GPS Shows Vehicle in the Wrong Location

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2017	MDX	All with navigation.	ALL

SYMPTOM

The GPS icon shows the vehicle in the wrong location.

PROBABLE CAUSE

There is a software issue within the navigation unit.

CORRECTIVE ACTION

Update the navigation unit software with the navigation software update DVD.

TOOL INFORMATION

Part Name	Part Number	Quantity
Acura Navigation ODMD Software Update DVD	07AAR-TZ5A1N0	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update the navigation system software.	0.3 hr	03217	03277	B18011A	39542-TZ5-B31

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTES

• Apply this software update only to vehicles listed under AFFECTED VEHICLES.

NOTICE

This software update can permanently damage the audio-navigation unit.

• If you accidently update the wrong vehicle, contact Tech Line. If the audio-navigation unit must be replaced, your dealership may be debited for the replacement cost.

• Make sure the service advisor informs the client that their phones will have to be re-paired and some customized settings may be lost after the update.

1. To do the update, you can either have the ignition ON, or have the engine running even if the screen says you cannot.

    • ON position - Connect a battery charger to the vehicle and leave it connected during the update procedure to maintain steady battery voltage.

    • Engine on - Park the vehicle outside in a well ventilated area or attach an appropriate exhaust vent.

NOTES

    • If the update is not detected or it does not start automatically, the vehicle may already have the latest software installed. Go to step 12 to check the software version.

    • The software update will take about 30 minutes to complete. No input is required during the update so you do not need to stay with the vehicle during this time.

2. After the navigation system finishes loading, select **SETTINGS** on the center switch panel, then select **System Settings**.

3. Scroll down to **Bluetooth Status** and select **Off** to turn off *Bluetooth* connectivity.

4. Insert the DVD update disc into the upper slot on the center console. The DVD contains an auto-run program that launches the software update automatically after the DVD is inserted. Go to TOOL INFORMATION for additional information about the DVD.
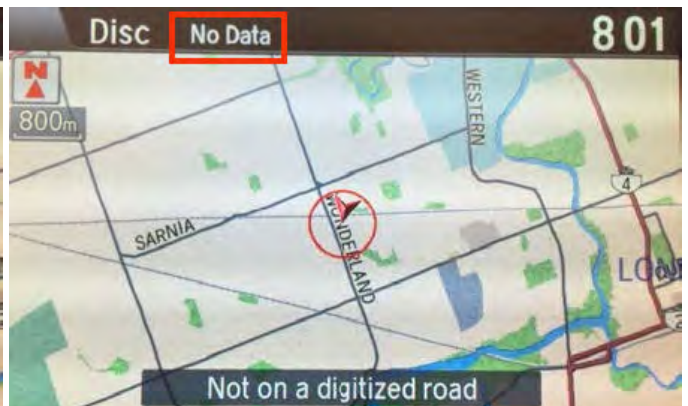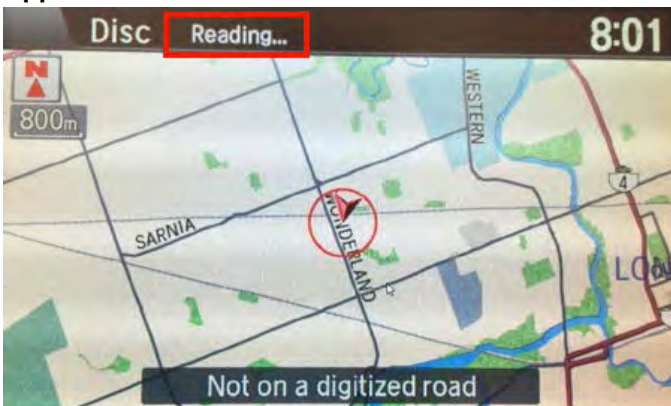

