

August 23, 2022

Version 3

Product Improvement Campaign: 3G TCU VoLTE OTA Update

Supersedes 21-029, dated December 18, 2021, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019–21	RDX	ALL	Check the iN VIN status for eligibility.

REVISION SUMMARY

This bulletin has been extensively modified. American Honda recommends you read this entire service bulletin.

BACKGROUND

As of **August 23, 2022**, the Product Improvement Campaign has ended. The TCU can no longer be updated using Over The Air updates.

If the customer needs to restore TCU services, the only option is to replace the TCU. This would be done as a customer pay repair.

CLIENT NOTIFICATION

Owners of affected vehicles have been sent a notification of this campaign.

The notification included the following information, “After August 22, 2022, restoring services can ONLY be addressed if you pay for a new embedded cellular device at an authorized dealer.”

CORRECTIVE ACTION

The only option to restore telematics services is to replace the TCU. Follow the service manual procedure for replacing the TCU.

WARRANTY CLAIM INFORMATION

NOTE: This product improvement campaign has expired. If you did the repair indicated in this bulletin on or before August 22, 2022, use the warranty information to file a claim.

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.