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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Updates: 2018 Odyssey OTA, Wi-Fi, and Navigation Software Updates
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DATE: March 6, 2018

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Updates: 2018 Odyssey OTA, Wi-Fi, and Navigation Software Updates

Today, March 6, 2018, American Honda is announcing three **Product Updates** for a limited number of 2018 Odyssey vehicles where, under certain conditions, either the Display Audio (DA) units are not connecting to the Over the Air (OTA), and/or the navigation application needs a software update. Do a VIN status inquiry to determine which vehicles in your inventory are affected and by which campaign.

NOTE: Failure to repair a vehicle as needed before sale may subject your dealership to claims or lawsuits.

Basic Concern

Due to faulty software installed in the affected vehicles, the DA unit cannot connect to the OTA while in the dealership to receive software updates. Some vehicles can connect to the OTA but need an update to the navigation system. The navigation system in these vehicles saves driving history, which leads to the system becoming either slow or unresponsive. A third group of vehicles are affected by both symptoms, leading to the final campaign.

Campaign and Repair Information

The following service bulletins have been posted on the Service Information System (SIS):

- 18-009 *Product Update: 2018 Odyssey Honda Dealer Wi-Fi Connection Failure*
- 18-008 *Product Update: 2018 Odyssey Navigation Software Update*
- 18-007 *Product Update: 2018 Odyssey Honda Dealer Wi-Fi Connection Failure and Navigation Update*

Do a VIN status inquiry, then review the affected vehicles, and repair using the applicable service action.

Parts

There are no parts needed for these campaigns.

Tools

There are no special or specific shop tools needed for these campaigns.

Warranty

Detailed warranty information is available on service bulletins 18-007, 18-008, or 18-009.

Customer Notification

American Honda expects to begin customer notification by mail in mid-March. A link is provided to customers of the navigation system update campaign to allow them for the first time to update their own vehicles.

As always, be sure to do a VIN status inquiry to determine eligibility for any open campaigns.