5. When the DVD is inserted, the navigation screen (upper display) will show "**Disc Reading...**", and then "**Disc No Data**." The ODMD screen (lower display) will display a "**No Data**" message. It may take up to 1 minute to begin the update, **do not eject the disc**. If the unit does not go to the next screen after 1 minute, go to step 12 because the unit may already have the latest software.
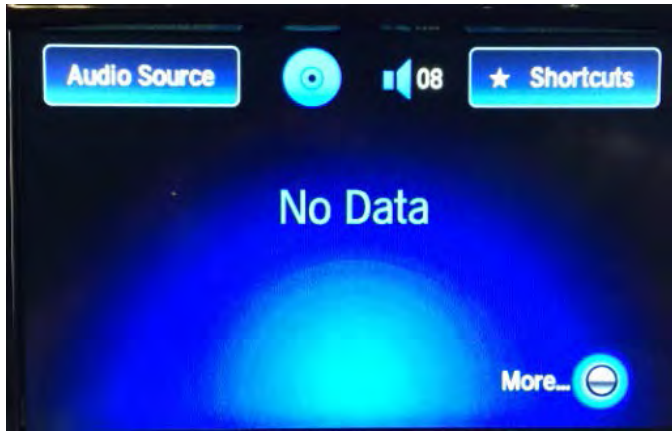
> **NOTE**
>
> The vehicle must remain ON during the entire update procedure. If the vehicle is turned OFF or the DVD is removed during the update, the audio-navigation unit may lock and you will need to perform the RECOVERY PROCEDURE FOR LOCKED UNIT to unlock the unit.
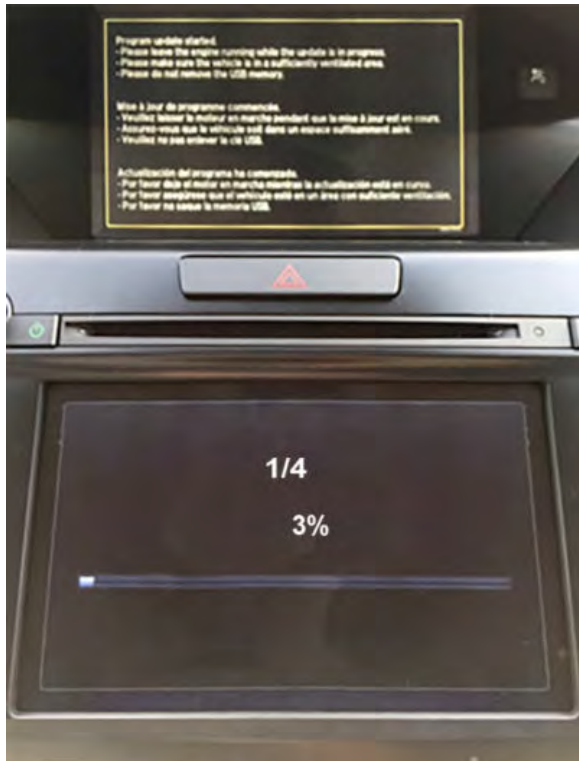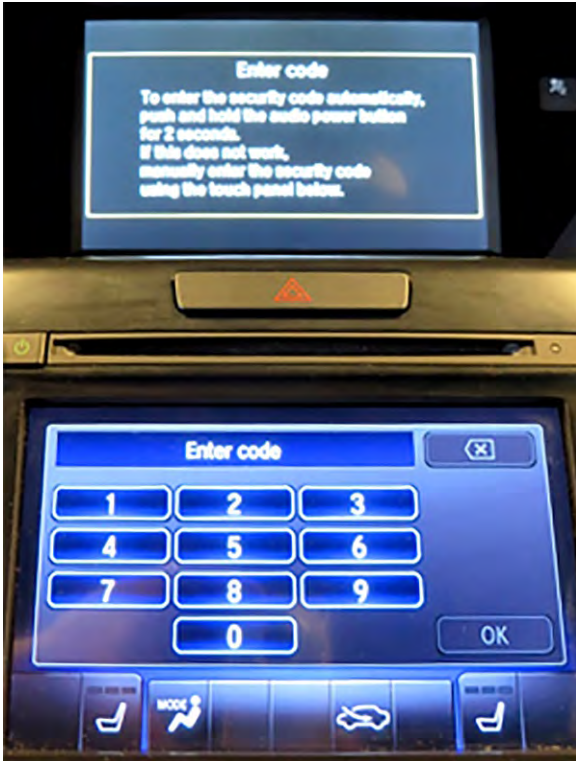
Upper screen

Lower screen

6. The software update will begin after the upper and lower screen shuts off for a few seconds and reboots. The upper screen will show "**Program update started**", and the lower screen will display 4 updates with a progress bar.

