

Applies To: **2005-07 RL – ALL Equipped with Real-Time Traffic**
2007 RDX, MDX and TL – ALL Equipped with Real-Time Traffic

May 12, 2007

No Real-Time Traffic on the Display

(Supersedes 05-026, dated February 7, 2007 to update the information marked by the black bar)

BACKGROUND

This service bulletin provides this information:

- Overview of the map traffic display
- Finding out what traffic data is available in your area
- Troubleshooting for the symptom “No traffic shown”

OVERVIEW OF THE MAP TRAFFIC DISPLAY

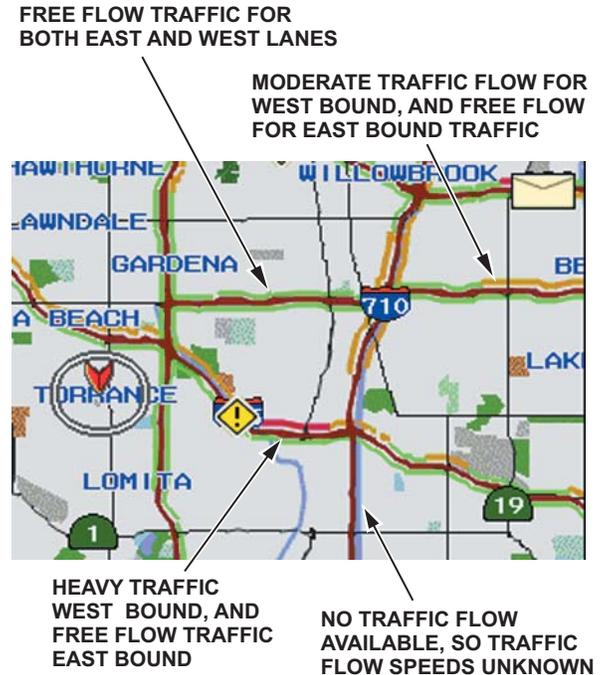
The real-time traffic feature has the capability of showing this information:

- Traffic flow rates (as colored bands beside the road)
- Accident incident icons
- Construction incident icons
- Weather-related incident icons

Always verify what features are available in your area. Many areas provide only incident icons and no traffic flow rates. If the traffic flow rate is not available in your area, and/or there is a temporary lack of incident icons, a client may believe that the system is not working properly.

NOTE: Real-time traffic information may experience outages, be down for maintenance, or only be available during certain times of the day. It is important to confirm that real-time traffic works on a known-good vehicle before diagnosing the client’s vehicle.

Below is a screen capture of real-time traffic in the Los Angeles area that shows traffic flow and accident incident icons.



Color bands indicate how fast the traffic is moving:

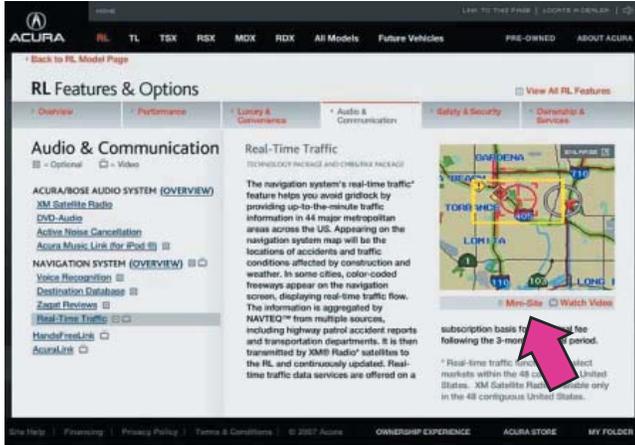
- | | | |
|---|------------|---------------|
| | '05 models | '06-07 models |
| • Heavy traffic: 0-27 mph (approx.) | | |
| • Moderate traffic: 27-52 mph (approx.) | | |
| • Free-flowing traffic: 52+ mph (approx.) | | |

Incident icons indicate accidents, construction, or weather-related incidents:

- Accident/Incident (other)**
- Construction**
- Weather**

FINDING OUT WHAT REAL-TIME TRAFFIC DATA IS AVAILABLE IN YOUR AREA

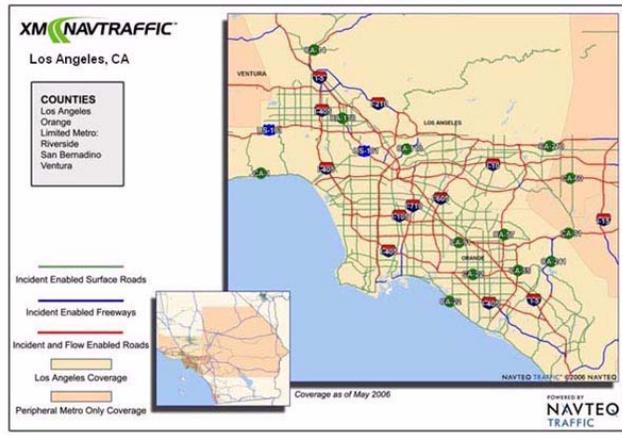
Before you can troubleshoot real-time traffic, you need to know what coverage is available in your area. To see what traffic data is available in your area, go to www.acura.com/realtimetraffic, select the Mini-Site icon (see red arrow below), then select Coverage Areas.



