

May 13, 2015

01621 Version 1

AcuraLink[®] System Status Indicator Is Red and DTC B1403 Will Not Clear

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2014	MDX	ALL with navigation	ALL
2015	MDX	2WD with navigation	5FRYD3...FB000001 thru 5FRYD3...FB007880
		SH-AWD with navigation	5FRYD4...FB000001 thru 5FRYD4...FB018838
2014–15	RLX	ALL with navigation	ALL
2014	RLX Sport Hybrid	ALL with navigation	ALL
2015	TLX	2WD L4 with navigation	19UUB1...FA000001 thru 19UUB1...FA007105
		2WD V6 with navigation	19UUB2...FA000001 thru 19UUB2...FA009308
		SH-AWD V6 with navigation	19UUB3...FA000001 thru 19UUB3...FA001517

SYMPTOM

The AcuraLink system status indicator changes from green to red and DTC B1403 (telematics GPS receiver error) will not clear.

POSSIBLE CAUSES

The TCU (telematics control unit) has an intermittent failure that causes a loss of GPS location.

CORRECTIVE ACTION

Inspect the TCU and, if necessary, replace it.

PARTS INFORMATION

Model	Part Name	Part Number	Quantity
MDX	Telematics Control Unit	39770-TZ5-A52	1
RLX	Telematics Control Unit	39770-TY2-A01	1
TLX	Telematics Control Unit	39770-TZ3-A51	1

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.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
1215A6	MDX – Inspect and replace the TCU	0.3 hr	15-017N	39770-TZ5-A52
	RLX – Inspect and replace the TCU	0.3 hr	15-017P	39770-TY2-A01
	TLX – Inspect and replace the TCU	0.4 hr	15-017Q	39770-TZ3-A51