7. When the update has completed, the system will reboot a couple of times. Wait until the "**Enter Code**" message appears on both the upper and lower display screens before doing the next step. There will also be a keypad on the lower screen.

8. Remove the DVD.

    NOTE

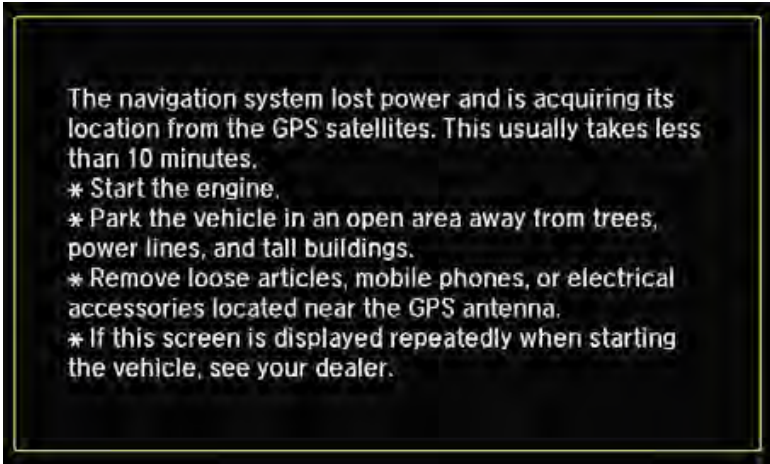   Do not remove the DVD until both upper and lower screens show "**Enter Code**".

9. Turn the ignition OFF, and wait for at least 1 minute to allow the audio-navigation unit to completely shut down.

    NOTE

    If the battery power was interrupted, the software update failed, or the vehicle was turned OFF during the update; resuming the update may lock the unit. In most cases, the update will resume where it left off. However, if the unit is locked after the power is restored or the vehicle is re-started, go to RECOVERY PROCEDURE FOR LOCKED UNIT.
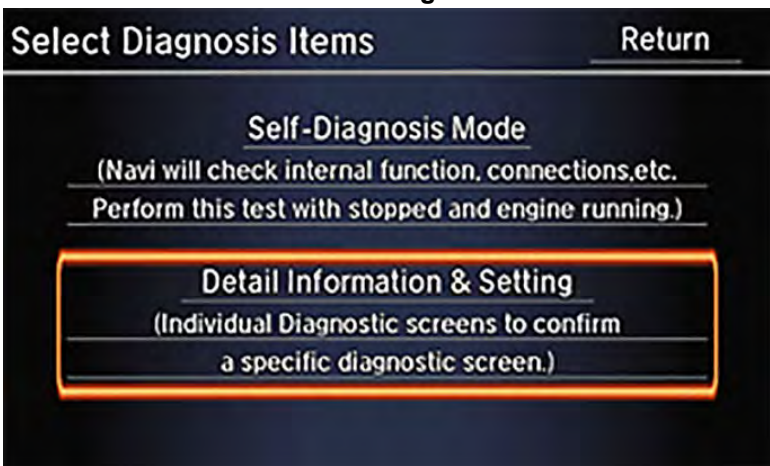
10. Turn the ignition ON. Once the "**Enter code**" screen appears, press and hold the **Audio Power** button for 3 seconds until you hear a beep sound.

