

[Next Unread Message](#)[View Message](#)

Sent on	02	18	2021	Expires on	04	08 2021
From	Brad Ortloff, Manager Auto Campaign Administration Dept.					
Subject	Warranty Extension: 2018-2020 Multi-Model MOST Bus Network Connectors					

DATE: February 18, 2021

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

FROM: Brad Ortloff, Manager Auto Campaign Administration Dept.

Re: Warranty Extension: 2018-2020 Multi-Model MOST Bus Network Connectors

Today, February 18, 2021, American Honda is announcing a warranty extension for certain 2018-20 Odyssey, 2019-20 Passport, and 2019-20 Pilot vehicles. This warranty extension covers communication issues in the MOST bus network where the vehicle may have popping or crackling from the speakers, no sound from the audio system, a *Network Loss* message, or display issues. American Honda is extending the warranty for the MOST bus network connectors on these vehicles to 5 years or 60,000 miles from the original date of purchase, whichever comes first.

BACKGROUND

A loose connection in the MOST bus network may cause a popping or crackling from the speakers or no sound from the audio system, a *Network Loss* message or other display issues.

REPAIR

Install the FAKRA connector set and the MOST service cords.

PARTS

Parts are available through normal ordering.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

The following Service bulletins have been posted to the Service Information System (SIS) as of February 18, 2021, and they include parts, repair, tools and warranty information related to this campaign:

- 21-012, *Warranty Extension: 2019-20 Passport/Pilot MOST Bus Network Connectors*
- 21-013, *Warranty Extension: 2018-20 Odyssey MOST Bus Network Connectors*

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification by the end of March 2021.

As always, be sure to do an iN VIN status inquiry to determine if a particular vehicle is eligible for this or any other campaigns.

