

September 30, 2017

07214 Version 1

## Audio Unit May Display “USB Not Responding.”

### AFFECTED VEHICLES

Year	Model	Trim	VIN range
2017	NSX	ALL	19UNC1...HY000000 thru 19UNC1...HY000722

### SYMPTOM

The audio display unit may display the message “USB Not Responding.” with or without a USB device plugged into the USB port on the vehicle. If you do an DTC check with an i-HDS, DTC B1404 (Telematics-ECU Telephone Module Error) will be saved.

### POSSIBLE CAUSES

There is an internal problem with the Telematics Control Unit (TCU) that prevents the USB driver and TCU from communicating properly.

### CORRECTIVE ACTION

Update the telematics control unit software.

### TOOL INFORMATION

Part Name	Part Number	Quantity
Telematics Control Unit (TCU) Software Update USB	07AAU-T6NA1T0	1



**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.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0535A2	Update the TCU unit.	0.3 hr	03214	03217	B17035A	39770-T6N-A03

Skill Level: Repair Technician

## REPAIR PROCEDURE

1. Connect a GR8 battery charger and set the battery type to AGM, or connect a fully charged jumper battery to the vehicle and leave it connected during the entire update procedure to maintain a steady voltage.
2. Connect the USB update device into the USB port located in the center console.

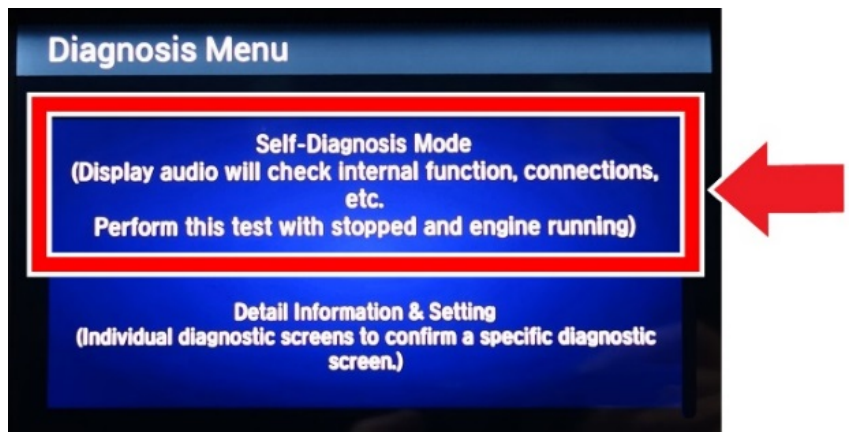


3. Turn the ignition to ON.
4. Press and hold the **AUDIO power** button, **MENU** icon, and the **Brightness** icon at the same time for 3 seconds to enter the diagnosis menu.

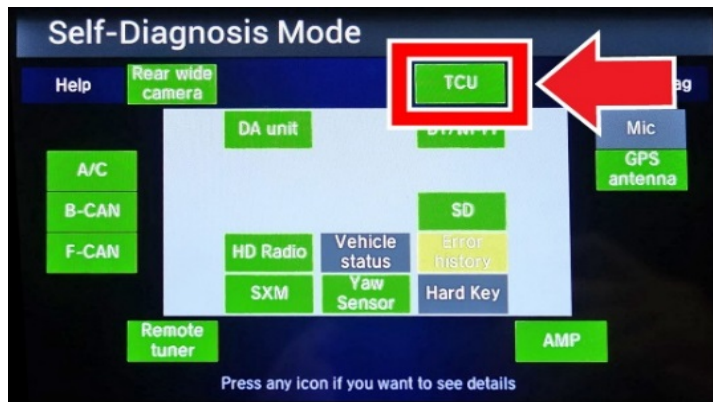
NOTE: Make sure to press and hold all 3 at the same time to enter the diagnosis menu.



