

Alexa™ Not Responding or Set Up Not Complete Message

AFFECTED VEHICLES

Year	Model	Trim Level
2022	MDX	ALL

Do you have a client who is complaining of their Alexa not responding or giving a “set up not complete” message? This is a known software issue. A future Over the Air update (OTA) will address this issue but, in the meantime, have the client sign up for a trial AT&T data plan. The trial will last 3 months or 3GB of use, whichever comes first. This will be a temporary fix until an OTA update is released. The client can sign up for the free trial at www.att.com/acura. Once the client has an active trial, the Alexa connection will have to be changed to “Vehicle Data Plan”.

