ACURA   *Over the Air System Updates*

2022–2023 MDX: Software Update Display Audio/Navigation Available
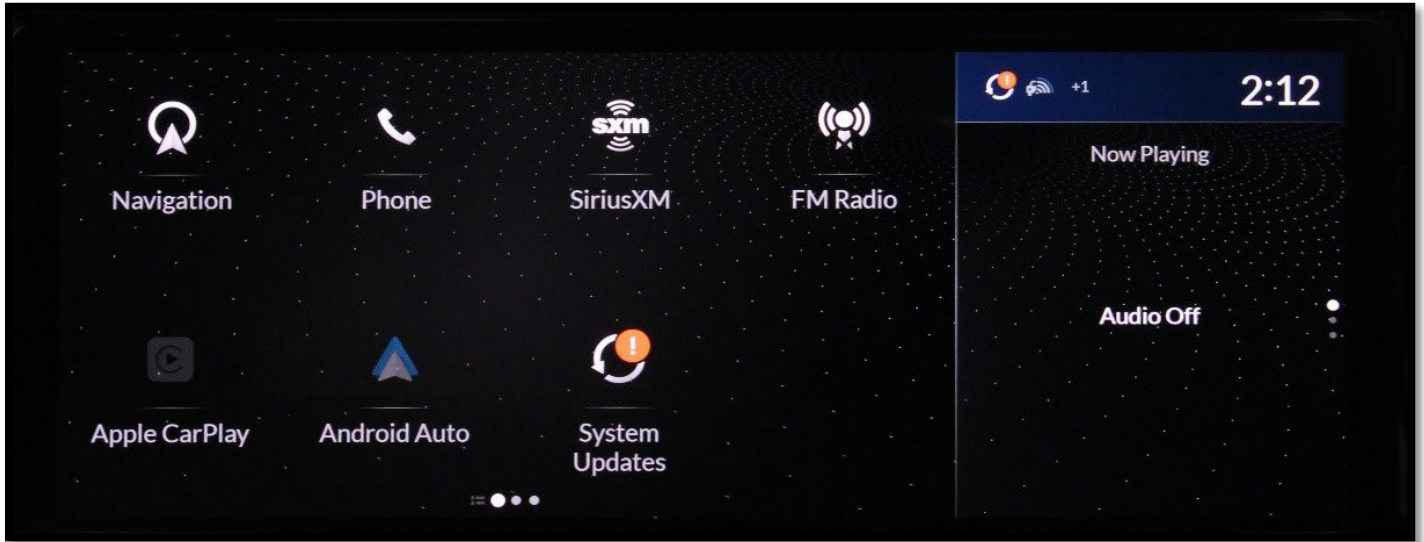
Affected Vehicles

Year	Model	Trim Level	VIN Range
2022-2023	MDX	All	ALL

Contents

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 FOR DOWNLOAD

Software Name	Model Years	Software Version	Release Date
Acura Software Version (FCB)	2022-2023	F.1.2.2	7/18/23
Alexa Application	2022-2023	11.3.1	7/18/23
Navigation App	2022	v52.0.0.52	7/18/23
Smart Shortcuts App	2022-2023	1.162.3.165	7/18/23
LPA Conv 8.0.18	2022-2023	Initial Release	-
HLC 8.0.24	2022-2023	Initial Release	-

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

ACURA SOFTWARE VERSIOIN (FCB)

VERSION F.1.2.2.2

This update is intended to resolve the following issues:

- General OS bugs and security issues
- Steering wheel controls not switching between favorites in SiriusXM
- Inaccurate "Total Range" value AcuraLink app
- Inaccurate Odometer value in AcuraLink app
- Error that causes audio from Android Auto to stop until next ignition cycle
- MOST Ring error caused by short ignition cycles
- Blank screen after a short ignition cycle
- Error that causes audio to not resume after ending a phone call
- Crash that occurs when resetting Engine Oil in the Maintenance screen. #11
- Incorrect time displayed due to invalid GPS time

The following error messages:

- "Unfortunately, com.honda.auto.hars has stopped."
- "Unfortunately, com.windriver.ipod has stopped."
- "com.honda.telephonyservice.TelephonyApplication has stopped"
- "Unfortunately, com.honda.telephonyservice has stopped"
- "Android Auto has stopped."
- "Android Auto isn't responding"
- "Unfortunately, /vendor/vin/hw/android.hardware.xxxxxxxxxx has stopped
- "SiriusXM has stopped" when scrolling channels.

