

March 7, 2018

Version 2

Product Update: 2018 Odyssey Honda Dealer Wi-Fi Connection Failure**AFFECTED VEHICLES**

Year	Model	Trim	VIN Range
2018	Odyssey	EX, EX-L	Check the iN VIN status for eligibility

BACKGROUND

Affected vehicles have a new feature that lets them automatically download the latest audio and connectivity (audio, navigation, rear entertainment) software when located in a Honda dealer's service area. This lets the vehicle receive the latest updates and fixes. The affected vehicles do not meet the design specifications, and you may not be able to receive the latest software at a Honda dealer.

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 inventory.

CORRECTIVE ACTION

Ask the customer to bring in *Bluetooth* devices programed to the vehicle, record personal settings as instructed in the REPAIR PROCEDURE, do the factory data reset, confirm the wireless connection, and restore personal settings recorded earlier, and reprogram *Bluetooth* devices to the vehicle.

NOTE

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

CUSTOMER INFORMATION:The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0535A8	Record personal settings as shown in the REPAIR PROCEDURE, do the factory data reset, confirm the wireless connection, and restore personal settings recorded earlier, and reprogram <i>Bluetooth</i> ® devices to the vehicle.	0.3 hr	6WF00	K0N00	A18009A	39540-THR-A11

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE

Make sure you have any *Bluetooth*® devices that need reconnecting.

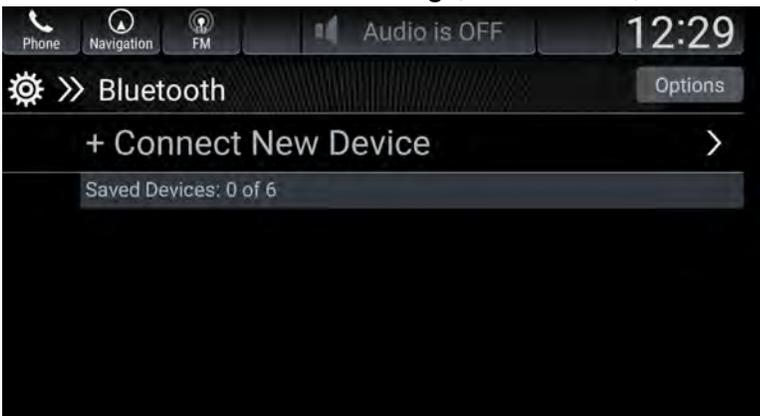
1. Make sure the vehicle is located in range of the dealership's Wi-Fi net work with the engine running. The vehicle should be parked outside in a well ventilated area or be connected to an exhaust hose to avoid carbon monoxide poisoning.
2. From the home screen select **Settings, Vehicle, Door Setup**, and write down the customers settings for **Auto Door Lock**, and **Auto Door Unlock**.



3. From the Home screen select, **Settings, Vehicle, Keyless Access Setup**, and write down the customers 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**, then **Factory Data Reset**. Select **Continue**. The system will then reboot. After it does, confirm the vehicle is connected to **AHMOTA**.



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



NOTES

- 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 the iN.
 - If **AHMOTA** is connected, enter the customer's settings, and audio presets you wrote down earlier, and pair their *Bluetooth®* devices. Make sure the customer knows that some settings may have been erased due to the repair.
9. The Wi-Fi Reset is complete.

END