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Sent on	01	14	2022	Expires on	03	01	2022
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Improvement: 2018-2022 Multi-Model Honda OTA Software Update - Final Exp						

DATE: January 14, 2022

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Improvement: 2018-2022 Multi-Model Honda OTA Software Update – Final Expansion

Today, January 14, 2022, Honda is announcing a product improvement campaign (PIC) for certain 2018-2020 Odyssey, 2019-2021 Passport, and 2019-2022 Pilot vehicles to update the telematics control unit (TCU) software for an upcoming network service change. Perform an iN VIN status inquiry to determine **which units in your inventory are affected.**

Honda requests that all vehicles be updated prior to sale to ensure customer confidence and satisfaction.

BACKGROUND

On February 22, 2022, the network provider will phase out the current 3G network vehicles utilize for connected services. The TCU Over the Air Update (OTA) must be completed before February 22, 2022 to allow vehicles to connect to the new VoLTE network and continue communications.

REPAIR

Affected vehicles will require a TCU software update via the OTA system. The software is available and may be performed by dealerships or customers via their vehicle's OTA update function.

PARTS

There are no parts needed for this campaign.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service Bulletin 22-001, *Product Improvement: Multi-Model 3G OTA TCU Software Update*, has been posted to the Service Information System (SIS) as of January 14, 2022. It includes software, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

Honda expects to complete customer notification by the end of January 2022. As of today, the OTA software is available to customers to allow them to update their vehicles.

As always, be sure to perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.