



Over the Air System Updates

2019 RDX: Software Update Display Audio/Navigation Available

January 18, 2021

INTRODUCTION

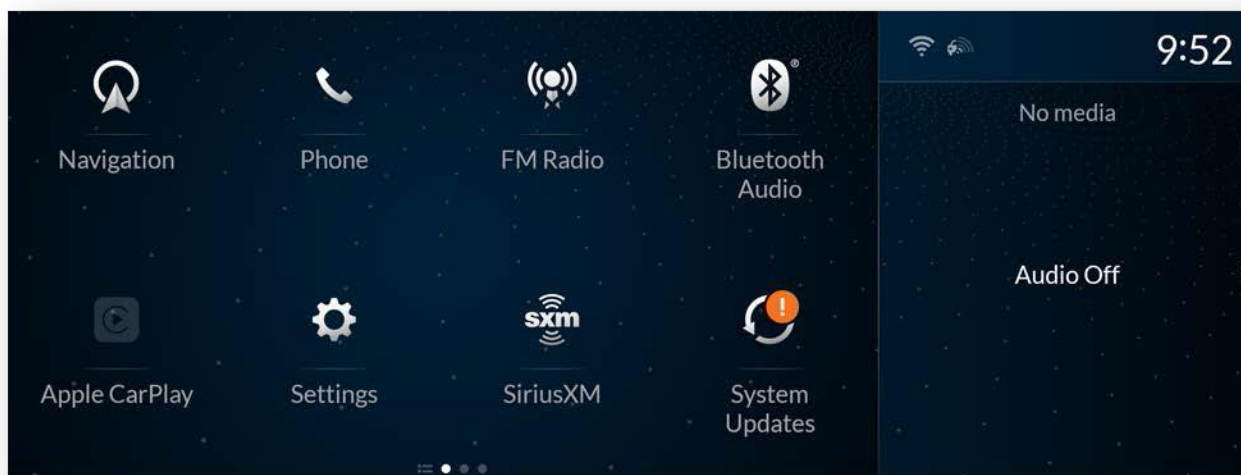
This software contains system upgrades and enhancements that remedy a variety of operational errors.

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 <http://owners.acura.com/vehicles/information/2019/RDX/features/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.
- 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 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.telephonyservice 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.

PREVIOUS OTA RELEASES:

OTA Version	Release Date
D.1.2.2	5/13/2020
D.1.2.1	11/04/2019
D.1.1.4	8/28/2019
D.1.1.2	2/13/20219
D.1.0.7	2/13/2019

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.

SOFTWARE VERSION D.1.1.2

This software contains the following enhancements that provide the following updates.

- Navigation application dynamically updates distance from vehicle position to next maneuver or Point-of-Interest (POI) when displaying the respective lists.
- Added feature to allow user to zoom in/out in map mode without entering explore mode.
- Displays appropriate **Recent** or **Downloaded Places** lists.
- Navigation application recalculates current route when route preferences are changed.
- When changing route preferences and exiting the screen, the route preferences are saved.
- Change to the generic USA map on the **Operator Assist** screen for all destinations.
- Resolves potential for system freeze on the boot-up animation screen.
- Improved graphics for waypoints from single red dots to flags.
- Provides display route overview when selecting estimated time of arrival for routes containing single or multiple destinations.
- Ensures consistent behavior of search function from the top level of music library for USB devices.
- Ability to initiate an outgoing call from a POI card while an incoming call is displayed in the secondary information area.
- AM/FM presets appearance improvement.
- Maintains connection when telematics control unit is activated.
- *Bluetooth*® does not default to OFF after an ignition cycle.
- When using iPhone in USB mode and Apple CarPlay® is enabled, USB application displayed.
- Maneuver guidance given on roads with small turn angle.
- Resolves the potential for **Over The Air (OTA) Update Error 6382** to appear.

