

March 9, 2017

05863 Version 1

## Buttons Sticking on Center Switch Panel/Interface Dial (Day/Night, SETTINGS, NAV, AUDIO, or others)

### AFFECTED VEHICLES

Year	Model	Trim	VIN range
2014–17	MDX	ALL	ALL

### BACKGROUND

Any of the buttons on the center switch panel with interface dial may be sticking.

### POSSIBLE CAUSE

The clearance between the dashboard center panel and the center switch panel/interface dial may be too tight, causing the panel to contact the buttons and stick.

### CORRECTIVE ACTION

Adjust the center switch panel.

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A7	Diagnose, Adjust sticking buttons.	0.3 hr	00301	07403	17-008N	39050-TZ5-A11

Skill Level: Repair Technician

### DIAGNOSE AND REPAIR PROCEDURE

NOTE: Be careful with the center panel and interface dial; they can be easily scratched or damaged.

1. Check and note which buttons are sticking.

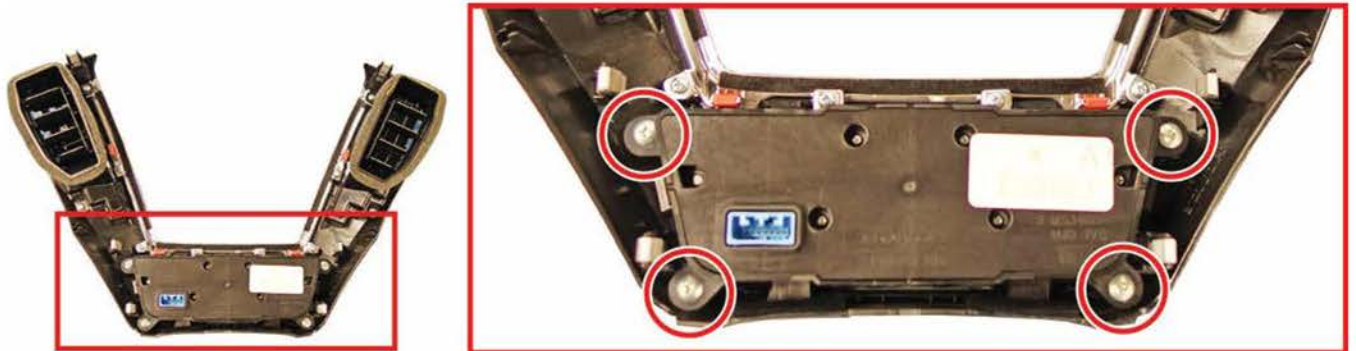
*Panel with multi-view camera, navigation and RES shown (other models similar)*



**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.

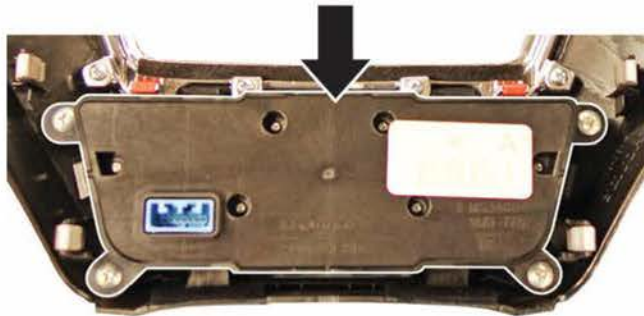
2. Remove the dashboard center panel. Refer to the service information.
3. Use a clean, large, dense foam pad or a clean, soft cotton towel to lay the panel on. Do not use shop rags as they may contain foreign material that could damage the surface.
4. Using a hand-held screwdriver, loosen the screws one full turn as shown.


NOTE: Do not use an electric or pneumatic screwdriver; these screws can be easily stripped and damage the center panel.

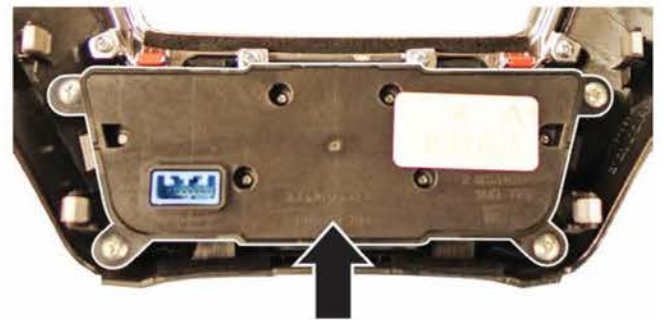


5. Adjust the center switch panel.
  - If the sticking button is on the top row, apply downward pressure.
  - If the Day/Night or SETTINGS button is sticking, apply upward pressure.

  sticking -  
Apply downward pressure.



 or **SETTINGS** sticking -  
Apply upward pressure.

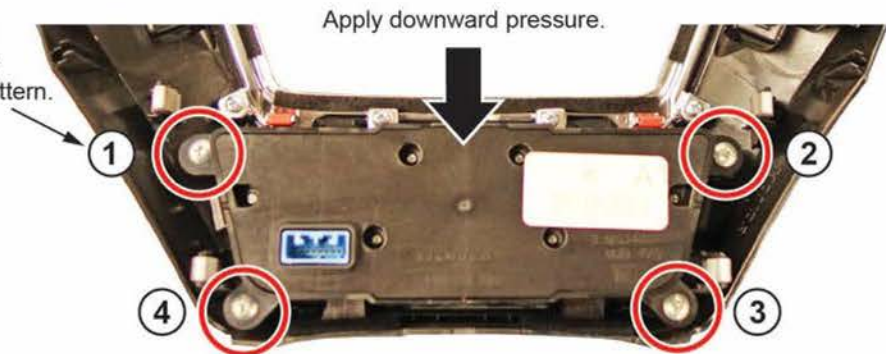


6. While applying upward or downward pressure, tighten the screw behind the sticking button first, then tighten the other three screws in a clockwise pattern while continuing to apply pressure.

Example: If the AUDIO, FRONT AUDIO, REAR AUDIO, or INFO button is sticking, you would tighten the screws in the order pictured below.

**EXAMPLE:**

Sticking AUDIO and INFO buttons are on this side. Tighten this screw first, then around in a clockwise pattern.



7. Make sure all of the buttons do not stick, and adjust if needed.
8. Install all parts in the reverse order of removal.

END