



Over the Air System Updates

2020 RDX: Software Update Display Audio/Navigation Available

November 22, 2021

INTRODUCTION

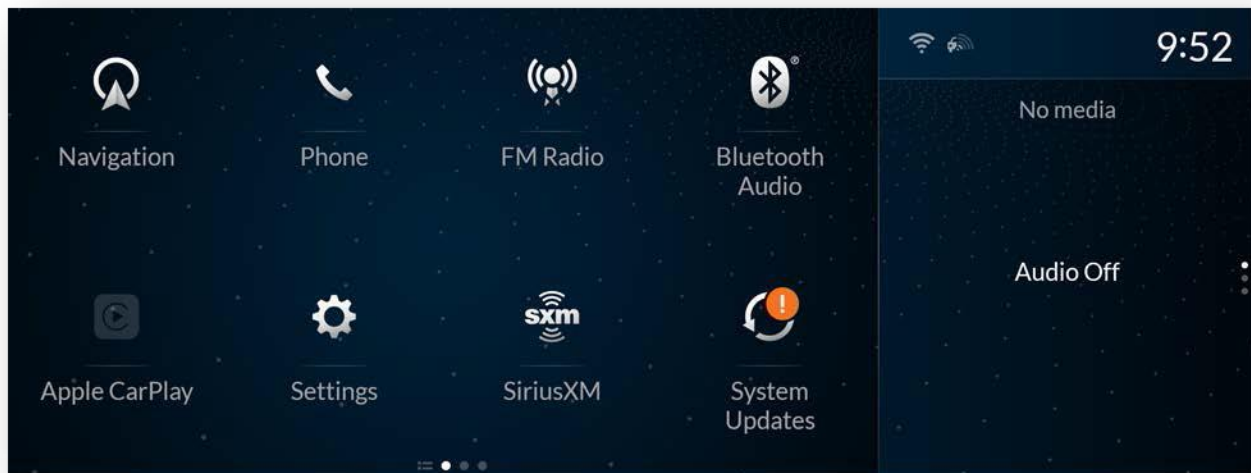
This software contains system upgrades and enhancements that fix a variety of operational errors.

INSTALLATION DETAILS

NOTE:

- For more information on how to do a software update, see System Updates in the online owner's manual or go to https://owners.acura.com/Documentum/ota/2020_RDX.pdf
- Due to variations in the technology as well as how it is used and operates in different vehicles, your vehicle may have experienced none or only some of the symptoms described below. You should still obtain this software update.
- The software download will take about 30 minutes.
- The vehicle can be used normally even while updates are in progress.
- Depending on your vehicle trim, some of the updates may not be applicable to your vehicle.

Go to **System Updates** on the **Home** screen in your vehicle to start the update.



SOFTWARE VERSION FDC17.07.007 / NAD200.0.9A00

Over the Air (OTA) software update for Touring and Elite trims equipped with a Telematics Control Unit (TCU). The software will support the transition from a 3G to a VoLTE cellular connection.

NOTE: It is important to accept and install the software update prior to February 2022. Failure to update by February 2022, will result in an interruption to your AcuraLink Services that include SOS Ecall, Remote Commands, Automatic Crash Notifications, Vehicle Health Report, Amazon Alexa, etc. After February 2022, restoring AcuraLink services, will require a [customer pay] TCU replacement performed by a service technician at an authorized dealer.

NOTE: If you have any questions pertaining the update, refer to the FAQs at the end of this document.

SOFTWARE VERSION D.1.6.2

Corrects the following potential intermittent errors:

