

November 1, 2016

05047 Version 1

## Audio-Navigation System Update for Upper Screen Going Blank

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016	MDX	2WD Tech, Tech-Ent, ADV, ADV-Ent	5FRYD3...GB000000 thru 5FRYD3...GB011547
2016	MDX	AWD Tech, Tech-Ent, ADV, ADV-Ent	5FRYD4...GB000000 thru 5FRYD4...GB037480

### SYMPTOM

The upper display screen goes blank when shifting out of Reverse.

### POSSIBLE CAUSES

There is a software problem within the navigation unit.

### CORRECTIVE ACTION

Update the audio and navigation unit software with the navigation software update DVD.

### TOOL INFORMATION

Tool Name	Tool Number	Quantity
Acura Navigation ODMD Software Update DVD	07AAR-TZ5A1D0	1

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update the navigation system software.	0.3 hr	03214	03217	16-048N	39542-TZ5-A71

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

### NOTE:

- Apply this software update only on vehicles listed under **AFFECTED VEHICLES**; this software update can permanently damage the audio-navigation unit.
  - If you accidentally update the wrong vehicle, contact Tech Line. If the audio-navigation unit must be replaced, your dealership may be debited for the replacement cost.
  - Make sure the service consultant informs the client that his or her phone will have to be re-paired and some customized settings may be lost after the update.
1. To do the update, you can either have the ignition turned to ON or the engine running even if the screen says you cannot.
    - Ignition turned to ON – Connect the battery charger to the vehicle, and leave it connected during the update procedure to maintain steady battery voltage.
    - Engine running – Park the vehicle outside in a well ventilated area, or attach an appropriate exhaust vent.

### NOTE:

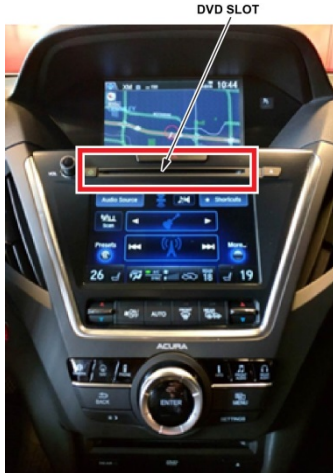
- If the update is not detected or it does not start automatically, the vehicle may already have the latest software version installed. Go to step 12 to check the software version.
  - The software update will take about 30 minutes to complete. No input is required during the update, so you do not need to stay with the vehicle during this time.
2. After the navigation system finishes loading, press **SETTINGS** on the center switch panel and select **System Settings**.



3. Scroll down to **Bluetooth Status**, and select **Off** to turn off *Bluetooth* connectivity.



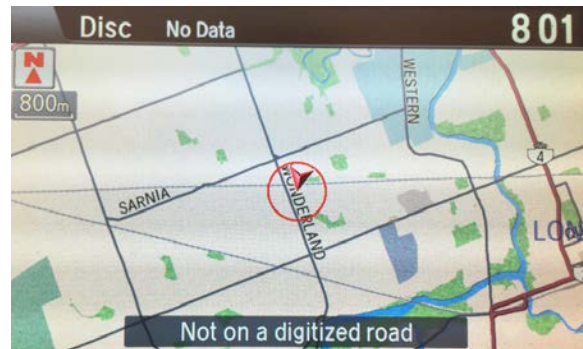
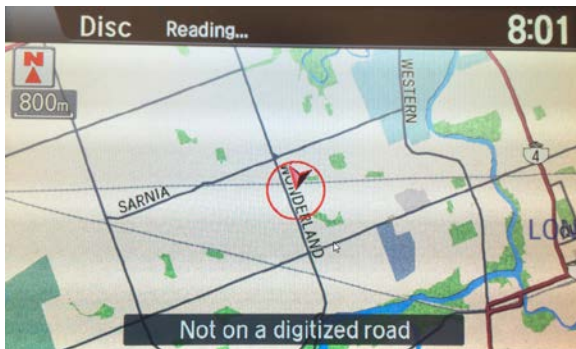
4. Insert the DVD update disc into the upper slot in the center console. The DVD contains an auto-run program that launches the software update automatically after the DVD is inserted. Go to TOOL INFORMATION for additional information about the DVD.



