

February 14, 2020

Version 2

High-Pitched Sound While on HFL Call

Supersedes 20-009, dated February 7, 2020, to revise the information highlighted in yellow

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2017-20	RLX	ALL	ALL
2017-20	RLX Sport Hybrid	ALL	ALL

REVISION SUMMARY

Under AFFECTED VEHICLES, the RLX Sport Hybrid was added.

SYMPTOM

There is a high-pitched sound from the speakers while on a *Bluetooth®* HandsFreeLink® (HFL) call.

PROBABLE CAUSE

The TCU/HFL software needs to be updated.

CORRECTIVE ACTION

Update the TCU/HFL software.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

NOTE

There are multiple steps in this bulletin that takes time to download or update the software. During this time, the repair does not require you to stay with the vehicle.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B1	Update and verify the TCU/HFL software, then do the factory data reset.	0.3 hr	03214	03217	B20009A	39770-TY2-A02

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.

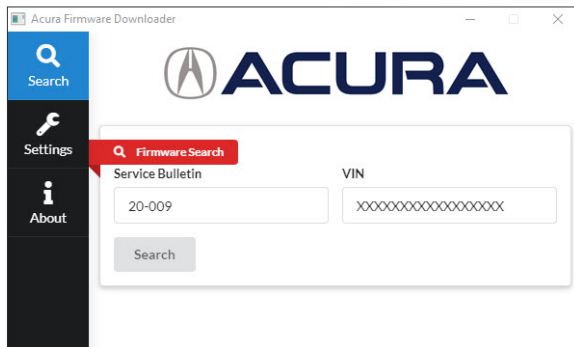
REPAIR PROCEDURE

Reflashing the TCU Software

1. Connect a fully charged jumper battery to the vehicle, and leave it connected during the entire update procedure to maintain steady voltage.
2. Open the **Acura Firmware Downloader** from the shop's computer.

NOTES

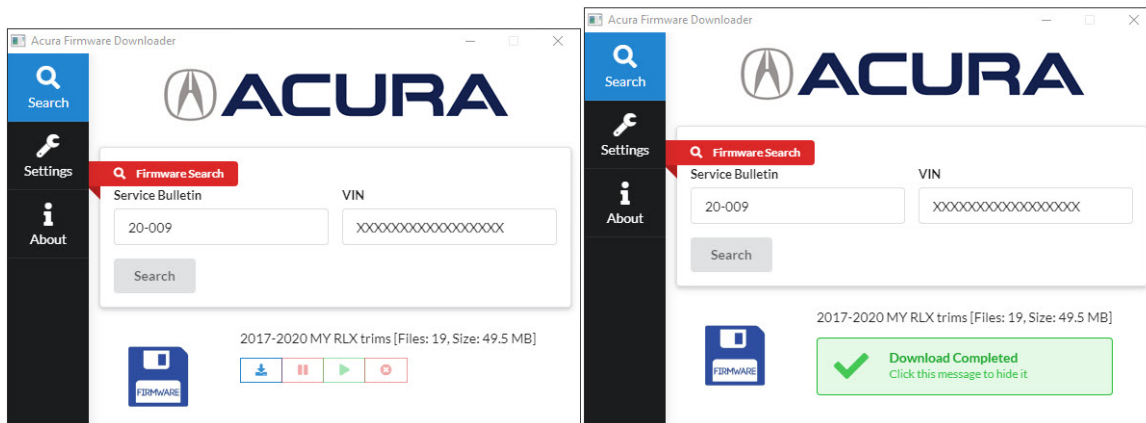
- Refer to job aid *Acura Firmware Downloader* for more information.
 - Make sure the USB flash drive is empty and is formatted to FAT32.
3. Enter this service bulletin number, the VIN of the vehicle you are working on, and select **Search**.



4. When the software is found, select the **Download** icon. Once the download is complete, go back to the vehicle.

NOTE

The software download may take up to **10 to 15 minutes** depending on the size of the file and internet speed. You do not need to stay with the vehicle during this download.