- System automatic reboots after connecting a corrupted USB stick.
- The message Unfortunately, como.honda.auto.hars has stopped appears at ignition ON.
- Voice Recognition does not respond after ignition ON and remains inoperable.
- **Unfortunately, System UI has stopped** message appears after connecting a CarPlay device.
- **Navigation has stopped** message appears when route is set, and vehicle remains parked.
- **Navigation has stopped** message appears after viewing Route Overview.
- **com.honda.auto.transportservice** message appear cancelling navigation route.
- Unfortunately, com.honda.auto.diagnostics.service has stopped message appears for high traffic system network.
- **Navigation has stopped** message appears during normal system operation.
- **Unfortunately, com.honda.telephonyservice has stopped** message appears when changing to and from Bluetooth to CarPlay during an active phone call.
- **Navigation isn't responding** message appears after selecting Back on touchpad multiple times form View Routes screen.
- Bluetooth off and Unfortunately, Settings has stopped messages appear after ignition ON.
- **Navigation has stopped** message appears after ignition ON.
- Navigation has stopped message appears after selecting Continue Route at Resume Route pop-up.
- **Unfortunately, Android Auto has stopped** message appears when connecting an Android device for the first time while the vehicle is in motion, and selecting EXIT on the Android device.
- Unfortunately, com.honda.telephonyservice has stopped message appears at ignition ON.
- **Unfortunately, Phone has stopped** message appears when changing Bluetooth connection between two paired devices.
- At ignition ON, CarPlay is slow to connect when connecting device at system boot up.
- SiriusXM Favorites and Icons presets are empty after ignition ON.

Additions/Enhancements:

- Increased System pre-install timeout, to mitigate **Update Failed Code:57D** during software pre-installation.
- OTA updates fail and Dynamic Mode drive (IDS) animations do not work; after the vehicle's Fuel Injection ECU was replaced.
- Implemented Over the Air (OTA) WiFi only campaign system interface to connect to WiFi networks.
- Automatically transfer from Handset to handsfree mode when call enters "DIALING" state.
- Removed Bluetooth Hands Free Profile (HFP) dependency for allowing Android Auto to connect.
- Android Auto Security Patch for the Android Auto Projection AAP protocol library.

SOFTWARE VERSION D.1.5.1

Corrects the following potential intermittent errors:

- The message **Unfortunately, /system/bin/mediaserver has stopped** appears after pressing the Voice Recognition Switch.
- Apple CarPlay® randomly disconnects while in use.
- The message **Unfortunately, com.honda.telephonyservice has stopped** appears at ignition ON.
- After a call is ended, the message **Unfortunately Phone has stopped** appears, and the call is shown as active on the secondary screen.
- Android Auto does not resume after a short press followed by a long press of the Voice Recognition Switch.
- Apple CarPlay® does not launch after switching between the native Voice Recognition app and Siri multiple times.
- The message **Unfortunately, com.honda.tjba.phone has stopped** appears when receiving an incoming call and disconnecting Android Auto at the same time.
- While using Apple CarPlay®, the Home Screen is black with only the secondary screen displaying during an ignition cycle.
- Active Android Auto navigation route is canceled after an ignition cycle.
- With an iPhone device connected via Bluetooth, the message **Unfortunately, Smartphone Voice Recognition has stopped** appears when turning the ignition off, before the system shuts down.
- The message **Unfortunately, com.honda.tjba.naviation has stopped** appears when selecting a favorite preset in the navigation app.
- An incoming call notification does not show on the secondary screen unless the phone app is shown on the Home screen.
- The song list is not updated or is shown incorrectly in the head-up display (HUD) while connected to Apple CarPlay®.
- Android Auto audio drops briefly when switching between applications.
- When selecting the Audio Off option in Apple CarPlay®, audio does not remain off after an ignition cycle.

Additions/Enhancements:

- Improved Bluetooth reconnection to sync Phonebook.
- Improved Secondary screen operation while using Apple CarPlay® or Android Auto.
- Added **No Device Connected** text to the meter, when no audio device is connected via Bluetooth, AUX, or USB.

