



Applies To: **See VEHICLES AFFECTED**

**October 10, 2006**

## Navigation System DVD Information and Inspection

(Supersedes 05-018, dated August 4, 2006, to update the information marked by the black bars)

### BACKGROUND

This bulletin provides the following Navigation System DVD (Digital Video Disc) service information:

- DVD label color identification by model
- Earliest DVD version application for each model
- How to identify navigation DVD versions, and how to inspect a DVD for damage
- Ordering a DVD
- Navigation DVD stocking concerns
- DVD handling and cleaning
- How to install a navigation DVD
- Precaution on client "sneak previews"
- How to answer client questions about navigation coverage
- Pitfalls when interchanging navigation DVD/parts during diagnosis
- Transferring a DVD during navigation control unit replacement
- Entering the anti-theft code
- Navigation system platforms

Use this information to avoid possible client dissatisfaction issues caused by incorrect or outdated DVD installation.

### VEHICLES AFFECTED

- 2000–04 3.5 RL
- 2005–07 RL
- 2000–03 3.2 TL
- 2004–07 TL
- 2001–07 MDX
- 2001–03 3.2 CL
- 2004–07 TSX
- 2007 RDX

### WARRANTY CLAIM INFORMATION

None. This is provided as information only. Refer to the flat rate manual whenever servicing or repairing the navigation system.

## DVD LABEL COLOR IDENTIFICATION BY MODEL

Clients may obtain navigation DVDs from a variety of sources (from friends, internet auctions, etc.) outside of the normal ordering process. If they install an incorrect DVD, it can produce an error message, or cause the navigation system to malfunction. Use the following table to identify the label color used for each model.

Model	Year	DVD Label Color	Earliest DVD Version	Latest DVD Version	Features
3.5 RL	2000	Black	1.07	2.40	Voice guidance only
	2001		2.03		
	2002		2.04		
	2003		2.05		
	2004	Orange	3.20	3.60	Voice recognition
RL	2005	White	4.13B	4.55	Advanced voice recognition (city/street name recognition), real-time traffic, HFL, OnStar
	2006		4.31		
	2007 (TECH with navigation)		4.55		Advanced voice recognition (city/street name recognition), real-time traffic, HFL
	2007 (with compass)		4.31/4.54	4.54	Compass
3.2 TL	2000	Black	1.07	2.40	Voice guidance only
	2001		2.02		
	2002		2.04		
	2003		2.05		
TL	2004	Orange	3.30D	3.60	Voice recognition*, HFL
	2005		3.40A		
	2006		3.50		
	2007	White	4.55	4.55	Advanced voice recognition (city/street name recognition), Real-time traffic, HFL
MDX	2001	Black	2.02	2.40	Voice guidance only
	2002		2.05		
	2003	Orange	3.10	3.60	Voice recognition
	2004		3.30D		
	2005	White	4.11	4.55	Advanced voice recognition (city/street name recognition), HFL, OnStar
	2006		4.31		
	2007		4.55		Advanced voice recognition (city/street name recognition), HFL
3.2 CL	2001	Black	2.02	2.40	Voice guidance only
	2002		2.04		
	2003		2.05		
TSX	2004	Orange	3.20	3.60	Voice recognition*
	2005		3.40A		Voice recognition, XM added*
	2006	White	4.31	4.55	Advanced voice recognition (city/street name recognition), HFL added*
	2007		4.31/4.55		
RDX	2007	White	4.41/4.55	4.55	Voice recognition, and real-time traffic. NOTE: Ver 4.41 applies only to this vehicle, and has the same database as ver 4.31

\* Navigation control units for these models have different part numbers and are not interchangeable between model years.

### NOTE:

- The earliest DVD version is typically the version of the DVD that originally came with the vehicle.
- The latest DVD version is typically the version for the current model year, or the version that is available as an update DVD.
- Depending on the year and model, and whether the client purchased an update DVD, the client's DVD may be a version between the earliest and the latest DVD versions.