5. Turn the ignition to ON.
6. Before updating the software, write down the client's audio unit presets.

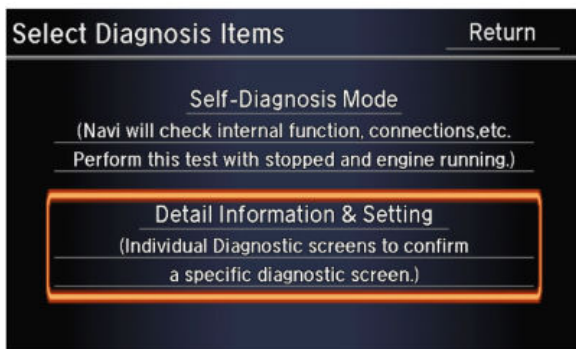
NOTE

Any devices that were paired to the vehicle will have to be paired again after the update.

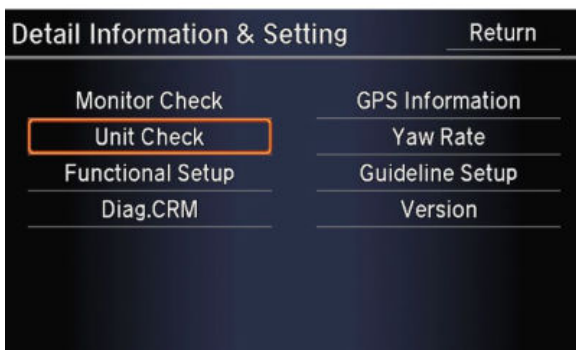
7. Insert the USB flash drive into the USB port.



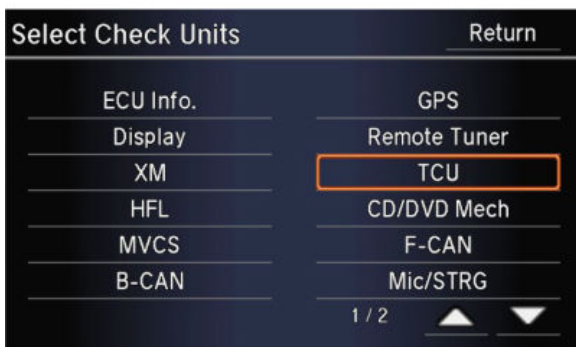
8. Press and hold the NAV, BACK, and MENU buttons at the same time to get to the **Select Diagnosis Items** screen. Then, select **Detail Information & Setting**.



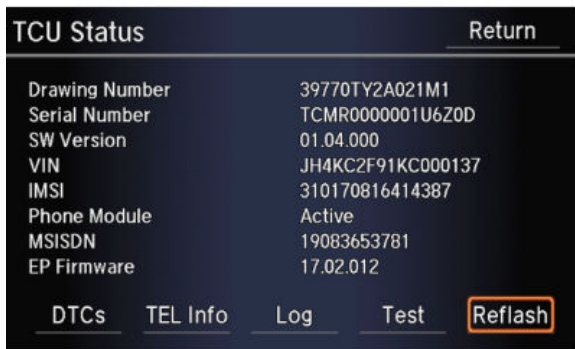
9. On the **Detail Information & Setting** screen, select **Unit Check**.



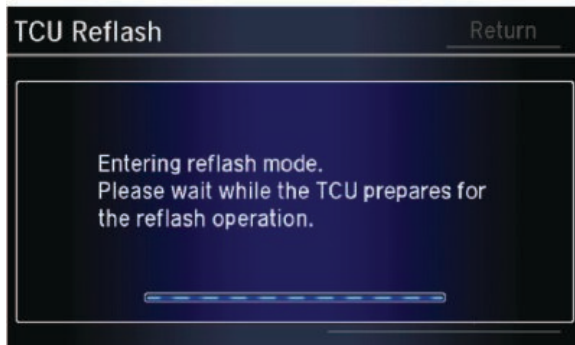
10. On the **Select Check Units** screen, select **TCU**.