- Resolves the potential for **Apple CarPlay® status** to be shown on meter when display shows SiriusXM.
- Resolves the potential for **System Error** message displayed when changing presets on SiriusXM via meter.
- POI popup appears at the next ignition cycle when sending POI to the vehicle from AcuraLink mobile application within 30 seconds after ignition off and the opening of vehicle door.
- Information Call from displays on the HUD after using ICALL.
- SiriusXM maintains audio after USB source plays 5.1-format tracks.
- Navigation application sends waypoint to AcuraLink app, after reaching the waypoint.
- Resolves the potential for **Touchpad is Not Available** error message.
- Resolves the potential for **CarPlay connection error** message, when reconnecting an Apple CarPlay® device during ignition ON.
- Adds swiping sound when swiping between screens.
- Resolves the potential for the inability to scroll through SiriusXM presets when using the left selector wheel on the steering wheel.
- Resolves the potential for the Siri Eyes Free session to end prior to the user ending the session.
- Replaces Honda with Acura for Spanish and French settings.
- Resolves the potential for call popup to display while using other applications and no *Bluetooth®* device is in use.
- Resolves the potential for the first song in the **Songs** category to play after reconnecting a USB device and pressing the “next” button.
- Resolves the potential for *Bluetooth®* audio failing to resume after hanging up a call.
- Favorite icons match in appearance across all applications.
- Improved visibility on map for vehicle position icon.
- SiriusXM Update Recent category icon graphic update.
- Synchronizes oil life gauge meter and Audio/Information system.
- Resolves the potential for a system crash when accessing the **Settings** application.

SOFTWARE VERSION D.1.0.7

This software contains the following enhancements that updates the following issues.

- Resolves the potential for *Bluetooth®* audio song text information from being cropped and misaligned when changing songs.
- Resolves the potential for options at the top of the screen to be cut off after creating a TuneMIX then adding an additional preset.
- Resolves the potential for device name to not match what is currently connected when changing *Bluetooth®* connected phones.
- Improves scrolling through *Bluetooth®* Audio media items on a Google Pixel 2 phone.
- Provides that the maneuver icon is shown on the HUD.
- Resolves the potential for maneuver text to continue to display after arriving at destination and driving.
- Shows proper map scale when displaying the entire driving route.
- Navigation application voice-guidance identifies correct named roads.
- Improves speed of switching *Bluetooth®* profiles.
- When selecting the Navigation Turn List, the Route Overview is shown.
- Synchronizes actual radio frequency and displayed frequency on secondary display.
- Provides correct stacked road display (*i.e.*, when one road is atop another as when there is a two-level through-way).
- Resolves potential for *Bluetooth®* Audio to cut out.
- “Navigation Nearby” button displays consistent text.

- Resolves potential **Siri Not Available - Internet Connection Lost** response.
- The Notification bar will indicate when an over the air update is available.
- **Message Sent** text remains on the head-up display.
- Resolves potential for black screen instead of secondary display information for the Navigation application.
- Resolves pop-up message exiting the **Setting** menu when no settings have been changed.
- Predefined SMS (short message service) texts track preselected system language.
- Resolves potential error message on the HUD when canceling the route.
- Resolves potential discrepancy between primary and secondary display when user changes the audio application to USB.
- Resolves potential route calculation error on the HUD when setting a new route on the center screen.
- Route guidance to waypoints and previous routes resume after long ignition cycles.
- Actual URL for map updates displays on **Map Update Instructions** screen.
- Navigation routing guidance avoids the use of alleys when possible.
- Apple CarPlay® starts after an ignition cycle when a phone is left connected to the vehicle.
- Under **Downloaded Places**, correct POI will be displayed.
- Distance will display the correct abbreviation for meters.
- Resolves potential issue on the map screen where the street name balloon overlaps with next maneuver guidance arrow.
- Resolves potential issue where user is unable to retrieve a POI that was confirmed by the system to have been downloaded while the vehicle was off.
- Resolves potential issue for error message when Navigation is in offline mode and an address is searched using voice recognition.
- Makes Apple CarPlay® ID available.
- Resolves potential error message when inserting a USB flash drive and opening the USB media app.
- Displays correct device phone name when it is connected via *Bluetooth*®, and a second device phone is used for Apple CarPlay®.
- Makes Navigation Connected Feature services (traffic, POI search and routing) available.
- Navigation routing guidance avoids the use of gated off roads that are not publicly accessible.to tell
- Voice and maneuver guidance indicates a U-turn when routing through Waypoints if the maneuver is needed.
- When receiving a text message, the contact's name on the HUD will show correctly First Name + Last Name.
- AM radio frequency shows in the secondary display area.
- Synchronizes the timing of the navigation maneuver icon as it relates to the text.
- System displays HD Radio logo only in areas covered by HD Radio.