

August 21, 2015

02210 Version 1

HVAC Display Flashes or Flickers

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2014–15	MDX	ALL with navigation	ALL

SYMPTOM

The HVAC information flashes or flickers.

POSSIBLE CAUSE

There is a software error.

CORRECTIVE ACTION

Update the audio-navigation unit with the DVD update.

TOOL INFORMATION

Tool Name	Tool Number	Quantity
2014 MDX Audio-Navigation System DVD Update (with navigation) (Blue)	07AAZ-T2GA310	1
2015 MDX Audio-Navigation System DVD Update (with navigation) (Red)	07AAZ-T2GA320	1

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



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.

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	15-036N	39542-TY2-A01

Defect Code: 03214

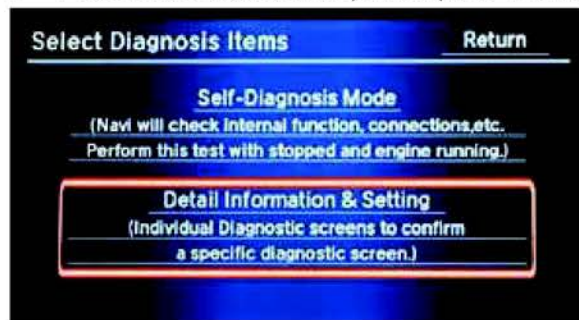
Symptom Code: 03217

Skill Level: Repair Technician

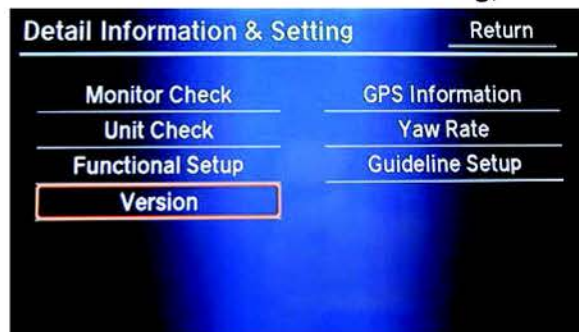
REPAIR PROCEDURE 2015 MDX

NOTE:

- **If the vehicle does not have navigation, do not use this software update.** If you do, you may permanently damage the audio unit.
 - Apply this software update only to the vehicles listed under AFFECTED VEHICLES; otherwise this software update can permanently damage the 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.
 3. **Make sure S/B 14-037, *Client Satisfaction Improvement Campaign: Update for 2015 MDX and TLX ODMD (Vehicles with Navigation)* has been done.** If not, do it first before doing this bulletin.
 - Press and hold the NAVI, BACK, and MENU buttons until the **Select Diagnosis Items** screen appears.

