Product Update: 2018 Odyssey Honda Dealer Wi-Fi Connection Failure and Navigation Update

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2018	Odyssey	EX-L RES/Navi, Touring, Elite	Check the iN VIN status eligibility

BACKGROUND

A new feature lets the vehicle automatically download the latest audio and connectivity (audio, navigation, and rear entertainment) software when located in a Honda dealer's service area. This lets the vehicle receive the latest updates and fixes for known problems. Affected vehicles do not meet the design specifications, and you may not be able to receive the latest software at a Honda dealer. In addition, the vehicle's navigation application may slow down when cumulative off-road driving (parking lots, gated communities, private roads) is done. Map scrolling and search operation may be delayed or appear not to work.

Click HERE for a video demonstrating this update.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

CORRECTIVE ACTION

Record the personal settings as shown in the REPAIR PROCEDURE, do the factory data reset, confirm the AHMOTA Wi-Fi connection, then do the navigation software update.

NOTE

Ask the customer to bring in any *Bluetooth®* devices that need reconnecting.

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symtom Code	Template ID	Failed Part Number
0535A7	Record the personal settings as shown in the REPAIR PROCEDURE, do the factory data reset, confirm the AHMOTA Wi-Fi connection, then do the navigation software update.	0.6 hr	6WG00	D0O00	A18007A	39540-THR-A51

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE

Tell the customer that some personal settings may be lost due to the repair.

1. Make sure the vehicle is located in range of the dealership's Wi-Fi network and the engine running. The vehicle should be parked outside in a well-ventilated area or an exhaust hose attached to avoid carbon monoxide poisoning.

2. From the Home screen select **Settings**, **Vehicle**, **Door Setup**, and write down the customer's settings for **Auto Door Lock** and, **Auto Door Unlock**.
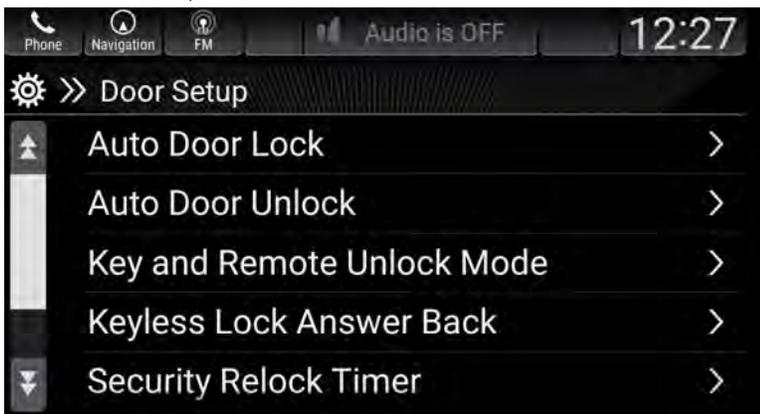
3. From the home screen select, **Settings**, **Vehicle**, **Keyless Access Setup**, then write down the customer's settings for **Door Unlock Mode** and **Walk Away Auto Lock**.

4. From the home screen select **Settings**, **Connections**, **Bluetooth**, then write down the listed saved devices.
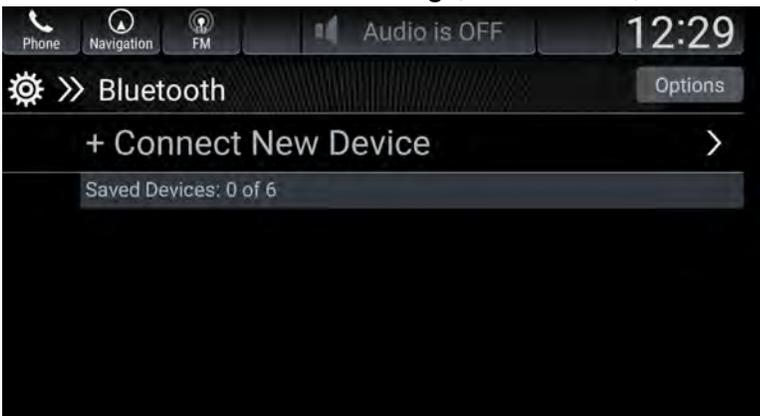
5. From the home screen select **Navigation**, **Where to?**, then write down any saved short cuts.