ALEXA APPLICATION

VERSION 11.3.1

This update adds the following enhancements to Alexa App:

- Improved Alexa response for audio playback commands
- Added options for Alexa to use location-based skills (must be enabled in vehicle)
- Added Local Audio Source switching
- Added Play/Pause commands for USB or Bluetooth Audio.
- Added Next/Previous commands for AM, FM, SiriusXM, USB, Bluetooth Audio.
- Added Redial Command

This update is intended to resolve the following issues:

- "Unfortunately, com.honda.alexa has stopped"
- "Alexa has stopped"

- "Unfortunately, com.honda.tjba.navigation has stopped"
- "Unfortunately, Navigation has stopped."
- "Unfortunately, com.honda.auto.hars has stopped."
- "Unfortunately, com.windriver.ipod has stopped."
- "com.honda.telephonyservice.TelephonyApplication has stopped"
- "Unfortunately, com.honda.telephonyservice has stopped"
- "Android Auto has stopped."
- "Android Auto isn't responding"
- "Unfortunately, /vendor/vin/hw/android.hardware.xxxxxxxxxx has stopped
- "SiriusXM has stopped" when scrolling channels.

NAVIGATION APPLICATION

VERSION 52.2.0 – 6/6/23

This update is intended to resolve the following issues:

- General bugs and security issues
- Drop Pin icon not shown on screen
- Canceled route remains visible after being canceled
- Turn-by-Turn display shows 0 ft. to the next destination
- No voice announcement when arriving at Point of Interest that is not on mapped road.
- Rare cases where displayed route is not updated after a missed turn.

Improvements have also been made to address the following error messages:

- "Unfortunately, com.honda.tjba.navigation has stopped"
- "Unfortunately, Navigation has stopped."
- "Route calculation failed"

SMART SHORTCUTS APPLICATION

VERSION 1.162.3.165 – 6/6/23

Contains the following improvements:

- Improved performance of Smart Shortcuts app.

LEGACY UPDATES

SOFTWARE VERSION F.1.1.2/ ALEXA APP 11.3.1/ NAVIGATION APP V52.0.0.52

This update is intended to resolve the following issues:

- Display screen is blank or does not boot after a short ignition cycle
- Amazon Alexa app suddenly reboots and crashes after switching between Alexa and other audio apps
- Amazon Alexa app crashes immediately after ignition on
- Amazon Alexa music becomes unavailable and returns after an ignition cycle or does not resume playing after selected as audio source
- Amazon Alexa app continues to read out text messages when receiving a call
- Amazon Alexa app displays the wrong screen after pressing the home button
- Voice recognition doesn't work after Amazon Alexa setup is cancelled or after Amazon Alexa is activated and closed
- "No Internet Connection" screen displayed when Amazon Alexa is functioning normally
- Amazon Alexa app fails to reconnect and connection screen is displayed
- Amazon Alexa app opens unexpectedly when pressing the Push to Talk button
- Voice recognition launches unexpectedly when Siri closes
- Voice recognition doesn't work if a vehicle in on an unnamed road
- Audio does not resume playing after a short ignition cycle or there is a sudden audio loss
- Social Playlist playback stuck when song is paused
- Phone call screen remains on display after call ends or incoming and active phone calls aren't displayed correctly