SOFTWARE VERSION D.1.4.3

Corrects the following potential intermittent errors:

- During a high vehicle network stress, the system reboots after displaying **Network Communication Lost. The system will reboot to recover.**
- System reboots after repeatedly toggling Bluetooth ON and OFF, in Bluetooth Option screen.
- System temporarily stops recognizing handwriting input.
- The message **AcuraLauncher isn't responding** appears on the HOME screen.
- The message **Navigation isn't responding** appears after repeatedly setting new routes, and the system displays a map with high number of Point of Interest (POIs) icons.
- The message **Unfortunately, Bluetooth Audio has stopped** appears, even though Bluetooth Audio continues to play normally.
- Detected handwriting does not match user input.
- The message **Unfortunately, USB Audio has stopped** appears, even though USB Audio continues to play normally.
- System is slow at boot-up, temporarily displaying a black screen before returning to normal operation.
- Navigation application displays a black screen after selecting a favorite destination in the Find Navigation application screen and returns to the HOME screen.
- The message **com.auto.honda.media.raamservice** appears after initiating a Factory Data Reset.
- The message **Touchpad is not available** appears at random.
- The message **system/bin/media server has stopped** appears after an ignition cycle.
- The message **Unfortunately, Android Auto has stopped** appears after switching to and from Android Auto to FM radio.

- The message **Unfortunately USB Audio has stopped** appears when quickly switching to USB audio from the meter or head-up display (HUD) right after connecting a phone device.
- The message **Unfortunately, AcuraLauncher has stopped** appears when starting to add shortcuts to the Home page or head-up display(HUD) while the vehicle is stationary and completing the addition while the vehicle is in motion.
- The message **Unfortunately, System UI has stopped** appears after ending a phone call via Bluetooth and immediately connecting to Apple CarPlay®.
- The message **Unfortunately com.honda.telephony service has stopped** appears after connecting a phone device to the USB port for Apple CarPlay®, and immediately starting an outbound call.
- While trying to launch Apple CarPlay® from the secondary screen, **Apple CarPlay unavailable** message appears, however, Apple CarPlay® operates correctly on the primary screen.
- The message **AM/FM isn't responding** appears after selecting Seek Up/Down multiple times, followed by a preset selection.
- The message **Unfortunately USB audio has stopped** appears after connecting and disconnecting a USB device to the USB port.
- The message **Unfortunately, Sirius XM has stopped** appears after ignition ON.
- The message **Unfortunately, Bluetooth Audio has stopped** appears after the audio is turned off and an audio application is re-launched from the HOME screen.
- The message **Unfortunately, Android Keyboard (AOSP) has stopped** appears when a destination route is being set while audio is playing.
- Head-up display (HUD) Navigation application **Nearby** categories are not translated to the selected language.
- When receiving a phone call, the secondary screen shows **Phone Call Active** before displaying the incoming call screen.
- The message **No Device Connected** message does not appear on the secondary screen when switching to an external audio source that is not connected (BT-A, USB, AUX) after using Android Auto.
- Accessing direct tune from the FM application while the vehicle is in motion, the handwriting entry button is grayed out (disabled).
- When an Over the Air software update fails to install, the system reboots with **Update Failed** and **Code: 57D** message displayed on the screen.
- Mismatch in Dynamic Mode settings between the Center Display and Meter.

Additions/Enhancements:

- Navigation application auto-zoom has been expanded, to zoom out and show next maneuver on map.
- Navigation application and Meter Point of Interest (POI) icon for Gas Station enhanced.
- Spanish translation for **OFF** in Vehicle Settings menu, displays as **DESACTIVADO**.
- When no route is in progress, the Point of Interest (POI) cards displays **View Routes** option, which allows the user to choose a different route other than the default route.
- Improved Navigation Voice Recognition response time.
- Expanded touch zone for Maneuver list to include the entire maneuver bar.

New Feature:

- Integrated Dynamics System (IDS) mode switch shows an animation of the vehicle on the center display.

SOFTWARE VERSION D.1.2.1

Provides software updates to correct the following potential intermittent errors:

- Graphics disappear, and system becomes unresponsive.
- MOTO g6 Phone causes **Settings isn't responding** pop up message.
- Distance units in the Navigation application do not change when they are changed in the meter.
- Popping sound through the vehicle speakers, followed by no audio.
- Phone call active status remains on secondary screen after a call has ended.
- Application icon does not show on the on HOME screen after adding a new application using an Over the Air (OTA) update.
- Phone call status does not show on the secondary screen or on the meter after connecting to Apple CarPlay® and making a phone call for iPhone models running iOS 13.
- Phone call status does not show on the meter after an ignition cycle while connected to Apple CarPlay®.
- **Android is starting** pop up message prolongs boot up time