11. On the **TCU Status** screen, select **Reflash**.

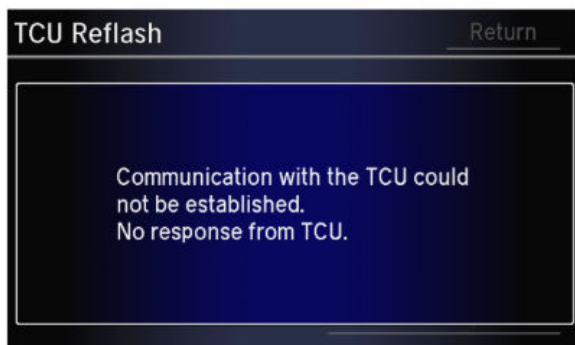


12. On the **TCU Reflash** screen, select **Software Update** and wait for the system to enter the reflash mode.



NOTE

If the system fails to enter the reflash mode, turn the ignition to OFF for **5 to 10 minutes** and remove the USB flash drive. Then, go back to step 7.



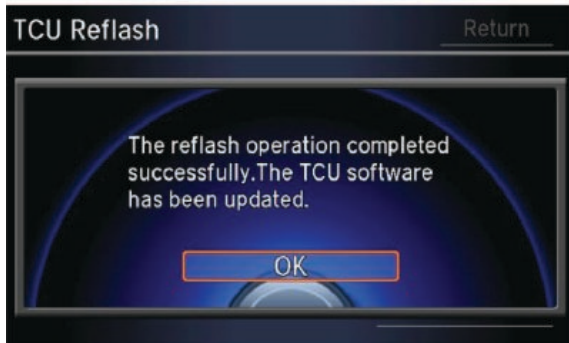
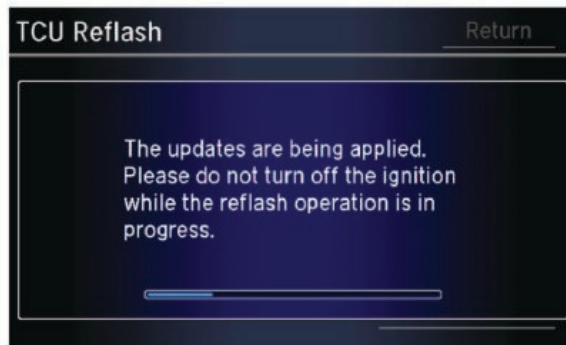
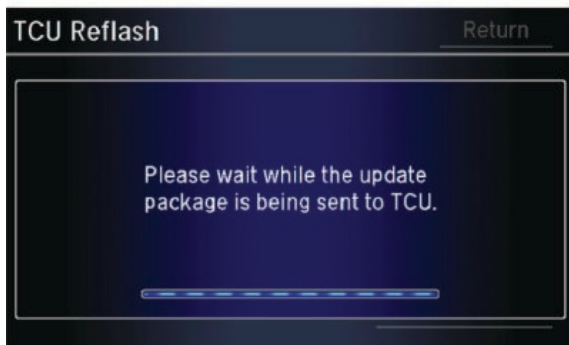
13. Once the system is in the reflash mode, select **01.05.003**, then **Start Reflash**.



The reflash process will take about **20-25 minutes** to complete.

NOTE

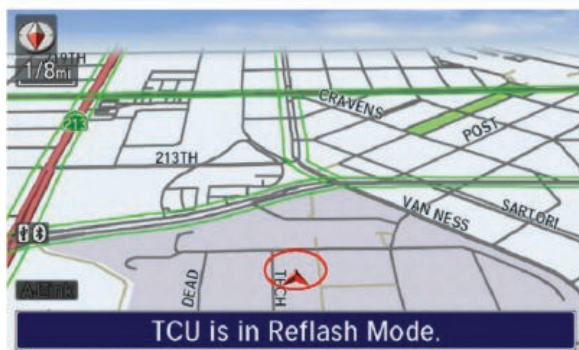
You do not need to stay with the vehicle during this reflash process.