5. Select **Self-Diagnosis Mode**.



6. Select **TCU**.

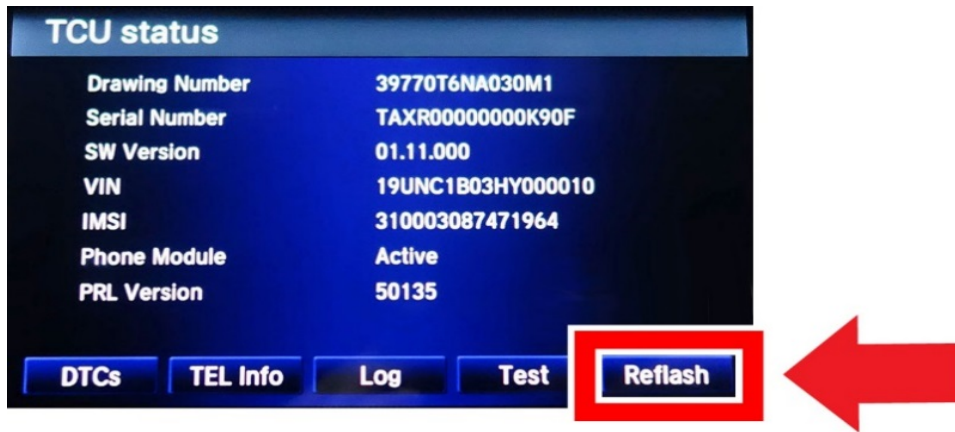


7. Make sure **SW Version** is **01.11.000**.

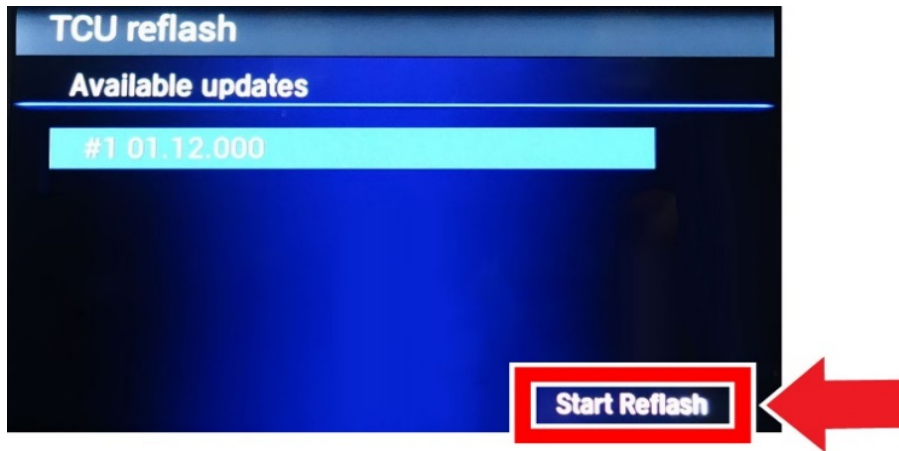
NOTE: Only update vehicles within the affected VIN range. Vehicles outside of the VIN range will have a different SW Version.



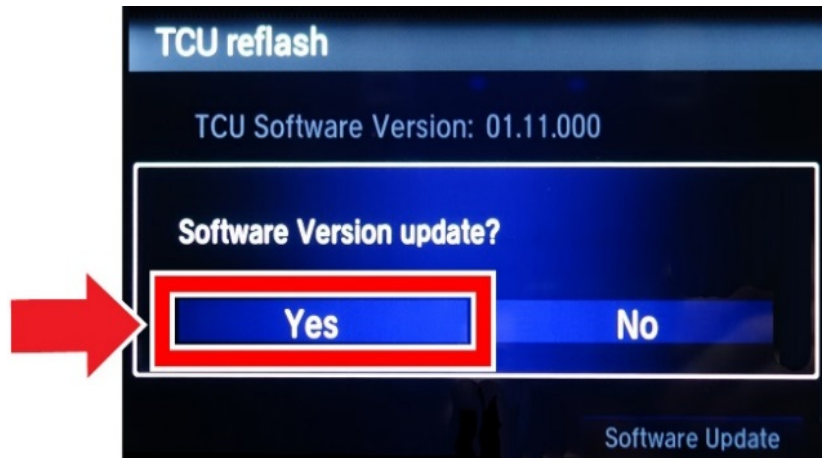
8. Select **Reflash**.



9. Select **#1 01.12.000**, then select **Start Reflash**.



10. Select **Yes** to start the update.





11. The software update will begin.

NOTE: The software update will take approximately 10 minutes, you do not need to stay with the vehicle.

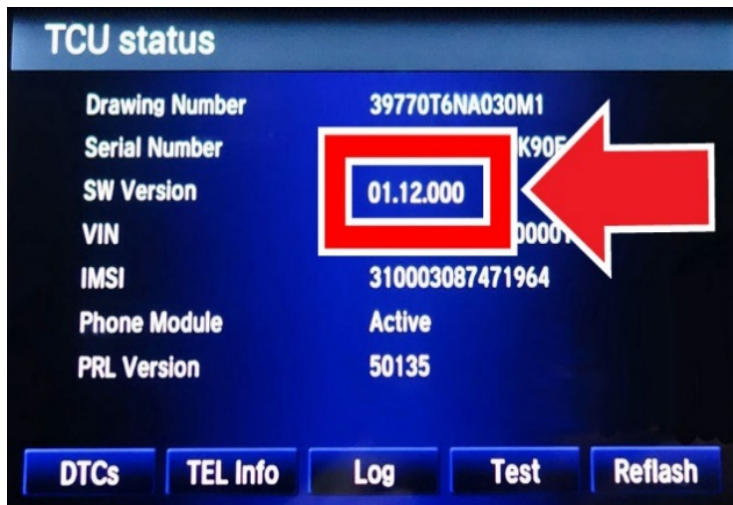


12. Select **OK** when the update is complete.



13. Remove the USB update device from the USB port.

14. Repeat steps 3 thru 5 to confirm the **SW Version** is **01.12.000**.



END