

August 21, 2015

02211 Version 1

## Vehicles with Navigation: Audio Turns Off After Using HFL, No Sound/Static in Rear Headphones, and Other Listed Issues

Replaces S/B 14-014, *Vehicles with Navigation: Audio Turns Off After Using HFL, No Sound/Static in Rear Headphones, and Other Listed Issues*

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2014	MDX	ALL with navigation	ALL
2014	RLX (not Sport Hybrid)	ALL with navigation	ALL

### SYMPTOM

The vehicle may have one or more of the following symptoms:

- When in the XM mode, the audio unit turns off after making an HFL call.
- There is no sound or there is static in the rear headphones (both wired and wireless).
- When in XM mode, the XM radio information on the center display does not match the ODMD screen.
- The HFL deletes saved speed dial information and voice tags.
- The audio-navigation system reboots when a client's CD is inserted.
- The voice command for the heated seats does not work.
- The HFL system reboots when trying to place a call using a name that contains a non-alphanumeric character.
- The audio system displays a **GPS/Lost power** message on the iMID when the vehicle is started.
- The reverse camera stays on after shifting out of Reverse.
- XM information is not showing in XM mode on the iMID.

### CORRECTIVE ACTION

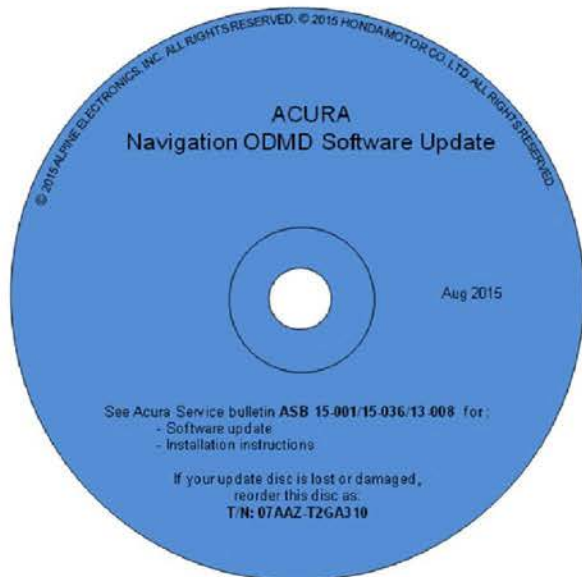
Update the audio-navigation unit with the DVD update.

**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.

## TOOL INFORMATION

Tool Name	Tool Number	Quantity
Audio-Navigation System DVD Update (with navigation)	07AAZ-T2GA310	1

The ODMD update DVDs have recently shipped to all dealers. Additional DVDs are available for purchase through the parts system.



## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Model	Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
MDX	0100A1	Update the navigation system software.	0.3 hr	15-001N	39542-TZ5-A13
RLX	0100A1	Update the navigation system software.	0.3 hr	15-001P	39542-TY2-A01

Defect Code: 03214

Symptom Code: 03217

Skill Level: Repair Technician

## REPAIR PROCEDURE

### NOTE:

- **If the vehicle does not have navigation, do not use this software update.** If you do, you may permanently damage the audio unit.
  - If you accidentally update the wrong vehicle, contact Tech Line; if the unit must be replaced, your dealership may be debited for the replacement cost.
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. Set the power mode to ON.

- Wait for the navigation system to boot up, then insert the DVD into the CD slot as shown. See TOOL INFORMATION.  
NOTE: The power mode must remain ON during the entire update procedure. If the power mode is set to OFF, the engine is started, or the DVD is removed at any time during the update process, the audio-navigation unit will be locked up and you will need to use the RECOVERY PROCEDURE.



- The software update will begin. The screen will show a **Reading the Disc** message, then both screens will shut off for about 10 seconds and reboot. The message **No Data** will appear on the screen. **Do not eject the disc**. The unit is uploading the update and may take up to 1 minute before beginning. The displays should change to a **Notification** screen loading bar.

NOTE:

- The engine does not need to be running to do this update, even if it says so on the screen.
- If the **No Data** screen does not change after about a minute, the software may already be updated. Go to step 10 to confirm the software versions.



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.

5. When the update is complete, the system will reboot to the AcuraLink screen. 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 set the power mode to OFF.

NOTE:

- **You must wait for both screens to appear before setting the power mode to OFF or you will lock up the unit.**
- Do not remove the DVD until you set the power mode to OFF because if you do, the audio-navigation unit will lock up. If it locks up, go to RECOVERY PROCEDURE.
- The audio-navigation unit may lock up if any of the following occurs during the update process. If the unit locks up, refer to the RECOVERY PROCEDURE to unlock it.
  - Loss of battery power/low voltage
  - Engine cranks or starts
  - The power mode is set to OFF
  - A rewrite failure occurs

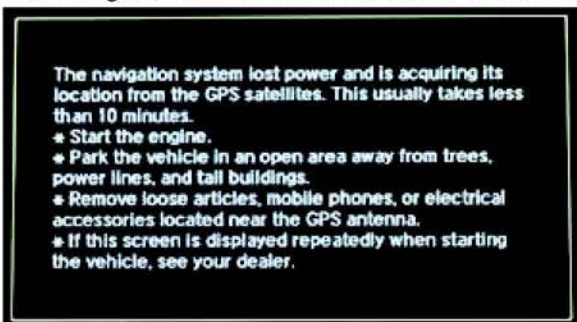
*Navigation screen*



*Touch screen*



6. Eject the DVD and wait at least 1 minute.
7. Set the power mode to ON. Once both **Enter code** screens appear, press and hold the audio power button for 2 seconds until you hear the beep.
8. The navigation screen will show the GPS initialization message.



