

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	19UDE2HA000001 thru 19UDE2HA002407
2014–15	MDX	Tech/Adv	ALL
2010		2WD Tech/Adv	5FRYD3GB000001 thru 5FRYD3GB016493
2016	MDX	SH-AWD Tech/Adv	5FRYD4GB000001 thru 5FRYD4GB049096
2016	RDX	Tech/Adv	ALL
0017	NUN	2WD Tech/Adv	5J8TB3HL000001 thru 5J8TB3HL006065
2017	RDX	AWD Tech/Adv	5J8TB4HL000001 thru 5J8TB4HL009274
2014–16	RLX	ALL	ALL
2015	TLX	Tech/Adv	ALL
		L4 2WD Tech	19UUB1GA000001 thru 19UUB1GA009841
2016	TLX	V6 2WD Tech/Adv	19UUB2GA000001 thru 19UUB2GA009123
		SH-AWD Tech/Adv	19UUB3GA000001 thru 19UUB3GA002269

REVISION SUMMERY

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	Х	Х
Cirago	BTA-3210	ALL	Х	Х
IO Gear	GBU421	ALL	Х	Х
Rocketfish	RF-MRBTAD	ALL	Х	Х

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

(HFT) Control Unit te 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 pulletin	Do only	/ the i	update	listed	in this	service	bulletin
--	---------	---------	--------	--------	---------	---------	----------

Model	Year	Trim	Part Number	Current Software	Counter Measure Software	
	2016	Tech	30770-TX6-471			
	2017	Tech	39770-170-A71	03.01.000		
	2016	2WD Tech/ADV	20770 TV4 451	03.02.000	02.05.000	
PDV	2010	AWD Tech/ADV	39770-174-A31	03.03.000	03.05.000	
RDA	2017	2WD Tech/ADV	20770 TV4 AF4	03.04.000		
	2017	AWD Tech/ADV	39770-1X4-A51			
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 02.05.000	02.10.000	
		SH-AWD Tech/ADV	39770-125-A52	02.07.000	02.10.000	
	2016	2WD Tech/ADV		01.05.000		
		SH-AWD Tech/ADV 39770-TZ5 -A6	39770-TZ5 -A61	01.06.000 01.07.000	01.08.000	
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
	2015	ALL Tech/ADV	39770-TZ3-A51	01.02.000	
TLX 2		L4 2WD Tech		01.03.000	01.08.000
	2016	V6 2WD Tech/ADV	39770-TZ3-A51	01.04.000	01.08.000
		SH-AWD Tech/ADV		01.05.000	

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation	Description	Flat Rate	Defect	Symptom	Template	Failed Part
Number		Time	Code	Code	ID	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



7. 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**.

System Links	Help	Exit Diag	Return	
CD/DVD Mech	АМР	Rear Camera	Mic	
XM Navi.	ECU		HFL	
F-CAN Hard K	ev Error	ECU	тси	
GPS Ant.		Yaw Car	B-CAN	
Display Press a		Sensor Status	Remote	
110330				

8. 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.

🚣 HFL (HFT) Control Unit Update	
File Help	
8 🖻 📥 🐵	
HFL (HFT) N	lot Connected
Update Package Update Package Not Selected	HFL (HFT) HFL (HFT) Unknown

9. 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.

HFL	Return
HFL GA-NET USB	ок ок ок
Physical Address	8E
S/W Version	01.08.000
Part Number	39770TZ3A520M1 Reflash

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.

🚣 HFL (HFT) Control Unit Update	
Help	
i 😮 📝 📥 😳	
HFL (HFT)	Not Connected
Update Package	
Update Package Not Selected	
	HFL (HFT)
	HEL (HET) Linknown

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.

📥 HFL (HFT) Control	Unit Update	x
File Help		
8 🖻 📥 🎯		
	HFL (HFT) Not Connected	
Ub data Darduran	No Radios Found	
Update Package	No Bluetooth radios are connected or the connected radio is not working properly.	
	ОК	

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**.

	💲 Pair with HFL (HFT)	×	
🃥 HFL (HFT) Control Unit Upd	Searching for Devices. Please wait		×
File Help	Device Name Address		
! 🚯 🖻 📥 🎯			
Update Package			
Update Packa			
			Unknown
	Previous HFL (HFT): HandsFreeLink_5	5117	
	PIN: 7915		
	Pair Refresh Car	ncel	

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.

