

2016 Pilot FCAN Bus Communication Failure Non-Compliance Recall Q&A

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What is the reason for this recall?	A software error in the combination meter may cause warning lamps to fail to illuminate if there is a problem with the system that communicates certain system errors to the combination meter. This condition would create a non-compliance with NHTSA FMVSS (Federal Motor Vehicle Safety Standard): 126, 135 and 138. The software update will correct the combination meter operation.
Does this issue affect the operation of components other than the combination meter?	No.
Under what circumstances could this issue present a problem?	The combination meter's warning lamps are designed to illuminate if a system experiences an abnormal condition whereby data from the system fails to reach the combination meter. Due to the software issue, the warning lamps may not illuminate to indicate an abnormal condition with the VSA, ABS, Braking system or TPMS.
What is a vehicle control communication system (F-CAN bus)?	F-CAN bus (Fast-Controller Area Network) is a specialized internal communications network that interconnects components inside a vehicle.
Why doesn't this affect all Pilot vehicles?	Pilots produced after September 8, 2015 had combination meters with updated software installed at the factory.
What will be done to recalled vehicles?	A Honda dealer will apply a combination meter software update, free of charge.
How long will the inspection/repair take?	Customers should ask their dealers for a total time estimate when making an appointment, as each dealer's daily schedule is different. Once the technician has the vehicle, the update should take less than half an hour.
Will this software update affect any other vehicle systems?	No.
How did Honda discover the issue?	The issue was discovered through internal testing.
Have any crashes been caused by this problem?	No. Honda has not had any reports of this condition in the field.
Have there been any injuries?	No. Honda has not had any reports of this condition in the field.
When will customers be notified?	Owners can check their vehicle recall status now at www.recalls.honda.com . Letters to owners of affected vehicles will be mailed starting in late November, 2015.
What should a customer do if their vehicle is experiencing a problem now?	If a customer is experiencing a problem with their vehicle currently, they should schedule an appointment at a Honda dealer, which can assist with diagnosis and repair. This recall only applies to a limited number of vehicles, and it is unnecessary for all owners of all 2016 Pilot vehicles to visit a dealer. However, we want each customer with an included vehicle to ensure that it is repaired.
Are all 2016 Pilots part of this recall?	No. Only a limited number of specific vehicles are affected by this recall. Only certain 2016 Pilot vehicles made during specific production periods are affected.
Have all of the vehicles being recalled been sold to customers?	Most of the affected vehicles have been sold to customers. Any unsold units will be repaired prior to sale.
Is there a potential to include other vehicles in the future?	We are confident that we have identified all of the potentially affected vehicles and do not expect to add any in the future.
Where were these vehicles built?	Affected vehicles were built by Honda Mfg. Alabama, Inc. in Lincoln, Alabama.
How many countries does this affect?	This recall primarily affects vehicles sold in the US, Canada and Mexico with a small number of vehicles being sold in Central America and the Caribbean.
How many vehicles are affected by this recall?	US: 35,406 Canada: 2,920 Mexico: 805 Central America/Caribbean: 444 Worldwide Total: 39,575