

July 19, 2019

Version 5

## Audio Unit Restarts On Its Own or CarPlay Does Not Work after iPhone Update

Supersedes 18-060, dated February 12, 2019, to revise the information highlighted in **yellow**

### REVISION SUMMARY

- Under **AFFECTED VEHICLES**, information was updated.

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	MDX	ALL	ALL
2018	MDX Sport Hybrid	ALL	ALL
2018 - <b>19</b>	TLX	ALL	ALL

### SYMPTOM

The audio unit will reboot on its own at times or CarPlay does not work after iPhone updates.

### POSSIBLE CAUSE

There is a software problem within the audio unit.

### CORRECTIVE ACTION

Update the audio unit software.

**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
0100A1	<b>TLX</b> -Update the audio unit software.	0.3 hr	03214	03217	B18060A	39095-TZ3-A01
0100A1	<b>MDX and MDX Sport Hybrid</b> -Update the audio unit software.	0.3 hr	03214	03217	B18060B	39095-TYR-A01

Skill Level: Repair Technician

## REPAIR PROCEDURE

### NOTE

Before updating the software, write down the client's audio unit presets.

1. From your computer's desktop, open Acura Firmware Downloader. Refer to **Job Aid Acura Firmware Downloader** for additional information. Make sure that the USB drive tool is empty and formatted to FAT 32.
2. Enter the VIN. This is important as the software can be different depending on the trim level. Enter the service bulletin number, then select the download icon when the correct software is found.
3. Once the download is complete, return to the vehicle.
4. Prepare the vehicle for the update by doing either of the following:
  - If the engine will be running, park the vehicle in a well-ventilated area or attach an exhaust vent.
  - If the engine will not be running, connect an active charger to the battery so it does not die during the update.
5. Insert the USB drive tool into the USB port.

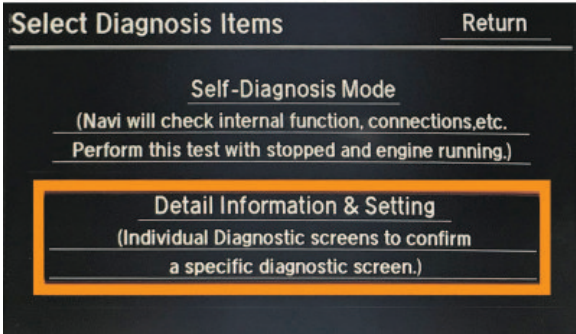
**TLX**



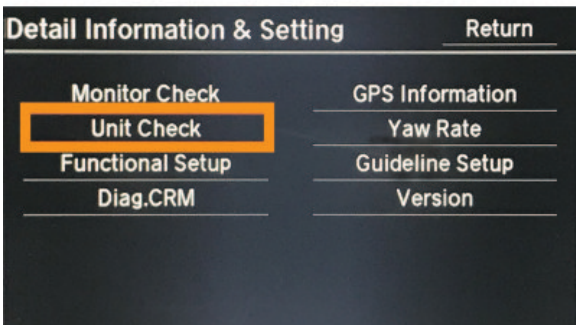
**MDX**



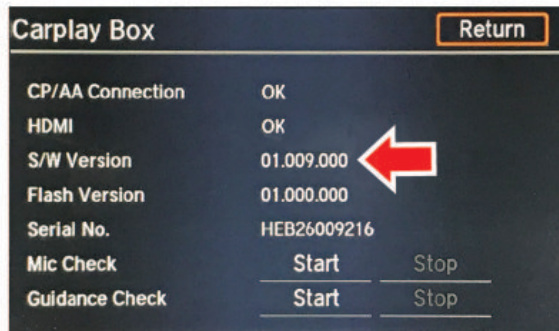
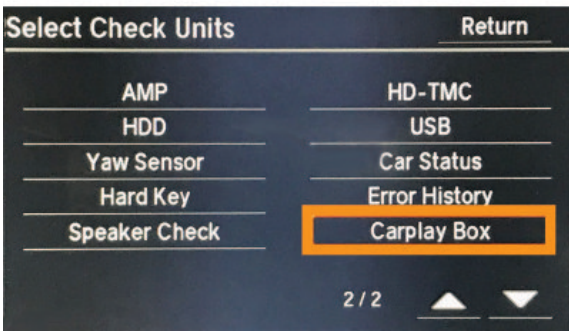
6. Enter the **Select Diagnosis Items** screen by pressing and holding the **BACK + INFO +** and **SETTINGS** icons. Then select **Detail Information & Setting**.



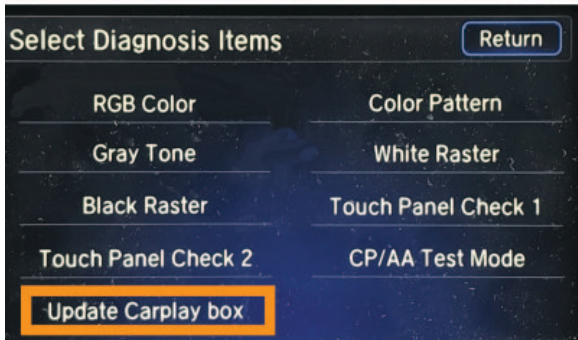
7. Select **Unit Check**.



