

March 7, 2017

05908 Version 1

2017 MDX Sport Hybrid: TQI of the Navigation System

AFFECTED VEHICLES

Year	Model	Trim Level
2017	MDX Sport Hybrid	With Technology Package
		With Advance Package

INTRODUCTION

This bulletin covers the total quality inspection (TQI), including testing, of the 2017 MDX Sport Hybrid navigation system. It includes these topics:

1. Navigation System Controls	5. Troubleshooting
2. Voice Portal System	6. Map Coverage Areas
3. Navigation System Setup at the TQI	7. AcuraLink Real-Time Traffic Information
4. Rearview Camera	8. AcuraLink

For more information about this system, see these resources:

- Owner's Guide – Besides the one that comes in the *Owner Information Kit*, this guide is also online. Select **Search by Vehicle**, select the vehicle, then enter keyword **GUIDE**.
- Navigation Manual – Besides the one that comes on the Owner's CD, this manual is also online. Select **Search by Vehicle**, select the vehicle, then enter keywords **NAVI MANUAL**.
- Owner's Manual – Besides the one that comes on the Owner's CD, this manual is also online. Select **Search by Vehicle**, select the vehicle, then enter keywords **OWN MANUAL**.
- Online University – Log in and select **SALES**. Under **Quick Links**, select **Course Catalog**, then enter keyword **NAVI** in the search box.

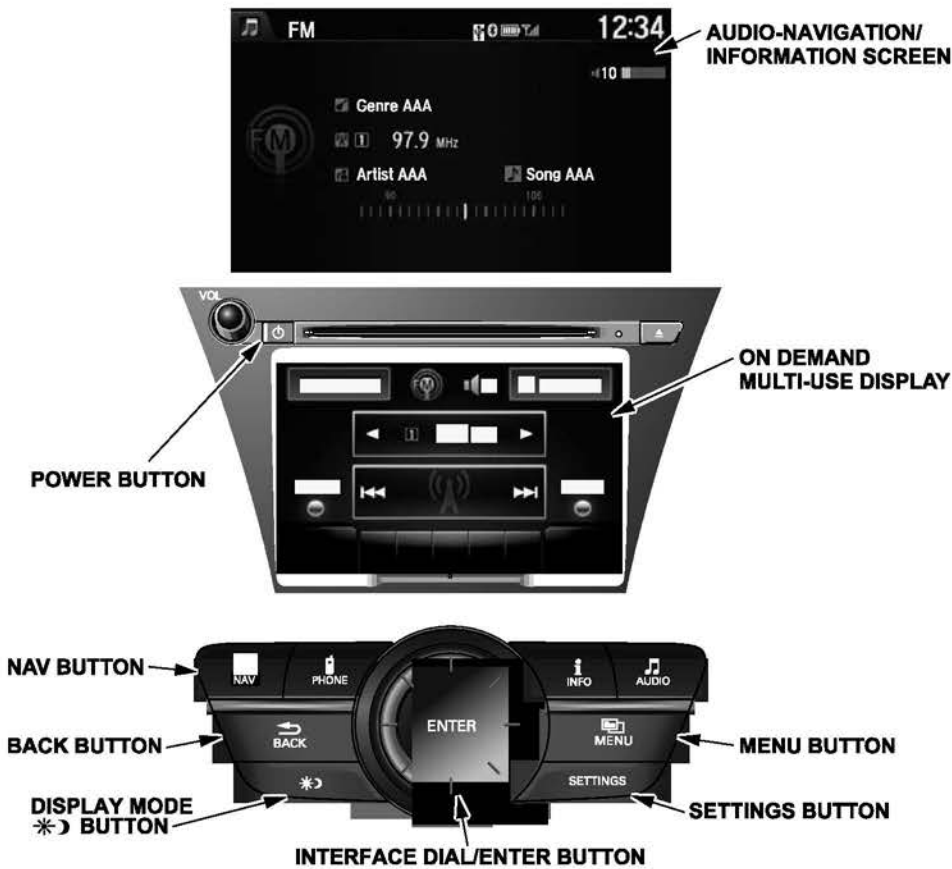
CLAIM INFORMATION

The reimbursement time for the TQI of the navigation system is included as part of the regular TQI of the vehicle.

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.

1. NAVIGATION SYSTEM CONTROLS

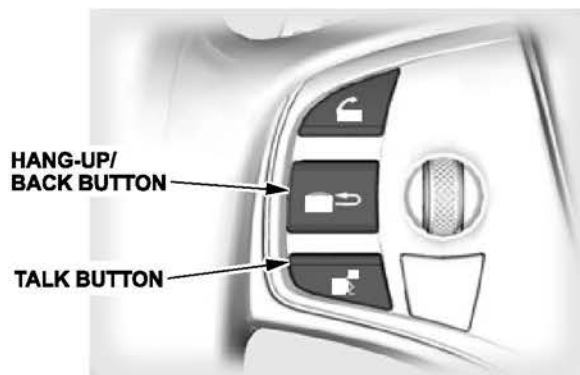
Use the following buttons to work the navigation system. For more information about them, see "Getting Started" in the navigation manual.



