

2021–2023 TLX: Software Update Display Audio/Navigation Available

Supersedes Version 1, to revise the information at:

- Under CURRENT SOFTWARE VERSIONS AVAILABLE FOR DOWNLOAD, updates were made.
- Under ACURA SOFTWARE VERSION (FRONT CONTROL BOX), new version information was added.

APPLIES TO

Year	Model	Trim Level	VIN Range
2021 – 2023	TLX	ALL	ALL

INTRODUCTION

Vehicles equipped with the System Updates application are capable of downloading and installing Over the Air System Updates. System Updates contain upgrades that fix a variety of operational errors and/or enhancements that add new functionality. Information for the various software releases can be found in this document.

CURRENT SOFTWARE VERSIONS AVAILABLE FOR DOWNLOAD

Software Name	Software Version	Release Date
Acura Software Version	D.1.6.4	4/8/26
Telematics App	5.0.22	2/13/19
LPA Converter	2.0.19	2/13/19
Intuition App	1.38.1.34	2/13/19
Telematics Control Unit *	Version 21 (FDC17.07.007 / NAD200.0.9A00)	11/17/21

NOTE: If the vehicle was manufactured after the release date it may contain newer software versions than listed above.

*Over the Air update no longer available. To update the Telematics Control Unit must be replaced.

ACURA SOFTWARE VERSION (FRONT CONTROL BOX)

Version D.1.6.4 – 4/8/2026

Corrects the following potential intermittent errors:

- Issue where phone calls cannot be ended using the audio unit.
- Issue where the audio unit may become unresponsive when connecting a phone with a large media library.
- A condition where USB devices may not connect if reverse is selected before the audio unit has completed booting.

Version D.1.6.3 – 2/1/2023

Corrects the following potential intermittent errors:

- Unable to navigate between Tuner presets using the steering wheel controls.
- Audio Pops and Distortion during Hands Free Phone Call.

Version D.1.6.2 - 12/30/2019

Corrects the following potential intermittent errors:

- System automatic reboots after connecting a corrupted USB stick.
- The message **Unfortunately, com.honda.auto.hars has stopped** appears at ignition ON.
- Voice Recognition does not respond after ignition ON and remains inoperable.
- **Unfortunately, System UI has stopped** message appears after connecting a CarPlay device.
- **Navigation has stopped** message appears when route is set, and vehicle remains parked.
- **Navigation has stopped** message appears after viewing Route Overview.
- **com.honda.auto.transportservice** message appear cancelling navigation route.
- **Unfortunately, com.honda.auto.diagnostics.service has stopped** message appears for high traffic system network.
- **Navigation has stopped** message appears during normal system operation.
- **Unfortunately, com.honda.telephony.service has stopped** message appears when changing to and from Bluetooth to CarPlay during an active phone call.
- **Navigation isn't responding** message appears after selecting Back on touchpad multiple times from View Routes screen.
- **Bluetooth off** and **Unfortunately, Settings has stopped** messages appear after ignition ON.
- **Navigation has stopped** message appears after ignition ON.
- **Navigation has stopped** message appears after selecting Continue Route at Resume Route pop-up.
- **Unfortunately, Android Auto has stopped** message appears when connecting an Android device for the first time while the vehicle is in motion and selecting EXIT on the Android device.
- **Unfortunately, com.honda.telephony.service has stopped** message appears at ignition ON.
- **Unfortunately, Phone has stopped** message appears when changing Bluetooth connection between two paired devices.
- At ignition ON, CarPlay is slow to connect when connecting device at system boot up.
- SiriusXM Favorites and Icons presets are empty after ignition ON.

Additions/Enhancements:

- Increased System pre-install timeout, to mitigate **Update Failed Code:57D** during software pre-installation.
- Over the Air (OTA) updates fail and Dynamic Mode drive (IDS) animations do not work; after the vehicle's Fuel Injection ECU was replaced.
- Implemented Over the Air (OTA) WiFi only campaign system interface to connect to WiFi networks.
- Automatically transfer from Handset to handsfree mode when call enters "DIALING" state.
- Removed Bluetooth Hands Free Profile (HFP) dependency for allowing Android Auto to connect.
- Android Auto Security Patch for the Android Auto Projection AAP protocol library.

