

September 6, 2017

07263 Version 2

## AcuraLink® Sending Excessive Notifications for Low Power

Supersedes 17-003, dated August 3, 2017, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim	VIN range
2016	ILX	Tech	ALL
2017	ILX	Tech	19UDE2...HA000001 thru 19UDE2...HA002407
2014–15	MDX	Tech/Adv	ALL
2016	MDX	2WD Tech/Adv	5FRYD3...GB000001 thru 5FRYD3...GB016493
		SH-AWD Tech/Adv	5FRYD4...GB000001 thru 5FRYD4...GB049096
2016	RDX	Tech/Adv	ALL
2017	RDX	2WD Tech/Adv	5J8TB3...HL000001 thru 5J8TB3...HL006065
		AWD Tech/Adv	5J8TB4...HL000001 thru 5J8TB4...HL009274
2014–16	RLX	ALL	ALL
2015	TLX	Tech/Adv	ALL
2016	TLX	L4 2WD Tech	19UUB1...GA000001 thru 19UUB1...GA009841
		V6 2WD Tech/Adv	19UUB2...GA000001 thru 19UUB2...GA009123
		SH-AWD Tech/Adv	19UUB3...GA000001 thru 19UUB3...GA002269

### REVISION SUMMARY

Tool Part number information added in **REQUIRED TOOLS**.

### SYMPTOM

Clients receive excessive notifications for a low power mode through AcuraLink®.

### POSSIBLE CAUSE

There is a false CAN signal transmitted through the telematics control unit.

### CORRECTIVE ACTION

Update the telematics control unit software with the HDS HFL (HFT) Control Unit Update tool.

**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.

## REQUIRED TOOLS

### NOTE:

A recognized external *Bluetooth*® radio device will need to be installed on your computer. You must use one of the supported devices from the table below, do NOT use an internal *Bluetooth* radio device that may be installed on your computer. If one is needed, order P/N CDW2041597 from the **Tool and Equipment Program (on iN, click on Service > Quick Links > Tool and Equipment Program)**. Failure to follow these instructions may permanently damage the telematics control unit.

Brand	Model #	OS*	32-Bit	64-bit
Targus	ACB10	ALL	X	X
Cirago	BTA-3210	ALL	X	X
IO Gear	GBU421	ALL	X	X
Rocketfish	RF-MRBTAD	ALL	X	X

## SOFTWARE INFORMATION

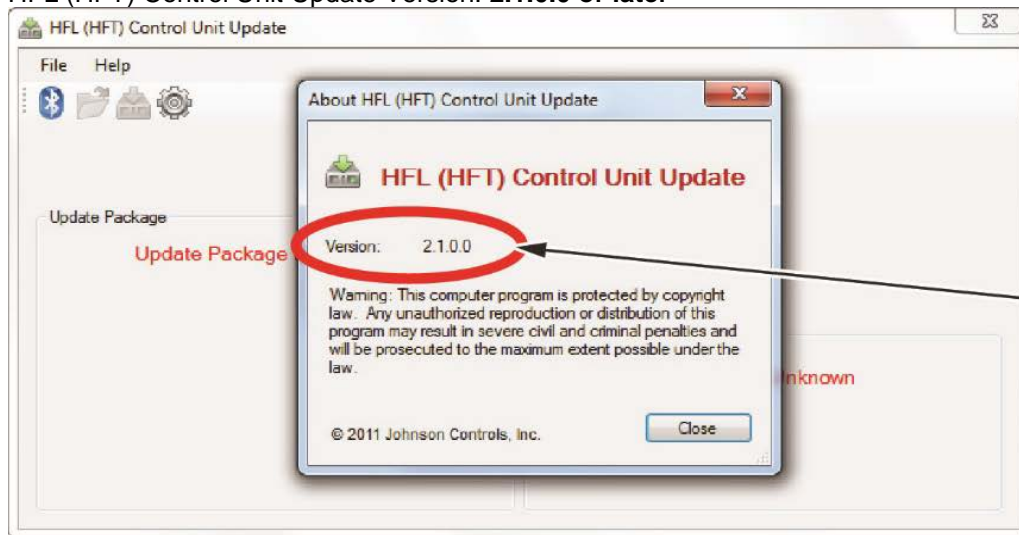
### NOTE:

- Unnecessary or incorrect repairs resulting from a failure to update the i-HDS are not covered under warranty.

To confirm the HFL (HFT) version, open the HFL (HFT) Control Unit Update program and select **Help** on the upper left corner, then go to **About HFL (HFT) Control Unit Update**.

i-HDS Software Version: **3.102.029 or later**

HFL (HFT) Control Unit Update Version: **2.1.0.0 or later**



HFL (HFT) Control Unit Update Version.

IMPORTANT: Before beginning the repair, make sure that both the i-HDS and the HFL (HFT) Control Unit Update tool are updated as listed above.

Do only the update listed in this service bulletin.

Model	Year	Trim	Part Number	Current Software	Counter Measure Software	
ILX	2016	Tech	39770-TX6-A71	03.01.000 03.02.000 03.03.000 03.04.000	03.05.000	
	2017					
RDX	2016	2WD Tech/ADV	39770-TX4-A51	03.01.000 03.02.000 03.03.000 03.04.000	03.05.000	
		AWD Tech/ADV				
	2017	2WD Tech/ADV	39770-TX4-A51			
		AWD Tech/ADV				
MDX	2014–2015	2WD Tech/ADV	39770-TZ5-A51	01.01.000 01.02.000 01.03.000 01.05.000 02.00.000 02.01.000 02.02.000 02.04.000	02.10.000	
		SH-AWD Tech/ADV	39770-TZ5-A52	02.05.000 02.07.000	02.10.000	
	2016	2WD Tech/ADV	39770-TZ5 -A61	01.05.000 01.06.000 01.07.000	01.08.000	
		SH-AWD Tech/ADV				
	RLX	2014–2016	ALL	39770-TY2 -A01	01.01.000 01.02.000 01.03.000 01.05.000 02.01.000 02.04.000 02.05.000 02.07.000	02.10.000

Model	Year	Trim	Part Number	Current Software	Counter Measure Software
TLX	2015	ALL Tech/ADV	39770-TZ3-A51	01.02.000	01.08.000
	2016	L4 2WD Tech	39770-TZ3-A51	01.03.000	
		V6 2WD Tech/ADV		01.04.000	
		SH-AWD Tech/ADV		01.05.000	

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

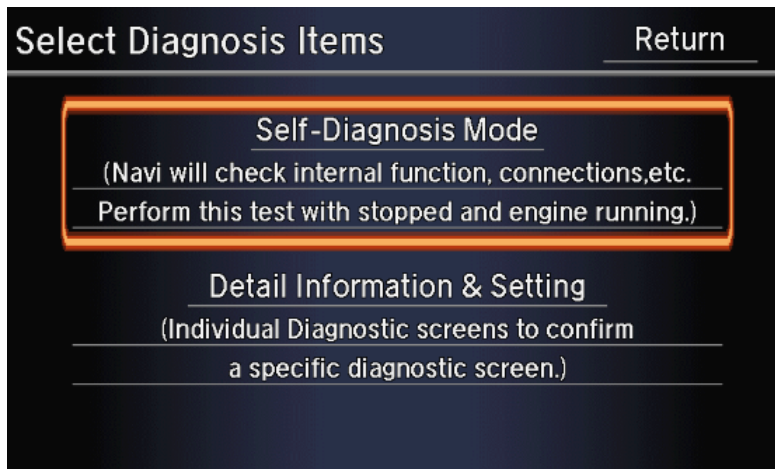
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0535A2	Update the telematics control unit software.	0.3 hr	03214	03217	B17003A	39770-TZ5-A52

Skill Level: Repair Technician

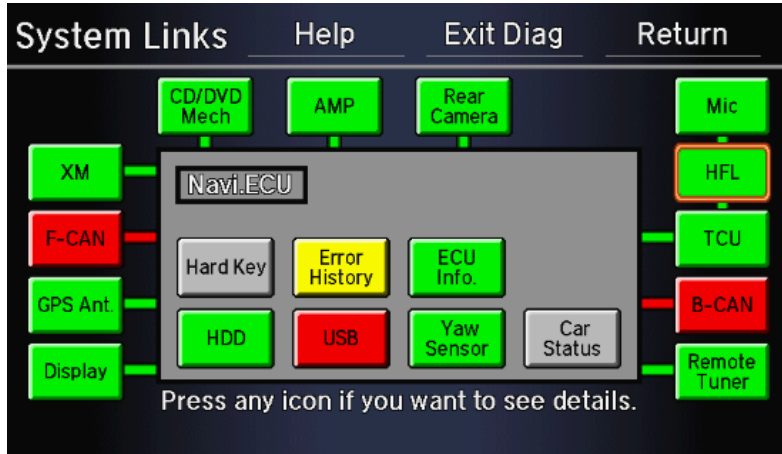
## REPAIR PROCEDURE

NOTE:

- Failure to follow the procedures and precautions in this bulletin may damage the HFL control unit.
  - A factory data reset will need to be done after completing the TCU software update. The factory data reset will delete the client's saved presets and settings (audio unit presets, *Bluetooth* paired phones, navigation).
1. Write down the client's FM, AM, and SXM presets to restore after the update is complete.
  2. Prepare the vehicle for the update.
    - If the engine will be running, park the vehicle outside in a well ventilated area or attach an appropriate exhaust vent. Go to step 2.
    - If the engine will not be running, connect an active charger to the battery. Go to step 3.
  3. Start the engine, and leave it running throughout the entire software update process. Go to step 4.
  4. Turn the ignition to ON.
  5. Wait for the navigation system to boot up. When the disclaimer screen appears, press and hold the MENU, NAV, and BACK buttons at the same time for at least 5 seconds until the **Select Diagnosis Items** screen appears.
  6. Select Self-Diagnosis Mode