## EARLIEST DVD VERSION APPLICATION FOR EACH MODEL

Each navigation system DVD contains a map/POI (point of interest) database and the navigation system software for each model that it supports. Inserting an older DVD (such as an earlier version than indicated in the table on the previous page) can cause problems since it lacks the software to provide the specific features needed for that model. Unfortunately, the navigation software does not detect or warn you that the version is outdated, and it may even appear to operate.

NOTE: Replacing a DVD just because the version number is higher is not always warranted. A higher software version (see below) DOES NOT necessarily mean it contains newer software for your model. The DVD contains software for ALL models that use the same color DVD, and a revised number may or may not have software fixes or upgrades for the model in question.

Typical warning symptoms that an outdated DVD is being used include:

- An Acura model navigation screen may display a Honda logo while booting up.
- A newly introduced model feature (for example, XM radio) may not display properly, and **Extension** will display instead.

NOTE: **Extension** may be displayed when using Music Link, but should never be displayed when XM is selected.

- The current street (the street being driven on) may not appear properly at the bottom of the map screen display when the vehicle is driven on a main road.

NOTE: If necessary, compare the operation to the navigation system of the same model vehicle that has a current DVD.

## HOW TO IDENTIFY NAVIGATION DVD VERSIONS, AND HOW TO INSPECT A DVD FOR DAMAGE

To determine the navigation version on a particular model, start the engine, then locate the navigation control unit (see the appropriate service manual). Open the DVD door, and push the eject button to eject the DVD. Hold the DVD by the edges, and check for these items:

- The label color (see the chart on the previous page for model application).
- Read the DVD version on the label, and note it on the repair order. The version number is near the bottom of the label text (for example, ver: 4.23A). You will need this version number:
  - To verify that the DVD version is appropriate for the vehicle.
  - Any time you call Tech Line regarding a navigation system issue.

- To answer client inquiries concerning update or coverage issues.

NOTE: Clients may obtain DVDs from sources outside the normal ordering process. If you determine this is the case, recommend that your client purchase the appropriate DVD from the Acura Disc Fulfillment Center (see ORDERING A DVD).

- Check the underside of the DVD for signs of mishandling. Deep scratches, swirl marks, or fingerprints can cause random lock-ups, reboots, and DVD read or format errors.

NOTE: A damaged DVD **is not** covered under warranty unless the disc is damaged by the navigation unit. Damage by the navigation unit typically appears as circular scratches caused by something rubbing against the DVD as it spins. The damage may appear as arcs or complete circles on the DVD reading surface.

- Verify that the underside of the DVD is silver, and not a "copy" with a blue color. Copies will not work properly and can cause other symptoms that mimic hardware problems.

If the DVD is defective, or has any of the issues mentioned above, return the vehicle to your client and recommend that they order the proper DVD from the Acura Disc Fulfillment Center (see ORDERING A DVD).

NOTE: If it is determined that the control unit is defective (through the appropriate service manual troubleshooting procedures) and the DVD will not eject, order a replacement navigation control unit, and also order a DVD from the Acura Disc Fulfillment Center.

## ORDERING A DVD

The Acura Disc Fulfillment Center (888-549-3798) will know the correct color DVD application for each vehicle and can provide the latest version. To order on-line, go to [www.Acura.com](http://www.Acura.com) and select **Acura store** and **Order update DVD**. When prompted, enter the year and model. The site automatically references a current DVD application chart, and selects the correct color and version DVD for you. You are then given the choice of a **Coverage**, **FAQs**, or **Order** link. The client's navigation system manual provides additional ordering and installation information. This information is located in the **Customer Assistance** section.

## NAVIGATION DVD STOCKING CONCERNS

Maintaining inventory of navigation system DVDs for client convenience is not recommended. Since the various navigation systems are version-sensitive (meaning that even if the correct color DVD is used, an older version may not work), stocking navigation DVDs can result in any of these problems:

- Incorrectly colored DVDs being put into navigation vehicles. This causes the system to either display error messages, or it causes system malfunctions that mimic a hardware problem. This results in the client driving away with a malfunctioning navigation system.
- The DVD version provided to the client is out-of-date or incompatible with a particular model. This inconveniences your client by delaying the repair, or by causing additional (and unnecessary) returns to your dealership.
- The client experiences bugs or other issues that have already been resolved in later versions currently available at the fulfillment desk.

