

HondaLink™: Over the Air (OTA) Software Update for Wireless Network Upgrade

Why do I need to apply the OTA update?

By 2025, Canadian wireless network providers are expected to phase out their 3G networks. This will affect the use of HondaLink™ services and Wi-Fi Hotspot in your vehicle. An Over the Air (OTA) update, provided at no cost, is necessary to upgrade your vehicle's Telematics Control Unit. This enables your vehicle to connect to a different wireless network that will allow you to continue to receive HondaLink™ services and use the Wi-Fi Hotspot after the phase out.

Note that the 3G network was decommissioned in the United States in 2022. This OTA update will also ensure the HondaLink™ services and the Wi-Fi Hotspot in your vehicle continue to function when you travel to the United States.

When should I perform this OTA update?

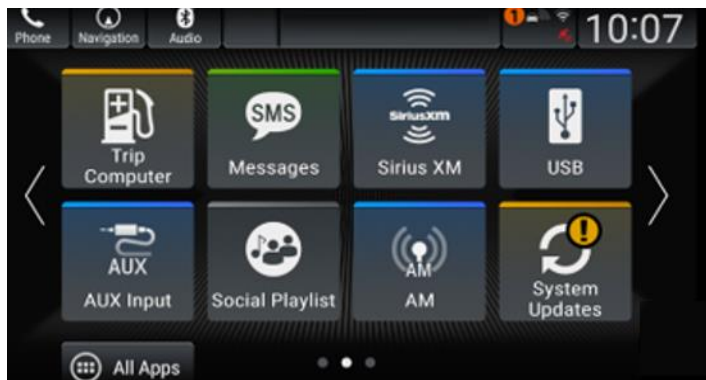
You should perform this OTA update as soon as possible. Although the Canada 3G network is expected to decommission in 2025, the ability to update this software via OTA will only be available until February 28th, 2024. If your vehicle has not installed the necessary update by this time, in order to continue to receive HondaLink™ services and Wi-Fi Hotspot, you will be required to replace your Telematics Control Unit, and charges may apply.

Which models are affected and how can I confirm the update is available for my vehicle?

- 2018-2020 Accord Touring and Hybrid Touring
- 2018-2020 Odyssey Touring
- 2019-2020 Insight Touring
- 2019-2022 Pilot Touring and Black Edition
- 2019-2021 Passport Touring

PLEASE NOTE: Certain 2018 Accord and 2019 Insight vehicles may also be affected by the Safety Recall: Rear Backup Camera. This safety recall repair must be performed first for this OTA update to apply correctly. You may visit <https://www.honda.ca/en/recalls> to check if your vehicle is affected by that recall.

To confirm if your vehicle needs the update, press the "Home" button on your vehicle infotainment system. If an update is required for your vehicle, the System Updates icon will show an exclamation point (!). If no update is currently available, it may already have been completed – this software update has been available since February 2022.



What features will be impacted if I don't apply the OTA update after the 3G network is decommissioned?

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

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

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

HondaLink™ Link: Dashboard, Vehicle Notifications, Vehicle Health Report, Send Destination.

Other Features: Wi-Fi Hotspot.

PLEASE NOTE: Unless the update is completed prior to the 3G network decommissioning, 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.

What are other consequences of not completing the OTA update after the 3G network is decommissioned?

Future OTA updates to your infotainment system cannot be downloaded via the cellular network.

How do I perform the OTA update?

1. Go to the "HOME" screen on your vehicle display audio screen
2. Select "System Updates"
3. Select "via Wireless"
4. When the download is complete, select "Install Now"
5. The Installing bar will progress to 100%
6. Upon completion, you will see the message: "Installation of new software complete."

Your vehicle may have automatically completed Steps 1-3. In this case, your vehicle will indicate the "Install Now" icon and you may begin with Step 4.

How long does the OTA take to complete?

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

PLEASE NOTE: ACCORD and INSIGHT vehicles will have a two-part update which will require you to select "Install Now" two separate times. The first update is for your vehicle display unit and will take about 2-5 minutes to install. The second update should start approximately 5 minutes after your first update has completed. The second update will complete the upgrade of the wireless network to ensure your services continue to work and will take approximately 17-20 minutes to install.

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 does not work?

You may experience Update Failed Code57D which may be caused by a poor cellular signal.

Before installing the software, move the vehicle 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".