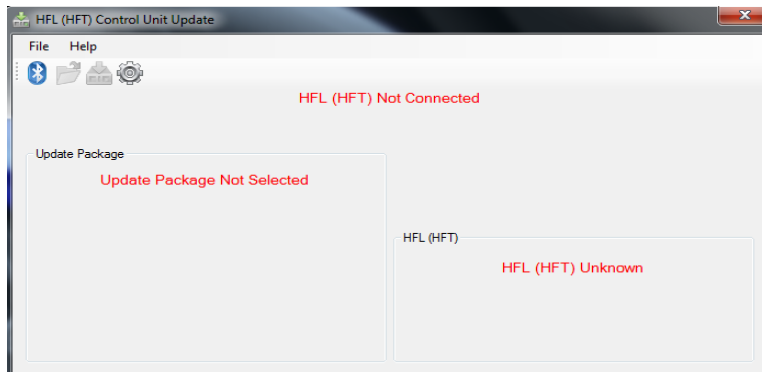
- The **System Links** screen will appear, and an automatic diagnostic check will start. After the process completes, and the **Press any icon if you want to see details** message appears, select **HFL**.



- On the i-HDS laptop, double-click the HFL control unit update icon to launch the Honda HFL (HFT) Control Unit Update Tool (HFL update tool).

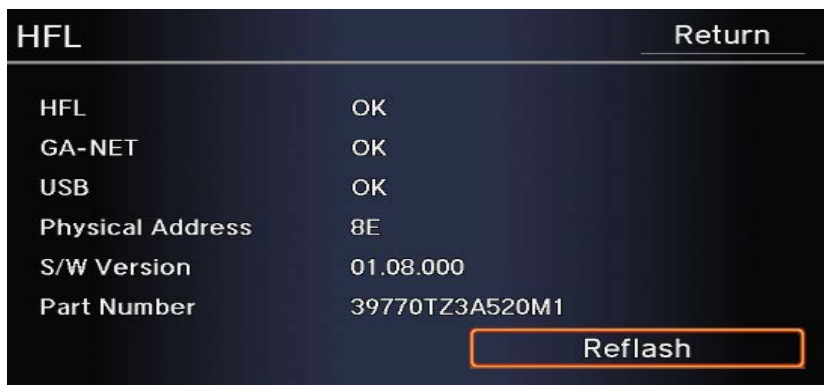
**NOTE:**

- The i-HDS laptop must be connected to an AC outlet during the reflash process and must be within a distance of 21 feet to the vehicle.
- Do not allow the i-HDS laptop to go into sleep or hibernate mode during the reflash process. If this occurs, the *Bluetooth* connectivity between the i-HDS laptop and the vehicle's HFL system will be dropped, and the reflash process will be interrupted. It will then be necessary to restart the reflash procedure. See your laptop manufacturer's instructions or your system administrator for assistance to change these settings.

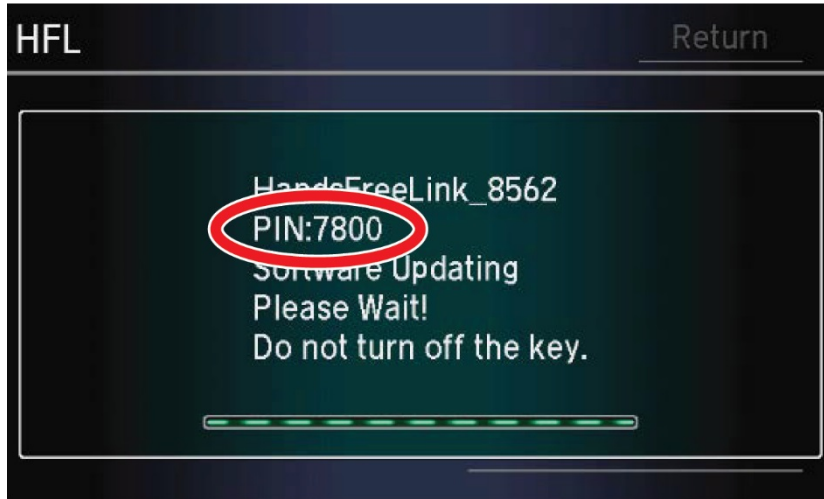


- On the **HFL** screen, select **Reflash**. The HFL system enters its reflash readiness mode.