### These ordering procedures are recommended.

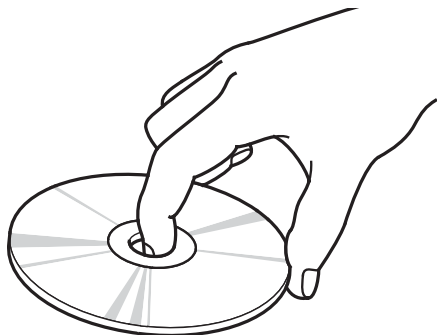
- Always order navigation DVDs on an as-needed basis. During a typical model year, each color DVD may undergo a half a dozen “software only” version upgrades to fix minor issues on some or all models the DVD supports. This is normal. Usually only the letter at the end of the version number changes, while the database (maps and POIs) remain unchanged.
- Never promise your clients future free updates. There are no free programs for updating the navigation DVD. Update DVDs are generally available for purchase each fall. The on-line DVD order site provides information when an update for a particular color DVD is available.

#### NOTE:

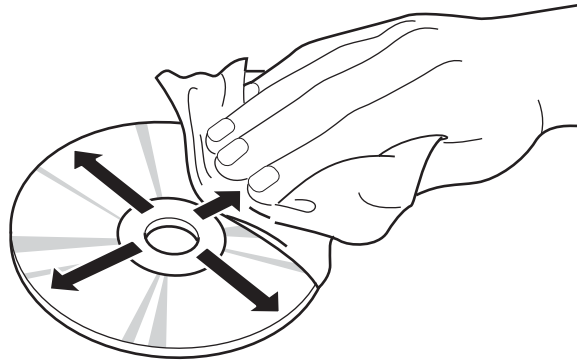
- Refer to the version chart in this bulletin when ordering any navigation system DVD.
- Damaged discs are not warrantable.

## DVD HANDLING AND CLEANING

To avoid damaging or leaving fingerprints on the DVD, always handle it by the edges and place it in a jewel case whenever it is outside the navigation control unit. Deep scratches or fingerprints on the back of the DVD can cause intermittent rebooting or other system errors.



Smudges and fingerprints can be carefully removed using a mild cleaner and tissues designed to clean eyeglasses. To clean a DVD, use a clean soft cloth. Very gently wipe across the DVD from the center to the outside edge, never in a circular motion.



Do not place stabilizer rings or labels on the DVD.

## HOW TO INSTALL A NAVIGATION DVD

1. Park the vehicle outside, and start the engine.
2. Eject the old DVD.
3. Install the new navigation DVD. Be sure to close the door on the navigation control unit.
4. Select **OK** on the disclaimer screen, then turn the vehicle OFF. Wait 1 minute, and restart the vehicle.
5. Select **OK** on the disclaimer screen.
6. Drive the vehicle on a mapped road until the road name appears at the bottom of the map screen. The system is now map-matched.

## PRECAUTION ON CLIENT “SNEAK PREVIEWS”

Your client might request a look (or “sneak preview”) at features in the latest navigation DVD software. You should never preview a navigation DVD in a client’s vehicle. Inserting a new DVD installs the latest software from the DVD into the memory of the client’s navigation system. When the original DVD is reinstalled, the newer software remains in memory and is often incompatible with the client’s original DVD Map and POI database.

If your client wishes to see the latest navigation coverage or software features, demonstrate it on an in-stock vehicle that already has the latest DVD version.

If, by chance, a newer version is loaded accidentally, either by the dealer or the client, the only remedy is to enter the navigation diagnostic mode’s **Version** screen and do a **forced download**. Refer to the *IN* for applicable patches that may need reinstalling.

**NOTE:** A forced download is not possible when the client upgrades their 2005 white-labeled DVD version 4.13 with an ‘06 or later DVD version 4.31 or greater. Either a new version DVD must be purchased, or the navigation control unit replaced.

