



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 3, 2020

Mr. Jeff Chang
Honda (American Honda Motor Co.)
1919 Torrance Blvd
Torrance, CA 90501

NEF-150JK
20V-440

Subject: Delayed or Inoperative Rearview Camera/FMVSS 111

Dear Mr. Chang:

This letter serves to acknowledge Honda (American Honda Motor Co.)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HONDA/ODYSSEY/2019-2020
HONDA/PASSPORT/2019-2020
HONDA/PILOT/2019-2021

Mfr's Report Date: July 28, 2020

NHTSA Campaign Number: 20V-440

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA
ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: 499,342

Problem Description:

Honda (American Honda Motor Co.) is recalling certain 2019-2021 Pilot, 2019-2020 Odyssey and 2019-2020 Passport vehicles. Incorrect central network software programming may cause several errors to occur that can delay or prevent the rearview camera image from displaying. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rearview Mirrors."

Consequence:

A delayed or inoperative rearview camera display can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Remedy:

Honda will notify owners that updated software is available. Owners have the option to either follow the mailed instructions to download and update the software for free, or visit a dealer to have the software update performed, free of charge. The recall is expected to begin September 23, 2020. Owners may contact Honda customer service at 1-888-234-2138. Honda's number for this recall is Y7Y.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement