Owners of affected vehicles will receive a notification of this campaign.

A copy of each letter (MDX and TLX) and the brochures are included at the end of this bulletin.

CORRECTIVE ACTION

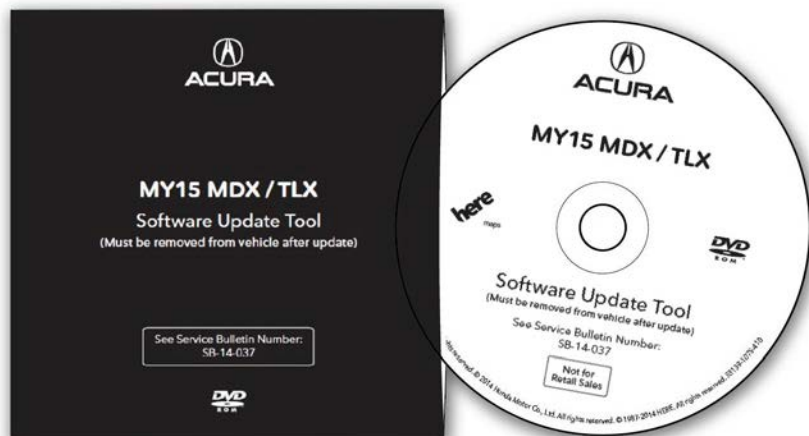
Update the navigation system with the update DVD provided by [HERE](#).

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.

SOFTWARE INFORMATION

Tool Name	Tool Number	Quantity
2015 MDX and TLX Navigation System Update DVD	S3139-0120-410	1

A pack of 20 update DVDs were recently shipped to all dealers. Additional update DVDs are available through the HERE Dealer Map Update website at www.navigation.com/doc-us, or call HERE at 866-347-3020.



WARRANTY CLAIM INFORMATION

Year/Model	Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
2015 MDX	0535A4	Update the navigation system software.	0.4 hr	5LH00	JK900	14-037N	39542-TZ5-A14
2015 TLX	0535A4		0.4 hr	5LH00	JL000	14-037P	39542-TZ3-A13

Skill Level: Repair Technician

UPDATE PROCEDURE

NOTE:

- **Only do this update if the iN VIN status indicates it is eligible.** If you use this software update on an ineligible vehicle, you may permanently damage the unit and if the unit must be replaced, your dealership may be debited for the replacement cost.
- If you accidentally update the wrong vehicle, the unit must be replaced, and your dealership may be debited for the replacement cost.
- **Before starting the update**, make sure you have the VIN and DEVICE ID as shown in step 7 to get the ACTIVATION CODE.
- There are two methods to maintain a steady voltage to the client's vehicle during the setup period.
 - Make sure you park the vehicle outside, in a safe, well ventilated area and let the engine run to avoid draining the battery.
 - Connect a battery charger to the client's vehicle.
- Do not drive the vehicle during the setup period (about 90 minutes) while the system uploads the update from the DVD.
- **Do not turn the vehicle mode to OFF during the setup period.** If the engine is turned off or the battery voltage is interrupted, the update may start again from the beginning or the audio-navigation unit may lock up.
- Once the activation code is entered and the map appears on the navigation screen, the vehicle can be returned to the client. The system will update for about another 5 hours, but the update is done in the background.

- The background update will only happen while the vehicle is in the ON mode. The client does not need to keep the vehicle in the ON mode continually for 5 hours. The system will automatically continue updating where it left off after the engine is restarted.

PREPARE THE VEHICLE FOR THE UPDATE

1. Either start the engine and leave it running in a well ventilated area or connect a battery charger to the vehicle to maintain a steady battery voltage until the end of the setup period (about 90 minutes).
2. Press the ENGINE START/STOP button to select the vehicle ON mode.
3. Press the Nav button to display the navigation screen.



