

Hacking Can Cause Multiple Audio System Issues

AFFECTED VEHICLES

Year	Model	Trim
2019-20	RDX	ALL

Some clients have decided to follow procedures found on the Internet to hack the audio/infotainment unit and download applications that we don't approve or support. This can cause multiple issues ranging from the audio/infotainment unit rebooting to the backup camera staying on all the time.

We clearly state in the online owner's manual that software or services mustn't be modified or altered.

(b) Restrictions on Use. The licenses granted under this AGREEMENT do not permit you to use the SOFTWARE or SERVICES on a device other than your VEHICLE. As a condition of using the SOFTWARE and SERVICES, you agree that you may not and will not:

- (1) copy, download, distribute, modify, publish, sell, rent, lease, lend, license, sublicense, reuse, or create derivative works of the SOFTWARE or SERVICES or any of the content or other material within the SOFTWARE or SERVICES, including without limitation, HONDA or PROVIDER names, logos, or any other trademarks of HONDA or PROVIDERS or used in association with the SOFTWARE or any SERVICES, except as required to use the SOFTWARE or SERVICES in accordance with this AGREEMENT, any applicable PROVIDER TERMS, and the DOCUMENTATION;
- (2) access or use the SOFTWARE or SERVICES in any manner intended to damage or impair the operation of the SOFTWARE or SERVICES or interfere with anyone else's use and enjoyment of the SOFTWARE or SERVICES;
- (3) access or attempt to access any system or server on which the SOFTWARE or SERVICES is hosted or modify or alter the SOFTWARE or SERVICES in any way;
- (4) use the SOFTWARE or SERVICES for any unlawful purpose, or in violation of any third party rights;
- (5) use the SOFTWARE or SERVICES in violation of any applicable traffic regulations, rules or laws, including but not limited to any driver distraction laws, rules or regulations;
- (6) violate the terms of this AGREEMENT, any HONDA TERMS, any PROVIDER TERMS or other applicable third-party terms, conditions, and privacy policies; or
- (7) reverse engineer, decompile, disassemble, attempt to derive the source code of, nor permit others to reverse engineer, decompile, or disassemble, or attempt to derive the source code of the SOFTWARE or SERVICES, except and only to the extent that such activity is expressly permitted (a) by applicable law notwithstanding this limitation or (b) the terms of applicable free or open-source software licenses.

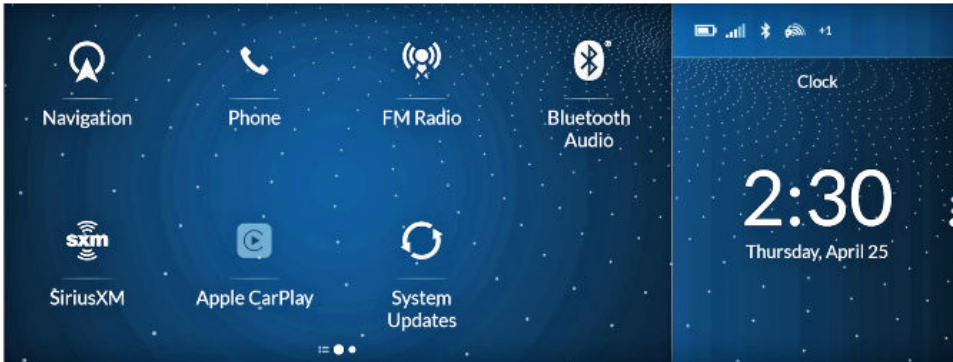
Any audio/infotainment unit that's modified or altered isn't covered by warranty and any repairs to it will have to be paid for by the client.

NOTE

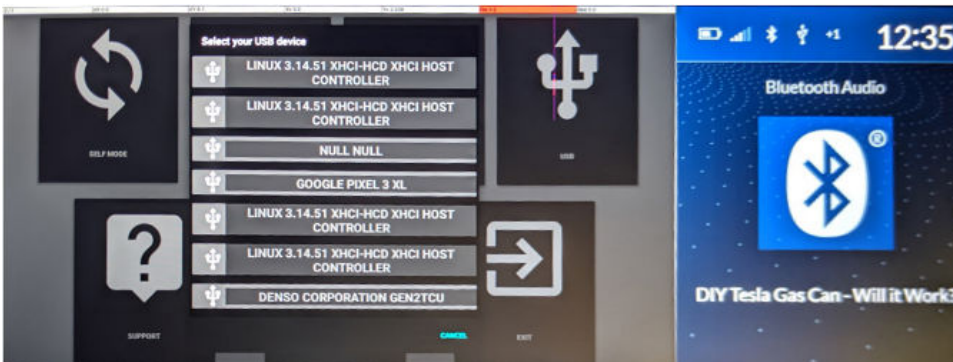
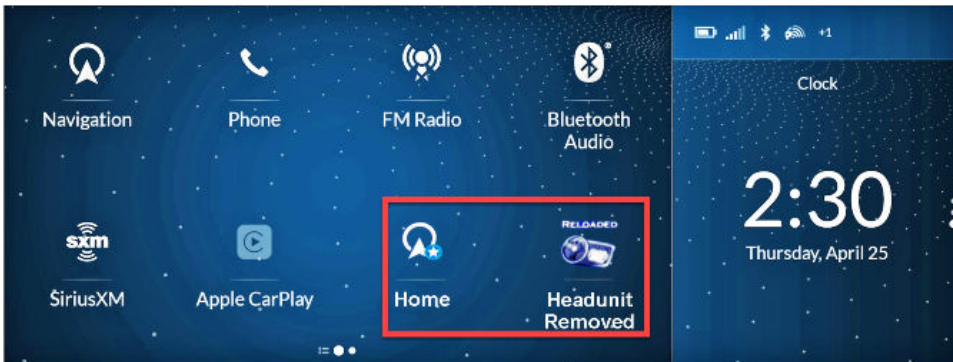
Any modification done to this audio/infotainment unit may block the audio system from potentially receiving any future Over the Air (OTA) software updates.

If you come across an audio/infotainment unit that's acting oddly, you can quickly find out if it's because your client hacked it. Go to the **Home** screen. If the screen looks like any of the examples under **Hacked Screens**, the unit has been hacked.

Normal Screen



Hacked Screens



If you see any evidence of hacking, let the service consultant know about it. He or she will need to educate your client about how downloading non-approved applications can damage the system and could turn into a costly out-of-pocket repair.