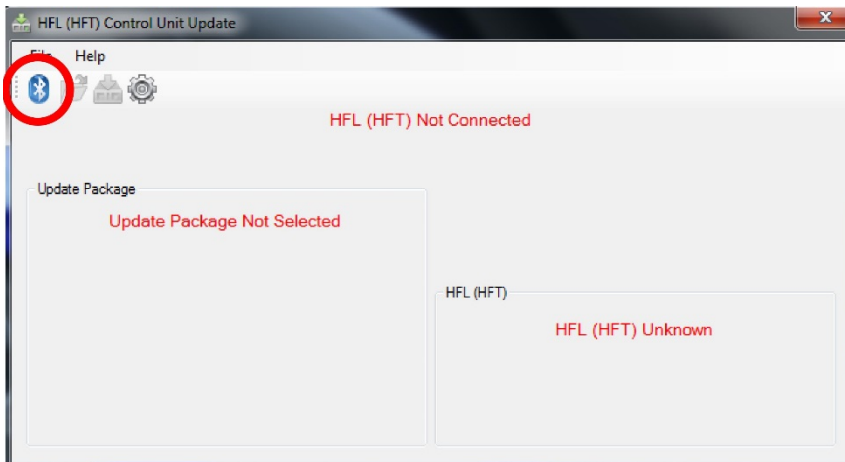
**NOTE:** If the HFL is "NG", the **Reflash** button will be grayed out and you will not be able to complete the HFL control unit update procedure. Troubleshoot for and repair any audio DTCs before continuing.



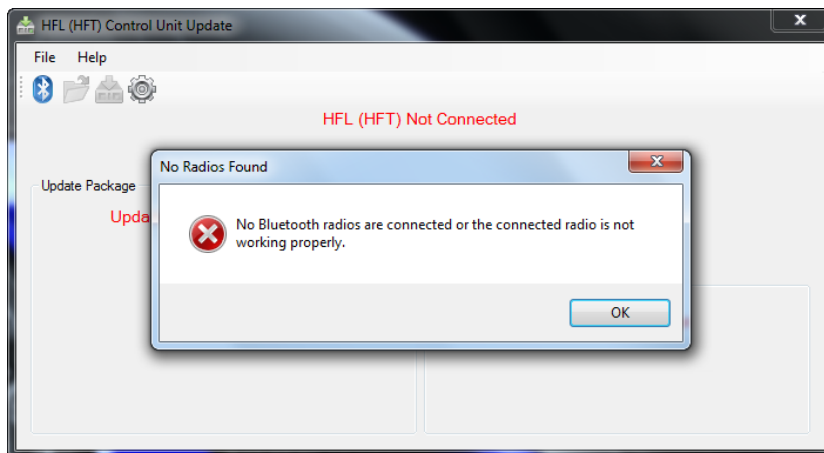
10. The HFL screen then displays a 4-digit PIN code. Write this PIN down, you need it to complete the HFL update.



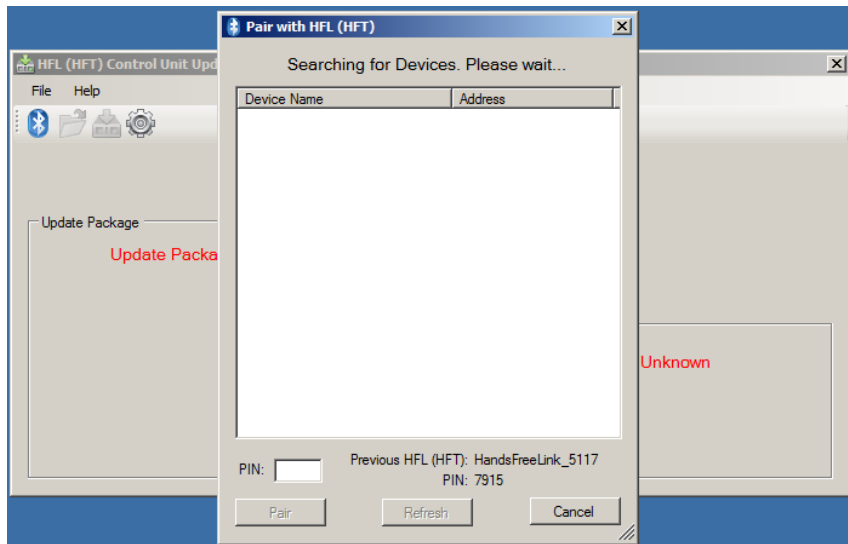
11. In the HFL update tool, click on the *Bluetooth* icon in the upper left corner of the screen to pair with the vehicle's HFL.



