

**Product Improvement: Multi-Model 3G OTA TCU Software Update**

Supersedes 21-085, dated December 23, 2021, to revise the information highlighted in **yellow**.

**AFFECTED VEHICLES**

Year	Model	Trim Level	VIN Range
2018–20	Accord	Touring/Elite	Check the iN VIN status for eligibility.
2018–20	Accord Hybrid	Touring	Check the iN VIN status for eligibility.
2019–20	Insight	Touring	Check the iN VIN status for eligibility.

**REVISION SUMMARY**

This bulletin has been extensively modified. American Honda recommends you read this entire service bulletin.

**BACKGROUND**

On February of 2022, the 3G network will no longer support the in-vehicle services that the vehicle has previously supported.

As of **August 23, 2022**, the Product Improvement Campaign has ended. The TCU can no longer be updated using Over The Air updates.

If the customer needs to restore TCU services, the only option is to replace the TCU. This would be done as a customer pay repair.

**CUSTOMER NOTIFICATION**

Owners of affected vehicles have been sent a notification of this campaign.

The notification included the following information, “After August 22, 2022, restoring services can ONLY be addressed if you pay for a new embedded cellular device at an authorized dealer.”

**CORRECTIVE ACTION**

The only option to restore telematics services is to replace the TCU. Follow the service manual procedure for replacing the TCU.

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## WARRANTY CLAIM INFORMATION

NOTE: This product improvement campaign has expired. If you did the repair indicated in this bulletin on or before August 22, 2022, use the warranty information to file a claim.

### 2018–20 Accord and Accord Hybrid

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B9	Update the Display Audio and TCU software OTA.	0.3 hr.	6GB00	HBO00	A21085A	39870-TVA-A01

### 2019–20 Insight

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B9	Update the Display Audio and TCU software OTA.	0.3 hr.	6GB00	PBN00	A21085B	39870-TXM-A01