



Transport Canada No.:2020-344  
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September 2020

### **Non-Compliance Safety Recall: Gauge Control Module Update**

Dear Honda owner:

This notice is in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

Honda Motor Co. has determined that a defect which relates to motor vehicle safety exists in certain 2019 to 2021 model year Honda vehicles.

#### ***What is the problem?***

Due to a software error, the gauge control module display on certain 2018-2020 Odyssey, 2019-2020 Passport and 2019-2021 Pilot vehicles may go blank and/or reboot intermittently. This condition may prevent drivers from determining vehicle speed, which may increase the risk of a crash while the vehicle is being driven.

To correct this issue, the vehicle's gauge control module software will be updated.

#### ***What should you do?***

Please contact your Honda dealer to schedule an appointment to have the recall service performed on your vehicle. You can also visit [www.honda.ca/dealerlocator](http://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 recall service procedure will usually take less than an hour to complete. The dealer will perform the recall service free-of-charge.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

#### ***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 Non-Compliance Safety Recall campaign may cause you. Thank you for your co-operation.

Sincerely,

Dave Jamieson  
Vice President, Parts and Service