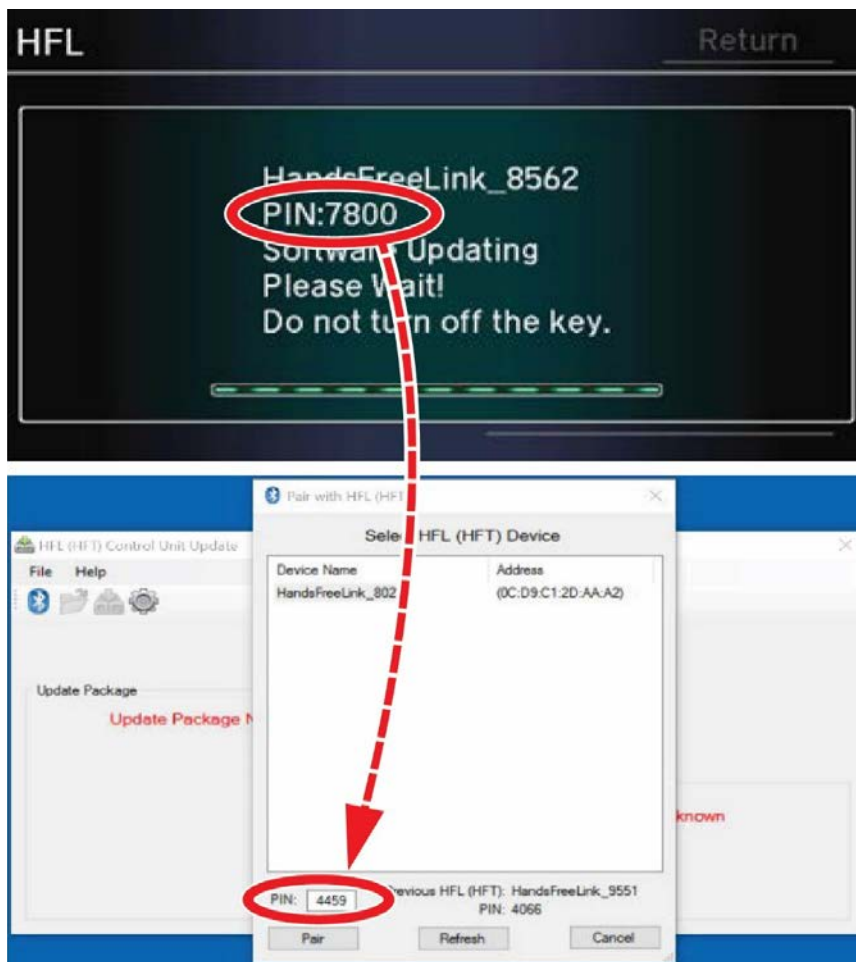
NOTE: If an active *Bluetooth* adapter is not found on the i-HDS laptop, this error message will appear. Review the REQUIRED TOOLS and EQUIPMENT section of this service bulletin for a recognized *Bluetooth* device. Contact your IT support for additional help.



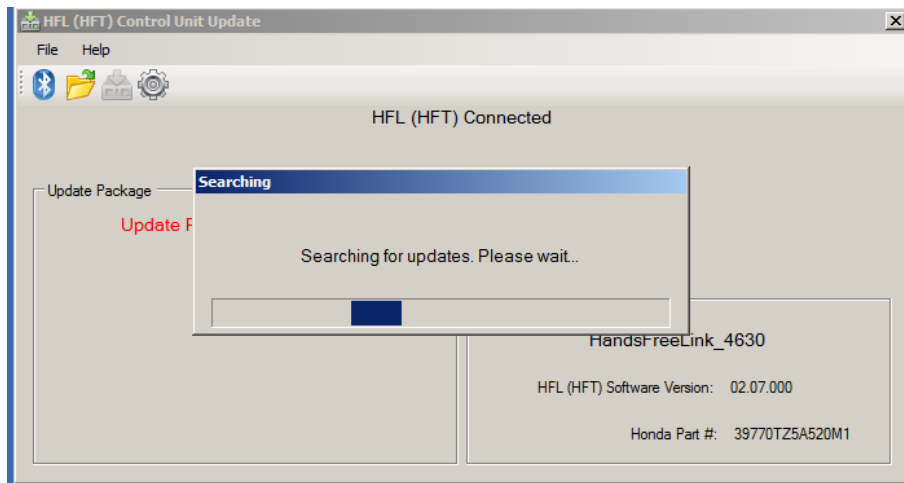
12. In the HFL update tool, the **Pair with HFL (HFT)** window pops up. Wait a few seconds for the display to show **All Detected Bluetooth Devices**. If no devices are found after about 30 seconds, click **Refresh**.