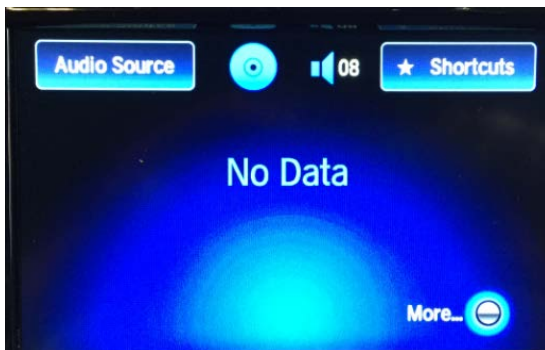
When the DVD is inserted, the navigation (upper display) will show **Disc Reading...** and then **Disc No Data**. The ODMD (lower display) will display a **No Data** message. It may take up to 1 minute to begin the update; **do not eject the disc**. If the unit does not go to the next screen after 1 minute, go to step 12 because the unit may already have the latest software version.

NOTE: The ignition must remain turned to ON during the entire update procedure. If the ignition is turned to OFF or the DVD is removed during the update, the audio-navigation unit may lock and you will need to do the RECOVERY PROCEDURE FOR LOCKED UNIT to unlock the unit.

Upper screen



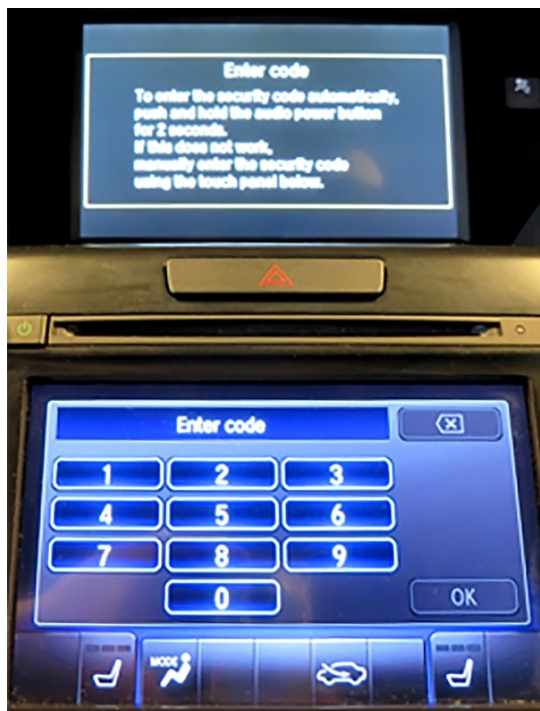
Lower screen



The software update will begin after the upper and lower screen shuts off for a few seconds and reboot. The upper screen will show **Program update started** and the lower screen will display 4 updates with a progress bar.



When the update has completed, the system will reboot a couple of times. Wait until the **Enter code** message appears on both the upper and lower display screens before doing the next step. There will also be a keypad on the lower screen.



5. Remove the DVD.

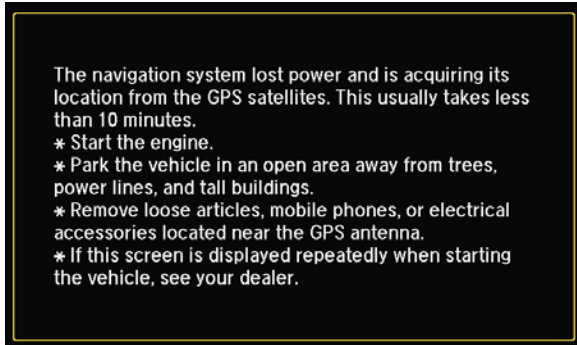
NOTE: Do not remove the DVD until both upper and lower screens show **Enter code**.