## HOW TO ANSWER CLIENT QUESTIONS ABOUT NAVIGATION COVERAGE

Some clients may ask questions regarding a city, address or POI (point of interest) covered by the navigation system. It is better to verify a coverage question on an actual vehicle than to disappoint your client by promising coverage that may be incomplete or missing in their area. The following suggestions can be used to answer coverage inquiries from your client.

- **Is my address covered by the navigation system?**

Using a current production vehicle (of the same model), try entering the client's address (street first) to see if their area is covered. Always enter the street first, because sometimes their city may be included in a neighboring township, or under some larger metropolitan city name. If the address is shown in a later year vehicle, but not your client's vehicle, you might want to recommend that your client purchase an update.

- **Is my city covered by the navigation system?**

For general questions about whether a city is covered, view the **map coverage** link on the DVD order site. On the site, you enter a year and model, and then click on the **Coverage** link. You then select a state or province, and the cities are listed. Of course, this does not guarantee that the client's road or address is in the system. Verifying on an actual production vehicle is always the best guarantee that your information is accurate.

- **The gas station on my corner is now a restaurant. Why is it still incorrect in the navigation system?**

For POI-related client questions, explain that businesses are constantly moving, and there can be a considerable lag in updating the millions of POIs in the system. The database is updated annually, and the best way to verify whether the POI is accurate is to verify the inquiry on a current production vehicle.

Answers to these and other questions regarding coverage can be found in these locations:

- In the Frequently Asked Questions section of the navigation system manual.
- At the on-line DVD order site, by clicking on the **FAQs** link (see ORDERING A DVD).

## PITFALLS WHEN INTERCHANGING NAVIGATION DVD/PARTS DURING DIAGNOSIS

When troubleshooting navigation system problems, ensure that the known-good vehicle is the same software version year and model as the vehicle being serviced. Mixing incompatible navigation DVDs or other system components can delay the troubleshooting process by causing side effects unrelated to the original problem. (See DVD LABEL COLOR IDENTIFICATION BY MODEL.)

## TRANSFERRING A DVD DURING NAVIGATION CONTROL UNIT REPLACEMENT

In the unlikely event that the client's navigation control unit is faulty, you will need to order a remanufactured replacement navigation unit (see Service Bulletin *06-001 Audio, Navigation, and RES Unit In-Warranty Exchange, and Audio and DVD Player Out-of-Warranty Repair*). The order procedure on the *IN* is designed to minimize unnecessary replacement of parts due to client settings, unfamiliarity with system operation, or software/database issues that cannot be resolved by hardware replacement. The form asks the following navigation information:

- The client's DVD color and version number on the label, and condition (inspection for scratches)
- The client's complaint, symptom and other details to allow duplication of the issue by the factory
- The results of the diagnosis procedure per the service manual.

This information will help the Reman Center and the factory understand the problem and properly repair the core.

Replacement navigation control units do **not** come with a DVD because the parts center has no way of knowing the client's current DVD version. When the new control unit arrives, and before disconnecting the original control unit, do this:

1. With the engine running, open the control unit door and eject the DVD from the original control unit. To avoid scratching or damaging the DVD, temporarily place the DVD in a jewel case.

NOTE: If the DVD will not eject, write that information clearly on the core return form, and order a DVD from the DVD fulfillment desk.

2. Install a new control unit. Follow the procedure in the navigation section of the appropriate service manual.
3. Reinstall the client's original DVD, verifying that the DVD is free of deep scratches or smudges.
4. Check online for service bulletins prescribing patches, if any, that should be applied to the new control unit.
5. Park the vehicle outside, and do the initialization. On the *IN*, lookup the TQI of the Navigation System service bulletin that applies to the client's vehicle. This assures that all components connected to, or controlled by, the navigation unit are working properly. The TQI procedure includes a short test to ensure that the navigation unit has synchronized its maps with the current location obtained during the GPS initialization (map-matching).

