December 12, 2019 Version 2

Service Manual Update: MOST Bus Network Failure Log

Supersedes 19-062, dated November 7, 2019, to revise the information highlighted in yellow.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2019 - 20	RDX	ALL	ALL

REVISION SUMMARY

Under DESCRIPTION, Troubleshooting Intermittent Network Failures, step 2 was changed.

BACKGROUND

Vehicles with system software version D.1.2.1 or higher now have the capability to log MOST bus network failures.

DESCRIPTION

MOST Bus Network Failure Log

You will find the MOST Bus Network Failure Log under **Dealer Diagnostics**. Select **DETAIL INFORMATION & SETTING**, then **SHUTDOWN REASON**.

The log includes the date, time, and type of failure, making it easier to compare it to your client's complaint. It can hold up to 10,000 events.

To clear this log, you must select **CLEAR** from the screen. You cannot clear it using a factory data reset or battery cable reset.

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.

Troubleshooting Intermittent Network Failures

NOTE

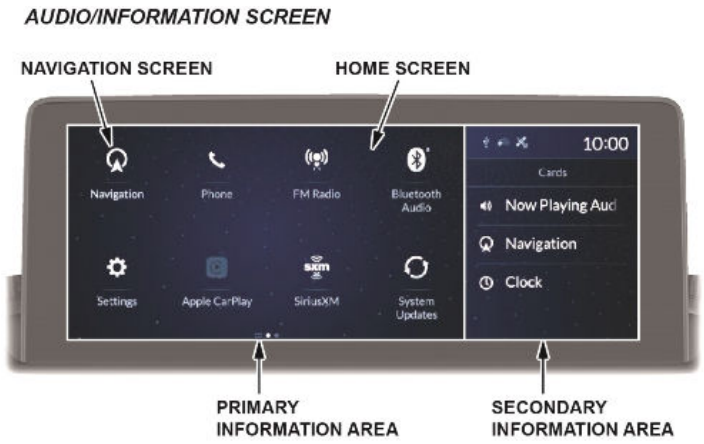
Before using this new feature, refer in the service information to the Audio and Visual System MOST Bus Diagnostics Mode section as well as the *Tech2Tech*® video "Let's Talk MOST Bus Network and ECL Diagnostics" for basic information on the MOST bus network operation.

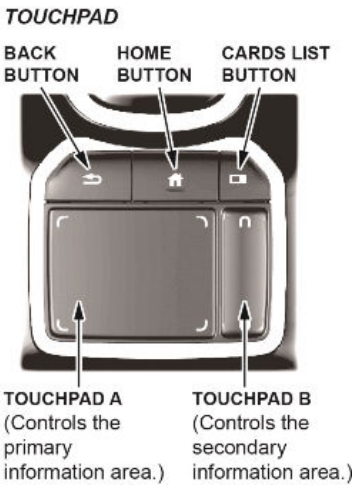
The MOST Bus Network Failure Log lists the most recent event first, followed by the previous events in the order they occurred. Each event is stamped and identified as one of these possible failures:

- **SUDDEN_SIGNAL_OFF**: This failure is for a temporary complete loss of signal on the network.
- **CRITICAL_UNLOCK**: This failure is for noise on the network.