4. Press the Settings button.



5. Select **Navi Settings**, then press Enter.
6. Scroll down to select **System Device Information**, then press Enter.



7. Write down the **Device** and **VIN** information from the screen. You will need this information later.

NOTE: You can also take a digital photo of the screen.



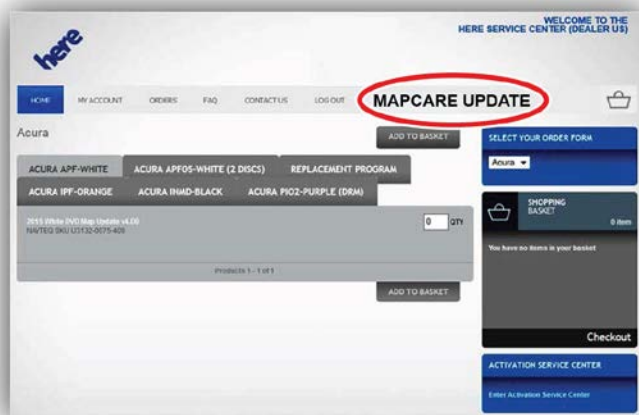
8. Go to the HERE Dealer Map Update site at www.navigation.com/doc-us and enter your **username** and **password**.

NOTE:

- The password is case sensitive.
- Many dealers were already registered and there is only one username and password per dealer. Do not register until you check with the service manager to see if you are registered.
- If your dealership was not registered, or your username or password is lost or forgotten, select **Click to Register** and follow the directions. Give the username and password to the service manager so that everyone can share the login information.



9. Select **MAPCARE UPDATE**.



10. Enter the VIN.

The screenshot shows the 'MapCare Update Center' page. At the top, there is a navigation bar with links: HOME, MY ACCOUNT, ORDERS, FAQ, CONTACT US, LOG OUT, and MAPCARE UPDATES. Below the navigation bar, the page title is 'MapCare Update Center'. On the left side, there is a text input field for the VIN, which is currently empty. To the right of the VIN field, there is a button labeled 'Generate'. On the right side of the page, there is a sidebar with a 'SELECT YOUR ORDER FORM' dropdown menu set to 'Acura', a 'SHOPPING BASKET' section showing 0 items, and a 'Checkout' button at the bottom.

11. Select **Generate Activation Code**.

The screenshot shows the 'MapCare Update Center' page with the VIN field filled with 'VIN: 5FRYD4H43FB008933'. Below the VIN field, there is a section titled 'Details of Delivered Updates:' which shows 'No Updates Delivered'. Below this, there is a section titled 'Available Updates' with a table. The table has two columns: 'Product Name' and 'Part Number'. The first row shows '2015 MONTHLY Software Update E313' and '126-410'. To the right of the 'Part Number' column, there is a button labeled 'Generate Activation Code' which is circled in red. On the right side of the page, there is a sidebar with a 'SELECT YOUR ORDER FORM' dropdown menu set to 'Acura', a 'SHOPPING BASKET' section showing 0 items, and a 'Checkout' button at the bottom.

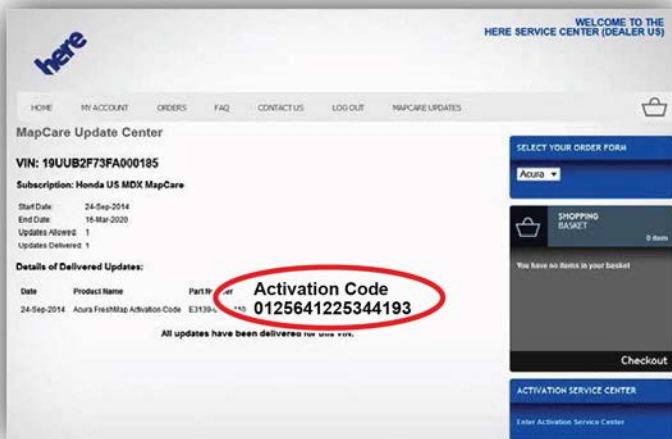
12. Enter the Device Number.