## ENTERING THE ANTI-THEFT CODE

Any time power is disconnected from the navigation control unit, the 4-digit anti-theft code must be entered on the navigation system display. This 4-digit code can be found on a small code card or sticker in the glove box. Enter the 4-digit code, then select **Done**.

If the navigation system anti-theft code cannot be found, use the **IN** (Interactive Network) to look it up. You need the serial number for the navigation control unit to do this. There are two methods to obtain the serial number:

- For the latest navigation systems (white- and orange-colored DVDs), you can view the serial number by entering the diagnostic mode (see the appropriate service manual for this procedure). Select **Unit Check** from the main menu, then the **Navi ECU** diagnostic screen. This process eliminates unnecessary removal of the navigation control unit to obtain the serial number.
- For 2nd-generation navigation systems (identified by the black DVD used with them), the serial number is located on the underside of the navigation control unit.

**IN** may display more than one code for a given serial number. This is because serial numbers are not unique. You may have to try more than one 4-digit code. If no code is shown, or if the code(s) given do not work in the unit, contact the American Honda's Warranty department at **(310) 783-3240**. If the code "0000" (four zeroes) works, then replace the navigation control unit.

When replacing the navigation control unit, be sure to remove the old code card and stickers, and give the client the new anti-theft security code card.

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## NAVIGATION SYSTEM PLATFORMS

Since the 1996 model year, the navigation system has undergone four distinct platform changes. The system types are detailed in the chart below.

Distinguishing Feature	1st-Generation System <sup>1</sup>	2nd-Generation System	3rd-Generation System	4th-Generation System
Navigation media	Hard disc drive or flash card	DVD	DVD	DVD
DVD label color	N/A	Black	Orange	<b>White</b> (US) <b>Gray</b> (Canada only DVD)
Coverage (Metro USA cities)	Yes, the client selects area they want (DCA) <sup>1</sup>	Yes	Yes	Yes
Rural coverage	None	Yes, at version 2.11	Yes	Yes
Canada coverage while en route	None	None	Yes (metro areas only)	Yes (metro areas within about 100 miles of US border)
Alaska/Hawaii coverage	None/None	None/None	None/None	RL only
Voice guidance while en route	Yes	Yes	Yes	Yes <sup>2</sup>
Voice recognition	No	No	Yes <sup>2</sup>	Yes <sup>2</sup>
Voice recognition (city/street name)	No	No	No	Yes <sup>3</sup>
Traffic coverage	No	No	No	Yes (RL, TL, MDX, and RDX)
Zagat survey - USA restaurants	No	No	No	Yes
Breadcrumbs	N/A	Yes (MDX)	Yes	Yes
Waypoints	N/A	N/A	N/A	Yes
Remanufacture service bulletin	Service Bulletin 96-025	Service Bulletin 96-025	Service Bulletin 96-025	Service Bulletin 96-025
Training modules (Online University)	Acura EL65 - EL69	Acura/Honda ELC-81	Acura/Honda ELC87	Acura/Honda ELC92
Training modules (ProFormance in-dealer videotapes)	<b>E3104</b> (1998) – 1999 3.2 TL Service Advisor Introduction <b>E3102</b> (1998) – Technicians Guide to the Navigation System <b>ET642</b> (1996) – Sales Consultant's Guide to the Navigation System <b>ET643</b> (1996) – Service Advisor's Guide to the Navigation System	N/A	N/A	N/A

1. The HDD/flash card is programmed by the dealership using the *N* PC and supplied CDs. The client selects the area (DCA) that they want. The final update for this system was issued December 2002 (RL version 3.50, TL version 2.10). For questions regarding programming the HDD/flash card, or obtaining the CDs containing that coverage, refer to S/B 97-016, 1996–99 3.5RL: *TQI of the Navigation System*, or call the *N* help desk at (800) 245-4343.
2. The features supported by voice recognition (navigation, audio, climate, and RES) vary by model and trim. See the navigation system manual for a list of applicable voice commands.
3. For more current metro traffic coverage information, go online to [www.Acura.com](http://www.Acura.com), select **comfort&convenience**, select **realtimetraffic**.