

**August 29, 2019**

Version 1

## Product Update: Display Audio Clock Off by 1 Hour

### AFFECTED VEHICLES

| Year    | Model    | Trim             | VIN Range                                |
|---------|----------|------------------|--|
| 2018-20 | Odyssey  | ALL Except LX    | Check the iN VIN status for eligibility. |
| 2019-20 | Pilot    | ALL Except LX    | Check the iN VIN status for eligibility. |
| 2019    | Passport | ALL Except Sport | Check the iN VIN status for eligibility. |

### BACKGROUND

The Display Audio screen may show the clock off by **1 hour**. This is caused by a software issue that stores the incorrect date in the audio unit.

### CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. Repair these vehicles before they are sold.

### CORRECTIVE ACTION

Update the audio unit software.

### WARRANTY CLAIM INFORMATION

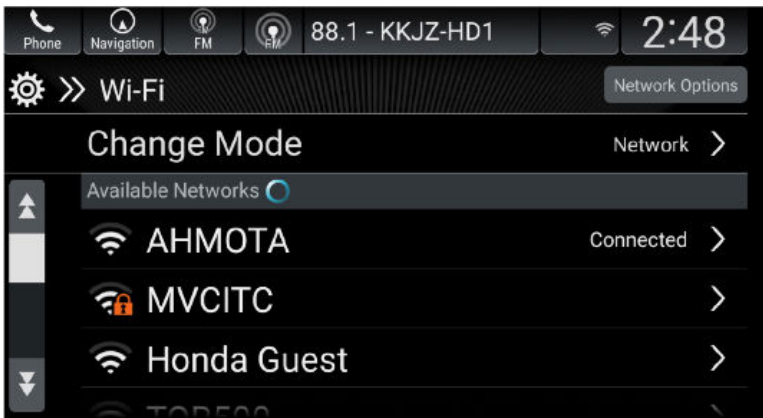
| Operation Number | Description                     | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|---------------------------------|----------------|-------------|--------------|-------------|--------------------|
| 0535A9           | Update the audio unit software. | 0.3 hr         | 6GP00       | H6C00        | A19096A     | 39540-THR-A51      |

Skill Level: Repair Technician

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## REPAIR PROCEDURE

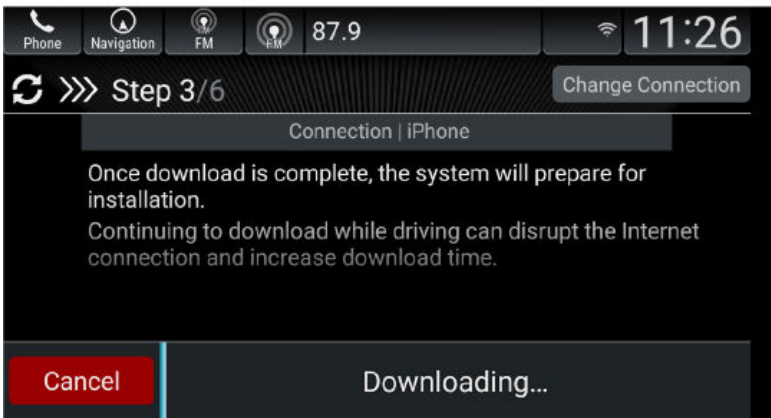
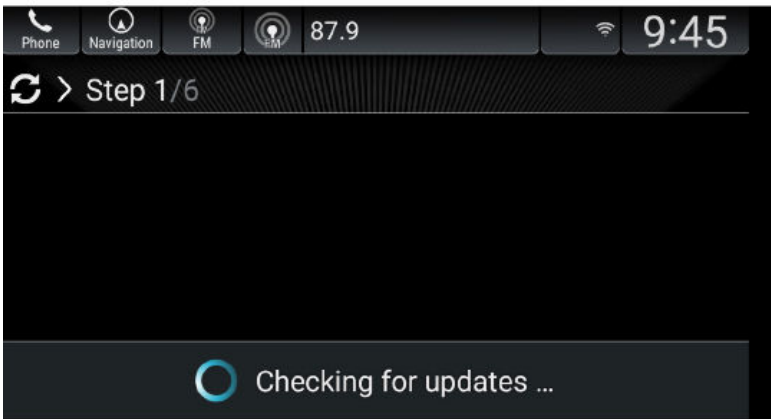
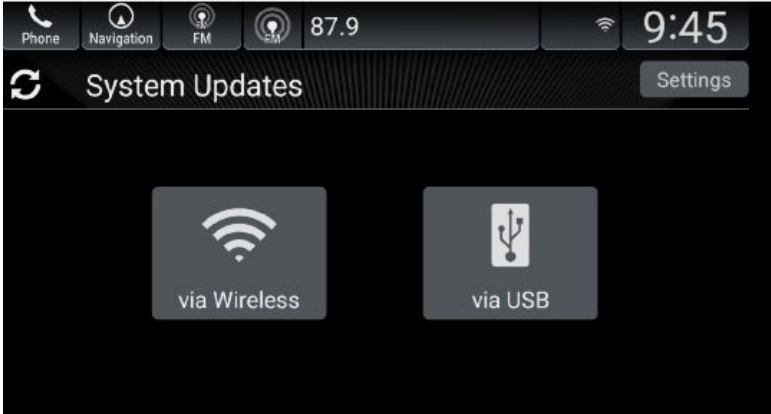
1. Make sure the vehicle is located in range of the dealership's Wi-Fi network with the engine running. Park the vehicle outside in a well-ventilated area, or attach an exhaust hose to it.
2. From the home screen, select **Settings, Connections**, then **Wi-Fi**. Make sure the vehicle is connected to **AHMOTA**.



