

December 3, 2021

Version 1

# Product Improvement Campaign: 3G TCU VoLTE OTA Update

# AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019–21	RDX	ALL	ALL

# BACKGROUND

By February of 2022, the current 3G network the vehicle connects to for services, will no longer be in-service. The Telematics Control Unit (TCU) Over the Air Update (OTA) is required to connect to the VoLTE network to continue communications.

# **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 TCU software using the (OTA) method.

# WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B9	Update the Front Control Box and TCU software using OTA.	0.3 hr	6GB00	WBU00	B21029A	39870-TJB-A11

**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.

#### SOFTWARE INFORMATION

Control Module	New Version
Front Control Box	D.1.6.2
Telematics Control Unit	FDC17.07.007/Phone Module Ver 200.0.9a00

# **REPAIR PROCEDURE OVER THE AIR (OTA) UPDATE**

- Move the vehicle to an open-air area to get a good cellular signal before proceeding.
  - POOR CELLULAR SIGNAL OPTIMAL CELLULAR SIGNAL



- This is an update to the TCU, which depends on a good cellular connection.
- There is no need to connect to a WiFi network to proceed with the update.
- 1. To complete the update, press the Home button, select **System Updates** app, and when the download and preparation is complete, select **Install Now**.



2. The System Updating process will begin; this takes about 25 minutes total to complete. 5 minutes for the Front Control Box and 20 minutes for the TCU.



# The system will restart.



3. Wait for the Disclaimer screen to clear, then, on the HOME Screen select **System Updates**.



- 4. Step 6 of 6 will reappear; the TCU update will begin. This takes approximately **20 minutes** to complete. NOTE:
  - The Link LED will blink while the screen displays System Updating.



• If you see CODE: 57D or CODE: 5AC, the **Update Failed** due to **Poor cellular signal**.

Update Failed			
Please try again later. If it continues to fail, pleas by the dealer. code 570	ie have yoj	ur vehicle che	cked
Ok			
	*	10:00	D
Update Failed	ħ	Now Playing	
Please try again later. If it continues to fail, please have your vehicle checked by the dealer. CODESAC		Audio Off	•
Ok			

• Move the vehicle to an open-air area to get **Optimal Cellular Signal** strength.



· Go back to step 1 to start the process once again

5. Once the update completes you will see Update Complete.



NOTE: If the System Updating bar completes and screen Step 6 of 6 clears without showing Update Complete go to SOFTWARE VERSION VERIFICATION - FRONT CONTROL BOX AND TELEMATICS CONTROL UNIT (TCU).



#### SOFTWARE VERSION VERIFICATION - FRONT CONTROL BOX AND TELEMATICS CONTROL UNIT (TCU)

1. From the Home screen select Settings.



2. In the Settings screen select System.



3. In the System screen scroll down and select About.



4. Scroll down and verify the Acura Software version is D.1.6.2.



5. Press the three top buttons Back, Home, and Cards List at the same time.



6. From Dealer Diagnostics screen, select **DETAIL INFORMATION & SETTING**.



# 7. Select UNIT CHECK.

Detail Information & Setting	RETURN	©
MONITOR CHECK	UNIT CHECK	Clock
AUDIO CHECK	FUNCTIONAL SETUP	740
CB SW/HW TRACEABILITY	BOOTLOADER INFO	/:18
CAR STATUS	HARDWARE AUTO-DETECT	Friday, July 30
TEMPERATURE	OTA DTC	

# 8. Select TCU DIAG.

Unit Check	RETURN	10 at \$ 6\
INIC	MOST NODES	Clock
CAN GATEWAYS		
NFC	тси	7:18
TCU DIAG	TELEMATICS DIAG	Friday, July 30
HARD KEY	ERROR HISTORY	

9. Confirm the TCU SW as follows:

TCU Status				RETURN	© at \$ €	
Drawing Numbe Serial Number 3 SW Ver FDC17.0 Phone Module V	r39870TJB A1 52267087090 )7.007 /er 200.0.9a00	12M1			Clock	
IMEI 35226708 MSISDN 171941 VIN No	7099403 189850				7:19 Friday, July 30	:
TCU Status	TCU DTC	TEL Info	Service Log	TCU Test		

#### TCU Software version FDC17.07.007/ Phone Module Ver 200.0.9a00 or 200.0.9800.

10. The TCU Update is now completed. Select Return four times to exit diagnostic screens.

# **REPAIR PROCEDURE TELEMATICS CONTROL UNIT (TCU) REPLACEMENT**

When replacing the TCU, make sure to complete the HDS registration of the new TCU to the Keyless Access (Immobilizer) system. Follow the procedure below or refer to the Keyless Access System Registration procedure found in the Service Information.

- 1. Connect the HDS to the Data Link Connector (DLC).
- 2. When all remotes are lost, select **Immobilizer Setup Tool**, and turn the vehicle to ON mode according to the instructions on the HDS screen, then go to step 5.
- 3. Turn the vehicle to ON.
- 4. Select Immobilizer Setup Tool.
- 5. Select the appropriate items, and do the registration according to the instructions on the HDS screen.
- 6. After registration, verify the systems work normally with all remotes.
- 7. Complete the REPAIR PROCEDURE -OVER THE AIR (OTA) UPDATE of this service bulletin.

END