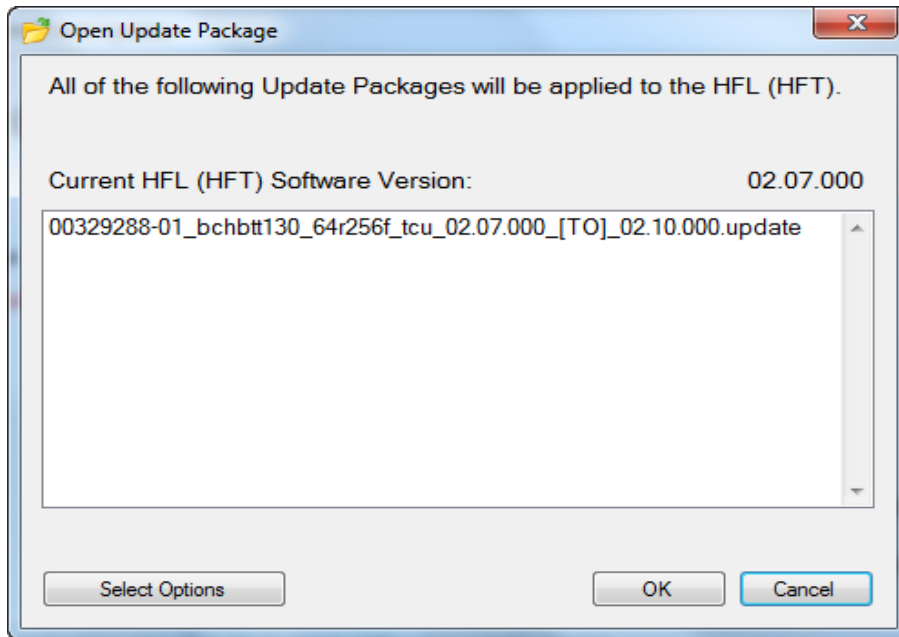
13. In the HFL update tool, once the *Bluetooth* device has been detected, enter the four-digit PIN code from the vehicle's display screen into the lower left hand corner of the pop-up window. Click **Pair** to begin the pairing process.



14. Wait for the HFL update tool to complete the *Bluetooth* pairing process.



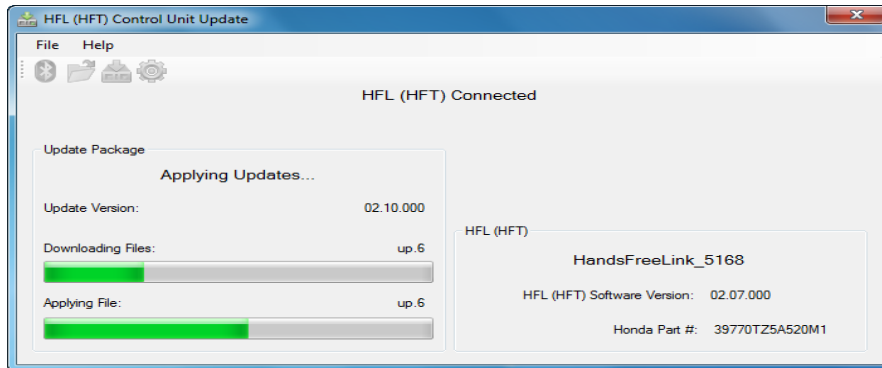
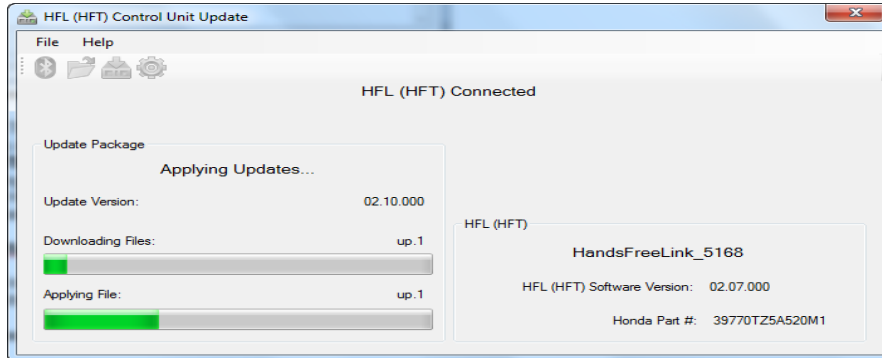
15. In the HFL update tool, the **Open Update Package** window pops up when the *Bluetooth* pairing process is complete. The HFL update tool automatically determines which version of the HFL software is present. The compatible updates will be displayed on the HFL update tool. Click **OK** to begin the HFL control unit reflash process.



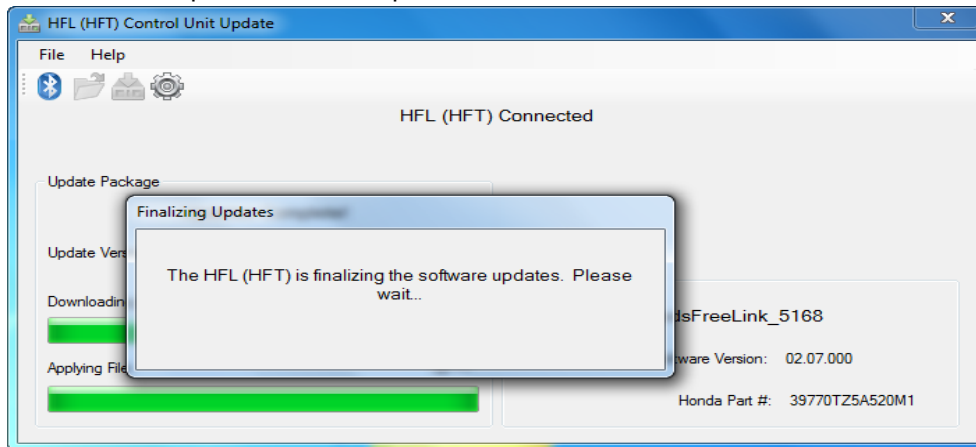


The HFL reflash process begins. Allow several minutes for the programming to complete. The blue bars indicate the programming status and progression.

