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<b>Sent on</b>	08	11	2023	<b>Expires on</b>	10	29	2023
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	EXPANSION-Stop Sale/Safety Recall: 2021 Passport Sport MOST Communication Error
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DATE: August 11, 2023

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: **EXPANSION-Stop Sale/Safety Recall: 2021 Passport Sport MOST Communication Error**

On August 10, 2023, American Honda notified NHTSA of a **stop sale** and **safety recall** for certain model year 2021 Passport Sport units due to a poor connection in the media oriented system transport (MOST) bus network. A poor MOST connection may affect audio sound quality and the rearview camera display may not function properly when the vehicle is in the reverse gear. An improperly functioning rearview camera may impair rearward visibility, potentially increasing the risk of a back-up collision or injury. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

**BACKGROUND**

A coaxial cable terminal was not manufactured to proper specifications. An improperly manufactured terminal may lead to poor communication in the MOST bus network which can potentially affect the quality of audio sound and/or potentially cause the rearview camera to work intermittently or go blank when the vehicle is in reverse gear.

**REPAIR**

Replace female terminal on affected harness and install a terminal straightening cover.

**PARTS**

Parts will be available through the normal parts ordering system.

**TOOLS**

There are no special tools needed for this recall.

**SERVICE BULLETIN**

Revised Service Bulletin 23-047, *Safety Recall: 2019-23 Passport/Pilot Install FAKRA Service Cables at MOST Bus Network* has posted to the Service Information System (SIS) as of August 11, 2023. It includes repair, parts, tools and warranty information related to this campaign.

**CUSTOMER NOTIFICATION**

American Honda expects to complete customer notification by mid-September 2023.

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