Defect Code: 03217

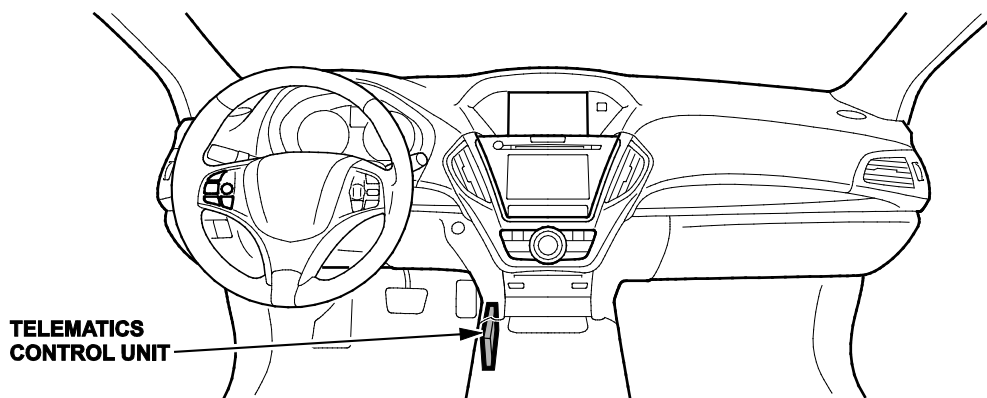
Symptom Code: 03214

Skill Level: Repair Technician

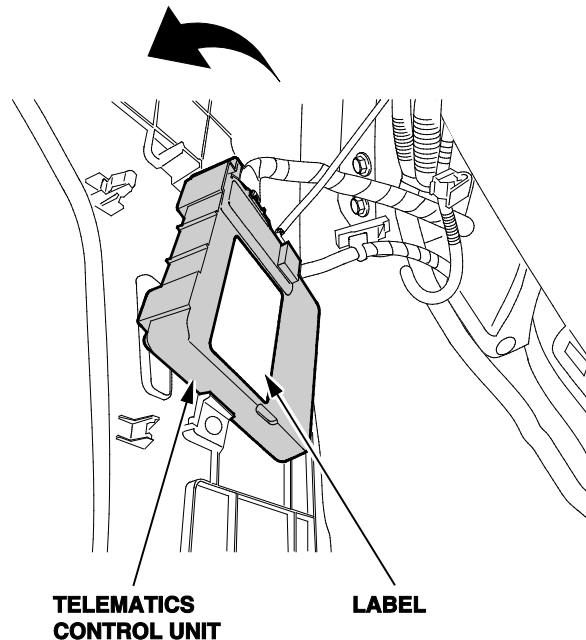
INSPECTION AND REPAIR PROCEDURE – MDX

NOTE: Have the service consultant advise your client that all phone numbers, speed dial information, voice tags, and contacts will be lost during this procedure. Also, the phone will have to be paired again and voice tags restored.

1. Find the TCU. It is behind the center console side cover on the driver's side. See the electronic service manual for details.



2. Pull the cover to the side without damaging the harness and connectors so that you can access the TCU label.



3. Check the label for the latest Visteon part revision number.
 - If the Visteon part revision number is 13 or above and the software revision number is 02.07.000 or above, the TCU is okay and this bulletin does not apply. Continue with normal troubleshooting.
 - If the Visteon part revision number is 12 or less and/or the software revision number is 02.06.000 or less, replace the TCU and go to step 4.

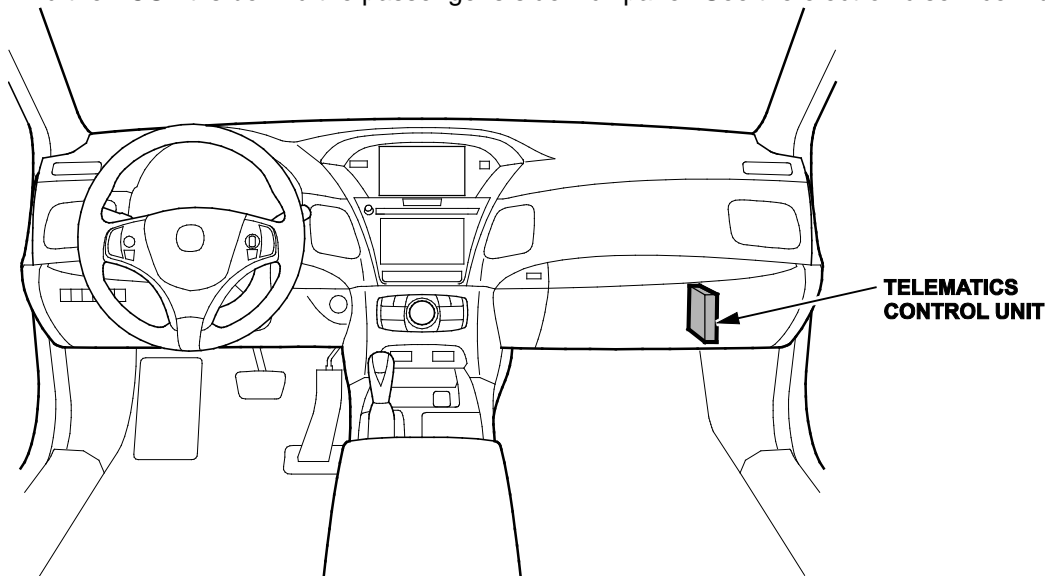


4. Turn the ignition to ON and park the vehicle in an open area away from trees, power lines, and tall buildings.
5. Let the vehicle idle for at least 15 minutes for the AcuraLink service to return to normal.
6. Press the SETTINGS button on the control panel.
7. Select **Info Settings** on the ODMD.
8. Select **AcuraLink Subscription Status** to show the current contract status.
9. If the status comes up as **No Data**, turn the ignition to OFF for 1 minute and then to ON again. Repeat steps 4 through 8 and check that AcuraLink and AcuraLink Real-Time Traffic™ (if subscribed) are working correctly. If not, continue with normal troubleshooting procedures.

