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Sent on	10	16	2015	Expires on	01	13	2016
From	Campaign Administration						
Subject	Stop Sale/Safety Recall: 2016 Pilot Combi Meter Software Updates						

DATE: October 16, 2015

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

FROM: CampaignAdministration

RE: Stop Sale/Safety Recall: 2016 Pilot Combi Meter SoftwareUpdates

Yesterday, October 15, 2015, American Honda notified NHTSA of a **Safety Recall** for approximately 35,400 model year 2016 Pilot vehicles due to software issues that may cause different errors in the combi meter assembly. **Any new or used units** in dealer stock **must be repaired per service bulletin, 15-073, *Non-Compliance Recall: Gauge Control Module - FCAN BUS OFF***. Refer to your eResponsibility report or VIN inquiry to determine which units in your inventory are affected. American Honda Motor Co. expects to begin initial customer notification in late November 2015.

In addition to the non-compliance recall, there are two other concerns addressed by service bulletin 15-073 that affect specific vehicles within the population:

Product Update: Gauge Control Module – Odometer Mileage
Gauge Control Module – Auto Door Lock Settings Resets

The same software to address the non-compliance recall also addresses the two issues listed above. Accordingly, a particular vehicle only needs a single software update to fix the recall, the recall and PUD, or all three concerns in one application.

Note: Affected vehicles should not be sold until the repair has been completed. Should an unrepaired vehicle result in any claim because of the required recall repair, the dealership will be solely responsible to the claimant, and will be required to defend and indemnify American Honda for any resulting claims.

Basic Problem

The software in the combi meter assembly results in:

- Warning lights do not illuminate when FCAN bus OFF condition is detected
- Odometer data cannot be transferred
- Odometer does not display correct mileage

Software Information

Updated software to support this market action is available to all dealers as of October 2, 2015.

Campaign Information

Service bulletin 15-073 has been posted to the Service Information System as of October 16, 2015 and includes warranty, updated software, and update information related to the recall and product update campaigns.

Warranty and Update Information

Warranty and update information is detailed in service bulletin 15-073.

Product Update and Warranty Extension

A product update to support a second population of 2016 Pilot vehicles not affected by the non-compliance recall issue

will be announced in the next several weeks. American Honda will notify dealers via iN message once the service bulletin is available. Note that vehicles covered by bulletin 15-073 will not be eligible for the forthcoming bulletin. In addition to the recall and product update concerns, vehicles affected by the odometer mileage issue may also be eligible for an additional 12,000 miles to their normal warranty coverage. The warranty extension service bulletin is expected to launch within the next several weeks in tandem with the product update bulletin mentioned above. American Honda will issue an iN message to all dealers announcing the warranty extension once it is made available on Service Information.

As always, be sure to check VIN status inquiry to determine eligibility for this or any other campaign.

Click [here](#) for a copy of service bulletin 15-073.