NOTE: If you make a mistake entering the device number, you will see an error code, and need to contact customer support for help. You won't be able to reenter the number. Contact customer support by calling **866-347-3020** or online using the **Contact Us** option.

The screenshot shows the 'MapCare Update Center' page with the VIN field filled with 'VIN: 5FRYD4H43FB008933'. Below the VIN field, there is a section titled 'Program: US Service Bulletin SB 14-037'. Below this, there is a section titled 'Enter Required Information' which shows '2015 MONTHLY Software Update E313'. To the right of the 'Enter Required Information' section, there is a text input field for the Device Number, which is currently empty. Below the Device Number field, there is a button labeled 'Activate'. On the right side of the page, there is a sidebar with a 'SELECT YOUR ORDER FORM' dropdown menu set to 'Acura', a 'SHOPPING BASKET' section showing 0 items, and a 'Checkout' button at the bottom.

13. Print or write down the 16-digit Activation Code.

NOTE: The code is vehicle specific. **Do not try to reuse the code in a different vehicle.**



UPDATE THE VEHICLE

NOTE: The total time to do this update is about 90 minutes. You do not have to be present during the update, but after 30 minutes, you will need to enter the activation code as shown in step 6. The update will not continue until you enter this code.

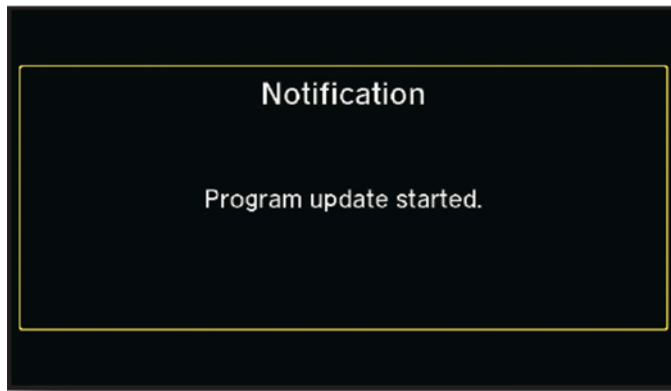
1. Return to the vehicle, and make sure the engine is running in a well ventilated area, or there is a battery charger or a fully charged jumper battery connected to the vehicle to maintain steady battery voltage.

NOTE: The vehicle must remain ON and the update disc inserted. If the update disc is removed, the vehicle OFF mode is selected, or there is any interruption of the battery voltage, including starting the engine, the update may go back to the beginning or the audio-navigation unit may lock up.