The progress bar will move through the process. These screens will alternate as the progress bar moves.

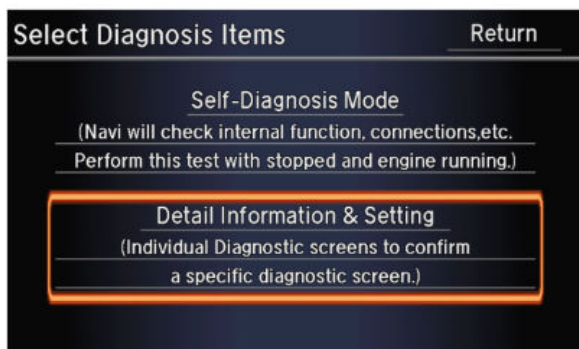
14. Once the reflash is complete, select **OK** and remove the USB flash drive.

15. Select **Return** five times until you are back to the navigation screen.

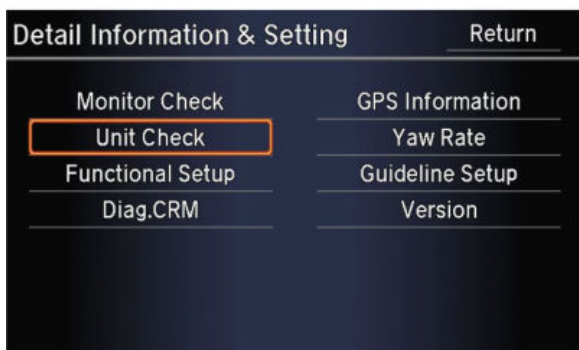


Verifying the TCU Software

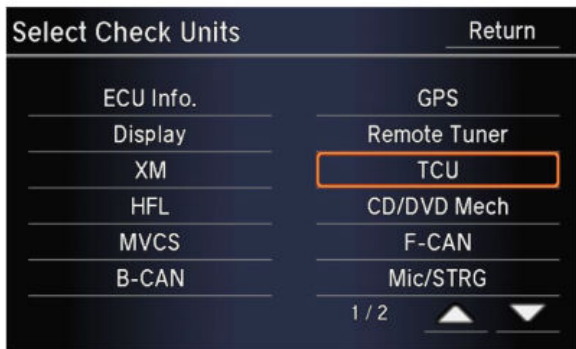
1. On the navigation screen, press and hold the NAV, BACK, and MENU buttons at the same time to get to the **Select Diagnosis Items** screen. Then, select **Detail Information & Setting**.



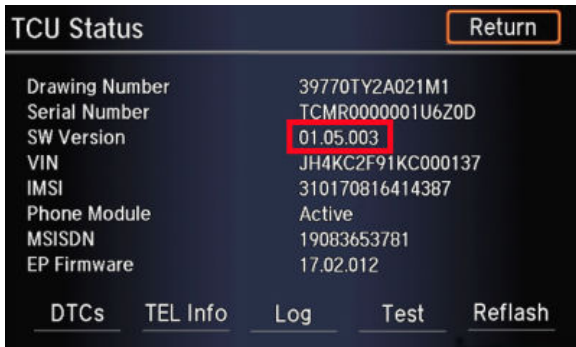
2. On the **Detail Information & Setting** screen, select **Unit Check**.



3. On the **Select Check Units** screen, select **TCU**.



4. On the **TCU Status** screen, make sure the **SW Version** is **01.05.003**.



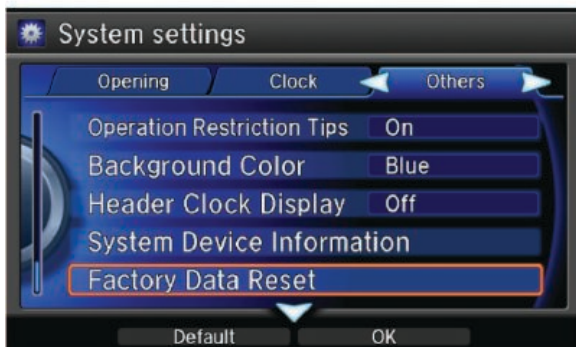
5. Select **Return** four times until you are back to the navigation screen.