MINI-SITE

Selecting a city brings up a map that shows what roads and freeways are incident enabled, and what roads and freeways are incident and traffic flow enabled for that area.

Below is an example of the Los Angeles area that illustrates the coverage details.



Check the website regularly for additional cities and updated coverage details. Encourage your client to visit the website regularly as well.

TROUBLESHOOTING - NO REAL-TIME TRAFFIC IS DISPLAYED

NOTE:

- A marginal battery or a poorly performing charging system may cause the AcuraLink control unit (XM receiver) to malfunction. Resolve all battery and/or charging system issues before beginning troubleshooting.
- The RL, MDX, and TL models are equipped with an auto start feature that keeps the starter motor engaged, even when you release the ignition switch. Due to the ignition switch design, if a client releases the ignition switch before the engine starts, the AcuraLink control unit (XM receiver) may receive unusually low voltage, which may cause the AcuraLink control unit (XM receiver) to malfunction. When starting the engine, hold the ignition switch in the START (III) position until it starts.

1. Check the battery condition. Refer to Service Bulletin 88-016, *Battery Test Procedure*.
Is the battery in good condition?
Yes - Go to step 2.
No - Troubleshoot the battery and/or charging system and recheck.
2. Park the vehicle outside where you have a clear view of the southern sky.
3. Turn the ignition switch to LOCK (0).
4. Check the real-time traffic display of a known-good vehicle to make sure that the XM® NavTraffic is being broadcast in your area. You may have to wait 5 minutes for the traffic display to refresh.

Is real-time traffic shown on the map of the known-good vehicle?

- Yes** - Go to step 5.
No - Call Acura Client Services at (800) 382-2238, and check to see if there are any traffic system outages or blackouts in your area.

NOTE: Some cities feature incident icons only. A temporary lack of incident icons may give the impression that the system is not working properly.

5. Make sure the client's XM NavTraffic account status is active. This account is separate from the regular XM radio subscription, and it has a separate fee. For the 2007 RL, RDX, MDX and TL, real-time traffic is free for the first 3 months. For 2005–06 RL vehicles, real-time traffic was free for the first 12 months.

To check the XM NavTraffic account status:

- Call XM® Satellite Radio at (800) 852-9696.
- Make sure you have:
 - The VIN
 - The XM Radio ID (shown on channel 000)
- From the automated phone menu, select **tech support**.
- Tell the agent that you are working on an Acura vehicle, and ask them to check the XM NavTraffic account status. Have the agent confirm that the XM NavTraffic subscription applies to the vehicle VIN you are working on.

NOTE: A client may own more than one vehicle capable of displaying real-time traffic.

Is the XM NavTraffic account status active?

Yes - Go to step 6.

No - If the free trial period is expired, return the vehicle to the client, and inform them how to renew their XM NavTraffic subscription by calling XM Radio at (800) 852-9696.

If the free trial period has not expired, call XM Radio at (800) 852-9696 and reactivate the account for the remainder of the free trial period, then request a rapid refresh. To do a rapid refresh:

- Park the vehicle outside, in a clear area, with the engine running.
- Turn the audio system on, and tune to an XM radio channel.
- Wait 30 minutes.

If the vehicle now receives real-time traffic information, return it to the client, otherwise go to step 6.

6. Do a VIN status inquiry to see if the vehicle has any outstanding product updates or service bulletins related to either replacing the AcuraLink control unit (2005 RL only) or updating the AcuraLink unit software (2006–07 RL, 2007 MDX, RDX, TL).

Are there any applicable product updates or service bulletins?

Yes - Do the applicable product updates and service bulletins, then retest the vehicle. If real-time traffic still does not work, go to step 7.

No - Go to step 7.

7. Verify that you are receiving a signal from XM:

- Park the vehicle outside with a clear view of the southern sky.
- Turn on the audio system, and tune to XM channels 000, 001, 174, or 247.

Can you tune to XM channels 000, 001, 174, or 247?

Yes - Go to step 8.