11. The navigation screen will show the GPS initialization message.
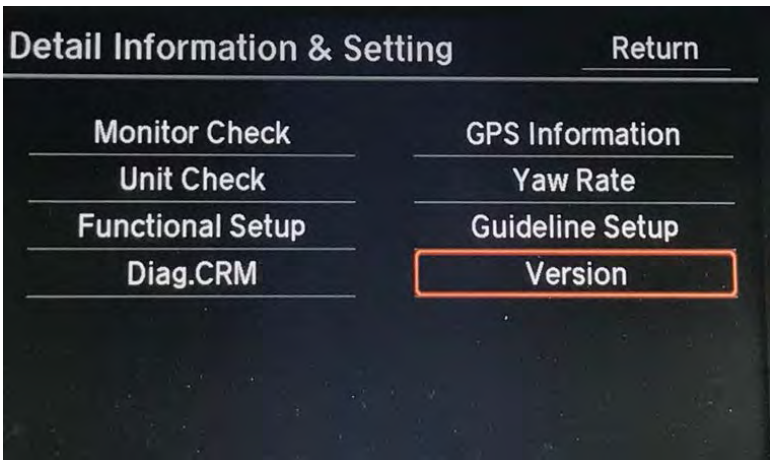

12. Press and hold the **NAVI**, **BACK**, and **MENU** buttons until the Select Diagnosis Items screen appears.
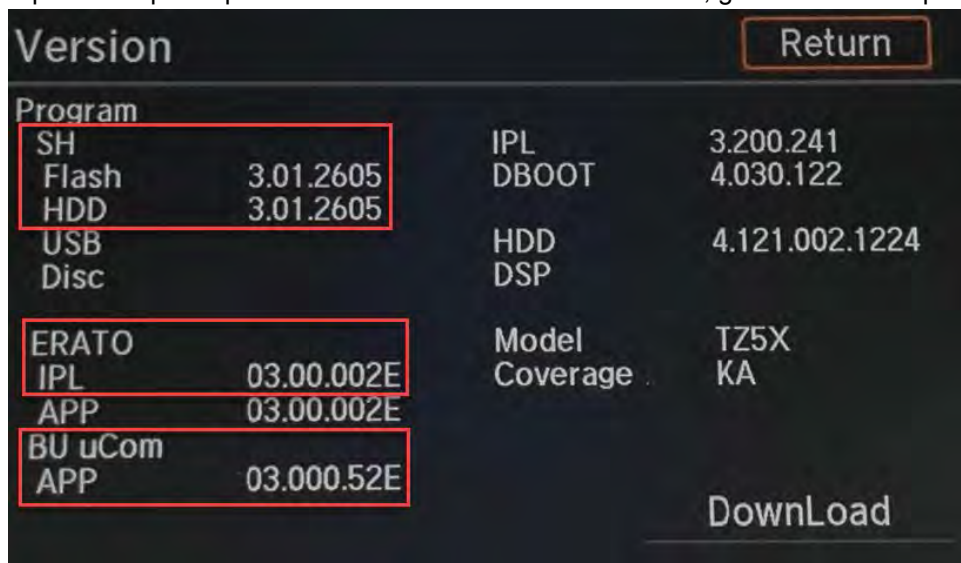
13. Select **Detail Information & Setting**.

14. Select **Version**.

15. Check the **SH-Flash**, **ERATO IPL**, **BU uCom APP** and **HDD** version numbers and make sure they match the table below. If the version numbers do not match the numbers below, turn the vehicle OFF and go back to step 2 and repeat the update procedure. If the version numbers match, go to the next step.

SH-Flash	3.01.2605
ERATO IPL	03.00.002E
BU uCom APP	03.000.52E or 03.000.42E

16. Turn the *Bluetooth* back on.

17. Make sure the GPS shows the vehicle in the correct location.

RECOVERY PROCEDURE FOR LOCKED UNIT

1. Make sure the DVD update disc is inserted into the upper slot in the center console.

2. Turn the ignition OFF.

3. Do a battery cable reset for at least 2 minutes.

    3.1. Disconnect the negative battery cable first, then disconnect the positive battery cable.

    3.2. Short the battery cables together with a jumper wire for 2 minutes.

    3.3. Remove the jumper wire, and reconnect the battery cables. Positive cable first, then the negative cable.

4. Connect a battery charger or a fully charged jumper battery.

    NOTE

    Make sure the DVD update disc is inserted before the vehicle is turned back on. The unit will immediately look for the update disc to start the recovery process when it powers up.

5. Turn the ignition ON. **Do not start the vehicle** because starting the vehicle interrupts the steady battery power needed to update the audio-navigation unit.

6. Make sure the green LEDs on both sides of the upper CD slot are blinking. This indicates the recovery process is working. Repeat the RECOVERY PROCEDURE FOR LOCKED UNIT procedure if the LEDs are not blinking.

   NOTE

   The recovery process and software update reload takes about 15-30 minutes depending on when the update process was interrupted. The screens may stay blank during this time.

7. When the recovery process and software update is complete, the Enter Code message and keypad will appear on the screen. Remove the DVD and turn the ignition OFF.

8. Wait at least 1 minute.

9. Go back to step 10 of the REPAIR PROCEDURE in this bulletin to complete the software update.

END