6. Write down all audio presets (FM 1-12, SXM 1-12, AM 1-6).

7. From the home screen select **Settings, System**, and **Factory Data Reset**. The system will reboot.

8. From the home screen select **Settings**, **Connections**, and **Wi-Fi**. Make sure the vehicle is connected to **AHMOTA**.

NOTE

If **AHMOTA** is still not listed after the factory data reset, contact your IT administrator. See Over the Air OTA Resources located in the Service Bay on iN. If no Wi-Fi is available, complete the navigation update using the USB. Refer to *usb.honda.com* and instructions will be provided there. Make sure to return the USB to the computer after the update is complete if the USB method is used.

9. From the home screen select **System Updates**, then **via Wireless**.

.
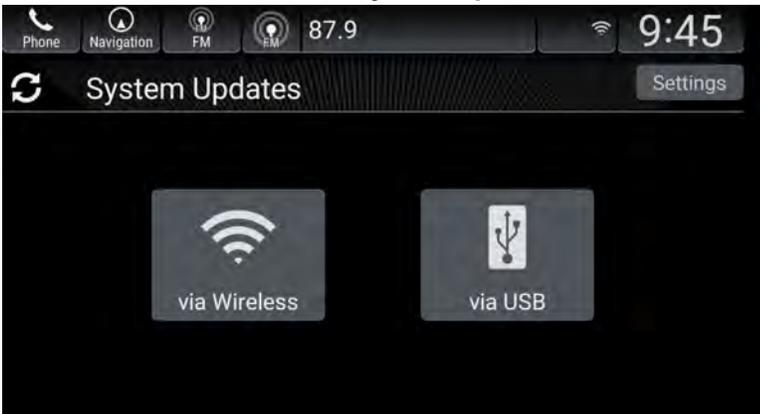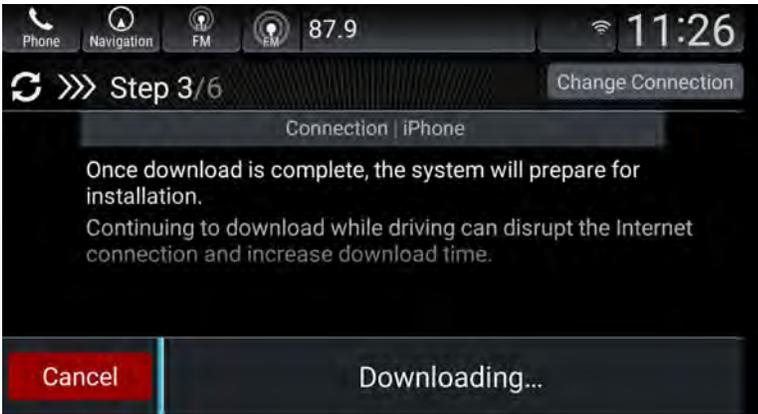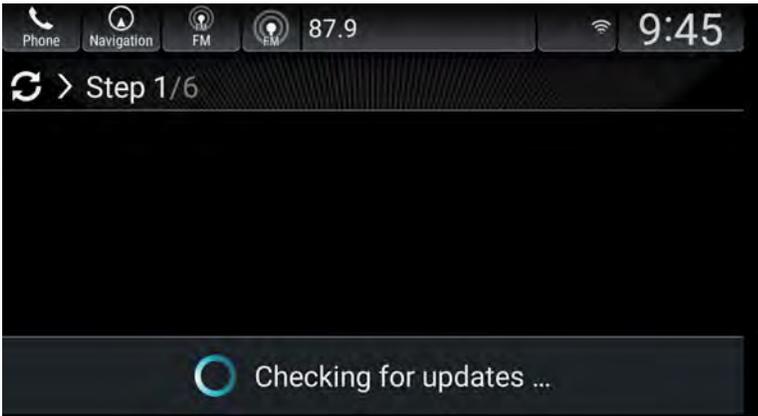
NOTE

The download will only complete with the ignition turned to ON. If the ignition is turned to OFF before the download is complete or if the Wi-Fi connection is lost, the download will resume once the ignition is turned back to ON and the Wi-Fi connection is restored within a 2-week period. If longer than 2 weeks, the process must be restarted from the beginning and the download progress will reset to 0% complete.