No - Refer to the applicable service manual, troubleshoot the XM radio, and retest. If real-time traffic still does not work, go to step 8.

8. Make sure the navigation map is set to either the 1/2, 1, 2, or 5 mile scale. If the scale is not set to one of these values, rotate the interface dial knob, or use the zoom in/zoom out buttons to adjust the map to proper scale.



NAVIGATION MAP SCALE

Do you see real-time traffic on the navigation display?

Yes - Return the vehicle to the client, and explain the proper settings.

No - Go to step 9.

9. Make sure the real-time traffic settings are correct.

MDX, RDX, and RL:

- Press the **map/guide** button, then select **map menu** by pressing in the selector button.
- Select **Show Icon on Map** by turning the interface dial, then pressing in the selector button.
- Select the **Traffic** icon from the **icon selection bar** at the bottom of the navigation display. The icon should turn **solid blue** when you select it. If it does not, go to step 10.
- Select **icon options** by pushing the selector to the right.
- From the **Select category for icon settings** menu, select **Traffic**.
- Select **traffic speeds** by pressing in the selector on the **Select Traffic info** screen. It should turn **solid blue**. Turn the interface dial to select **Traffic** icons, and press in the selector again. Both **Traffic speeds** and **Traffic Icons** must be **solid blue**. Push the selector to the right (**DONE**) to complete the process.

TL:

- Select the **icon** button on the lower left hand corner of the map screen.
- Select the **Traffic** icon. The icon should turn solid blue. If it does not, go to step 10.
- Select the **Icon Options** button.
- Select **Traffic** from the **Select category for icon settings** screen.
- Select both **Traffic speeds** and **Traffic Icons** from the **Select traffic info** screen. Both icons must be solid blue and indicate **On Map** before checking real-time traffic.
- Select **Done** to exit and return to the map.

Do you see real-time traffic on the navigation display?

Yes - Return the vehicle to the client, and explain the proper settings.

No - Go to step 10.

10. Do the diagnostic mode checks:

- Start the vehicle, and enter the navigation diagnostic mode by pressing and holding the **Menu, Map/Guide, and Cancel** buttons.
- Select **Navi System** from the **Navigation Diagnosis Items** menu, and verify that all the links/icons are green. If any links/icons are red, refer to the applicable service manual for repair information, then go to step 11.
- Return to the main **Navigation Diagnosis Items** menu and select **XM(HIP)**, then select **XM(HIP) System Link**, and verify that the links/icons are green. If any links/icons are red, refer to the applicable service manual for repair information, then go to step 11.

11. Confirm the Traffic Channel settings of the AcuraLink unit (2007 MDX, RDX, TL).

- Return to the **XM(HIP)** diagnostic menu.
- Select **XM(HIP) ECU**.
- Select **Traffic channel**.
- NOTE: Do **not** touch or select **Data Reset**.
- Confirm the settings:
 - SID = 255
 - APP ID = 8

NOTE: Clients may accidentally change these internal settings. If the setting have been changed, the real-time traffic may not operate.

- Adjust the setting(s), if necessary. Press the **cancel** button twice to return to the **XM(HIP)** diagnostic menu. Select the on-screen **Return** button to fully exit the diagnostic mode.
- Turn the vehicle off. Wait 20 seconds, and start the engine.
- Park the vehicle outside with a clear view of the southern sky, and verify you are receiving an XM radio signal (see step 7).

Do you see real-time traffic on the display?

Yes - Return the vehicle to the client.

No - Go to step 12.

12. Reset the AcuraLink control unit:

- Make sure you have the anti-theft codes for the audio and navigation system.
- Turn the ignition switch to LOCK (0), then pull the back-up fuse from the underhood fuse/relay box. For the underhood fuse/relay box location, refer to the applicable service manual. Wait 2 minutes, then reinstall the fuse.
- Start the engine.
- Enter the anti-theft codes for the audio and navigation system.
- Let the navigation system reboot, then select one of the traffic scales (1/2, 1, 2, 5 miles).
- Park the vehicle outside, with a clear view of the southern sky, then verify you are receiving an XM radio signal (see step 7).

Do you see real-time traffic on the navigation display?

Yes - Return the vehicle to the client.

No - Go to step 13.

13. Substitute a known-good AcuraLink control unit, and retest the vehicle.

Park the vehicle outside, with a clear view of the southern sky, and verify you are receiving an XM radio signal (see step 7).

Do you see real-time traffic on the navigation display?

Yes - Replace the original AcuraLink control unit. Refer to the applicable service manual. Register the new AcuraLink control unit with XM radio and Acura Client Services. Return the vehicle to the client.

No - Substitute a known-good navigation control unit. If the problem goes away, replace the original navigation control unit.