



Applies To: **2011–12 MDX with Navigation** – Check the iN VIN status for eligibility
2011–12 TSX with Navigation – Check the iN VIN status for eligibility
2012 ZDX with Navigation – Check the iN VIN status for eligibility

April 6, 2012

Product Update: CD or DVD (RES) Restarts When the Ignition Switch Is Turned OFF and ON

(Supersedes 11-032, dated December 15, 2011, to revise the information marked by the black bars)

REVISION SUMMARY

Under Applies To, some 2011 MDX and TSX models were added.

BACKGROUND

A software bug causes the CD player or rear entertainment system (RES) to restart the disc from the beginning when the ignition switch is turned to LOCK (0), then back to ON (II).

CLIENT NOTIFICATION

All owners of affected vehicles will be sent a notification of this product update. An example of the client notification is included at the end of this service bulletin.

Do an **iN VIN status inquiry** to make sure the vehicle is shown as eligible.

In addition, check for a punch mark above the first character of the engine compartment VIN. A punch mark in that location means this product update has already been completed.

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 audio-navigation unit software.

TOOL INFORMATION

CD and DVD Software Update Disc:
 T/N 07AAZ-TL2AA100
 (This update disc updates the AVCCore2 software, the CD software, and the DVD software)

WARRANTY CLAIM INFORMATION

OP#	Description	FRT
0105A4	Update the AVCCore2 software and the CD drive software.	0.3
A	Update the DVD (RES) drive software.	0.1

Failed Part: P/N 39107-STX-A73
 Defect Code: 5UR00
 Symptom Code: S1000
 Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE:

- Update the audio-navigation software in this order:
 1. AVCCore2
 2. CD drive
 3. DVD (RES) drive (if equipped)
- Don't turn off the engine or eject the disc during the update. Otherwise the audio-navigation unit will be permanently damaged and require replacement.

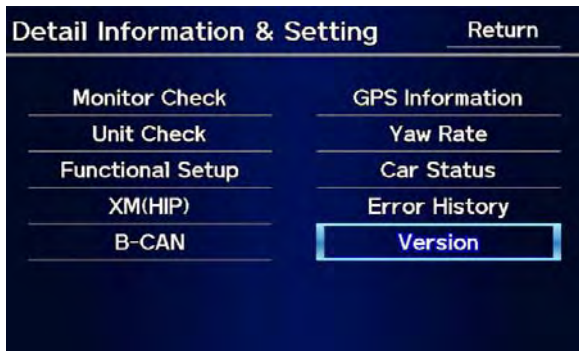
AVCCore2 Software Update

1. Start the engine.
2. Insert the update disc in the CD (upper) slot.
3. Enter the Diagnosis Mode by pressing and holding the **MENU**, **MAP/GUIDE**, and **CANCEL** buttons for about 5 seconds.
4. Select **Detail Information & Setting**.



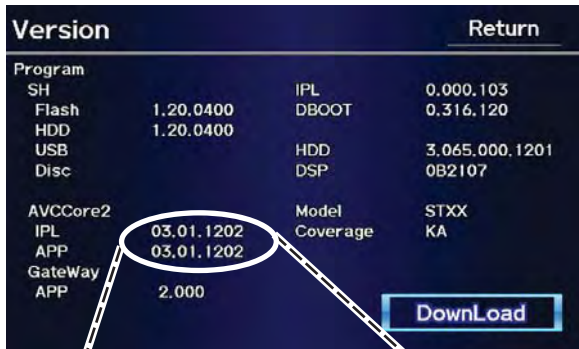
CLIENT INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

5. Select **Version**.



6. Under AVCCore2, check that the fourth digit of the IPL and APP version numbers is **1**.

NOTE: If it is a 2, the AVC software was already updated. Select **Return** to go back to the **Detail Information & Setting** screen, then go to step 5 of the **CD Drive Update**.



XX.01.XXXX
XX.01.XXXX

7. Select **Download**. The system reboots and the update begins. It should take about 5 minutes.

8. When the update is complete, the system reboots again. Wait for the system to completely reboot, then eject the update disc.



9. Turn the ignition switch to LOCK (0) for 10 seconds.

10. Start the engine.

11. Enter the Diagnosis Mode. Select **Detail Information & Setting**, then select **Version**.

12. Under AVCCore2, check the fourth digit of the IPL and the APP version numbers.

- If it is still 1, turn the ignition switch to LOCK (0), then go to step 1, and repeat the update.
- If it is now 2, turn the ignition switch to LOCK (0), then go to **CD Drive Update**.



XX.02.XXXX
XX.02.XXXX

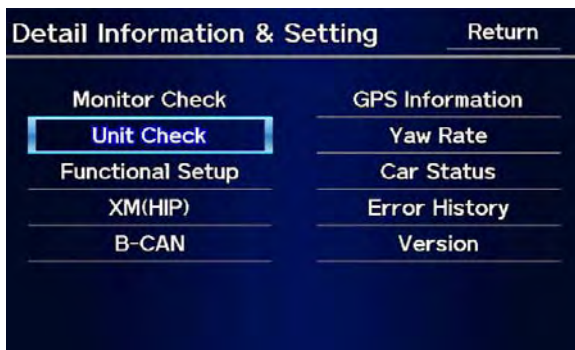
CD Drive Update

1. Start the engine.
2. Insert the update disc in the CD (upper) slot.
3. Enter the Diagnosis Mode by pressing and holding the **MENU**, **MAP/GUIDE**, and **CANCEL** buttons for about 5 seconds.
4. Select **Detail Information & Setting**.



5. Select **Unit Check**.

NOTE: On some vehicles, you will have to go to screen 2 to select Unit Check.