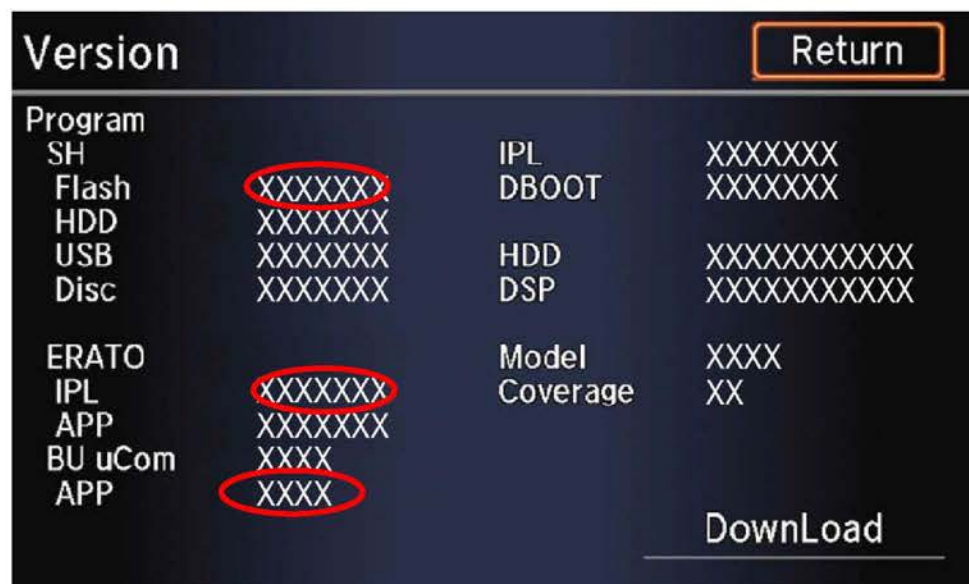


- Select **Detail Information & Setting**, then select **Version**.



- Verify that the software version matches the version information for SB 14-037 as shown below. If unit does not match, do S/B 14-037 before doing the update. **If you do this update before 24-037, you may permanently damage the audio-navigation unit.** If the unit is up to date, go to step 7.

Software	2015 MDX with RES	2015 MDX without RES
SH Flash	4.00.2307	4.00.2307
ERATO IPL	4.00.2004	4.00.2004
BU uCom APP	4.002.604	4.002.804



- Set the power mode to OFF, then to ON and wait for the navigation system to boot up. **Insert the RED 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.



5. 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 11 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

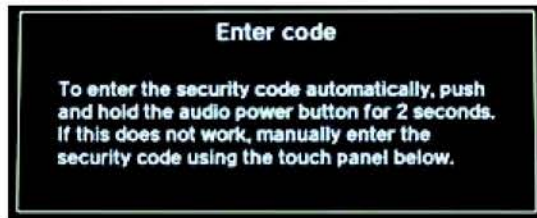
On the touch screen, the progress bar will stop at 100% after ERATO is updated and remain at 100% throughout all SH and Utility updates. The progress bar will go back to 0% and resume when the BUuCOM update starts.

6. 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 press the engine start/stop button to 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 so, 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

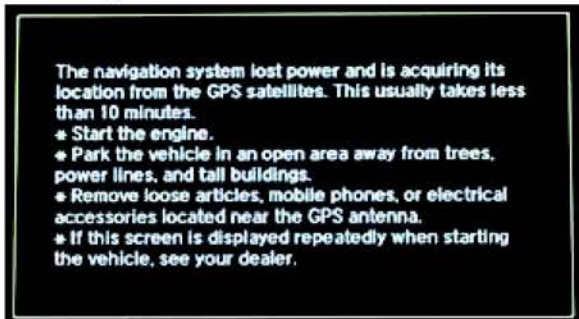
Navigation screen



Touch screen



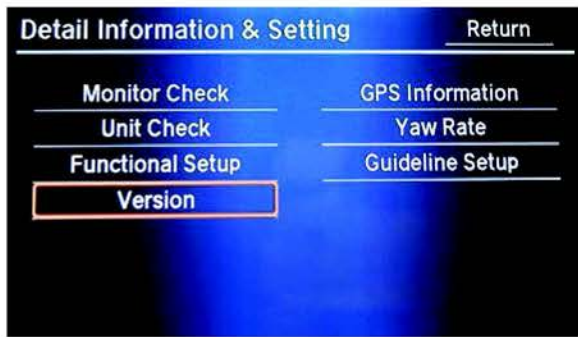
7. Eject the DVD and wait at least 1 minute.
8. Set the power mode to ON. Once both **Enter code** screens appear, press and hold the power button for 2 seconds until you hear the beep.
9. The navigation screen will show the GPS initialization message.



