

September 27, 2019

Version 2

## Product Update: Display Audio Clock Off by 1 Hour

Supersedes 19-050, dated August 28, 2019, to revise the information highlighted in **yellow**.

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019-20	RDX	ALL	Check the iN VIN status for eligibility.

### REVISION SUMMARY

- **Under REPAIR PROCEDURE, information was added.**

### BACKGROUND

The Display Audio screen may show the clock off by **1 hour**. This is caused by a software issue that stores the incorrect date in the audio unit.

### CLIENT NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. Repair these vehicles before they are sold.

### CORRECTIVE ACTION

Update the audio unit software.

### WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0535A9	Update the audio unit software.	0.3 hr	6GP00	P6B00	B19050A	39540-TJC-A31

Skill Level: Repair Technician

**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.

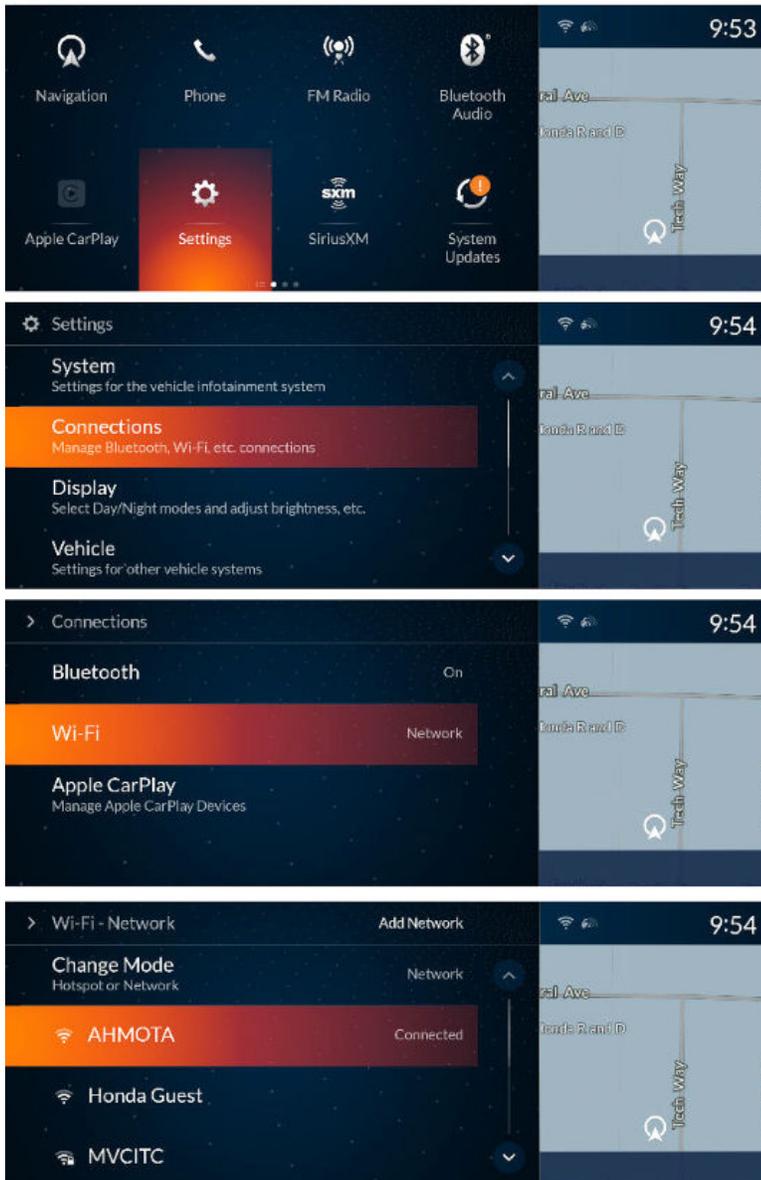
## REPAIR PROCEDURE

### NOTE

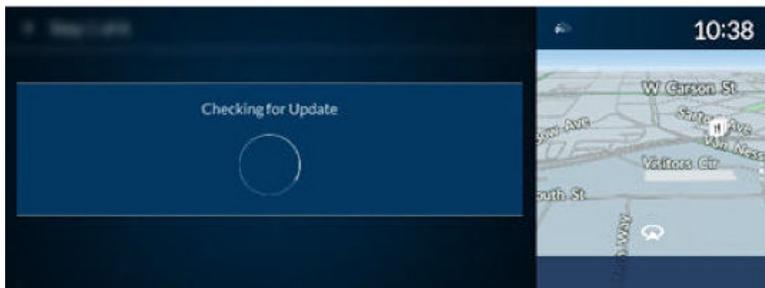
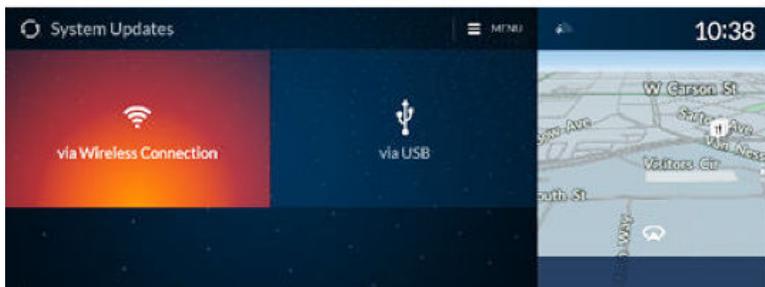
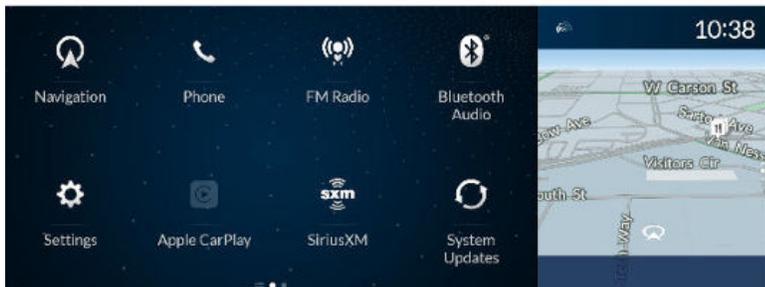
The 2019-20 RDX will auto connect to Wi-Fi AHMOTA, which is broadcasted in all Acura dealers that have the Connected Dealer Wi-Fi network installed. If a software update is available, it will download to the vehicle automatically.

Follow the steps below to confirm the vehicle is connected to AHMOTA.

1. Make sure the vehicle is located in range of the dealership's Wi-Fi network with the engine running. Park the vehicle outside in a well-ventilated area, or attach an exhaust hose to it.
2. Select **Settings, Connections, Wi-Fi, AHMOTA**.