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



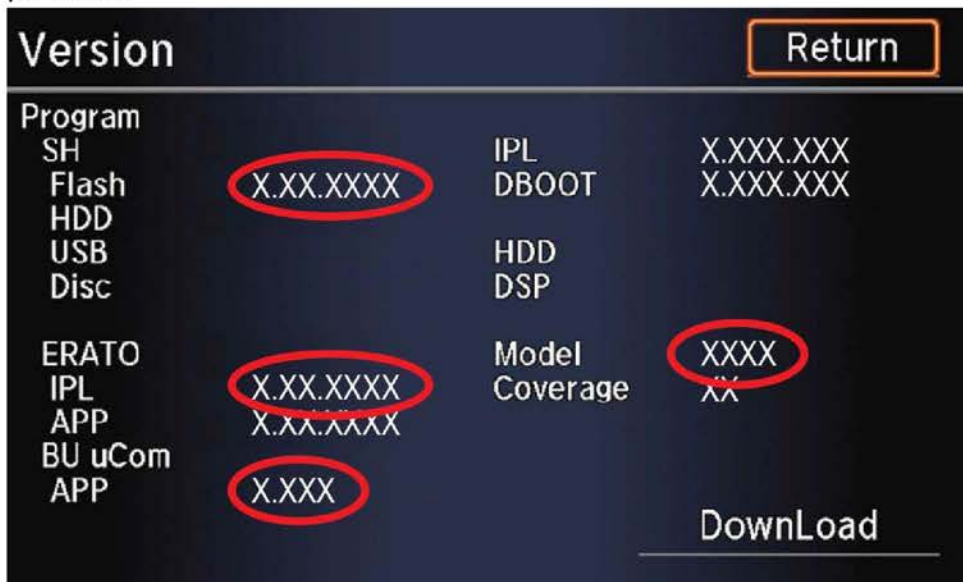
10. Select **Detail Information & Setting**, then select **Version**.



11. Verify that the applicable software versions were updated to the new versions listed:

Software	2014 MDX with RES	2014 MDX without RES	2014 RLX
SH Flash	3.00.2304	3.00.2304	3.00.2203
ERATO IPL	3.00.2004	3.00.2004	3.00.2002
BU uCom APP	3.002.604	3.002.804	3.001
Model	TZ5A	TZ5A	TY2A

NOTE: If the software is not updated, set the power mode to OFF, and go back to step 2 and repeat the update procedure.



12. Make sure the rear camera is working properly. If not, reset the rear camera.

- Move the vehicle to an open area. Start the engine if not already done.
- Press and hold the NAVI, BACK, and MENU buttons until the **Select Diagnosis Items** screen appears.
- Press and hold the NAVI button.
- Select **Incomplete**. The system restarts.



- When the **In-Line Diag** screen appears, select **Start Diag**.
- Make sure all the icons turn green.

NOTE: To get all the icons to turn green, make sure that you do the following:

- Press the Pick-up button.
- Press the Hang-up button.
- Press the Talk button.
- Snap your fingers in front of the microphone to complete the test.



13. Delete all paired phones from the vehicle. Make sure the service consultant informs the client that he or she needs to re-pair his or her phone to the vehicle.



## RECOVERY PROCEDURE

1. Set the power mode to OFF.
2. Make sure the DVD is inserted into the DVD slot, then do a battery cable reset for 2 minutes.  
NOTE: Make sure the DVD is inserted when the power mode is set to ON because when the unit powers up, it will immediately look for the DVD to start the recovery process.
  - Disconnect the negative battery cable first, then 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. Reattach the battery charger or fully charged jumper battery.
4. Set the power mode to ON (do not start the engine).  
NOTE: Do not start the engine because starting it interrupts the steady battery power needed to update the audio-navigation unit.
5. Make sure the green LEDs on each side of the CD slot are blinking. This indicates the recovery process is working.  
NOTE:
  - The recovery procedure and software update reload takes 15–30 minutes depending on when the update procedure was interrupted.
  - The displays may stay blank during this time.
6. When the recovery procedure and software update is complete, the **Enter code** message and keypad screens (with navigation) appear. Set the power mode to OFF.
7. Eject the DVD and wait at least 1 minute.
8. Go to REPAIR PROCEDURE to complete the update procedure.