2. Make sure the navigation system has finished booting up, then insert the update DVD into the CD player slot.

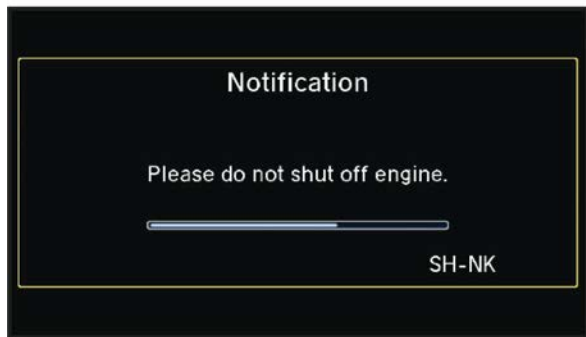


3. Both screens will shut off for about 10 seconds, then reboot with the **Notification** screen shown below.

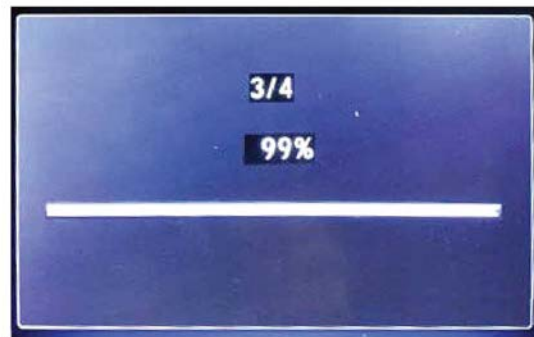


4. The software update begins, and a **Notification** screen appears with a loading bar.

NAVIGATION SCREEN



ODMD SCREEN



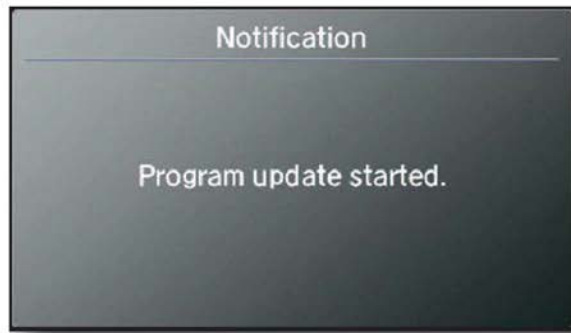
5. Once the update is loaded into the navigation system, the navigation system reboots twice.

NOTE: The second reboot happens about a minute after the first one.

NAVIGATION SCREEN

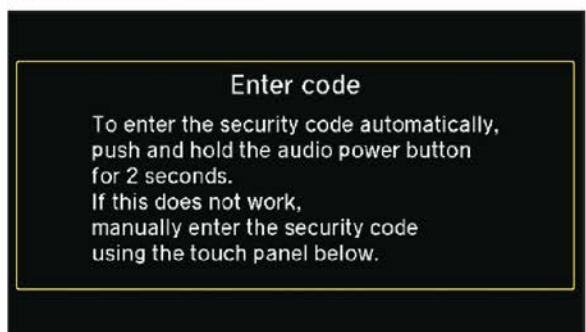


ODMD SCREEN



6. After about 30 minutes, the **Enter code** screen appears. Either press and hold the audio Power button for two seconds or enter the five digit anti-theft code to use the audio-navigation unit.

NAVIGATION SCREEN



ODMD SCREEN



7. Select **Yes** when the **Map update disc detected** screen appears.



8. Enter the 16-digit activation code that you wrote down from the Dealer Map Update website.



9. Wait for the navigation system to indicate the update is complete. When the system has completed and activated the map update, the navigation system reboots to activate the background part of the update.

NOTE:

- Do not restart the engine. The system will restart automatically.
- Do not eject the update disc or interrupt the update process because the system will discard the update and you will have to start the update again or the audio-navigation may lock up.



10. After the system reboots, check that the system is updating in the background by looking for the icon as shown.



11. Eject the update disc.

12. Go to **System Device Information** and check that the database software number has changed to **Ver.ST003.02.00**.



13. Replace the applicable Owner's CD and Owner's Guide with new ones. If the CD and guide are not in the vehicle, give a set to the client.

NOTE:

- The new Owner's CD and Owner's Guide contain new information based on the improvements from the update.
- Make sure you provide the owner's information for the correct vehicle to the client.
- A small number of owners CDs and owner guides were sent to your dealership. If you need additional owner's materials, order more from Helm using the following reorder numbers:
 - 2015 MDX: E2592
 - 2015 TLX: E2593



