Product Improvement: Multi-Model 3G OTA TCU Software Update

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018–20	Odyssey	Elite, Touring	Check the iN VIN status for eligibility.
2019–21	Passport	Elite, Touring	Check the iN VIN status for eligibility.
2019–22	Pilot	Elite, Touring	Check the iN VIN status for eligibility.

BACKGROUND

On February 22, 2022 the current 3G network that 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.

CUSTOMER 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 Front Control Box and TCU software using OTA.

WARRANTY CLAIM INFORMATION

Odyssey

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	NC300	A22001A	39870-THR-A11

Passport

Operation Number	Description	Flate 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	UC200	A22001B	39870-TGS-A11

Pilot

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	RC100	A22001C	39870-TG7-A11

SOFTWARE INFORMATION

Vehicle Model	Front Control Box	TCU SW Ver	TCU Phone Module Ver
Odyssey	B.1.4.4	FDC17.05.005	200.0.9a00 or 200.0.9800
Passport	B.1.4.4	FDC17.08.006	200.0.9a00 or 200.0.9800
Pilot	B.1.4.4	FDC17.08.006	200.0.9a00 or 200.0.9800

REPAIR PROCEDURE OVER THE AIR (OTA) UPDATE

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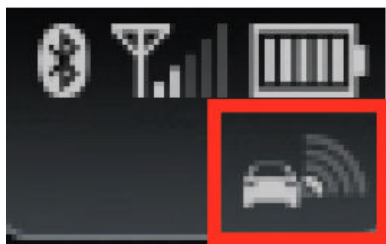
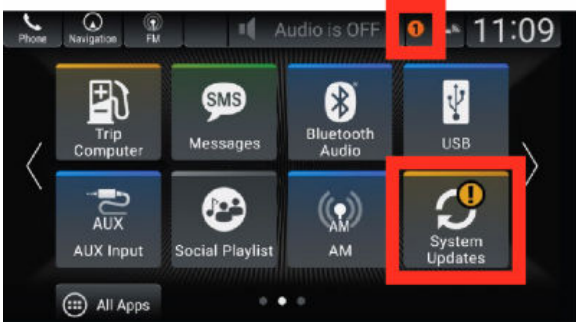POOR CELLULAR SIGNAL   OPTIMAL CELLULAR SIGNAL

• 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**, and when the download complete, select **Install Now**.
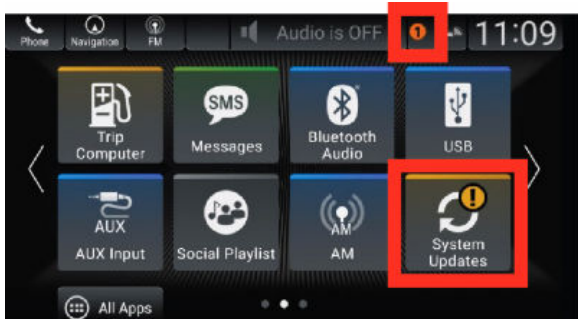
2. **The System Updating process will begin; this takes 5 minutes** to complete.
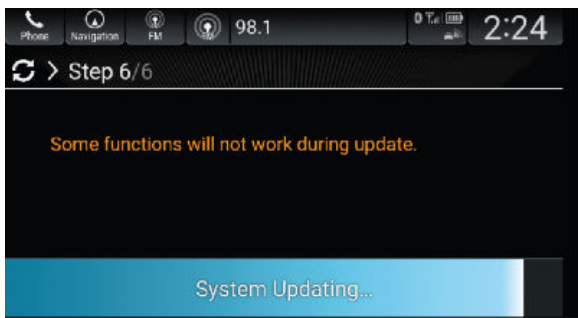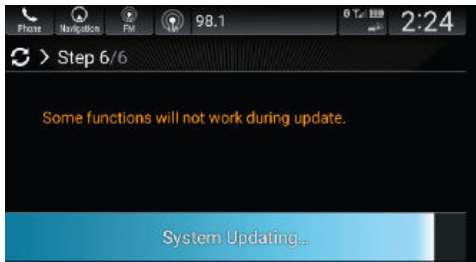

The system will restart.

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**.
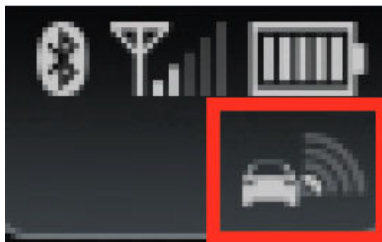

   - If you see CODE: 57D or CODE: 5AC, the **Update Failed** due to **Poor cellular signal**.

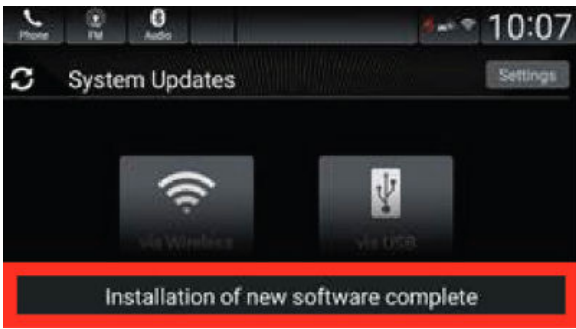   - Move the vehicle to an open-air area to get **Optimal Cellular Signal** strength.
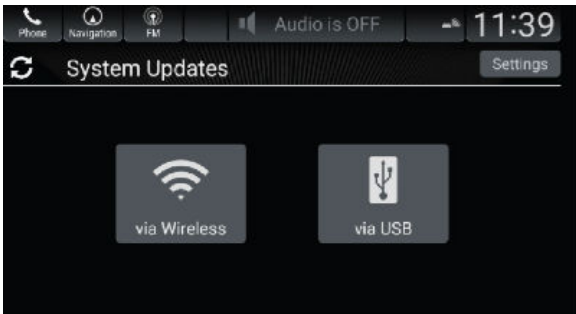