6. Turn the ignition to OFF, and wait for at least 1 minute to allow the audio-navigation unit to completely shut down.

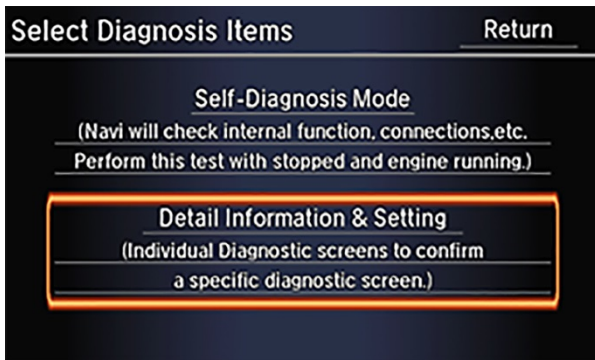
NOTE: If the battery power was interrupted, the software update failed, or the ignition was turned to OFF during the update, resuming the update may lock the unit. In most cases, the update will resume where it left off. However, if the unit is locked after the power is restored or the vehicle is re-started, go to RECOVERY PROCEDURE FOR LOCKED UNIT.

7. Turn the ignition to ON. Once the **Enter code** screen appears, press and hold the **Audio Power** button for 3 seconds until you hear a beep.

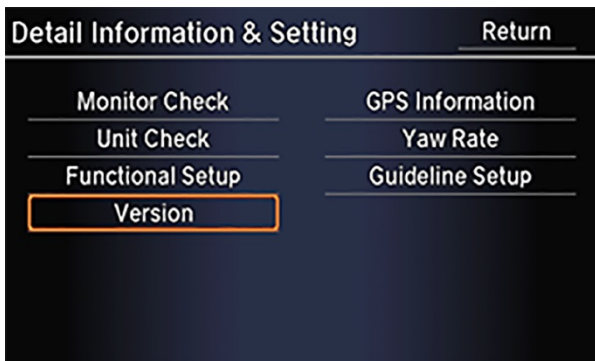
The navigation screen will show the GPS initialization message.



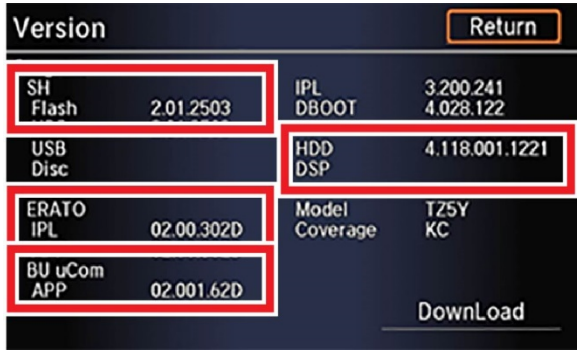
8. Press and hold the NAVI, BACK, and MENU buttons until the **Select Diagnosis Items** screen appears.
9. Select **Detail Information & Setting**.



10. Select **Version**.



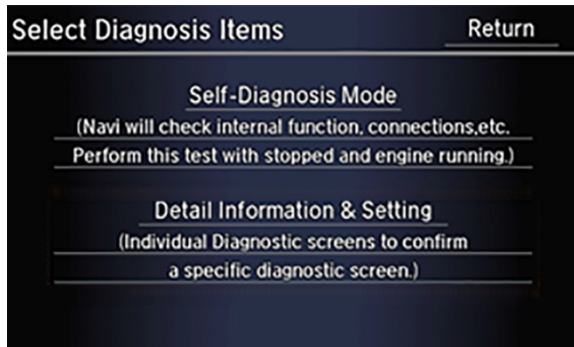
11. Check the **SH-Flash**, **ERATO IPL**, **BU uCom APP** and **HDD DSP** version numbers and make sure they match the table below. If the version numbers do not match the numbers below, turn the ignition to OFF and go back to step 2 to repeat the update procedure.