HFL			Return
	HandsFreel PIN:7800 Sortwart Up Please Wait! Do not turn	ink_8562 dating off the key.	
	Pair with HFL (HFT	~	
AFE (HFT) Control Unit Update	Sele	L (HFT) Device	×
File Help	Device Name HandsFreeLink_802	Address (0C:D9:C1:2D:AA:A2)	
Update Package Update Package №			
	PIN: 4459 Vevious F	HFL (HFT): HandsFreeLink_9551	known
	Pair	PIN: 4066 Refresh Cancel	

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

🎄 HFL (HFT) Control Unit Update	×			
File Help				
i 🚯 📂 📥 🏟				
HFL (HFT)	Connected			
Update Package Searching				
Update F				
Searching for update	s. Please wait			
	HandsFreeLink_4630			
	HFL (HFT) Software Version: 02.07.000			
	Honda Part #: 39770125A520M1			

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.

1	Open Update Package	×
	All of the following Update Packages will be applied to the HFL (HF	Т).
	Current HFL (HFT) Software Version: 02.07	.000
	00329288-01_bchbtt130_64r256f_tcu_02.07.000_[TO]_02.10.000.update	4
	Select Options OK Cano	zel

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.

🚔 HFL (HFT) Control Unit Update		×
File Help		
8 🖻 📥 😳		
	HFL (HFT)	Connected
Update Package		
Applying Updates		
Update Version:	02.10.000	
		HFL (HFT)
Downloading Files:	up.1	HandsFreeLink 5168
Applying File:	up.1	HFL (HF1) Software Version: 02.07.000
		Honda Part #: 39770TZ5A520M1
🚠 HFL (HFT) Control Unit Update		
HFL (HFT) Control Unit Update File Help		• ו
HFL (HFT) Control Unit Update File Help S P A A OF		
HFL (HFT) Control Unit Update	HFL (HFT)	Connected
HFL (HFT) Control Unit Update	HFL (HFT)	Connected
HFL (HFT) Control Unit Update	HFL (HFT)	Connected
HFL (HFT) Control Unit Update File Help Update Package Applying Updates	HFL (HFT)	Connected
HFL (HFT) Control Unit Update File Help Update Package Applying Updates Ubdate Version:	HFL (HFT)	Connected
HFL (HFT) Control Unit Update File Help Update Package Applying Updates Update Version:	HFL (HFT) 02.10.000	Connected
HFL (HFT) Control Unit Update File Help Update Package Update Version: Downloading Files:	HFL (HFT) 02.10.000 up.6	Connected HFL (HFT) HandsFreeLink 5168
HFL (HFT) Control Unit Update File Help Update Package Update Package Update Version: Downloading Files:	HFL (HFT) 02.10.000 up.6	Connected HFL (HFT) HandsFreeLink_5168
HFL (HFT) Control Unit Update File Help Update Package Update Package Applying Updates Update Version: Downloading Files: Applying File:	HFL (HFT) 02.10.000 up.6 up.6	Connected HFL (HFT) HandsFreeLink_5168 HFL (HFT) Software Version: 02.07.000
HFL (HFT) Control Unit Update File Help Update Package Applying Updates Update Version: Downloading Files: Applying File:	HFL (HFT) 02.10.000 up.6 up.6	Connected HFL (HFT) HandsFreeLink_5168 HFL (HFT) Software Version: 02.07.000 Honda Part #: 39770TZ54520M1

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.

💒 HFL (HFT) Control Unit Update	×
File Help	
1 🚯 📂 📥 🗇	
HFL (HFT) Connected	
Update Package	_
Finalizing Updates	
Update Vers	
The HFL (HFT) is finalizing the software updates. Please	
Downloadin wait	IsEreel ink 5168
	IST TECENIK_0100
Applying File	ware Version: 02.07.000
	Honda Part #: 39770TZ5A520M1

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.

🚵 HFL (HFT) Contr	ol Unit Update
File Help	
8 🖻 🚔 🎕	
	Updates Complete!
- Update Package	Please do the following: Turn ignition off for 10 seconds. Re-enter HFL diagnostic mode and confirm the software version is
Update Version:	updated.
Downloading Files	ОК
Applying File:	up.17 HFL (HFT) Software Version: 02.07.000
	Honda Part #: 39770TZ5A520M1

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.

💒 HFL (HFT) Control Unit Update			X
File Help			
8 🖻 📥 🚳			
	HFL (HFT) N	lot Connected	
Update Package			
Updates Complete!			
Update Version:	02.10.000		
		HFL (HFT)	
Downloading Files:	up.17		HFL (HFT) Unknown
Applying File:	up.17		

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

🗱 Settings menu	9 25
Navi	Settings
Camera Settings	Phone Settings
Vehicle Settings	Info Settings
🔅 System Settings	Audio 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, retore 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