Doing the Factory Data Reset

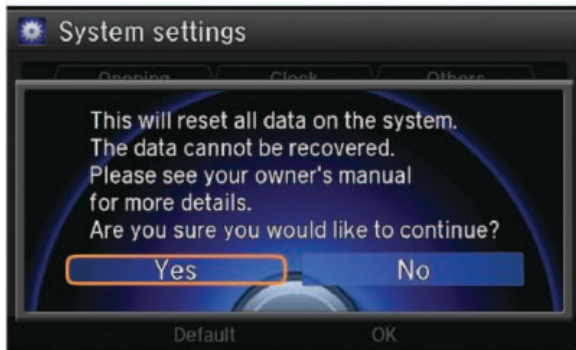
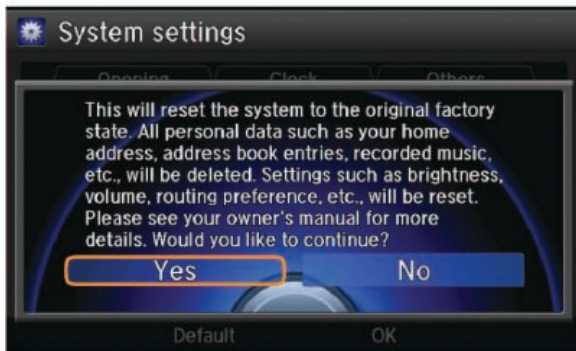
1. On the navigation screen, press the **SETTINGS** button and select **System Settings**.



2. On the **System settings** screen, scroll down and select **Factory Data Reset**.



3. Select **Yes** twice for the two pop-ups.



4. After the factory data reset is complete, disconnect the jumper battery and park the vehicle in an open area.
5. Turn the ignition to OFF for at least **10 minutes**, then turn it back to ON.

NOTES

- Make sure the ignition is turned completely to OFF by exiting the vehicle and locking the doors.
 - You do not need to stay with the vehicle for the ignition cycle.
6. Turn the ignition to OFF again for another **5 minutes**, then turn it back to ON.
 7. Make sure the LED next to the LINK button is lit green.

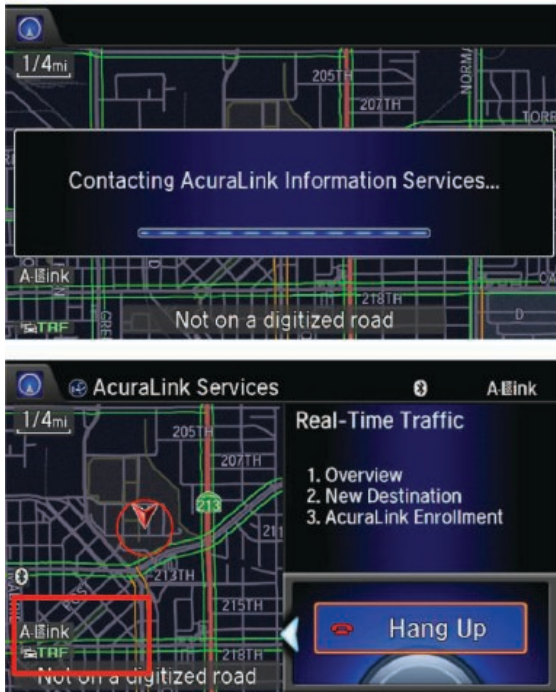


8. Press the SETTINGS button.
9. Select **Info Settings**, then **AcuraLink Subscription Status**.

10. Make sure **Status** lists **OK**.



11. Press the LINK button, and make sure it contacts AcuraLink.



12. Check the map, and make sure the AcuraLink icon is there and has reception.

13. Restore the client's audio unit presets, and make sure the client knows that any previous paired devices will need to be paired again.

END