OWNER'S GUIDE

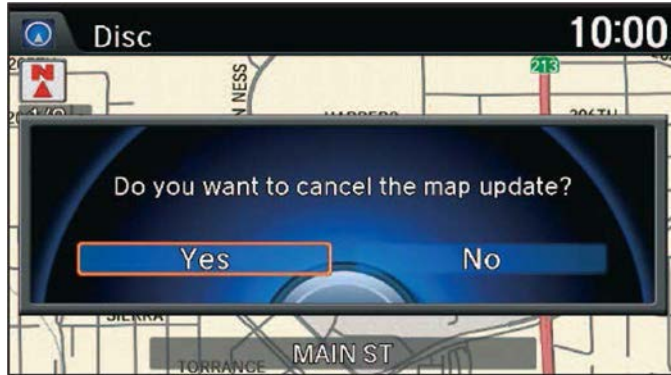


OWNER'S CD

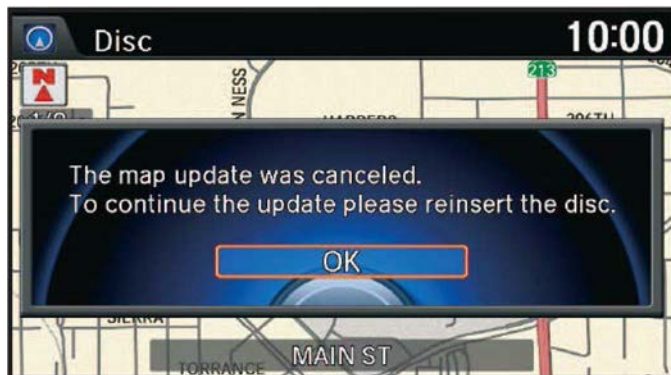
14. You may return the vehicle to the client, but make sure to explain the system will update in the background for about 5 hours. Make sure you explain the update only occurs while the vehicle is ON, but it is OK to drive the vehicle normally; the system will automatically continue when it's on.

POTENTIAL UPDATE MESSAGES

- The **Do you want to cancel the map update?** message appears if the Cancel button was pressed during the update. Select **No** to continue the update or select **Yes** to cancel the update.



- The **The map update was canceled** message appears if the disc is ejected during the update or if the map update was cancelled. Reinsert the update disc, then select **OK**.



- The **Disc read error** message occurs if the unit has trouble reading the map update disc. Gently clean the disc with a soft cloth, and try the disc again. If the problem persists, contact the Acura navigation center to help.



END

November 2014

Dear MDX owner:

To ensure Acura clients have the best ownership experience, new software is sometimes released to improve the operation of our product. Recently, we released a software update for the audio, navigation, and hands-free phone systems in your navigation-equipped MDX. This software update provides functional and graphical improvements to make the systems more user friendly.

A few examples of improvements include:

- Enter a destination address by saying the entire address using voice commands.
- Adjust navigation guidance volume using the audio volume knob or steering wheel controls.
- Customize audio source locations—put your most used selections in the order you want.
- Tune or store audio presets and viewing artist and song title information—all from one screen.

A brochure detailing more specific improvements is included, and is also available at your dealer. In addition, we have created some helpful videos explaining the changes and showing the new functionality, available at www.youtube.com/user/Acura under the ODMD Playlist.

Our records tell us that you are the current owner or lessee of a 2015 MDX eligible for this update. To take advantage of the improved functionality, please call your Acura dealer and schedule a service appointment before November 1, 2015. After this date, the offer will expire. The software update is provided free of charge and takes a few hours to download onto your vehicle.

We believe the updated software will provide you greater satisfaction with your vehicle, and we encourage you to take advantage of this update. If you have questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at (800) 382-2238.

If you have received this notice in error, or the name/address information is not correct, please complete, sign, and return the enclosed postage-paid Information Change Card so we can update our records.

Thank you for your continued loyalty to Acura.

Sincerely,

Bruce T. Smith
Senior Vice President
American Honda Motor Co., Inc.

November 2014

Dear TLX owner:

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The upper screen displays audio, navigation, phone information, and more. Use the interface dial to control and operate this screen.

The On-Demand Multi-Use Display (ODMD) is the center touchscreen that displays audio, phone, and climate control information.



Press the Talk button to say voice commands. Listen to a system prompt if desired, followed by a beep before saying a command.

When you want to say a voice command, the system explains that you can interrupt the voice prompt by simply pressing the Talk button again.

In a continuing effort to enhance vehicle features, Acura has recently introduced a software update for the MDX.

Take a look through this brochure to familiarize yourself with some of the improvements.