### NOTES

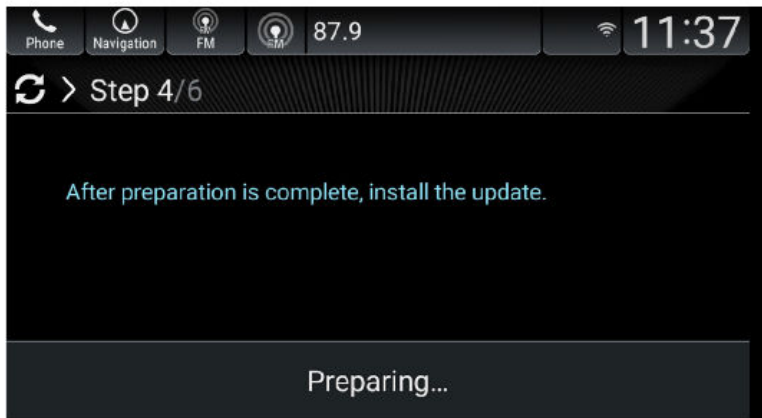
- If **AHMOTA** is not listed, contact your IT Administrator. See **Over the Air (OTA) Resources**, located in the Service Bay on the iN.
- If no Wi-Fi is available, select **via USB** to complete the update. Refer to [usb.honda.com](http://usb.honda.com), and follow the instructions. Make sure to return the USB flash drive to the computer after the update is complete when the USB method is used.

3. Once you have confirmed the vehicle is connected to AHMOTA, return to the home screen. From there, select **System Updates**, then **via Wireless**.



## NOTE

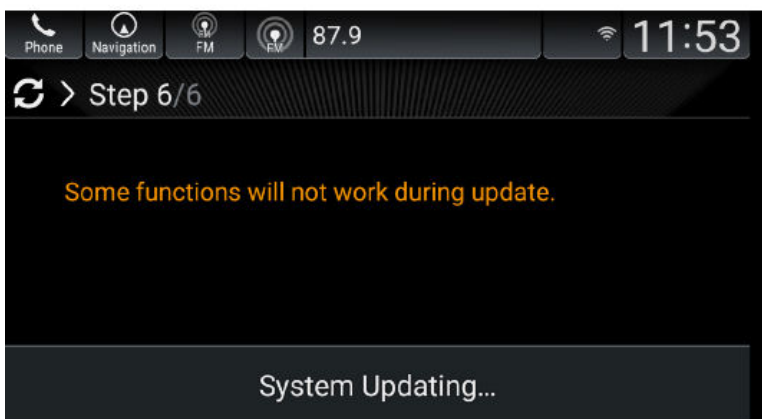
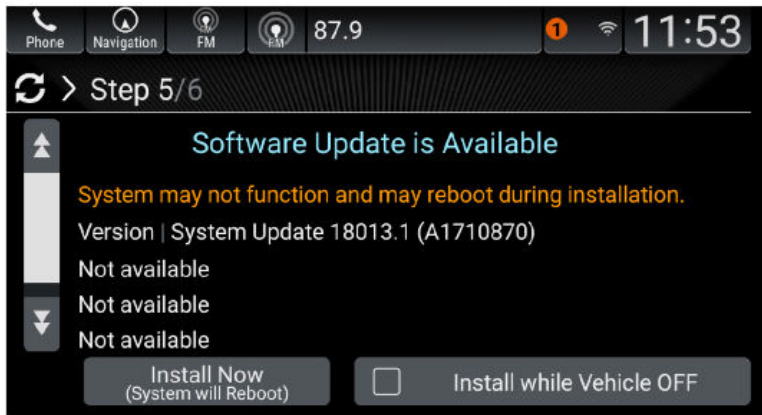
The download will only complete with the ignition turned to ON. If the ignition is turned to OFF before the download is complete or if the Wi-Fi connection is lost, the download will resume once the ignition is turned back to ON and the Wi-Fi connection is restored within a **2 week** period. If longer than **2 weeks**, the process must be restarted from the beginning and the download progress will reset to 0% complete.



