



Campaign No.: O18
December 2019

Product Update: Audio Unit Software Update

Dear Honda Owner:

We are sending this message to notify you of a Product Update that applies to your vehicle.

What is the problem?

On certain Odyssey, Passport and Pilot vehicles, the audio system clock may display an incorrect time, with a difference of 1 hour. This problem is the result of a software error that stores the incorrect date in the audio system unit.

To correct this issue, the audio system software has to be updated.

What should you do?

Your vehicle is equipped with an Over-the-Air (OTA) update feature that permits the receiving of software updates wirelessly. The OTA system lets you download these updates on your own. Instructions on how to perform an OTA update are enclosed in the Owner's Manual or you may follow the web link as listed below:

[Audio System Basic Operation → System Updates](#)

A **How To** video is also available – follow the web link as listed below:

[How to Update the Display Audio Wirelessly](#)

All vehicles can be updated once they are connected to a Wi-Fi network with internet access. If your vehicle is a Touring trim, it has a built-in telematics control unit (TCU), also known as embedded in-vehicle cellular connection. The TCU lets the vehicle connect and communicate with Honda's network to receive software updates. Just like your personal cell phone, the vehicle's TCU connection can be affected by cellular coverage. The size of the update file to be downloaded is approximately 20 MB – data downloaded by the vehicle for the update is free of charge. Please note that the audio system may reboot multiple times during the update.

In addition to the software update, your vehicle's audio system will require a power reset, which has to be performed by a Honda dealer. You may schedule the service appointment online by visiting our website at www.honda.ca/dealerlocator to find a dealer in your region. The power reset procedure will usually take less than 30 minutes to complete. The dealer will perform the required product update service free of charge.

Who to contact if you experience problems?

If you need assistance please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329).

How you can help Honda Canada keep you informed:

This notice was sent to you according to the most current information we have available. If you no longer own this vehicle, or some information in this notice is incorrect, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329) or forward this notice to the new owner.

We apologize for any inconvenience this Product Update may cause you. Thank you for your co-operation.

Sincerely,

Dave Jamieson
Vice President, Parts and Service