

March 9, 2016

03268 Version 1

Audio Unit Displays Wrong, Blank, or Random Character Presets

AFFECTED VEHICLES

Year	Model	Trim	VIN range
2016	ILX	Premium/Technology	ALL
2016	RDX	With Navigation	ALL

SYMPTOM

The audio unit displays the wrong presets, blank presets, or random character presets.

POSSIBLE CAUSES

There is an internal failure in the tuner unit.

CORRECTIVE ACTION

Replace the tuner unit.

PARTS INFORMATION

Part Name	Part Number	Quantity
Tuner Unit (ILX)	39800-TX6-A71	1
Tuner Unit (RDX)	39800-TX4-A21	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0521A0	Replace the tuner unit. (ILX)	0.3 hr	03214	03217	16-015N	39800-TX6-A71
0521A0	Replace the tuner unit (RDX)	0.6 hr	03214	03217	16-015P	39800-TX4-A21

Skill Level: Repair Technician

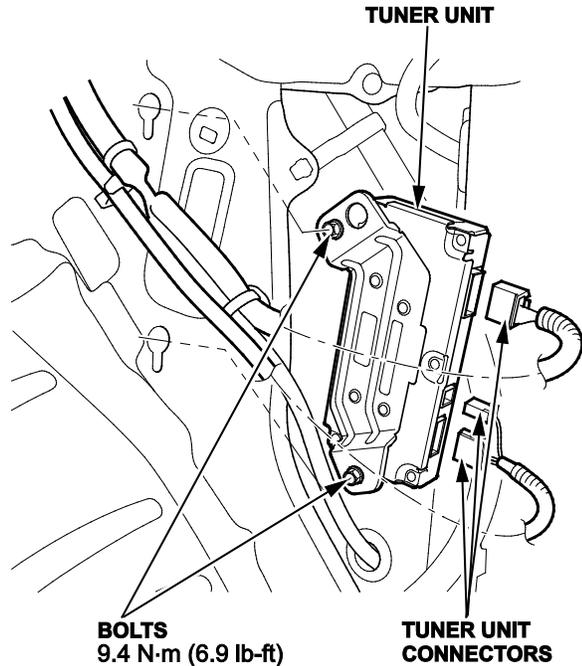
CLIENT INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

REPAIR PROCEDURE - ILX

NOTE:

- Write down the AM/FM radio presets (if possible) and enter them into the new tuner unit.
- Register the new SiriusXM audio unit number by calling **800-852-9696**.

1. Remove the trunk rear side trim panel (right side).
2. Loosen the bolts.



3. Disconnect the tuner unit connectors.
4. Remove the tuner unit.
5. Install the tuner new unit in the reverse order of removal.

END

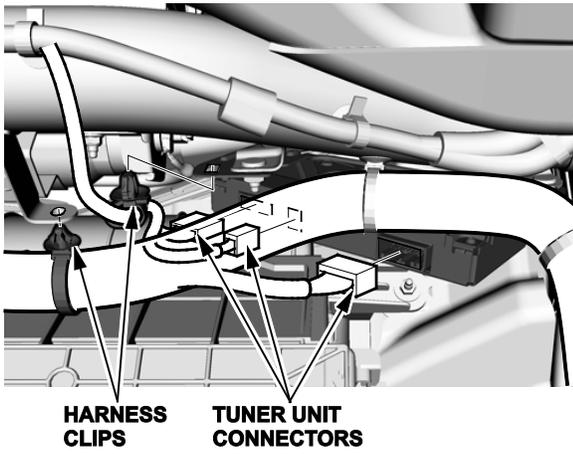
REPAIR PROCEDURE - RDX

NOTE:

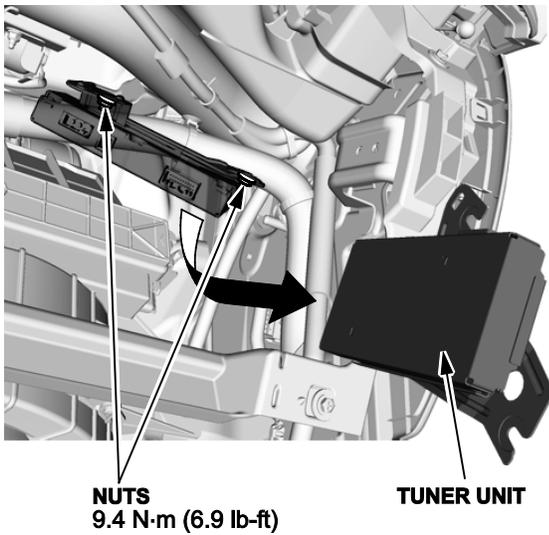
- Write down the AM/FM audio unit presets (if possible) and enter them into the new tuner unit.
- Register the new SiriusXM Radio ID number by calling **800-852-9696**.

1. Do the battery terminal disconnect procedure.
2. Remove the glove box.
3. Remove the EPS control unit.

4. Remove the harness clips.



5. Disconnect the tuner unit connectors.
6. Loosen the nuts.



7. Remove the tuner unit.
 8. Install the new tuner unit in the reverse order of removal.
- END