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Sent on	12	11	2015	Expires on	03	09	2016
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From	Campaign Administration
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Subject	Product Update: 2016 Pilot Audio/Navi Display Error
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DATE: December 11, 2015

TO: All Honda Sales, Service &amp; Parts Managers and Personnel

FROM: Campaign Administration

Re: Product Update: 2016 Pilot Audio/Navi Display Error

Today, December 11, 2015, American Honda is announcing a product update for 12,451 model year 2016 Pilot vehicles to update the audio/navi system.

**Basic Problem**

During the shutdown process, the audio/navi system may enter into an infinite loop that the fail-safe mechanism cannot break out of. If this occurs, the display will appear blank, but the system will continue to process the loop, eventually draining the battery.

**The Repair**

Update audio/navi system with enhanced software.

**Service Bulletin**

Service bulletins 15-072, *Product Update: Audio-Navigation Unit* has been posted to the Service Information System in support of this campaign. It includes software, warranty and update information related to this product update.

**Software Information**

USB drives with the necessary software were distributed to all dealers and should be received by today, December 11, 2015.

**Parts Information**

This is a software-only campaign; there are no associated parts.

**Client Notification**

American Honda expects to notify owners of affected vehicles in early January.

As always, please make sure to check iN VIN status to determine if a particular vehicle is eligible for this product update.

Click [here](#) for a copy of 15-072.