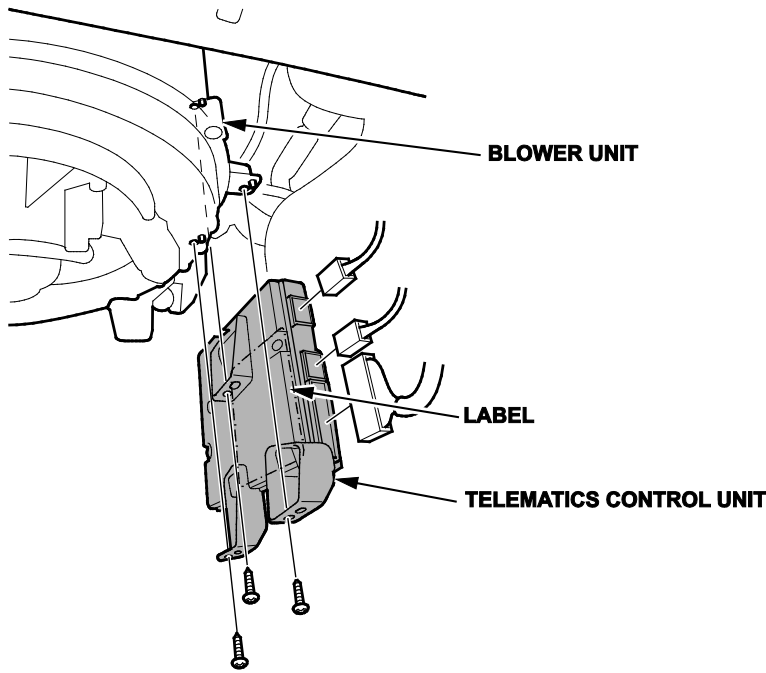
INSPECTION AND REPAIR PROCEDURE – RLX AND RLX SPORT HYBRID

NOTE: Have the service consultant advise your client that all phone numbers, speed dial information, voice tags, and contacts will be lost during this procedure. Also, the phone will have to be paired again and voice tags restored.

1. Find the TCU. It is behind the passenger's side kick panel. See the electronic service manual for details.



2. Remove the screws and disconnect the connectors.



3. Check the label for the latest Visteon part revision number.
 - If the Visteon part revision number is 13 or above and the software revision number is 02.07.000 or above, the TCU is okay and this bulletin does not apply. Continue with normal troubleshooting.
 - If the Visteon part revision number is 12 or less and/or the software revision number is 02.06.000 or less, replace the TCU and go to step 4.

