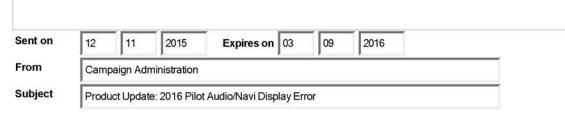
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DATE: December 11, 2015

TO: All Honda Sales, Service & 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.