



**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

April 2018

This notice applies to your vehicle:

## **Product Update: 2018 Odyssey Navigation Software Update**

Dear

Your navigation application on your 2018 Odyssey may slow down when off-road cumulative driving (such as parking lots, gated communities, private roads) is extensive. Map scrolling and search operation may be delayed or appear not to work.

Your vehicle is equipped with an Over the Air (OTA) update feature that lets you receive updates, such as the one we have available to fix the above issue, wirelessly. If you prefer, OTA lets you download these updates on your own, without the need for a dealer visit.

Honda strongly recommends updating your vehicle as soon as possible. Touring and Elite models have a built-in telematics control unit (TCU), also known as embedded in-vehicle cellular connection. The TCU lets the vehicle connect and communicate with Honda's network to receive software updates. Just like your personal cell phone, the vehicle's TCU connection can be limited due to cellular coverage. If for any reason you are not able to connect to Honda's network using the TCU, you can update using your home, or public, Wi-Fi network. Your personal cell phone is not used for software updates.

For EX-L RES/Navi models, there is no installed TCU, therefore, a home or public Wi-Fi network is required to update. Your vehicle's software will be updated free of charge regardless of which method you select. If you do not have access to Wi-Fi and/or are not comfortable doing the update, please contact any authorized Honda dealer for an appointment. Please plan to leave your vehicle at the dealer for at least a half a day to allow them flexibility in scheduling.

As noted above, there are two methods to receive the update, depending on the model:

- TCU method (Touring and Elite only). See page 2.
- Wi-Fi method (EX-L RES/Navi). See page 3.

Please visit:

<http://owners.honda.com/vehicles/information/2018/Odyssey/features/system-updates>

For an overview on the update process.

### **What will Honda do?**

If you do not have access to Wi-Fi and/or are not comfortable doing the update, please contact any authorized Honda dealer for an appointment. Please plan to leave your vehicle at the dealer for at least a half a day to allow them flexibility in scheduling. The work will be done free of charge.

### **Lessor Information**

Please forward a copy of this notice to the lessee.

### **What to do if you feel this notice is in error**

Our records show that you are the current owner or lessee of a 2018 Odyssey involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

## Installation Time

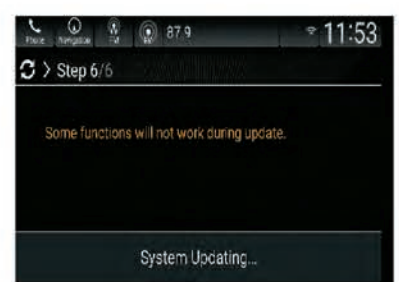
- The total software download time for either the TCU and Wi-Fi method will vary depending on the data transfer rate. Weak signal strength for either method could result in an error message.
- Once the download is complete, the software installation time will take approximately 30 minutes.

## TCU method (Touring and Elite models)

For Touring and Elite models within good cellular coverage, the vehicle will download the software automatically. Once the vehicle starts to download the software update, the **System Updates** icon will display an “!” icon indicating that an update is available to install.

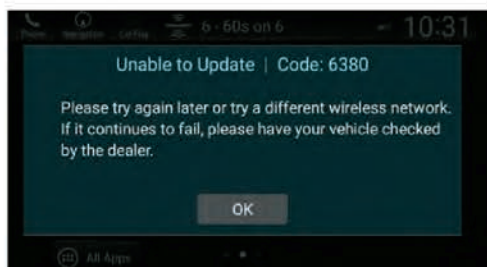
To install the update, follow these steps:

- From the home screen select **System Updates**, then select **Install Now** or **Install while Vehicle OFF**.
- If you select **Install Now**, the vehicle will need to remain running to complete the update. Keep the vehicle outside in a well-ventilated area if the engine is running.
- If you select **Install while Vehicle OFF**, once the vehicle is turned off, it will begin to install the update.
- If the “!” icon is not displayed on the **System Updates** icon, you may not be able to receive a cellular update. Please refer to the Wi-Fi method to update the vehicle.

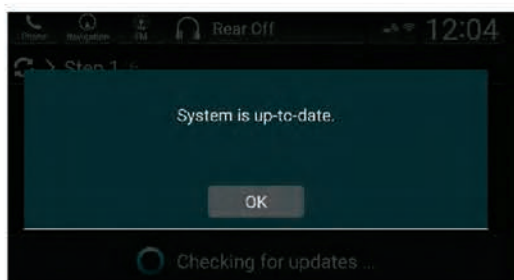


## Issues During the Update

If you receive an **Unable to Update** error message at any point, you can try a different Wi-Fi connection (all models) or move the vehicle to a new location if using the embedded cellular connection (Touring and Elite models only). If you continue to see this message, please visit your local Honda dealer or call American Honda's Customer Service In-Car Technology Support (888) 528-7876.