- "Contact list is still loading error" when using voice recognition to dial a contact
- Handwriting input stops functioning when a character is not recognized
- Cannot play music from USB sticks formatted as "Super Floppy" or with exFAT format
- USB audio plays songs in random order
- USB audio music library appears empty when the USB has music files
- USB app crashes after switching audio sources
- USB screen stuck on "Initializing" screen with no error message displayed if a damaged or unreadable USB stick is inserted, this "Initializing" screen may persist for 5 minutes before an error message appears
- FM Radio app crashes
- Android Auto crashes after switching the audio source or after making Emergency Calls
- Android Auto does not automatically re-connect after ignition cycle
- Android Auto route is cancelled after short ignition cycle
- Settings and USB app crash after an Android Auto connection is initiated
- Heads Up Display does not correctly display Android Auto call status
- Android Auto disclaimer remains on the screen during an AcuraLink Operator Assistance call
- Android Auto does not reconnect after making an AcuraLink Operator Assistance call
- Screen freezes after Android Auto device is disconnected
- Black screen observed after Android Auto is launched
- Android Auto cannot access messages app in a newly-connected device
- Audio information from previous Android Auto device is displayed instead of the information from the current device
- Cannot answer incoming Android Auto calls using the steering wheel controls
- "No Android Auto device detected" error message appears after Android Auto device is connected
- Momentary drop in Android Auto music when navigating away from the Android Auto app
- Phone app crashes after connecting an Android Auto device
- CarPlay phone app crashes after making AcuraLink Operator Assistance call
- CarPlay app greyed out or crashes after multiple USB cable disconnection and reconnection attempts
- CarPlay fails to reconnect or crashes and audio does not play after ignition on
- CarPlay does not automatically launch when Bluetooth is turned off or an iPhone is connected
- CarPlay popup displayed when an Android Auto device is connected via USB
- CarPlay quits automatically after turning off WiFi on the connected phone
- "System UI" crash after opening an active phone call in CarPlay
- "System UI" or "CarPlay" and "iPod" app crash after connecting a CarPlay device
- Black screen observed after CarPlay is launched
- Phone app crashes after making an I-Call during a CarPlay call
- CarPlay disconnects after 7-8 minutes of working correctly
- "No Audio Information" is displayed for 10-15 seconds when playing music through CarPlay
- "No CarPlay device detected" error message appears after CarPlay device is connected
- Bluetooth does not automatically re-connect if a call is active during an ignition cycle
- Bluetooth app crashes after pairing an iPhone
- Bluetooth app crashes after changing a paired phone
- Bluetooth app crashes after multiple short ignition cycles with CarPlay connected
- Bluetooth pairing fails with a device that has been previously paired and deleted
- Empty screen is seen when playing music with Bluetooth Audio
- Unable to delete a paired device from the BT device list
- Messaging app crashes after repeatedly toggling Bluetooth device connection
- Touchpad does not function after a quick ignition cycle
- Sirius XM app crashes at ignition on
- SiriusXM favorites and icons have delayed display after ignition cycle
- SiriusXM radio doesn't play after switching from AM/FM radio
- SiriusXM traffic and weather alerts remain on the display after the alert is finished
- iPod app crashes after connecting a CarPlay device via USB when the device is already connected via Bluetooth or after connecting and disconnecting an iPod
- Music library shows a blank page when an iPod with music or playlists is connected
- Phone app crashes at ignition on or after switching between Bluetooth and CarPlay
- Phone app freezes or crashes with an Android Auto or Bluetooth connection
- Users with active AT&T hotspot subscription are unable to access hotspot plan data
- Switch to handwriting is greyed out when car is in motion
- System reverts to previous system software version after an OTA update or shows the step 6 of 6 screen after the