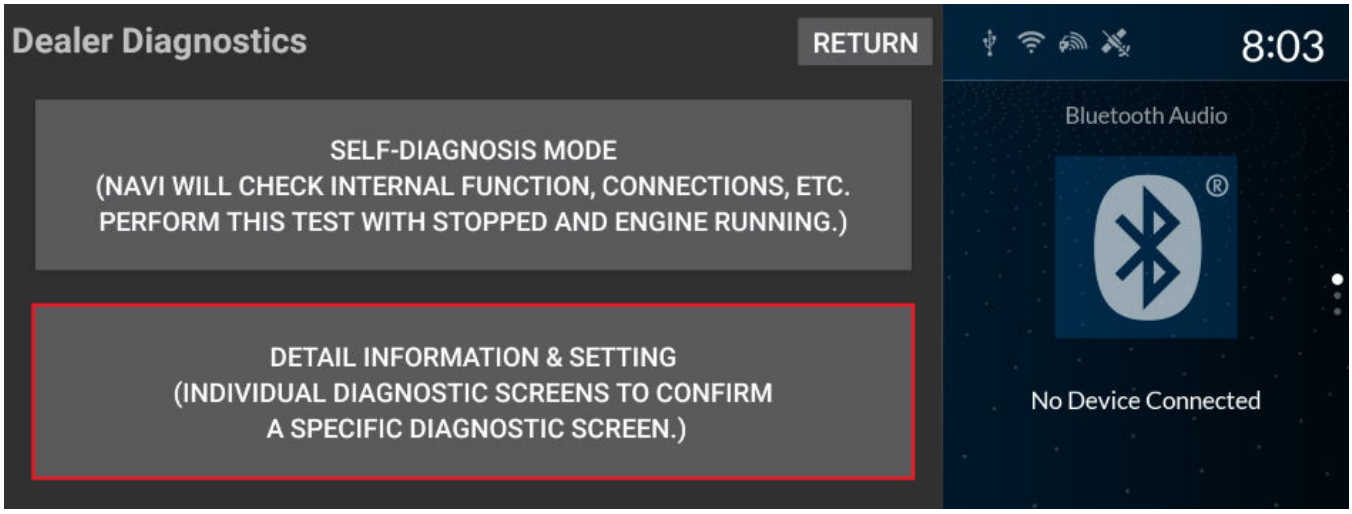
This log can help confirm when your client's complaint took place and what symptom occurred. These symptoms may vary from a complete loss of signal and a blank screen to an intermittent popping from the speakers. It also identifies which control unit on the MOST bus network recorded the failure. The recording control unit tells you the failure occurred between that control unit and the previous one on the network.

1. Turn the ignition to ON.
2. On the touchpad, press and hold the Back, Home, and Cards List buttons at the same time. Hold until the **Dealer Diagnostics** menu screen appears in the primary information area. You will hear a tone when you release the buttons.