You can also view helpful videos demonstrating some of the new functionality at www.youtube.com/user/Acura under the ODMD playlist.

Software Improvements for Your 2015 MDX



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Audio improvements

Storing presets



When playing FM, AM, or SiriusXM® radio, tune to stations directly from the ODMD preset screen.

Song information



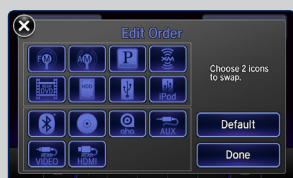
Artist and track information is viewable, when available, on both the main ODMD screen and preset screen.

Play modes



Basic audio functions (such as scan, random, repeat, sound settings, etc.) can be selected from the main ODMD screen.

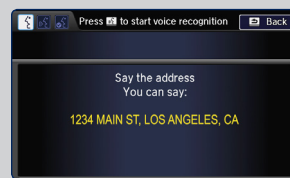
Audio source customization



Customize audio sources on the ODMD screen in the order you want using the Edit Order option in the Audio Source screen.

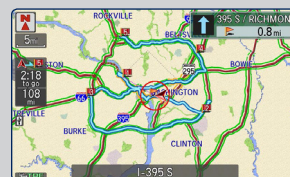
Navigation improvements

Full address entry by voice

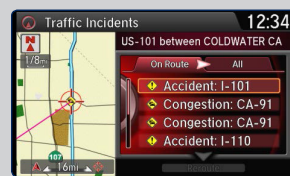


From the voice portal, you can say the full destination address. Press the Talk button, say "Address," and follow the prompts.

Traffic



Free-flow traffic is a brighter green, which is easier to see on the map.



Press the Talk button and say "Display traffic" to show traffic incidents in the area.



From the map menu, you can use the interface dial to display or hide traffic flow on the map.

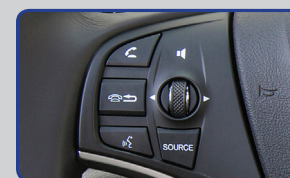
Additional improvements

Voice recognition settings



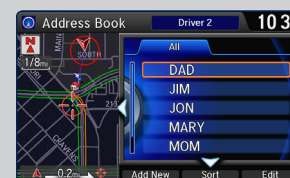
Voice recognition settings are easier to find under the System Settings option.

Guidance volume adjustment



Adjust the guidance volume during guidance using the steering wheel volume dial or audio volume knob.

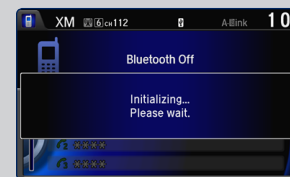
Address book/place category scrolling



Use the interface dial to scroll through your address book or a listing of place categories while driving.

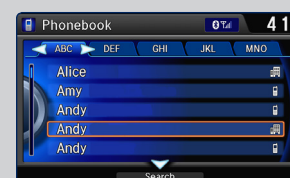
Phone improvements

Phone pairing help



Helpful prompts appear during the phone pairing process.

Call option scrolling



Use the interface dial to scroll through and select numbers in your phonebook, call history, and speed dial list while driving.

In a continuing effort to enhance vehicle features, Acura has recently introduced a software update for the TLX.

Take a look through this brochure to familiarize yourself with some of the improvements.

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Software Improvements for Your 2015 TLX



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Audio source customization



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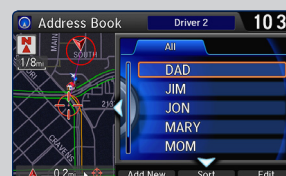
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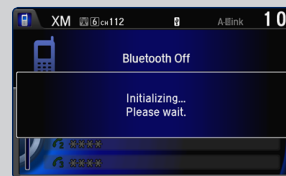
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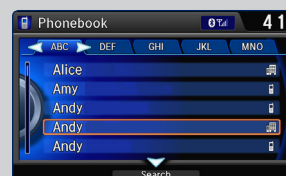
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