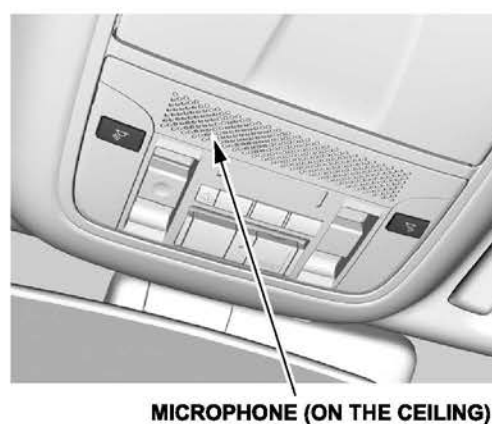
2. VOICE PORTAL SYSTEM

The navigation system features a voice portal system that lets you work some of the navigation, audio, and HVAC controls with just your voice. To interact with the system, use the Talk and Hang-up/Back buttons. This is the primary way to give it commands.

STEERING WHEEL



CEILING CONSOLE



Talk button – To give a voice command, press and release this button, wait for the beep, and give the command.

Hang-up/Back button – Press and release this button to return to the previous screen.

Microphone – Picks up your voice commands

NOTE: If the system does not understand your commands, see “Improving Voice Recognition” in the navigation manual.

3. NAVIGATION SYSTEM SETUP AT THE TQI

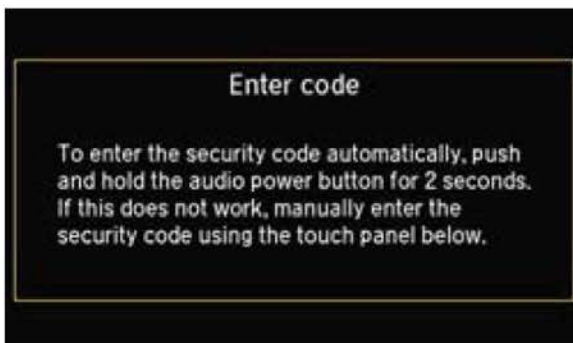
The navigation system is basically ready to use when the vehicle is delivered to the dealership. The system has features to reduce the potential for driver distraction. Some touch screens menus are limited or unavailable (grayed out) while driving to encourage the use of voice commands for the navigation and audio systems.

Since the navigation system interfaces with other vehicle systems, it is important that all of the systems are initialized. To initialize the navigation system, follow these steps:

1. Do the regular TQI of the vehicle.
2. You may see the factory **In Line Diag** screen below. If so, complete the in-line diagnosis by doing the following. If not, go to step 3.



- Select **Start Diag**.
 - Press all of the buttons on the steering wheel that are shown in the **In Line Diag** screen. The icons should turn green.
 - Make a loud sound (like snapping your fingers or clapping your hands) by the microphone to complete the mic test.
 - When you have completed all of the tests, the icons will be green. Select **Exit Diag** to exit the screen.
 - Turn the ignition to OFF, then to ON, to make sure the **In Line Diag** screen does not reappear.
3. Start the engine, and park the vehicle in an open area away from trees, power lines, and tall buildings. Remove loose articles, cell phones, and electrical accessories near the GPS antenna. If needed, press the audio-navigation power button to turn on the audio-navigation unit. When the **Enter code** screen appears, press and hold the power button for about **2 seconds**. This lets the PCM check that the vehicle's VIN matches the one saved in the unit. You will hear a long beep when the unit exits the anti-theft mode. Release the button.

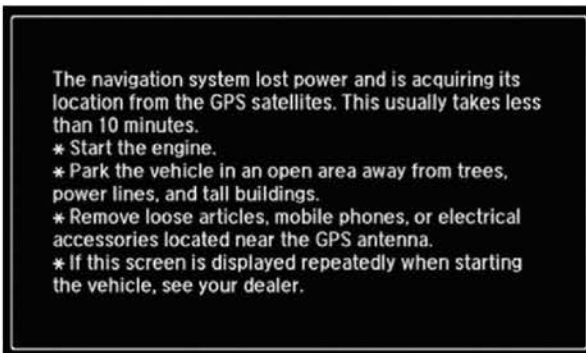


NOTE:

- If the audio-navigation unit does not exit the anti-theft mode, enter the anti-theft code using the audio touch screen display.

