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Sent on	09	20	2018	Expires on	10	20	2018
From	Parts and Service Division						
Subject	**URGENT** Information for SB 18-092 and SB 18-093						

PRIORITY/ACTION REQUIRED

To: All Honda Managers/Advisors
From: Service Engineering
Re: ****URGENT****Information for SB 18-092 and SB 18-093

Print this *iN* message and provide a copy to the Service Manager and Shop Foreman.

To Dealer,

If the below steps are not followed, it will result in permanent audio unit damage that will require a replacement.

It has come to our attention that some dealers are experiencing audio unit failures while trying to update the software during SB 18-092 and 18-093. As mentioned in both SB's:

***Step 2:**

Prepare the vehicle for the update by doing either of the following:

- **If the engine will be running, park the vehicle in a well-ventilated area or attach an exhaust vent.**
- **If the engine will not be running, connect an active charger to the battery so it does not die during the update.**

Once the update has started:

***Step 9:**

During the updating process, the audio unit will reset several times. Do not remove the USB flash drive and/or turn the engine off.

Thank You