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



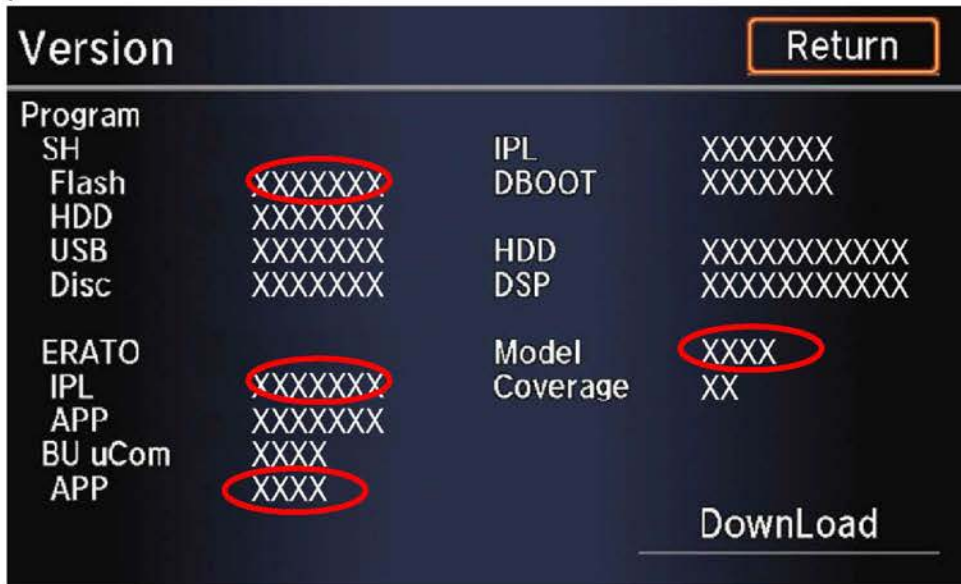
11. Select **Detail Information & Setting**, then select **Version**.



12. Verify that the software versions were updated to the new version as shown:

Software	2015 MDX with RES	2015 MDX without RES
SH Flash	4.00.2309	4.00.2309
ERATO IPL	4.00.5004	4.00.5004
BU uCom APP	4.003.604	4.003.804
Model	TZ5A	TZ5A

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



13. 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.



14. 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.

If the audio-navigation unit fails during the update, refer to RECOVERY PROCEDURE at the end of this S/B.

REPAIR PROCEDURE 2014 MDX

NOTE:

- **If the vehicle does not have navigation, do not use this software update.** If you do, you may permanently damage the audio unit.
 - Apply this software update only to the vehicles listed under AFFECTED VEHICLES; otherwise this software update can permanently damage the 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.
 3. Wait for the navigation system to boot up. **Insert the BLUE DVD** into the CD slot as shown. See TOOL INFORMATION.

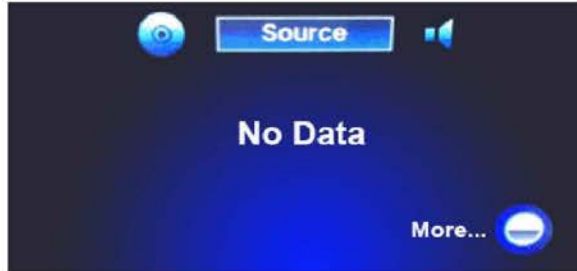
NOTE: The power mode must remain ON during the entire update procedure. If the power mode is set to OFF, the engine is started, or the DVD is removed at any time during the update process, the audio-navigation unit will be locked up and you will need to use the RECOVERY PROCEDURE.



4. 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 11 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
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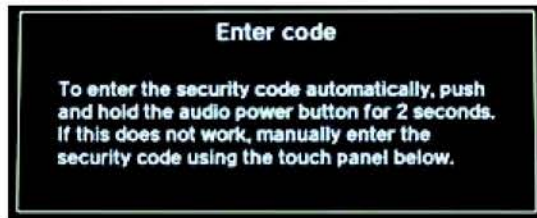
On the touch screen, the progress bar will stop at 100% after ERATO is updated and remain at 100% throughout all SH and Utility updates. The progress bar will go back to 0% and resume when the BUuCOM update starts.