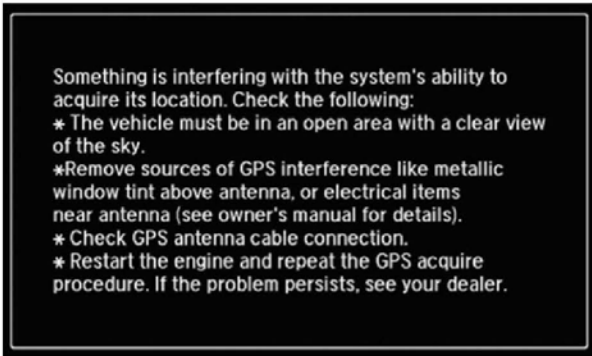


- Anti-theft code labels are no longer included in the vehicle.
 - If you need the anti-theft code, you can get it from the iN (Interactive Network) using the audio-navigation unit serial number. You can easily get that number without removing the audio-navigation unit. To get the serial number and the code do this:
 - Press and hold the MENU, NAV, and BACK buttons at the same time.
 - At the **Select Diagnosis Items** screen, select **Detail Information & Settings, Unit Check**, then **ECU Info**. The system runs a short diagnostic, then the audio-navigation unit serial number appears at the bottom of the screen.
 - Go to **Anti-theft Code Inquiry** on the iN, and look up the five-digit anti-theft code.
 - If the code does not work, call the American Honda warranty department at **310-783-3240**. Do not call Tech Line.
4. Once you enter the code, this screen appears, telling you the system is initializing (acquiring its location from the GPS satellites). Keep watching the screen.



NOTE: Initialization averages about **10 minutes**, but it can take as long as **45 minutes**. If it completes within **10 minutes**, the screen changes to the globe screen.

5. If the system does not initialize within **10 minutes**, a second screen (shown below) appears. The system is still initializing, but it will not automatically change to the globe screen when the initialization is complete. **Do not** follow the screen instructions right away. After **30 minutes**, try restarting the engine to see if the system completed the initialization. If it did not, then follow the screen instructions.



NOTE: The initialization screen may appear after battery voltage to the audio-navigation unit has been disconnected for more than **5 minutes**. If this happens, follow the screen instructions. If you are still unable to get GPS initialization, see the service information for diagnostic information.

6. When initialization is complete, this screen appears. Select **OK**.



NOTE: Do not enter a destination yet. For the navigation system to calculate a route, it must align the current location to a mapped road (map matching). This happens when you start driving.

7. Make sure the SiriusXM® Radio dealer demo account is active by tuning to several channels within the full channel lineup. To see the full list of channels, go to www.siriusxm.com. If you get those channels, the dealer demo account is fully active.

NOTE: SiriusXM® Radio is free to clients for the first **90 days**. To keep getting coverage after that, they must subscribe by calling **800-852-9696** or going to www.siriusxm.com. They will need their eight-character radio ID (shown when tuned to channel **000**) and a major credit card.

8. Drive the vehicle at least a half-mile from your dealership, and find a safe place to park. Then, set the map scale to 1/20.
 - Make sure the vehicle position (VP) icon moves smoothly as you drive and does not jerk from one point to another. Also, make sure the icon points in the direction the vehicle is traveling; it should not dog track or spin.
 - After driving a few hundred feet, you should see the name of the road you are driving on at the bottom of the screen. The system is now map-matched.

NOTE: If the system fails to map-match after driving for more than a couple of miles on a displayed road, see the service information symptom troubleshooting.

