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Sent on	02	02	2019	Expires on	04	20	2019
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Update: 2019 Passport Telematics Control Unit Replacement
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DATE: February 2, 2019

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2019 Passport Telematics Control Unit Replacement

Today, February 2, 2019, American Honda is announcing a **Product Update** for certain 2019 Passport Elite and Touring vehicles to address issues where the telematics control unit (TCU) does not operate properly, preventing front control box connection to the internet, and prohibiting Wifi Hotspot and HondaLink remote functions. Do an iN VIN status inquiry **to determine which units in your inventory are affected.**

American Honda requests that all vehicles be updated prior to sale to ensure customer confidence in this new product.

PROBLEM

Due to a software issue, the TCU cannot connect to the internet, prohibiting certain features from functioning.

REPAIR

Replace the original TCU with a correctly programmed TCU.

PARTS

Replacement TCUs will be sent directly to dealers with in-stock units. These shipments will continue to occur until parts for all affected vehicles have been allocated.

TOOLS

There are no special tools required for this repair.

SERVICE BULLETIN

Service bulletin 19-017, *Product Update: Telematics Control Unit*, has been posted to the Service Information System (SIS) as of February 2, 2019. It includes parts, repair, and warranty information related to this recall.

CUSTOMER NOTIFICATION

American Honda requests all vehicles be repaired prior to sale. Should any affected vehicle be sold without the update being completed, American Honda will notify the customer through the Automobile Customer Support center.