6. Select **DVD Mech**.



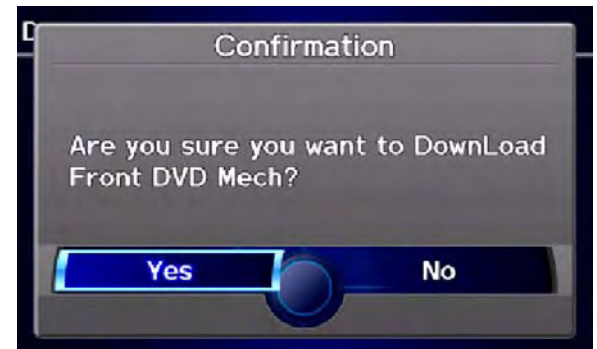
7. Select **Download** for the front mech.

NOTE: If the Download button is grayed out, select **Return**, then eject the disc. Stay on the Select Check Units Screen, then reinsert the update disc. Wait at least 20 seconds before selecting **DVD Mech**.



8. When the confirmation screen appears, select **Yes**, and the loading screen appears. The update takes about 5 minutes.

When the update is done, the system reboots.



9. After the system reboots, eject the update disc.

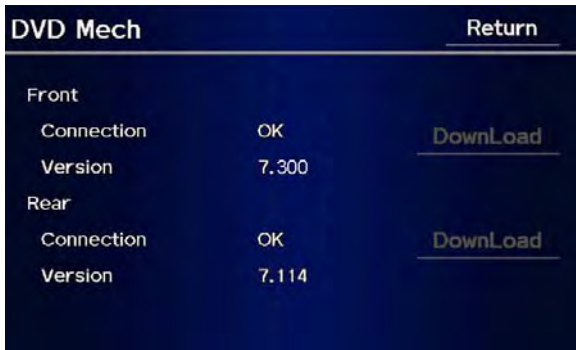


10. Turn the ignition switch to LOCK (0) for 10 seconds.

11. Start the engine.

12. Enter the Diagnosis Mode. Select **Detail Information & Setting**, **Unit Check**, then select **DVD Mech**.

- Confirm that the front mech software version is **7.300**.



- If the vehicle is equipped with RES, go to the **DVD (RES) Drive Update**.

If the vehicle isn't equipped with RES, center-punch a completion mark above the first character of the engine compartment VIN:

Center-punch here.



DVD (RES) Drive Update (if equipped)

- Start the engine.
- Insert the update disc in the RES (lower) slot.
- Enter the Diagnosis Mode by pressing and holding the **MENU**, **MAP/GUIDE**, and **CANCEL** buttons for about 5 seconds.
- Select **Detail Information & Setting**



- Select **Unit Check**.

NOTE: On some vehicles, you will have to go to screen 2 to select Unit Check.



- Select **DVD Mech**.

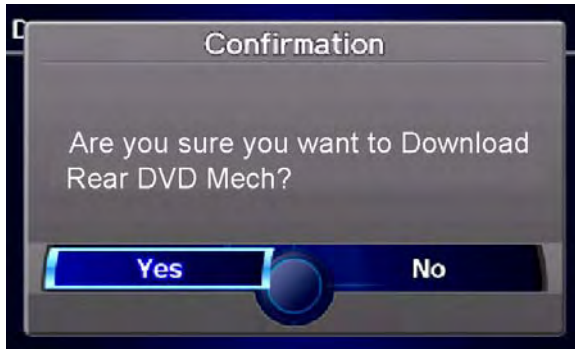


- Select **Download** for the rear mech.
NOTE: If the Download button is grayed out, select **Return**, then eject the disc. Stay on the Select Check Units Screen, then reinsert the update disc. Wait at least 20 seconds before selecting **DVD Mech**.



- When the confirmation screen appears, select **Yes**, and the loading screen appears. The update takes about 5 minutes.

When the update is done, the system reboots.

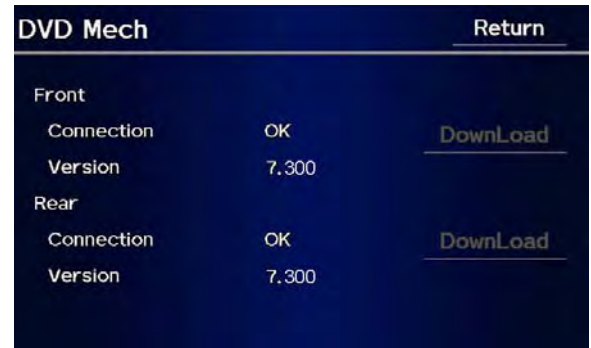


- After the system reboots, eject the update disc.



- Turn the ignition switch to LOCK (0) for 10 seconds.
- Start the engine.
- Enter the Diagnosis Mode. Select **Detail Information & Setting, Unit Check**, then select **DVD Mech**.

- Confirm that the rear mech software version is **7.300**.



- Center-punch a completion mark above the first character of the engine compartment VIN:

Center-punch here.



Example of Client Letter

December 2011

Product Update: CD or DVD (RES) Restarts When the Ignition Switch Is Cycled

Dear Acura Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

What is the problem?

There may be a software problem that causes the CD player or rear entertainment system (RES) to restart the disc from the beginning when the ignition switch is turned OFF, then back ON.

What should you do?

Contact any authorized Acura dealer for an appointment to have your vehicle's audio-navigation software updated. This work will be done free of charge. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

Lessor Information

If you are the vehicle lessor receiving this product update notice, please forward a copy of this notice to the lessee.

If you have questions

If you have any questions about this notice, or need assistance with locating an Acura dealer, please call Acura Client Relations at 1-800-382-2238, and select option 4. You can also locate a dealer online at Acura.com.

Sincerely,

American Honda Motor Co., Inc.

Acura Automobile Division