



Campaign No.: O39
September 2020

Product Update: Rear View Camera Replacement

Dear Honda owner:

We are sending this notification to inform you of a Product update that applies to your vehicle.

What is the problem?

On certain 2018 Odyssey vehicles, water may intrude into the rear view camera housing causing the rear view camera display to go blank and become inoperable.

To correct this issue, the vehicle's rear view camera will be replaced with an updated part.

What should you do?

Please contact your Honda dealer to schedule an appointment to have the repair performed on your vehicle. You can also visit www.honda.ca/dealerlocator to find a dealer in your region and schedule your appointment online. Your dealer will be able to give you an estimate of how long they will require your vehicle – usually less than a day. The service procedure will usually take less than an hour to complete. The dealer will perform this service free-of-charge.

Who to contact if you experience problems or have questions?

If you need assistance or if your dealer is unable to perform the necessary service free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329).

Please help Honda Canada keep you informed:

The notice was mailed to you according to the most current information we have available. If the vehicle is currently being leased and you are the lessor, please forward a copy of this notice to the lessee within 10 working days of receiving this notice. 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,

A handwritten signature in black ink, appearing to read 'Dave Jamieson'.

Dave Jamieson
Vice President, Parts and Service