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 so, 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
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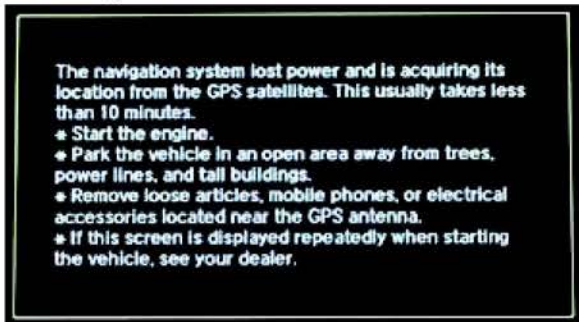
Navigation screen



Touch screen



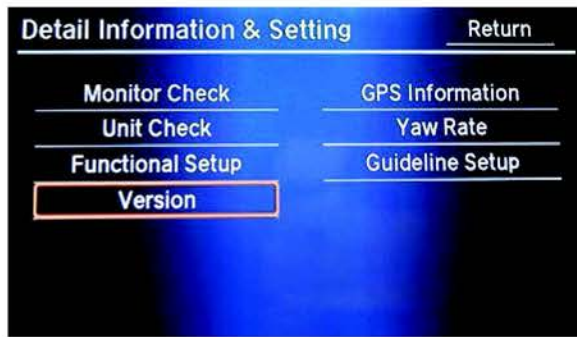
6. Eject the DVD and wait at least 1 minute.
7. Set the power mode to ON. Once both **Enter code** screens appear, press and hold the power button for 2 seconds until you hear the beep.
8. The navigation screen will show the GPS initialization message.



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



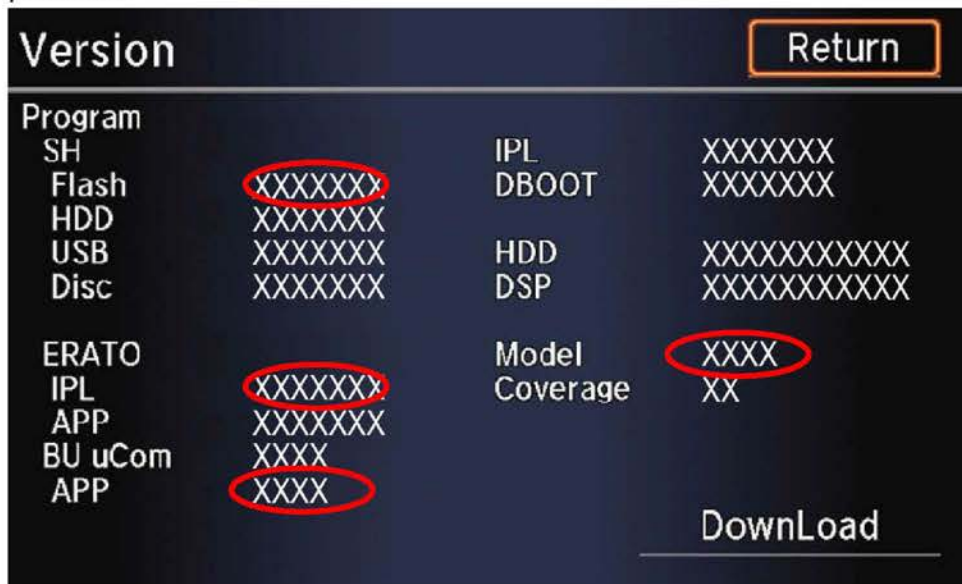
10. Select **Detail Information & Setting**, then select **Version**.



11. Verify that the software versions were updated to the new version as shown.

Software	2014 MDX with RES	2014 MDX without RES
SH Flash	3.00.2304	3.00.2304
ERATO IPL	3.00.2004	3.00.2004
BU uCom APP	3.002.604	3.002.804
Model	TZ5A	TZ5A

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**.
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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.

If the audio-navigation unit fails during the update, refer to RECOVERY PROCEDURE at the end of this S/B.

RECOVERY PROCEDURE

1. Set the power mode to OFF.
2. Make sure the DVD is inserted into the CD slot, then do a battery cable reset for 2 minutes.
NOTE: Make sure the DVD is inserted when you set the power mode back 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.

END