Did the vehicle download the new software?

Yes - Go to step 10.

No - Go to step 11.

10. Once the software has been downloaded, select **Install Now (System Will Reboot).**

The system will reboot several times during the installation.

11. Once the installation is complete, from the home screen select, **Settings**, **System**, **About**, and confirm the **Honda SW Version** shows **B.1.0.12** or higher.
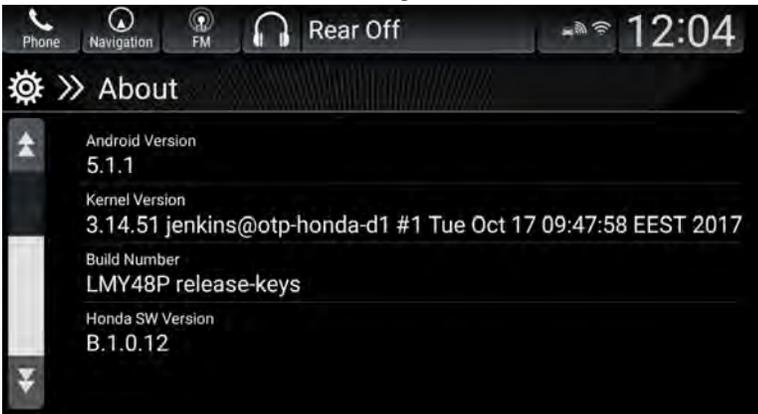
Is **B.1.0.12** or higher displayed.

Yes - Go to step 12.

No - Go to step 9, and recheck for updates.

12. From the home screen select, **Navigation**, then **Map Tools.**
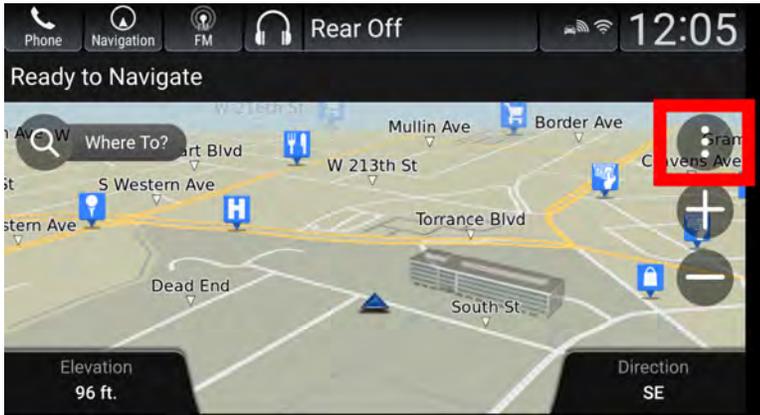
13. From the **Map Tools** screen select, **Settings**, **About**, **System Information**, and confirm the **Software Version** shows **1.44.02** or higher.
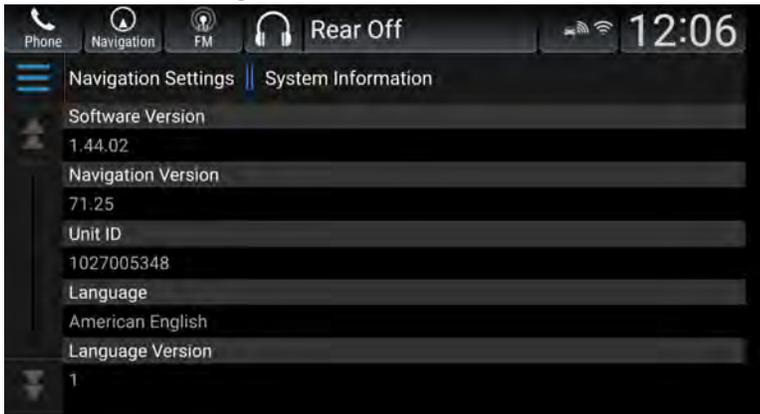
Is **1.44.02** or higher displayed?

Yes - Go to step 14.

No - Go back to step 9, and recheck for updates.

14. Enter the customer's settings, audio presets, and *Bluetooth® devices* that you wrote down.

NOTE

Inform the customer that some settings may have been erased due to the repair.

15. The factory reset and navigation update is complete.

END