

**View Message**

<b>Sent on</b>	04	10	2019	<b>Expires on</b>	04	29	2019
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<b>From</b>	Parts Operations, Campaign Group
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<b>Subject</b>	Part Return Offer 2019 Passport TCU
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On February 2nd, 2019, American Honda announced 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.

Replacement TCUs were sent directly to dealers with in-stock units directly from the supplier. These shipments were made outside of the normal system process and therefore did not show as shipped through the system. Affected dealers were billed for the parts directly on their Balance Forward Statement.

American Honda has been made aware that a small number of dealers may have received and got billed for a TCU and the dealer may not have had an affected in-stock unit to repair.

**Return Offer**

In order to help affected dealers manage part inventory levels, American Honda is making the following return offer.

Eligible return part:  
39870-TGS-A11

No Shipment Listing or Invoice is required for this return. These returns will not be charged against your SRA credit.

**Return iN OAR Procedure**

1. Complete the iN OAR procedures.
2. Use Reason Code "R" with eleven zeros for the Shipper Number.
3. Use Item Number "9999."
4. Enter "Passport TCU Return" in the Remarks Section.
5. When approved, Print "Authorization Return document and labels" from the iN. Please return parts as normal with the "Return Authorization attached."
6. Return the eligible part(s) on your returning DSO Truck or normal method of return.

Order adjustment requests (OARs) must be submitted by April 26th, 2019.

Thank You,  
American Honda Motor Co., Inc.

NG / ms