Version D.1.5.1 – 1/18/21

Corrects the following potential intermittent errors:

- The message **Unfortunately, /system/bin/mediaserver has stopped** appears after pressing the Voice Recognition Switch.
- Apple CarPlay® randomly disconnects while in use.
- The message **Unfortunately, com.honda.telephony.service has stopped** appears at ignition ON.
- After a call is ended, the message **Unfortunately Phone has stopped** appears, and the call is shown as active on the secondary screen.
- Android Auto does not resume after a short press followed by a long press of the Voice Recognition Switch.
- Apple CarPlay® does not launch after switching between the native Voice Recognition app and Siri multiple times.
- The message **Unfortunately, com.honda.tjba.phone has stopped** appears when receiving an incoming call and disconnecting Android Auto at the same time.
- While using Apple CarPlay®, the Home Screen is black with only the secondary screen displaying during an ignition cycle.
- Active Android Auto navigation route is canceled after an ignition cycle.
- With an iPhone device connected via Bluetooth, the message **Unfortunately, Smartphone Voice Recognition has stopped** appears when turning the ignition off, before the system shuts down.
- The message **Unfortunately, com.honda.tjba.naviation has stopped** appears when selecting a favorite preset in the navigation app.

- An incoming call notification does not show on the secondary screen unless the phone app is shown on the Home screen.
- The song list is not updated or is shown incorrectly in the head-up display (HUD) while connected to Apple CarPlay®.
- Android Auto audio drops briefly when switching between applications.
- When selecting the Audio Off option in Apple CarPlay®, audio does not remain off after an ignition cycle.

Additions/Enhancements:

- Improved Bluetooth reconnection to sync Phonebook.
- Improved Secondary screen operation while using Apple CarPlay® or Android Auto.
- Added **No Device Connected** text to the meter, when no audio device is connected via Bluetooth, AUX, or USB

Version D.1.4.3 – 1/18/21

Corrects the following potential intermittent errors:

- During a high vehicle network stress, the system reboots after displaying **Network Communication Lost. The system will reboot to recover.**
- System reboots after repeatedly toggling Bluetooth ON and OFF, in Bluetooth Option screen.
- System temporarily stops recognizing handwriting input.
- The message **AcuraLauncher isn't responding** appears on the HOME screen.
- The message **Navigation isn't responding** appears after repeatedly setting new routes, and the system displays a map with high number of Point of Interest (POIs) icons.
- The message **Unfortunately, Bluetooth Audio has stopped** appears, even though Bluetooth Audio continues to play normally.
- Detected handwriting does not match user input.
- The message **Unfortunately, USB Audio has stopped** appears, even though USB Audio continues to play normally.
- System is slow at boot-up, temporarily displaying a black screen before returning to normal operation.
- Navigation application displays a black screen after selecting a favorite destination in the Find Navigation application screen and returns to the HOME screen.
- The message **com.auto.honda.media.raamservice** appears after initiating a Factory Data Reset.
- The message **Touchpad is not available** appears at random.
- The message **system/bin/media server has stopped** appears after an ignition cycle.
- The message **Unfortunately, Android Auto has stopped** appears after switching to and from Android Auto to FM radio.
- The message **Unfortunately USB Audio has stopped** appears when quickly switching to USB audio from the meter or head-up display (HUD) right after connecting a phone device.
- The message **Unfortunately, AcuraLauncher has stopped** appears when starting to add shortcuts to the Home page or head-up display (HUD) while the vehicle is stationary and completing the addition while the vehicle is in motion.
- The message **Unfortunately, System UI has stopped** appears after ending a phone call via Bluetooth and immediately connecting to Apple CarPlay®.
- The message **Unfortunately com.honda.telephony service has stopped** appears after connecting a phone device to the USB port for Apple CarPlay®, and immediately starting an outbound call.
- While trying to launch Apple CarPlay® from the secondary screen, **Apple CarPlay unavailable** message appears, however, Apple CarPlay® operates correctly on the primary screen.
- The message **AM/FM isn't responding** appears after selecting Seek Up/Down multiple times, followed by a preset selection.
- The message **Unfortunately USB audio has stopped** appears after connecting and disconnecting a USB device to the USB port.
- The message **Unfortunately, Sirius XM has stopped** appears after ignition ON.
- The message **Unfortunately, Bluetooth Audio has stopped** appears after the audio is turned off and an audio application is re-launched from the HOME screen.
- The message **Unfortunately, Android Keyboard (AOSP) has stopped** appears when a destination route is being set while audio is playing.
- Head-up display (HUD) Navigation application **Nearby** categories are not translated to the selected language.
- When receiving a phone call, the secondary screen shows **Phone Call Active** before displaying the incoming call screen.

