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Sent on	11	09	2021	Expires on	12	27	2021
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Product Improvement: 2018-2020 Accord, Insight OTA Software Update						

DATE: November 9, 2021

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Improvement: 2018-2020 Accord, Insight OTA Software Update

Today, November 9, 2021, American Honda is announcing a product improvement campaign (PIC) for certain 2018-2020 Accord and 2019-2020 Insight vehicles to update the telematics control unit (TCU) software for an upcoming network service change. 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

By February 2022 the current 3G network that vehicles connect to for services will no longer be in service. The TCU Over the Air Update (OTA) must be completed prior to February 2022 to allow vehicles to connect to the new VoLTE network and continue communications.

REPAIR

Affected vehicles will require a TCU software update via the 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.

Note: Certain 2018 Accord vehicles under this PIC are also affected by a safety recall under service bulletin 18-092: *Safety Recall: 2018 Accord Rear Backup Camera*. Any unrepaired vehicles under this recall must have that software update performed first for this TCU OTA update to perform correctly.

PARTS

There are no parts needed for this campaign.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletin 21-085, *Product Improvement: Multi-Model 3G OTA TCU Software Update*, has been posted to the Service Information System (SIS) as of November 9, 2021. It includes software, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by end of December 2021. As of today, the OTA software is available to customers to allow them to update their 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.