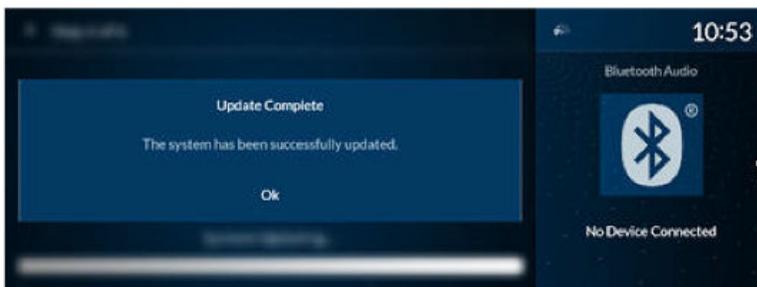
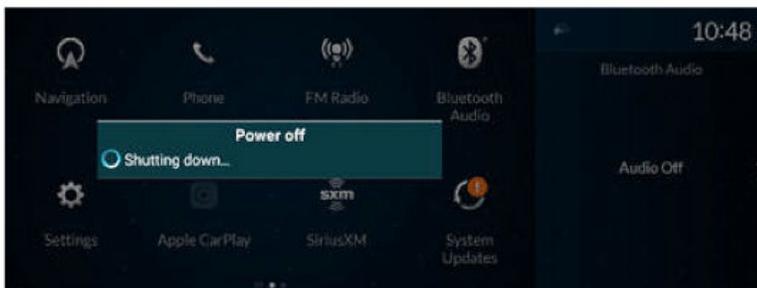
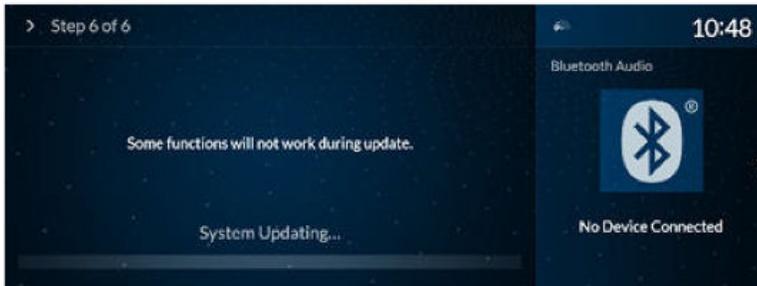
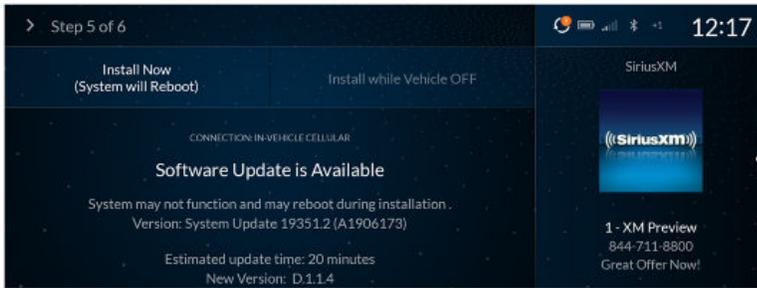


3. Once you've confirmed the vehicle is connected to AHMOTA, return to the home screen. From there, select **System Updates**, then **via Wireless Connection**.



- If the vehicle downloaded the new software, go to step 4.
- If the vehicle did not download the new software, go to step 5 to confirm current software.

4. Once the software has been downloaded, select **Install Now**.



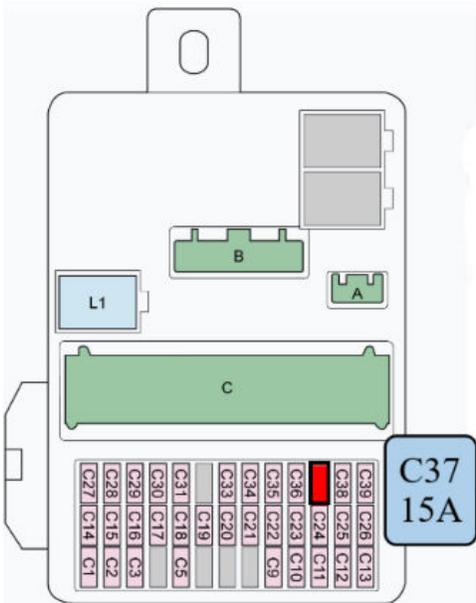
5. Once the installation is complete, or you are confirming the current software, go to the home screen. Select **Settings, System**, scroll to **About**, then **Acura Software Version**. Confirm it shows **D.1.1.4**.



- If **D.1.1.4** or higher is displayed, go to step 6.
  - If **D.1.1.4** or higher is not displayed, contact Tech Line.
6. **Turn the vehicle OFF and** pull the 15 amp B+ radio fuse from the under-dash fuse box for **10 minutes** to clear the data from the audio unit.

**NOTE**

If this step is skipped or not correctly done, the client will still experience the issue.



7. Install the fuse, and start the vehicle. When the audio unit boots up, press and hold the **Volume/Power Knob** button for more than **2 seconds** to bypass the anti-theft screen.
8. Once the procedure is complete, have the service advisor tell the client that any previously paired devices must be paired again.

END