   - Go back to step 1 to start the process once again

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).
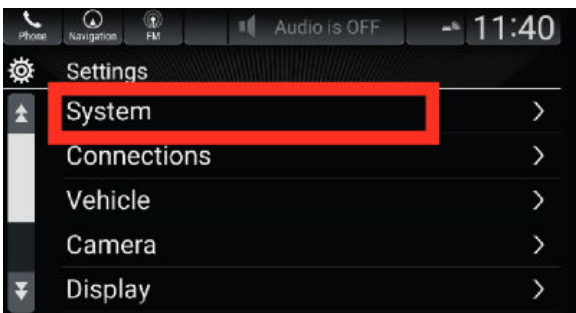

NOTE: If repeated System Update Failed messages are noted, refer to the troubleshooting procedure on IN, and perform diagnostics for possible TCU hardware failure.

SOFTWARE VERSION VERIFICATION - FRONT CONTROL BOX AND TELEMATICS CONTROL UNIT (TCU)
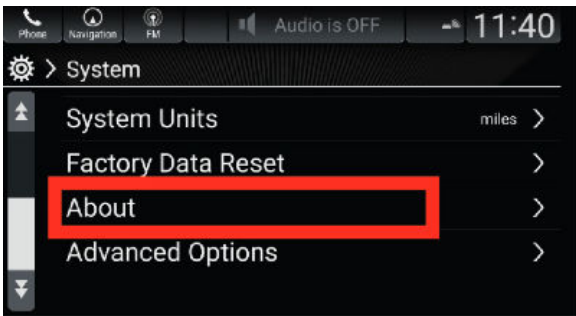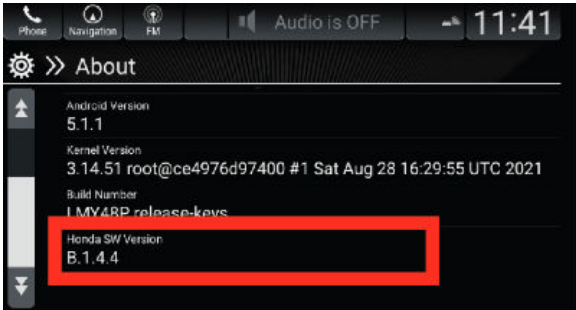
1. From the Home screen select **Settings**.
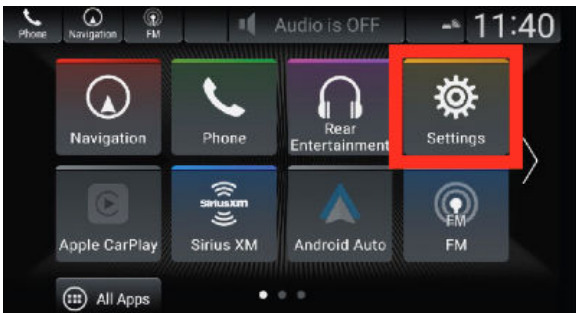
2. In the Settings screen select **System**.

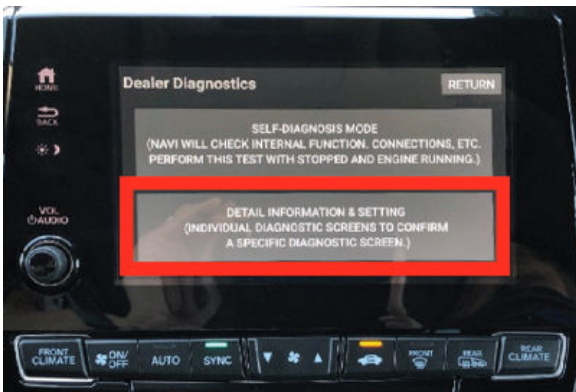3. In the System screen scroll down and select **About**.

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**.

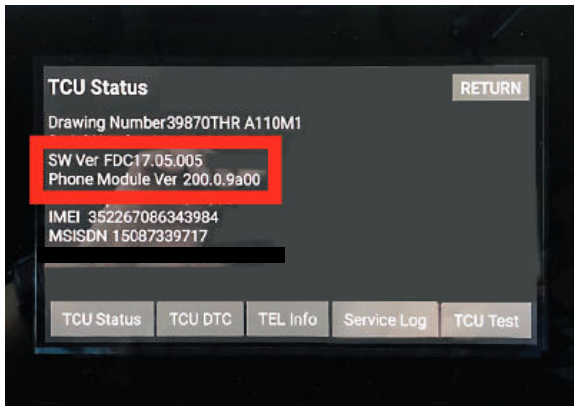7. Select **UNIT CHECK**.

8. Select **TCU DIAG**.

9. Confirm the TCU SW as follows:

TCU Software version:

Vehicle Model	Part Number	TCU SW Ver	Phone Module Ver
Odyssey	39870-THR-A1	FDC17.05.005	200.0.9a00 or 200.0.9800
Passport	39870-TG7-A1	FDC17.08.006	200.0.9a00 or 200.0.9800
Pilot	39870-TGS-A1	FDC17.08.006	200.0.9a00 or 200.0.9800

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

NOTE:

- If the software versions do not match after three update attempts, contact Tech Line for assistance. Tech Line will review the OTA campaign status for the VIN, and will assist in trouble shooting possible TCU hardware issues.

- TCU replacement is not covered by this service bulletin.

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