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**Sent on** 02 28 2012 **Expires on** 03 13 2012  
**From** American Honda Parts and Service Division  
**Subject** Product Update: 2012 Insight Climate Control Voice Commands Inop

To: All Honda Parts and Service Manager, Advisors and Personnel

From: American Honda Parts and Service Division

Re: Product Update: 2012 Insight Climate Control Voice Commands Inop

Today, February 28, 2012, American Honda is announcing a Product Update for some 2012 Insight vehicles. In a small number of vehicles, the climate control system will not respond to voice commands while the engine is running due to a programming error.

A USB drive containing a software patch will be mailed to all Insight owners, along with instructions on how to apply the patch. Customers who are uncomfortable updating the vehicle on his or her own will be directed to bring the USB drive and customer letter to their nearest Honda dealership.

Dealers with affected units in inventory can contact the Special Tools Group at 1-800-346-6327 to obtain a loaner USB drive.

S/B 12-005 was posted to ISIS on February 28, 2012 in support of this product update, and includes repair and warranty information related to the campaign.

As always, please make sure to check VIN status to determine if a particular vehicle is eligible for this campaign.

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