Additions/Enhancements:

- Android Auto capability

Provides software updates to correct the following potential intermittent errors:

- Audio stays ON when vehicle is turned OFF.
- SiriusXM stops working during an ignition cycle.
- System reboots due to high CPU load.
- Display freezing while listening to SiriusXM and using the navigation app.
- iPod Nano unable to connect via USB.
- **Unfortunately, Sirius XM has stopped.** pop up message.
- USB app crashing when skipping through track titles.
- System freezing on the startup animation screen.
- **Radio Unavailable** message when changing audio source from AUX to FM after an ignition cycle.
- SiriusXM crash when switching between SiriusXM and the Navigation app on the secondary display, while TuneMIX function is not available.
- Steering wheel control switch does not respond while using the USB app to interact with Now Playing screen in the meter.
- System Updates exclamation notification icon appearing every time the vehicle connects to a WiFi hot spot.
- Album art and metadata not disappearing simultaneously during HD radio signal loss.
- SiriusXM audio not resuming after ending a call when connected via *Bluetooth*®.
- SiriusXM preset scrolling not working when using steering wheel selector after ignition on.
- **Recalculating route....** message not clearing after adding a route on the secondary display.
- Display remaining off while audio is heard through the vehicle speakers after a quick ignition ON > OFF > ON cycle.
- Navigation Map user interface options disappearing after simultaneously selecting **Map Layers** and **Cancel**.
- USB app **Play All** option displaying randomly when searching for an Artist in the Music Library.
- Wrong SiriusXM channel icon displaying in the Now Playing section.
- **Keep Right** or **Keep Left** maneuver mismatch between the head-up display (HUD) and the primary display.
- Navigation App crashing when reviewing a route overview, while on guidance to a previously set destination.
- Apple CarPlay® failing to launch when connecting an iPhone to the USB port while on a phone call.
- Mismatched maneuvers between the head-up display (HUD)/Meter and the Map display after driving off route.
- Empty head-up display (HUD) list for recent SiriusXM channels.
- **End call** functionality showing on the head-up display (HUD) while two or more phone calls are active.
- Apple CarPlay® showing not available in the primary display but audio source is available.
- Phone call information remaining on the secondary display after ending a call while using Apple CarPlay®.
- Lagging keyboard performance when selecting a character through the touchpad.
- Text messages displaying for contacts with long names.
- Apple CarPlay® failing to automatically launch after an ignition cycle.
- **No Phone Connected** message on Meter when a phone is paired via *Bluetooth*®.

- Phone call information freezing on the secondary display when receiving and dismissing a passenger seat notification.
- **Loading** message failing to clear on the display while reviewing the phone contact list.
- Apple CarPlay® Siri showing on the primary display while the Audio-Off popup is active.
- *Bluetooth*® audio resuming when switching from FM source after giving a voice recognition command.
- Favorites presets displaying M frequencies when reviewing the Favorite list.
- Preventing Siri Eyes Free from starting a second session after the system confirms end of first session.
- Handwriting Touchpad slow response when spelling/searching for a Favorite phone contact.
- *Bluetooth*® audio source resuming after ending a phone call.
- Audio system skipping SiriusXM presets when using the steering wheel switch.
- Inconsistent functioning of Siri Eyes Free and the system embedded voice recognition functionality.
- Apple CarPlay® dropping hands free calls when connected to iPhone devices.
- System resetting with **Android optimizing applications...** pop up message when using Apple CarPlay®.
- **System Error-Function Unavailable** displaying when using the steering wheel switch audio controls.

SOFTWARE VERSION D.1.1.4

This software contains the following updates.

- Clock displays incorrect time and/or time zone by one hour.
- Graphics update.

PREVIOUS OTA RELEASES:

OTA Version	Release Date
D.1.5.1 and D.1.4.3	01/18/2021
D.1.2.2	05/13/2020
D.1.2.1	11/04/2019
D.1.1.4	08/28/2019

AcuraLink®: Over the Air Software Update for Wireless Network Upgrade

Why do I need to apply the OTA update?