- The message **No Device Connected** message does not appear on the secondary screen when switching to an external audio source that is not connected (BT-A, USB, AUX) after using Android Auto.
- Accessing direct tune from the FM application while the vehicle is in motion, the handwriting entry button is grayed out (disabled).
- When an Over the Air software update fails to install, the system reboots with **Update Failed** and **Code: 57D** message displayed on the screen.
- Mismatch in Dynamic Mode settings between the Center Display and Meter.

Additions/Enhancements:

- Navigation application auto-zoom has been expanded, to zoom out and show next maneuver on map.
- Navigation application and Meter Point of Interest (POI) icon for Gas Station enhanced.
- Spanish translation for **OFF** in Vehicle Settings menu, displays as **DESACTIVADO**.
- When no route is in progress, the Point of Interest (POI) cards displays **View Routes** option, which allows the user to choose a different route other than the default route.
- Improved Navigation Voice Recognition response time.
- Expanded touch zone for Maneuver list to include the entire maneuver bar.

New Feature:

- Integrated Dynamics System (IDS) mode switch shows an animation of the vehicle on the center display.

TELEMATICS CONTROL UNIT

Version 21 (FDC17.07.007 / NAD200.0.9A00) – 11/17/21

Over the Air (OTA) software update for Touring and Elite trims equipped with a Telematics Control Unit (TCU). The software supported the transition from a 3G to a VoLTE cellular connection.

NOTE: This update is no longer available via Over the Air System Updates. To receive these updates the TCU will need to be replaced.

FAQ

Do I need to connect to Wi-Fi

Most System updates are delivered over the air through the Telematics Unit (TCU) cellular connection.

This icon shows the TCU cellular connection strength the audio unit display. 

It may be necessary to connect the vehicle to a Wi-Fi network, if the vehicle does not have a Telematics Unit (TCU), or if the vehicle is in a location with poor cellular reception. Some System Updates may require a Wi-Fi connection and will alert if one is required.

To connect to a Wi-Fi network, follow these steps:

1. Go to the "HOME" screen on the audio display screen.
2. Select Settings.
3. Select Connections.
4. Select Wi-Fi.
5. Select Change Mode.
> When you change the mode from Hotspot to Network, a pop-up appears, select Confirm.
6. Select Network.
> Select the desired Wi-Fi network.
7. Select Connect.
> Enter a password for the access point.
> When the connection is successful, "Connected" is displayed.
8. Press the "HOME" button to go back to the home screen.

How do I check for an OTA System Update

Follow these general steps to check for an Over the Air (OTA) System Update. For detailed instructions please consult the owner's manual.

1. Go to the "HOME" screen on the vehicle display audio screen
2. Select the "System Updates" app
3. Select "via Wireless".
>The vehicle may have already automatically download software. If so skip to Step 5.
4. The System Updates will begin to download, or you will be notified there are no updates available.
5. When the download is complete, select "Install Now"
6. The System Updating bar notes the installation progress.
>The system may reboot during the install process)
7. Wait for confirmation "Update Complete"

Will I lose any functions during the update?

Some functions will not work during the update process. It is recommended you perform all updates while parked in a safe location.

How long does the OTA take to complete?

The update takes approximately 17-20 minutes to complete. This depends on good cellular network connection.

Can the dealer perform the OTA update for me?

Yes, you can schedule an appointment with your dealer to complete the OTA update.