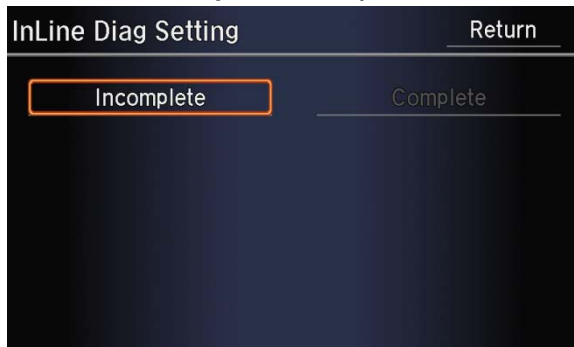
<b>SH-Flash</b>	<b>2.01.2503</b>
<b>ERATO IPL</b>	<b>02.00.302D</b>
<b>BU uCom APP</b>	<b>02.001.62D</b>
<b>HDD DSP</b>	<b>4.118.001.1221</b>

12. Make sure the rearview camera and the multi-angle rearview camera are working properly after the software update. If they are not, reset the cameras by doing the InLine Diagnosis. Follow the instructions below:

- Move the vehicle to a well ventilated area or attach an appropriate exhaust vent.
- 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 will restart.



- When the **InLine Diag** screen appears, select **Start Diag**.
- Make sure all function icons turn to green. Then, select **Exit Diag**.



NOTE: To get all of the icons to turn green, do the following:

- Press the Pick-up button on the steering wheel.
- Press the Hang-up button on the steering wheel.
- Press the Talk button on the steering wheel.
- Make some noise in front of the microphone located by the roof console module to complete the test.
- Turn the ignition to OFF, then back to ON. Make sure the **InLine Diag** screen does not reappear.

13. Delete all paired phones from the vehicle. Some HFL features from previously paired phones may change due to the software update.
14. After the software has been updated, do the AcuraLink function checks to ensure all AcuraLink functions are working correctly.

Turn the ignition to the ON in an open and uncovered area to ensure good GPS and cellular signal reception for at least 10 minutes. Wait until the LED on the roof console panel is lit and turns solid green. If the LED does not turn solid green after 30 minutes, contact Tech Line for further help.



15. Press **SETTINGS** on the dial interface control panel.



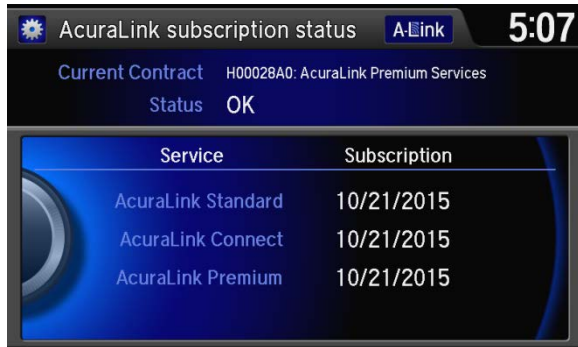
16. Select **Info Settings**.



17. Select **AcuraLink Subscription Status**.



18. If AcuraLink is subscribed to and the contract has not expired, the subscription status should show a current contract either in Premium, Connect, or Standard services. If the status shows **No Data**, turn the ignition to OFF for 2 minutes, then back ON. Make sure the vehicle is in an open and uncovered area away from buildings and trees.



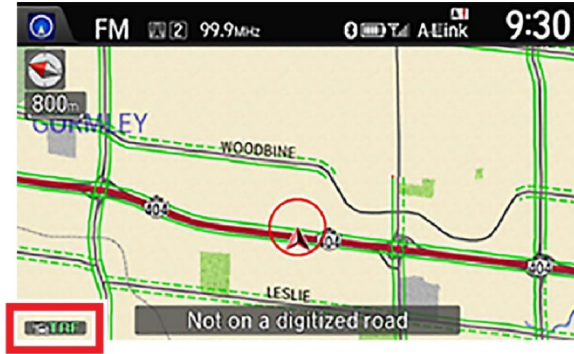
- If the current contract shows **AcuraLink Factory Default**, the AcuraLink re-provisioning was not successful or is still in progress. Wait for another 15 minutes, and check again. If the current contract does not change to **AcuraLink Premium/Connect/Standard Services**, contact Tech Line.
- If the current contract is expired, then there is no need to further check for AcuraLink functions. The software update is complete, go to step 24.
- If the current contract is Premium, Connect or Standard, go to step 19.