9. With the map screen shown, press and release the Talk button. You will hear the voice portal prompt followed by a beep. After the beep, say "Navigation."
10. After your command is accepted, wait for the beep and say "Find nearest POI category."
11. After your command is accepted, wait for the beep and say "Find nearest Acura dealer."
12. After your command is accepted, wait for the beep and say the name of your dealership as listed on the screen.
13. After your command is accepted, wait for the beep and say "Set as destination."
14. Follow the voice guidance back to your dealership. It should work even with the audio system turned off.
15. With the map screen shown, check the system interaction with the audio system. Press and release the Talk button. When you hear the voice portal prompt, wait for the beep and say "Audio."
16. After your command is accepted, wait for the beep and say "SXM."
17. After your command is accepted, wait for the beep and say "Channel 52." The screen should show SXM channel 52.
18. With the map screen shown, check the system interaction with the climate control system. Press and release the Talk button. When you hear the voice portal prompt, wait for the beep and say "Climate control."
19. After your command is accepted, wait for the beep and say "Temperature max cool." The climate control should come on in response.
20. Make sure the time shown in the navigation display is correct; the system gets it from the GPS satellites. For areas that do not follow daylight saving time, you may have to adjust the time settings. Go to **Clock Adjustment** in the **Setup** screen, and set **Auto Daylight** to **OFF**.
NOTE: If your dealership is near a time zone boundary, set **Auto Time Zone by GPS** to **OFF**. The clock then keeps the home time if the client routinely drives across the time zone boundary.
21. Press the Display Mode button to make sure the display changes between the **Day**, **Night**, and **OFF** modes.
22. If the dealer traffic account is activated and your dealership is near a metropolitan area that has traffic incident or traffic flow data available (see ACURALINK REAL-TIME TRAFFIC INFORMATION), do this:
 - Turn the interface dial to select one of the traffic map scales (1/20-, 1/8-, 1/4-, 1/2-, 1-, 2-, or 5-mile).
 - Use the interface dial to scroll to the downtown area of your city. If your metro area has traffic flow data, freeways and other main roads should show this data as red, yellow, or green lines in one or both directions.
 - You may see small, diamond-shaped traffic incident icons. If so, scroll over one, and press in the interface dial to see the details.
 - Partially shown traffic data does not mean a problem with the navigation system. Traffic flow and density varies from day to day and from one road to another. If your area has traffic, but you cannot see it on the screen, do an online search using keyword **TRAFFIC**.
23. Clear the HDD to delete any information that was saved during the TQI:
 - Turn the ignition to **ACCESSORY**.
 - Turn on the audio-navigation unit.
 - Press and hold the **MENU**, **NAV**, and **BACK** buttons at the same time until the **Select Diagnosis Items** screen appears. Then, release the buttons.
 - Select **Detail Information & Setting**, then **Functional Setup**.
 - Select **All Clear**. A confirmation screen appears. Select **Yes**.
 - A second confirmation screen appears. Select **Yes**, again.

4. REARVIEW CAMERA

With the ignition turned to ON, shift to Reverse. The rearview image appears on the navigation screen. Make sure the distance guidelines appear on the screen. Change the camera views by pushing in on the interface dial. Turn the dial to adjust the image brightness. This adjustment is not affected by the screen brightness adjustment in **Setup**.

NOTE:

- When in Reverse, only the interface dial works; the other buttons are locked out.
- If the image is foggy or dirty, clean the camera lens.

5. TROUBLESHOOTING

If you think you found any problems with the navigation system during the TQI or after installing replacement parts to repair it, go to the service information, and enter keywords **HOW TO TROUBLESHOOT**. From the list, select **How to Troubleshoot the Navigation System**.

6. MAP COVERAGE AREAS

The map database covers the United States, Mexico, Puerto Rico, and Canada. The map coverage for the U.S. contains accurately mapped (verified) metropolitan areas and less accurate (unverified) rural coverage.

For a list of current detailed coverage areas by country and state/province, see the navigation manual or go to www.acuranavi.com. Online, select the **Model** and **Year**, **Map Coverage**, then **Map Coverage Details**.

You do not need to change the navigation settings when relocating to or from these locations.

7. ACURALINK REAL-TIME TRAFFIC INFORMATION

Traffic information is available in many metropolitan areas. The amount and type of coverage varies. Traffic incidents (diamond-shaped icons) are shown on the screen for most major metropolitan cities (typically during daytime commutes). Many of these cities also show traffic flow, shown as red, yellow, or green bands, alongside major roads or freeways.

NOTE:

- Traffic information will not be shown if the SiriusXM® Radio dealer demo service is not active.
- See the service information to troubleshoot real-time traffic problems.

The amount of traffic coverage varies from city to city and time of day. The Acura website contains a link that provides an up-to-date list of the current cities with traffic coverage and the actual roads covered within each city. The link also provides a demonstration of the system that explains traffic flow color bands and incident icons shown on the map. You can find this link at www.acura.com/realtimetraffic.



8. ACURALINK

AcuraLink delivers remote services to the vehicle using an embedded cellular module and the client's smartphone. The module provides access to emergency services, remote vehicle functions, enhanced navigation services, remote vehicle diagnosis, and client relation services.

The client's smartphone provides access to Pandora® and Aha™, and vehicle finder and tracking services through individual apps. All of the functions are combined in the vehicle using overhead console buttons along with the navigation screen and ODMD.

NOTE: Enrollment is required for AcuraLink. On the iN, go to **Service, AcuraLink Next Gen, and Enrollment.**

AcuraLink System Status Indicator

The AcuraLink System Status indicator shows you the status of AcuraLink. When the system is booted up, the indicator blinks red and green alternately once.



- **Steady Green:** The system is ready to use.
- **Blinking Green:** A call is being connected or is in progress.
- **Steady Red:** There is a problem in the system.
- **Alternately Blinks Red and Green:** The self-diagnosis function is in use.

END