

## Can't Add Navi Favorites After Recent OTA Update?

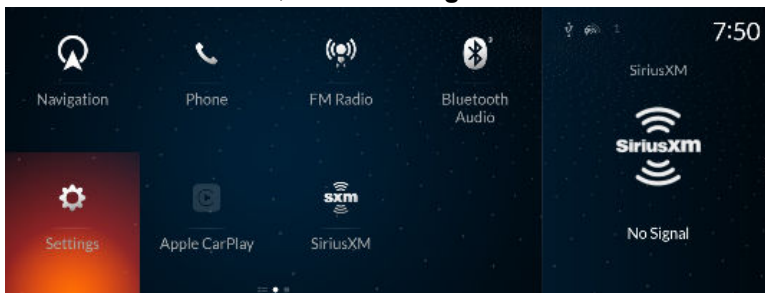
### AFFECTED VEHICLES

Year	Model	Trim
2019-20	RDX	ALL Except Standard Package

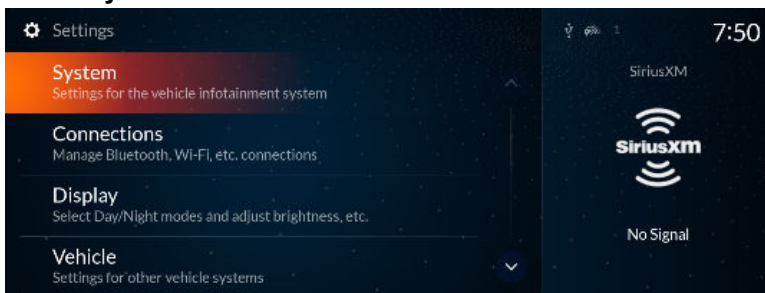
Are your client's complaining that their stored navigation favorites have been lost and they can't add them again after the recent OTA update? This issue can be easily fixed with a factory data reset of the infotainment unit.

Before you start, make sure you write down your client's AM, FM, and XM favorites. Then, do the following:

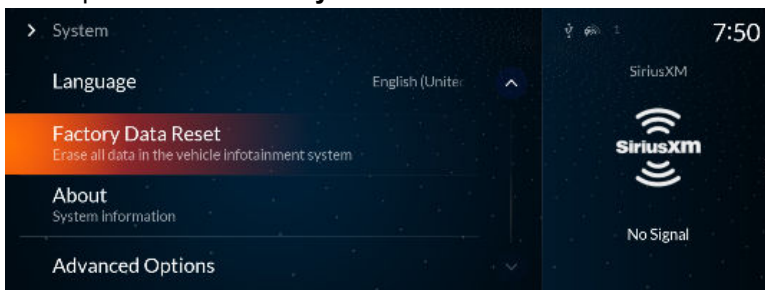
1. From the Home screen, select **Settings**.



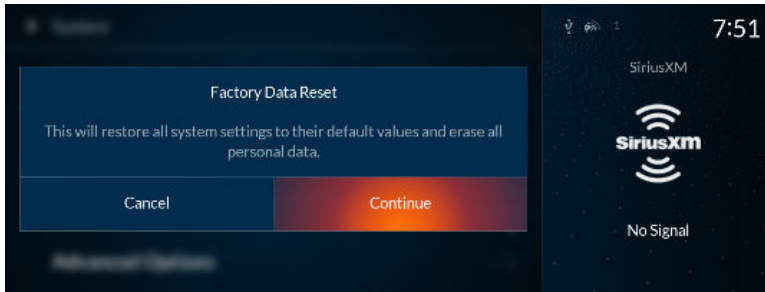
2. Select **System**.



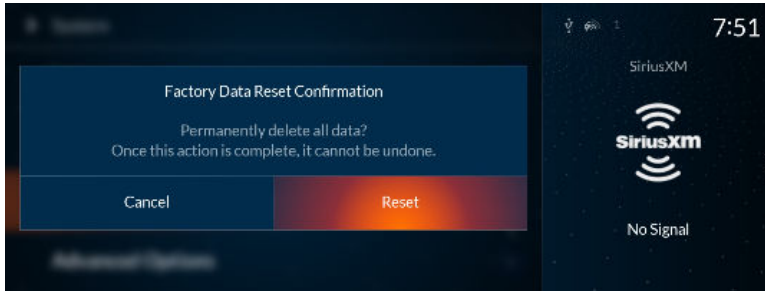
3. Flick up and select **Factory Data Reset**.



4. Select **Continue**.



5. Select **Reset**.



After the system reboots, make sure you add your client's AM, FM, and XM favorites. Have the service consultant tell the client that any previously paired devices must be paired again.