

March 3, 2020

Version 1

Navigation Display Distorts After 1 or More Hours of Driving

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019-20	ILX	Tech, Tech A-Spec	ALL
2018-20	MDX	Tech Advance, Hybrid Tech, Hybrid Advance, A-Spec	ALL
2018-20	TLX	Tech, Advance, Tech A-Spec	ALL

SYMPTOM

The navigation display distorts after driving 1 or more hours. Also, the distance and time to travel does not update, the navigation icon shows the vehicle in the wrong location, and the touch screen does not respond.

POSSIBLE CAUSES

There is a software problem within the navigation system.

CORRECTIVE ACTION

Update the navigation system software.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A1	Update the navigation system software. (ILX)	0.3 hr	03214	03217	B20013A	39172-TX6-A91
0100A1	Update the navigation system software. (MDX)	0.3 hr	03214	03217	B20013B	39542-TZ5-B54
0100A1	Update the navigation system software. (TLX)	0.3 hr	03214	03217	B20013C	39542-TZ3-B03

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

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

1. From your computer's desktop, open the **Acura Firmware Downloader**. Refer to job aid *Acura Firmware Downloader* for additional information. Make sure the USB flash drive is empty and formatted to FAT32.
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. Insert the USB flash drive into your computers USB port.
4. Once the download is complete, remove the USB flash drive and return to the vehicle.
5. 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 a fully charged jumper battery so it does not die during the update.
6. Insert the USB flash drive into the USB port.

TLX



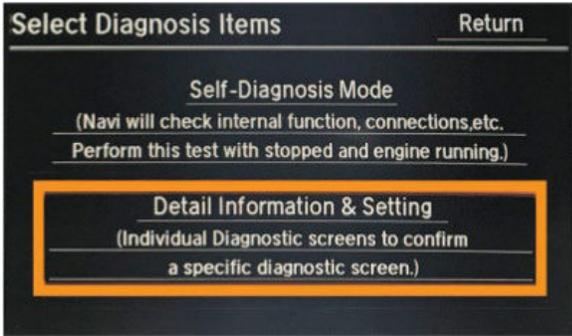
MDX



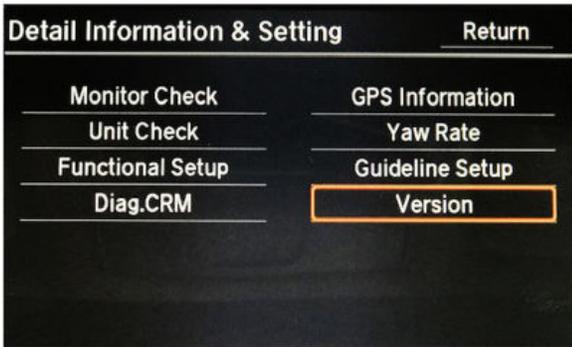
ILX



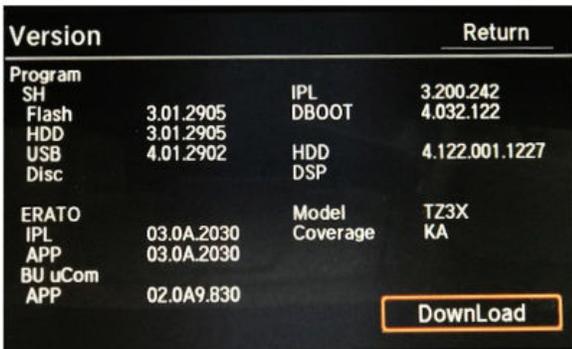
- Enter the **Select Diagnosis Items** screen by pressing and holding the **BACK**, **INFO**, and **SETTINGS** icons. Then, select **Detail Information & Setting**.



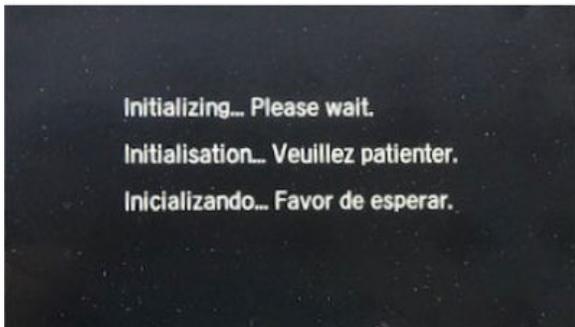
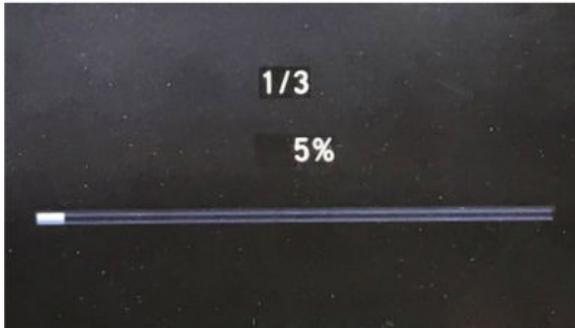
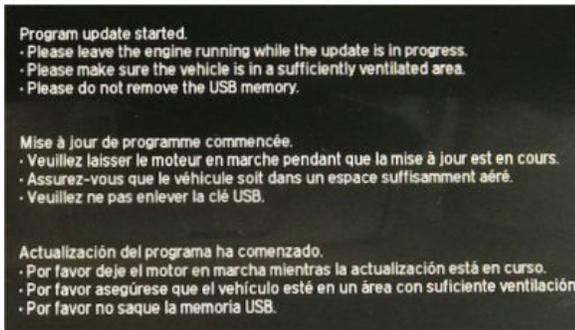
- Select **Version**.



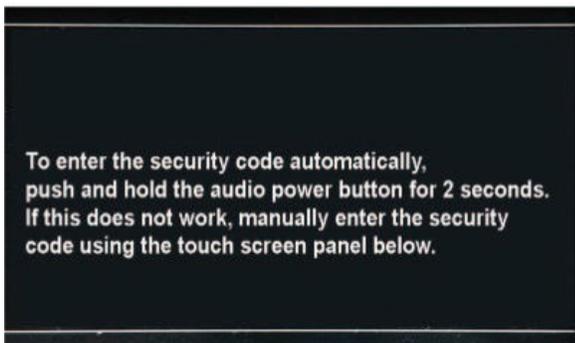
- Select **Download**.



The system will reboot, and you will see the following screens:



10. When the update is complete, you will see the anti-theft screen. Press and hold the VOL/Power knob for **2 seconds** to bypass the code.



SOFTWARE UPDATE INFORMATION PROCEDURE

1. Enter the **Select Diagnosis Items** screen by pressing and holding the BACK, INFO, and SETTING buttons. Then, select **Detail Information & Setting**.
2. Select **Version**.

3. Confirm the **SH Flash** version.



ILX	2.01.2C02
MDX	3.01.2802
TLX	4.01.2902

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

END