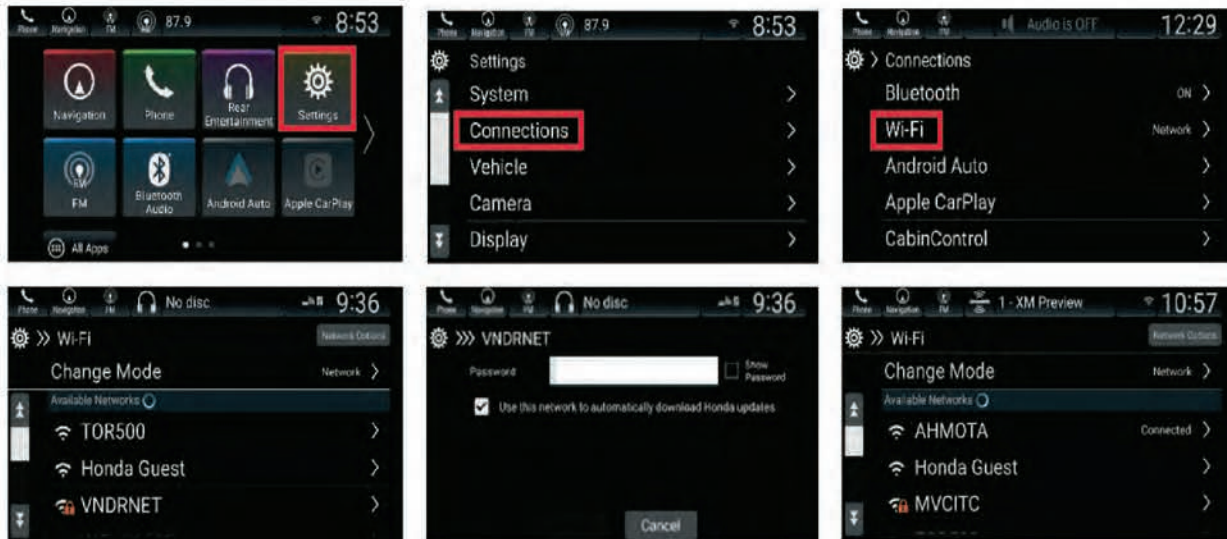


You may have already downloaded and installed the latest update prior to receiving this letter. If so when checking for an update you will get a **System is up-to-date** message.



## Wi-Fi Method

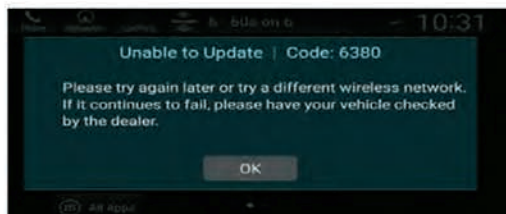
Follow these steps to set up the vehicle to connect to a Wi-Fi network. Select **Settings**, **Connections**, and **Wi-Fi**. Then select your **Wi-Fi** network, and enter the password as needed.



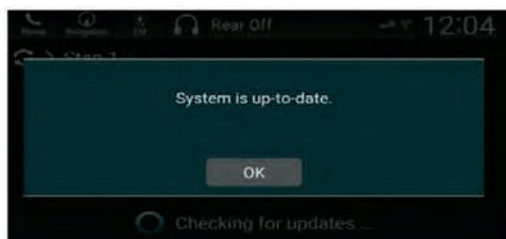
To check for updates, select the **Home** button, **System Updates**, then **via Wireless**. The system will check for updates and begin to download (if available).



If you receive the **Unable to Update** error message at any point, try a different Wi-Fi connection. If you continue to see this message please visit your local Honda dealer or call American Honda's Customer Service In-Car Technology Support (888) 528-7876.

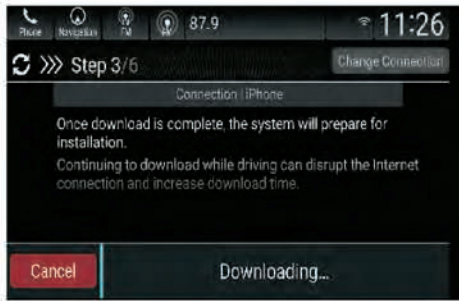


You may have already downloaded and installed the latest update prior to receiving this letter. If so when checking for an update you will get a **System is up-to-date** message.

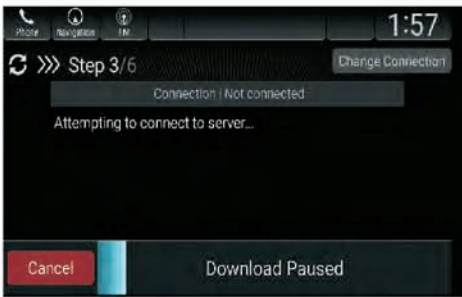




The first screen below shows the download status. The progress bar along the bottom of the screen will show how much of the download has been completed.



**Note:** Download will only complete with the Ignition on. If the ignition is turned off before the download is complete or if the Wi-Fi connection is lost, the download will resume once the ignition is turned back on and the Wi-Fi connection is restored within a 2 week period. If there is a delay longer than 2 weeks, the process must be restarted from the beginning and the download progress will reset to 0% complete. Keep the vehicle outside in a well-ventilated area if the engine is running.



- Once the download is complete, select **Install Now** or **Install while Vehicle OFF**.
- If you select **Install Now**, the vehicle will need to remain running to complete the update. Keep the vehicle in a well-ventilated area if the engine is running.
- If you select **Install while Vehicle OFF**, once the vehicle is turned off, it will begin to install the update.



### If you have questions

If you have any questions about this notice, please call Honda Automobile Customer Service at 1-888-234-2138. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this product update may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Honda Automobile Division**