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Sent on 02 06 2013 **Expires on** 02 20 2013
From Parts and Service Division
Subject Product Update: 2013 Crosstour Driver Setting Inop

Date: February 6, 2013

To: All American Honda Parts and Service Managers, Advisors and Personnel

From: American Honda Parts and Service Division, Campaign Administration

Re: Product Update: 2013 Crosstour Driver Setting Inop

Today, February 6, 2013, American Honda is announcing a product update for some 2013 Crosstour units. The product update involves replacing the immobilizer unit due to a communication error between the immobilizer and multiplex control unit.

All unsold affected units should be repaired prior to sale to minimize customer inconvenience.

Basic Problem

Due to a design error, the immobilizer unit installed in some 2013 Crosstour units fails to communicate properly with the MICU, prohibiting driver settings information from being relayed to various systems.

The Repair

All affected units should have the immobilizer unit replaced with an updated unit specifically designed for the 2013 Crosstour.

Service Bulletin

S/B 13-014 is available on ISIS as of February 6, 2013 in support of this product update, and includes parts, repair and warranty information related to the campaign.

Parts Information

Parts have been allocated to all dealers with unsold affected units. An allocation of PN 39730-TY4-A01 for unsold units was made on Tuesday February, 5th and most dealers should expect parts to arrive by normal DSO truck delivery on Wednesday February, 6th. Additional parts can be ordered for customer-owned vehicles through the controlled parts ordering system by providing a valid affected VIN.

Customer Notification

American Honda expects to notify owners of affected vehicles in early March.

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

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