By February 22, 2022, North American wireless network providers will be phasing out the 3G network the affected vehicle uses for AcuraLink and WI-FI Hotspot services. An Over the Air Update (OTA) is required to update your vehicle's embedded cellular unit, to enable it to connect to a new network that will allow you to continue to receive AcuraLink and WI-FI Hotspot services.

Which models are affected?

2019–21 RDX

What features will be impacted if I don't apply the OTA by February 22, 2022?

AcuraLink Remote: Remote Start and Stop, Security Alarm Alert, Amazon Alexa Skill, Remote Lock and Unlock, Find My Car, Geofence Alert, Key by Amazon In-Car Delivery, Speed Alert, Destination by Voice, Stolen Vehicle Locator, Driver Feedback.

AcuraLink Security: Emergency Call, Automatic Collision Notification, Enhanced Roadside Assistance, Personal Data Wipe.

AcuraLink Concierge: Personal concierge services to make hotel, restaurant or airline reservations.

AcuraLink Link: Dashboard, Vehicle Health Report, Send Destination, Last Mile.

Other Features: Wi-Fi Hotspot

How can I confirm the update is available for my vehicle?

The System Updates icon will show an exclamation point (!)

What are the consequences of not completing the OTA update?

AcuraLink services and Wi-Fi Hotspot will no longer work as of February 22, 2022. Additionally, future Over the Air Update fixes and enhancements to your audio and connectivity system cannot be downloaded via the cellular network. Only Wi-Fi and USB updates will be available.

PLEASE NOTE: Unless the update is completed by February 22, 2022, Automatic Collision Notification will not function. If your airbag deploys or a significant collision is detected, your vehicle will be unable to contact an operator who could request that emergency services be dispatched.

Can I update my vehicle after February 22, 2022 to receive AcuraLink or WI-FI Hotspot services?

No, you cannot perform the OTA update after February 22, 2022. Restoring AcuraLink or WI-FI Hotspot services after February 22, 2022 can ONLY be addressed by a customer paying for a new embedded cellular device at an authorized dealer.

What happens if I have a paid subscription and I do not perform the OTA update?

If you do not update your vehicle via the OTA prior to February 22, 2022, your services will automatically be cancelled, and you will be issued a pro-rated refund for the unused portion of your subscription. You will lose access to services such as Automatic Collision Notification, Emergency Call, Stolen Vehicle Locator and Remote Features such as Remote Start and Stop and Amazon Alexa Skill. If you are not currently subscribed to AcuraLink services, then the operation of your Honda vehicle will not be affected, but you would not be able to receive such services in the future.

If you have a paid subscription for WI-FI Hotspot, please contact AT&T Customer Support.

How do I perform the OTA update?

Please follow these steps to complete the update.

Your vehicle may automatically perform Steps 1-3 in the background. If so, then please begin with Step 4 and press "Install Now".

1. Go to the "HOME" screen on your vehicle display audio screen
2. If the vehicle indicates an update is available, select the "System Updates" app
3. Select "via Wireless"
4. When the download is complete, select "Install Now"
5. The System Updating bar note the installation progress.
6. Wait for confirmation "Update Complete"

How long does the OTA take to complete?

The update takes approximately 17-20 minutes to complete. This is dependent on good cellular network connection.

Will I lose any functions during the update?

The update takes approximately 17-20 minutes to complete, and the cellular connection will be disabled and restored after the update has completed. In addition, during the update process the green LED between the LINK and ASSIST call out buttons, located by the dome light, will blink.

How will I be able to confirm the update worked?

Please follow these steps to confirm the update was successful.

1. Select "HOME" screen on your vehicle display audio screen
2. Select "System Updates"
3. Select "via Wireless Connection"
4. Wait for the "**System is Up-to-Date**" message to display

Can the dealer perform the OTA update for me?

Yes, you can schedule an appointment with your dealer to complete the OTA update.

What happens if the OTA update doesn't work if I opt to do it myself?

You may experience Update Failed Code 57D or 5AC which may be caused by a poor cellular signal.

Before installing the software, move the car to an open area where cellular signal may improve. If the installation of the software is successful, you will see "Installation of new software complete".