



Campaign No.: O44
September 2020

Product Update: Rear View Camera Software Update

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, software errors in the audio/audio-navigation unit may prevent the rear view camera image from being displayed or cause a delay in rear view camera image display when the reverse gear position is selected.

To correct this issue, the vehicle's audio software will 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 without the need for a dealer visit. Instructions on how to perform an OTA update can be found in the Owner's Manual or you may follow the web link as listed below:

<https://www.honda.ca/owners/manuals>

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 an embedded in-vehicle cellular connection. The TCU will allow your vehicle to connect to and communicate with Honda's network to receive software updates without the need for a Wi-Fi connection. 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 using the vehicle's TCU for the update is free of charge.

The update procedure will usually take less than a half hour to complete.

Honda strongly recommends updating your vehicle as soon as possible.

Please note that if your vehicle is equipped with navigation, any previously saved places and settings will need to be re-entered after the update.

Who to contact if you experience problems or have questions?

If you need assistance 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,

Dave Jamieson
Vice President, Parts and Service