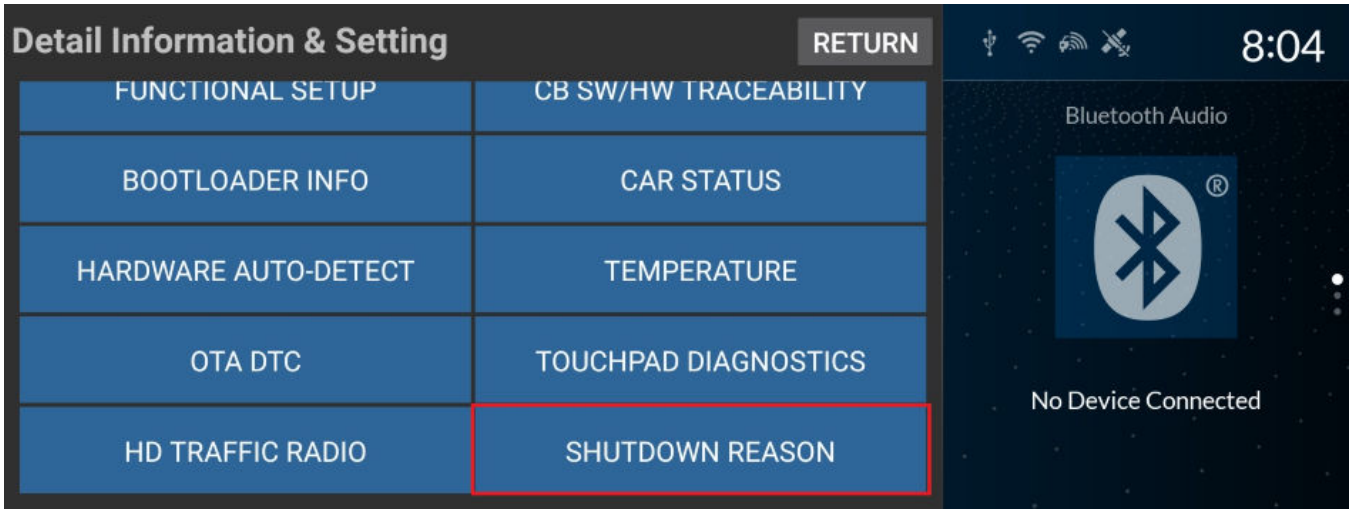




3. Using Touchpad A, select **DETAIL INFORMATION & SETTING**.



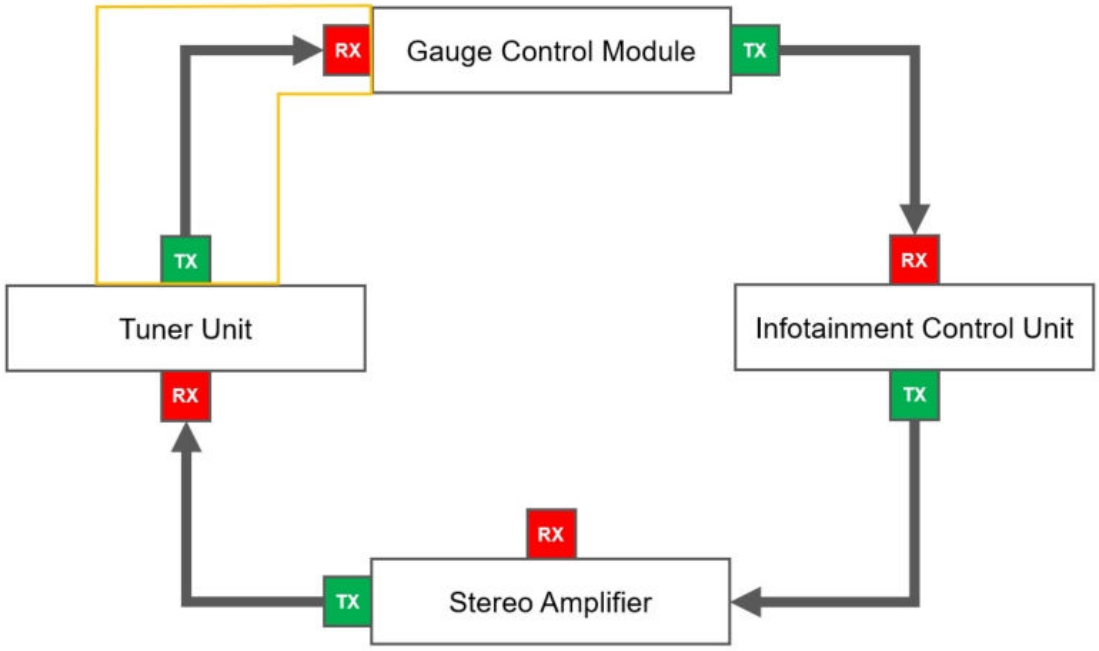
4. Scroll down the menu, and select **SHUTDOWN REASON**.



In this example, the cause of the failure can be identified as **Meter:SUDDEN_SIGNAL_OFF**.

There was a complete loss of signal on the network between the meter (gauge control module) and the previous transmitting unit on the network. In this example, the previous unit is the tuner unit. Although the specific cause is not identified, the failure was confirmed and the components and connections that should be inspected have been isolated.

MOST Bus Network Example



Refer to the specific model and trim information in the Audio and Visual System MOST Bus Diagnostics Mode section in the service information to determine each control unit's location on the network and identify where a failure potentially occurred.

System Limitations

The MOST Bus Network Failure Log will not record during a permanent network failure and cannot be accessed during that time. In the event of a current network failure, use the ECL test described under How to Check MOST Bus Network Condition in the Audio and Visual System MOST Bus Diagnostics Mode section. During a current, complete network failure, ECL diagnosis is conducted by the meter (gauge).

NOTE

The log is a recorded event - not a current failure. It can only be accessed when the MOST bus network and audio/visual system are actually online.

Since the log can store up to 10,000 events, be sure to clear it when troubleshooting multiple control unit entries and after any repairs have been made.

END