

January 11, 2017

05560 Version 2

## Buttons Sticking on Audio-Navigation Unit (Day/Night, Settings, Navi or Audio)

Supersedes 16-039, dated July 19, 2016, to revise the information highlighted in yellow

### AFFECTED VEHICLES

Year	Model	Trim	VIN range
2015-16	TLX	ALL	ALL
2017	TLX	All except base	ALL

### REVISION SUMMARY

Additional model year added under AFFECTED VEHICLES.

### BACKGROUND

The NAV, AUDIO, Day/Night and SETTINGS buttons on the audio-navigation unit are sticking.

### POSSIBLE CAUSES

The clearance between the audio-navigation unit and the ODMD and climate control switch panel may be too tight causing the panel to contact the buttons and stick.

### CORRECTIVE ACTION

Adjust the audio-navigation unit so there is enough clearance between it and the ODMD and climate control switch panel.

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0100A7	Diagnose, Adjust sticking buttons	0.7 hrs	03001	07403	16-039N	39050-TZ3-A12

Skill Level: Repair Technician

**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.

## DIAGNOSIS AND REPAIR PROCEDURE

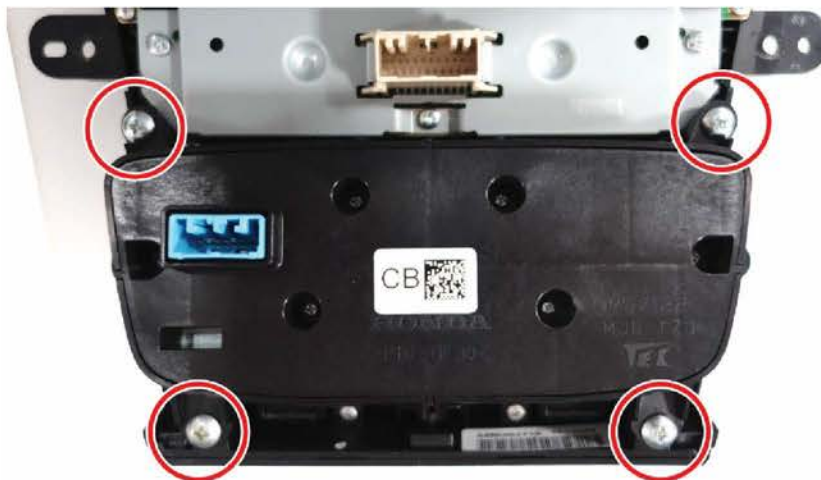
NOTE: Be careful with the navigation screen and the jog knob; they can be easily scratched or damaged.

1. Check and note which buttons are sticking. (NAV, AUDIO, Day/Night and SETTINGS)

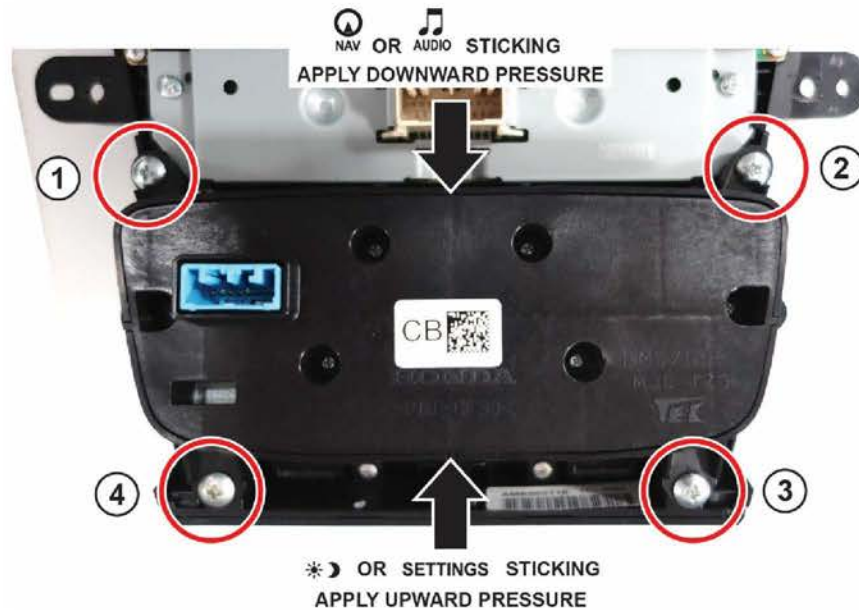


2. Remove the audio-navigation unit. Refer to service information.
3. Get a clean, large, dense foam pad or a clean, soft cotton towel to lay the unit on. Do not use shop rags; they may contain metal particles.
4. Loosen the screws shown below one full turn using a hand-held screwdriver.

NOTE: Do not use an electric or pneumatic screwdriver; these screws can be easily stripped and damage the audio-navigation unit.



5. Adjust the audio-navigation unit as follows:
- AUDIO or NAV buttons: Apply downward pressure.
  - Day/Night or SETTINGS buttons: Apply upward pressure.



6. While applying upward or downward pressure, tighten the screw behind the sticking button first, then tighten the other three screws while continuing to apply pressure.
- Example: If the AUDIO button is sticking, you would tighten the screws in the order pictured above.
7. Make sure all eight buttons (NAV, PHONE, INFO, AUDIO, BACK, MENU, Day/Night, SETTINGS) do not stick and adjust if needed.
8. Install all parts in the reverse order of removal.

END