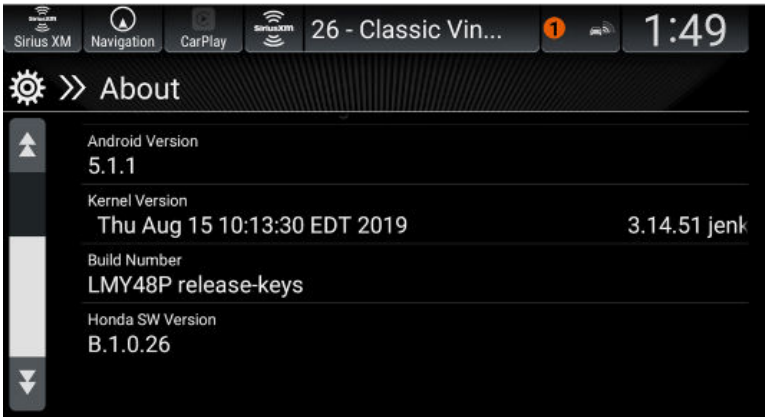
- If the vehicle downloaded the new software, go to step 4.
  - If the vehicle did not download the new software, go to step 5 to confirm the current software.
4. Once the software has been downloaded, select **Install Now**.

## NOTE

The system will reboot several times during the installation.



- Once the installation is complete or you are confirming the current software, go to the home screen. Select **Settings, System, About**, and confirm the **Honda SW Version** shows **B.1.0.26**.

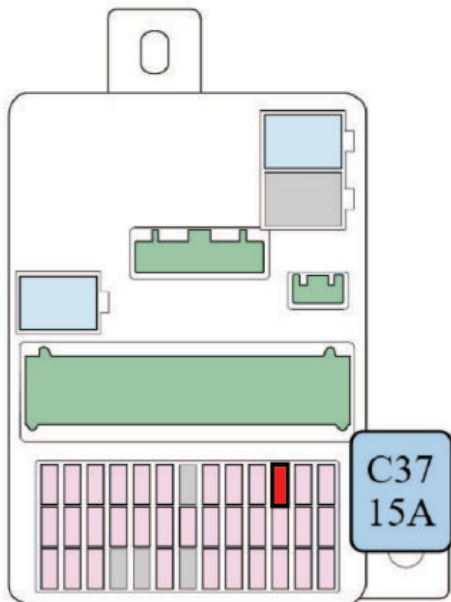


- If **B.1.0.26** or higher is displayed, go to step 6.
  - If **B.1.0.26** or higher is not displayed, contact Tech Line.
- Pull the 15 amp B+ radio fuse for **10 minutes** to clear the data from the audio unit.

NOTICE

If this step is skipped or not correctly done, the customer will still experience the issue.

**ODYSSEY  
UNDER-DASH FUSE BOX**



**PILOT/PASSPORT  
UNDER-HOOD FUSE BOX**



- Install the fuse, and start the vehicle. When the audio unit boots up, press and hold the **Volume/Power Knob** for more than **2 seconds** to bypass the anti-theft screen.
- Once the procedure is complete, have the service advisor tell the customer that any previously paired devices must be paired again.

END