update

- Song timer doesn't move to the selected position in Cabin Control
- Audio source is not correctly displayed in Cabin Control
- User network and password ID information cannot be viewed in Cabin Control
- A "Touchbridge" app crash message appears that cannot be dismissed
- Radio continues to play after turning audio off using the audio knob
- Phone audio is not reconnected to Heads Up Display speakers after ending a call
- Android Device name is displayed incorrectly
- Volume control doesn't work correctly with the Heads Up Display knob
- Screen goes black after changing the language
- Touchpad doesn't function after a quick ignition cycle
- Audio playback doesn't fast forward correctly
- Favorites in Heads Up Display don't update after changing the connected phone
- Short cuts in the Heads Up Display are re-arranged after a short ignition cycle
- Vehicle settings temporarily incorrect after vehicle ignition
- AcuraLink app fails to launch when phone is connected
- Voice recognition may not recognize the "cancel" command
- Voice recognition doesn't launch when Android Auto is connected
- Voice recognition doesn't start when the voice recognition button is pressed shortly after ignition
- Camera settings are not restored to the default settings with a factory data reset
- Navigation doesn't end when "turn-by-turn" navigation is enabled on a connected device
- Navigation map version is not displayed after the map is updated
- The Navigation app crashes or the Route Overview screen does not open
- When opening the route overview screen, the display flickers between the map screen and the loading screen
- Blank screen observed after selecting different menu options in the Navigation menu
- In the Navigation app, the distance to waypoints is incorrectly displayed as the route distance

The following error messages:

- Network Communication Lost. The system will reboot to recover.
- Unfortunately, /vendor/bin/touchbridge has stopped
- com.honda.auto.automotiveservice.AutoApplication isn't responding
- Unfortunately, com.honda.tjba.phone has stopped
- com.honda.auto.mss.MediaSourceApplication has stopped
- Unfortunately, Phone has stopped
- Unfortunately, Android Auto has stopped
- Unfortunately, com.honda.telephonyservice has stopped
- Unfortunately, com.redbend.client has stopped
- Unfortunately, com.android.bluetooth has stopped
- SpeechRecognizer has stopped
- Unfortunately, com.windriver.ipod has stopped
- Unfortunately, CaptivePortalLogin has stopped
- com.honda.messaging service has stopped
- Unfortunately, /system/bin/surfaceflinger has stopped
- Unfortunately AppleCarPlay has stopped
- Unfortunately, com.android.bluetooth has stopped
- Unfortunately, com.honda.auto.linkmanager.helperservice:lmsrv has stopped
- Unfortunately, SystemUI has stopped or System UI isn't responding
- Unfortunately, com.Honda.ids has stopped
- Unfortunately, Alexa has stopped or com.honda.alexa system_app_crash
- Unfortunately, com.honda.auto.diagnostics.service has stopped"
- Unfortunately, com.honda.auto.mss has stopped
- Unfortunately, com.honda.tjba.navigation has stopped"
- Unfortunately, com.honda.ui.tjba.widget has stopped
- USB Error
- USB Audio has stopped or USB Audio isn't responding
- Sirius XM isn't responding
- Alexa isn't responding
- "No audio connection for FM radio"

- "AM/FM isn't responding"
- "Linkmanager" app crash
- "CaptivePortalLogin" app crash
- "Unable to start Android Auto from the connected device"

This update is intended to improve the following issues:

- Improve Bluetooth connection time and automatically reconnect Bluetooth devices
- Improve the layout and visibility of information on the display
- Improve call transferring

SOFTWARE VERSION F.1.0.8/ ALEXA APP 10.5.1
- Resolves system is slow to respond, will not calculate route, or multiple App crashes.
- Amazon Alexa App shows user error when attempting to authenticate, and after authentication the Alexa App is non-functional.

FAQ

INSTALLATION DETAILS

Go to **System Updates** on the **Home** screen in your vehicle to check for updates.

NOTE:

- **For more information on how to do a software update, see System Updates in the online owner's manual, or go to the** https://mygarage.acura.com Service & Maintenance > Software System Updates
- **Due to the variations in the technology as well as how it is used and operates in different vehicles, your vehicle may not have experienced any of the symptoms or issues described below or only one (or some) of them. You should still obtain this software update**.
- Unless stated otherwise, the vehicle can be used normally even while updates are in progress.
- Depending on your vehicle trim and options, some of the updates may not be applicable to your vehicle.