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Sent on	04	16	2020	Expires on	06	04	2020
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Update:2020 Civic Type R Adaptive Cruise Control ACC/CMBS Software Upd						

DATE: April 16, 2020

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2020 Civic Type R Adaptive Cruise Control ACC/CMBS Software Update

Today, American Honda is announcing a Product Update for certain 2020 Civic Type R vehicles that may not be able to maintain speed after setting the adaptive cruise control (ACC). Do an iN VIN status inquiry to **determine which units in your inventory are affected.**

American Honda requests that all vehicles be repaired prior to sale to ensure customer confidence and satisfaction.

BACKGROUND

During production, the latest software version for the ACC/CMBS (adaptive cruise control/collision mitigation braking system), which is part of the VSA-modulator control unit, was not installed in the vehicle. Vehicles without the latest software may be unable to maintain speed after setting the ACC.

REPAIR

Update the ACC/CMBS software to the most current software version.

SOFTWARE

The software was delivered to dealers on March 20, 2020 and is currently available for deployment.

PARTS

There are no parts needed for this campaign.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletin 20-032, *Product Update: Adaptive Cruise Control ACC/CMBS Software Update*, has been posted to the Service Information System (SIS) as of April 16, 2020. It includes software, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by middle of May 2020.

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.