NOTE: Do not turn the engine OFF while the i-HDS laptop is transferring files to the HFL control unit. Doing so will damage the HFL control unit. If the Bluetooth connectivity between the i-HDS laptop and the HFL control unit is lost, the ignition must remain ON. Reboot the i-HDS laptop, and restart the HFL update tool. Make sure you use the four-digit PIN you wrote down.

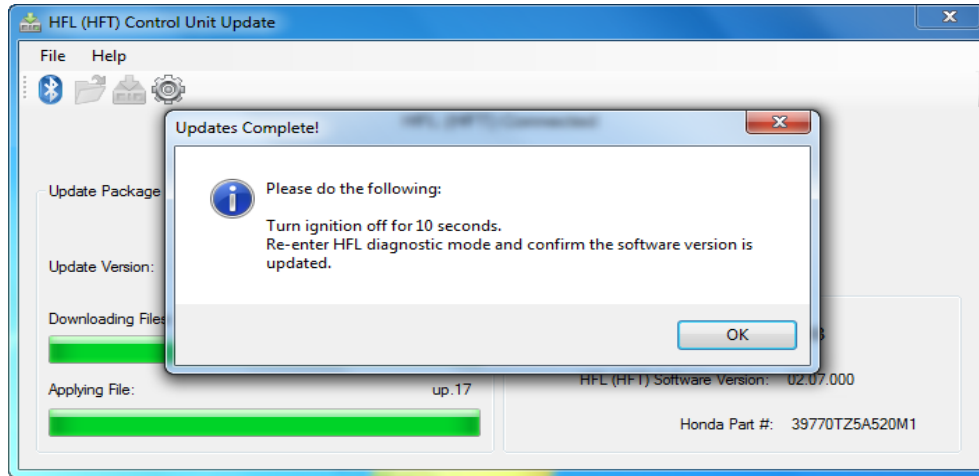


In the i-HDS laptop, a pop-up window alerts you when the reflash process is finalizing, then another popup tells you that the reflash process has completed.



16. In the HFL update tool, click **OK** when the pop-up window indicates the reflash process is complete and the HFL screen indicates the update has completed.

NOTE: Failure to wait for both of the i-HDS laptop message **Updates Complete!**, and the HFL message **Update completed** to display prior to turning the ignition to OFF will interrupt the HFL programming, and will damage the HFL control unit.

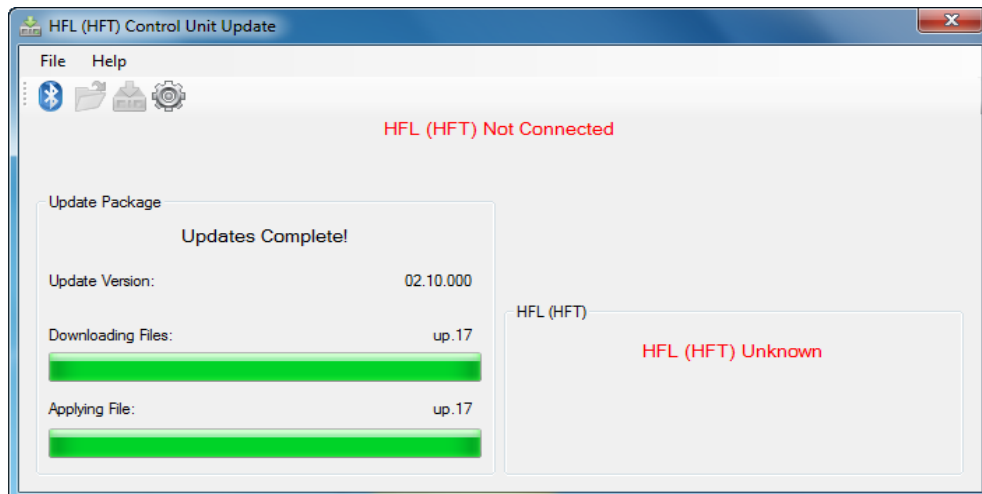


The **HFL** screen will indicate the HFL tool update has been completed.

NOTE: Selecting **OK** will return to the **HFL** screen, which will not show the newly updated software version.