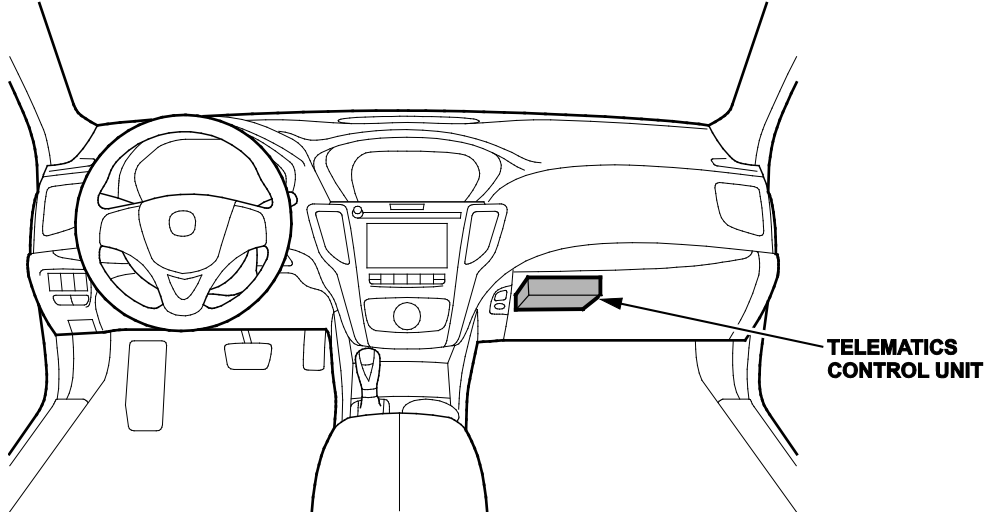


4. Turn the ignition to ON and park the vehicle in an open area away from trees, power lines, and tall buildings.
5. Let the vehicle idle for at least 15 minutes for the AcuraLink service to return to normal.
6. Press the SETTINGS button on the control panel.
7. Select **Info Settings** on the ODMD.
8. Select **AcuraLink Subscription Status** to show the current contract status.
9. If the status comes up as **No Data**, turn the ignition to OFF for 1 minute and then to ON again. Repeat steps 4 through 8 and check that AcuraLink and AcuraLink Real-Time Traffic™ (if subscribed) are working correctly. If not, continue with normal troubleshooting procedures.

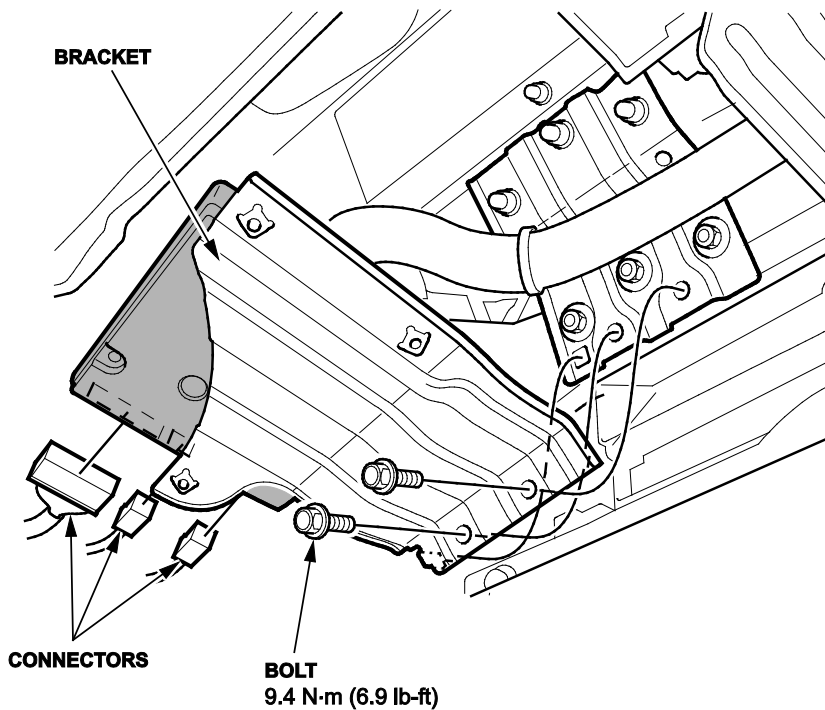
INSPECTION AND REPAIR PROCEDURE – TLX

NOTE: Have the service consultant advise your client that all phone numbers, speed dial information, voice tags, and contacts will be lost during this procedure. Also, the phone will have to be paired again and voice tags restored.

1. Find the TCU. It is behind the passenger's dashboard undercover. See the electronic service manual for details.



2. Remove the two bolts, then remove the bracket and disconnect the connectors.



3. Locate the TCU label.



4. Check the label for the latest Visteon part revision number.
 - If the Visteon part revision number is 11 or above and the software revision level is 01.05.000 or above, the TCU is okay and this bulletin does not apply. Continue with normal troubleshooting.
 - If the Visteon part revision number is 10 or less and/or the software revision number is 01.04.000 or less, replace the TCU and go to step 5.



5. Turn the ignition to ON and park the vehicle in an open area away from trees, power lines, and tall buildings.
6. Let the vehicle idle for at least 15 minutes for the AcuraLink service to return to normal.
7. Press the SETTINGS button on the control panel.
8. Select **Info Settings** on the ODMD.
9. Select **AcuraLink Subscription Status** to show the current contract status.
10. If the status comes up as **No Data**, turn the ignition to OFF for 1 minute and then to ON again. Repeat steps 6 through 10 and check that AcuraLink and AcuraLink Real-Time Traffic™ (if subscribed) are working correctly. If not, continue with normal troubleshooting procedures.

END.