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<b>Sent on</b>	08	29	2019	<b>Expires on</b>	11	16	2019
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Product Update: Display Audio Clock Off by 1 Hour
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DATE: August 29, 2019

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: Display Audio Clock Off by 1 Hour

Today, August 29, 2019, American Honda is announcing a product update for certain 2018-2020 Odyssey, 2019 Passport and 2019-2020 Pilot vehicles where the display audio system may not show the correct time. **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 and satisfaction.

#### BACKGROUND

The audio system may show the clock off by 1 hour. This is caused by a software issue that stores the incorrect date in the audio unit.

#### REPAIR

Affected vehicles will require an audio software update via the Over the Air (OTA) system. The software is available at the time of this message and may be performed by dealerships or by the customer via their vehicle's OTA update function.

#### PARTS

There are no parts needed for this campaign.

#### TOOLS

There are no special tools needed for this campaign.

#### SERVICE BULLETIN

Service bulletin 19-096, *Product Update: Display Audio Clock Off by 1 Hour*, has been posted to the Service Information System (SIS) as of August 29, 2019. It includes software, repair, and warranty information related to this campaign.

#### CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by end of September. As of August 29, 2019, the improved OTA software is available to customers to allow them to update their own vehicles.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.