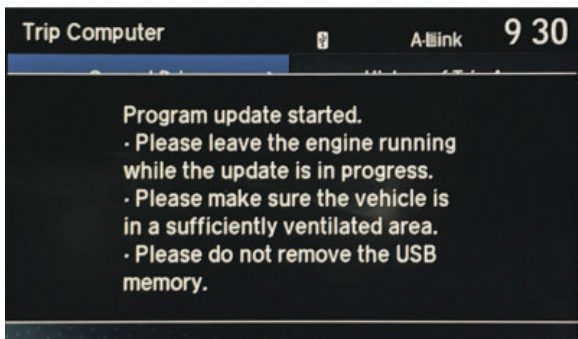
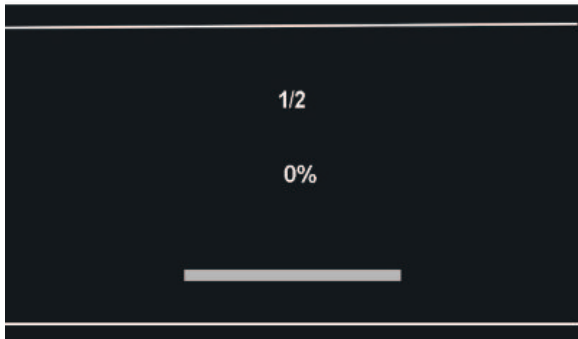
8. Press the down arrow to go to page 2, then select **Carplay Box**. If the S/W Version shows **02.012.000** or lower, proceed with the update.



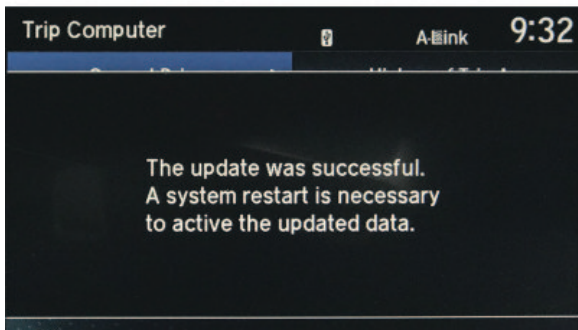
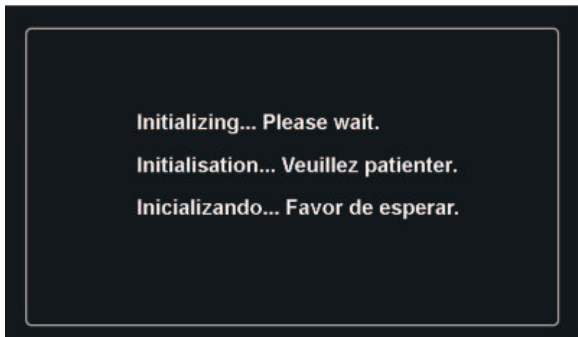
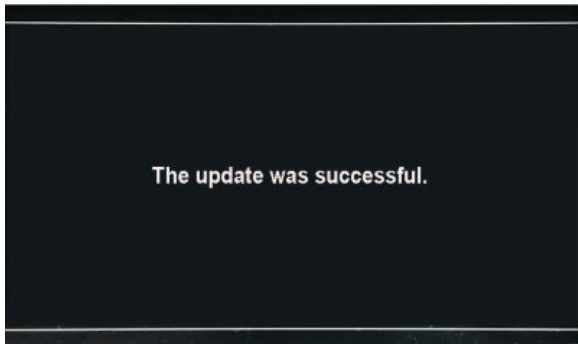
9. Update the Carplay unit software by selecting **Update Carplay box**.



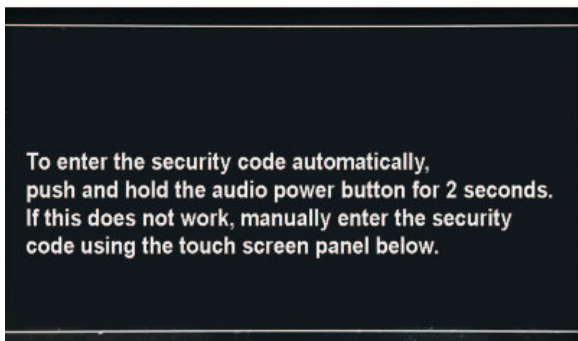
You will see the following screens as the update runs.



Once the update is complete, you will see the following screens.

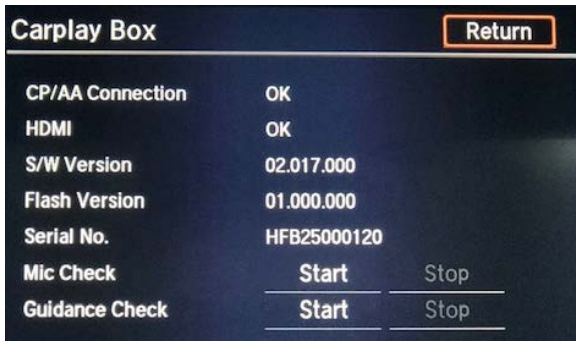


10. The system will reboot to the anti-theft screen. Press and hold the **POWER** button for 2 seconds to bypass the code.



## SOFTWARE UPDATE CONFIRMATION PROCEDURE

1. Enter the **Select Diagnosis Items** screen by pressing and holding the **BACK + INFO +** and **SETTINGS** icons. Then select **Detail Information & Setting**.
2. Select **Unit Check**.
3. Press the down arrow to go to page 2, then select **Carplay Box**. Confirm that the S/W Version **02.017.000** is displayed.



4. Once the procedure is complete, restore the audio unit presets, and have the service advisor tell the customer that any previously paired devices must be paired again.

END