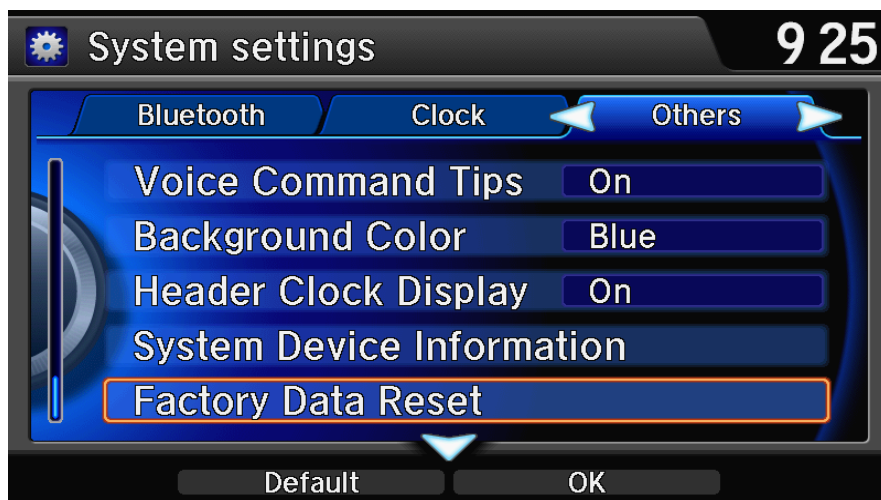
17. The i-HDS laptop will indicate the update is complete and automatically disconnect the Bluetooth connection from the HFL control unit. Close the HFL update tool by clicking the X in the upper right-hand corner.



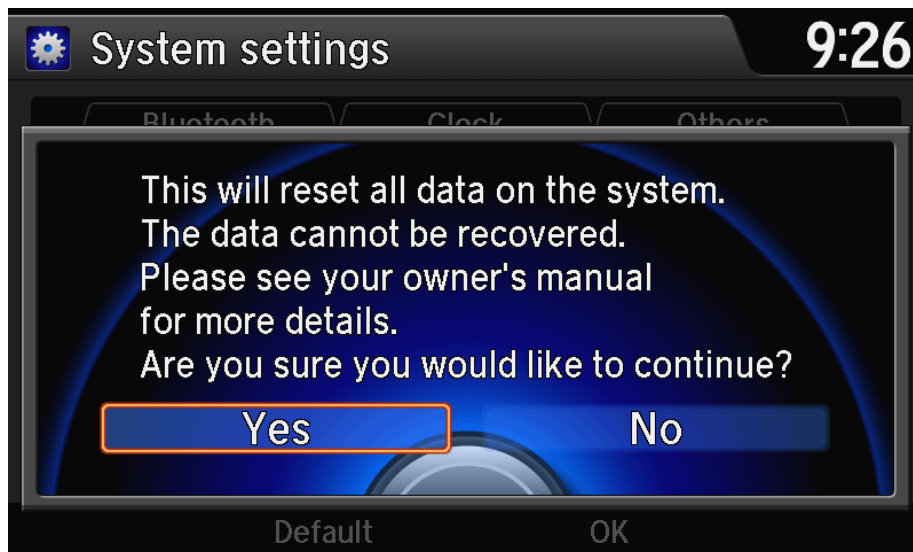
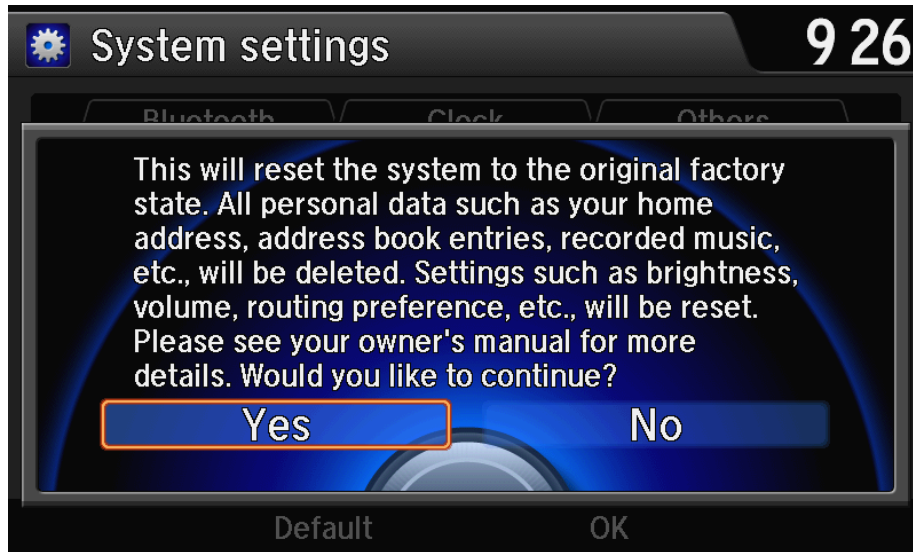
18. Press **SETTINGS** on the center switch panel, and select **System Settings**.



19. Select **Factory Data Reset**.



20. Select **YES** on the next two screens and the system reboot will start.



21. After the update is complete, restore the client's FM, AM, and SXM preset settings.

22. Remind the client to turn the "Low Power Notifications" back on in the AcuraLink web portal (if turned off), and to pair the phone(s).

END