19. Press the NAVI button on the center switch panel.

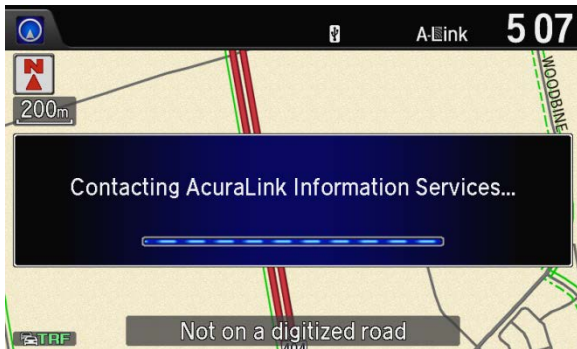




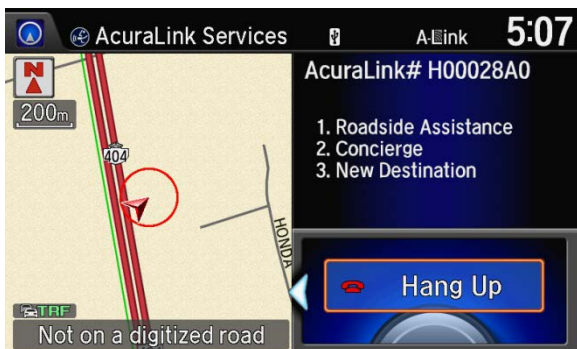
20. Check if the AcuraLink Real-Time traffic appears on the navigation screen (i.e. the TRF icon and green/orange/red traffic lines on the upper display). If the contract on the vehicle is Premium, go to step 21. Otherwise, the software update is complete. Go to step 24.



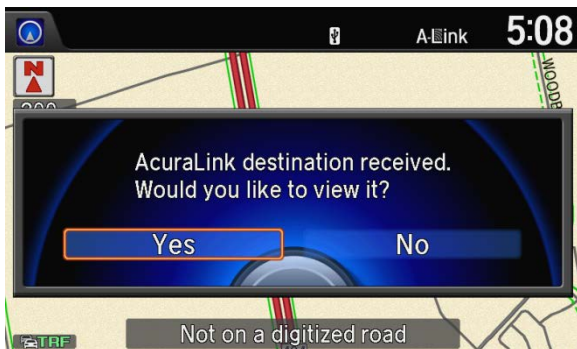
21. Press the **Link** button on the roof console panel to connect an AcuraLink call.



22. After being asked by the voice prompt for AcuraLink service options, say "New Destination".



23. Ask the agent to search for a local point of interest (POI), for example the nearest coffee shop. Ask the agent to download the POI to the vehicle. Check if the POI is downloaded to the vehicle.



24. The software update is now complete. Make sure the service advisor informs the client that his or her phones will have to be re-paired and some customized settings may be lost after the update.

## RECOVERY PROCEDURE FOR LOCKED UNIT

1. Make sure the DVD update disc is inserted into the upper slot in the center console.
2. Turn the ignition to OFF.
3. Do a battery cable reset as follows for at least 2 minutes:
  - Disconnect the negative battery cable first, then disconnect the positive battery cable.
  - Short the battery cables together with a jumper wire for 2 minutes.
  - Remove the jumper wire, and connect the battery cables. Connect the positive cable first, then the negative cable.
4. Connect a battery charger or a fully charged jumper battery.

NOTE: Make sure the DVD update disc is inserted before the ignition is turned back to ON. The unit will immediately look for the update disc to start the recovery process when it powers up.

5. Turn the ignition to ON. **Do not start the vehicle** because doing so interrupts the steady battery power needed to update the audio-navigation unit.
6. Make sure the green LEDs on either side of the upper CD slot are blinking. This indicates the recovery process is working. Repeat the RECOVERY PROCEDURE FOR LOCKED UNIT step 1 if the LEDs are not blinking.

NOTE: The recovery process and software update reload takes about 15 to 30 minutes, depending on when the update process was interrupted. The screens may stay blank during this time.



7. When the recovery process and software update is complete, the **Enter code** message and keypad will appear on the screen. Remove the DVD, and turn the ignition to OFF.
8. Wait at least 1 minute.
9. Go to step 8 of the REPAIR PROCEDURE to complete the software update.

END