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Sent on	09	14	2018	Expires on	12	02	2018
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	2018 Accord & 2019 Insight Rear Camera Safety Recall Announcement
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DATE: September 14, 2018

TO: All Acura Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2018 Accord & 2019 Insight Rear Camera Safety Recall Announcement

On September 13, 2018, American Honda notified NHTSA of a safety recall and stop sale for certain 2018 Accord and 2019 Insight units due to audio/navi unit software that may cause the rear camera view to not display properly under certain conditions. **Refer to your eResponsibility report or do an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

PROBLEM

Rear camera control software in the audio/navi unit contains a bug that may cause the camera display to stop working in certain conditions. Once this occurs, the rear camera will continue to exhibit the problem.

REPAIR

Update the audio/navi unit with countermeasured software via USB drive.

PARTS

No parts are required to support this repair.

TOOLS

USB drives containing countermeasured audio/navi unit software have been sent to all dealers on Tuesday, September 11, 2018. Additional USB drives are being distributed to dealerships now and are expected to begin arriving today, September 14, 2018.

SERVICE BULLETIN

Service bulletins 18-092, *Safety Recall: Audio Unit/Audio-Navigation Unit: Rear Backup Camera Image Won't Display Properly At Times* and 18-093, *Safety Recall: 2019 Insight: Rear Backup Camera Image Won't Display Properly At Times* have been posted to the Service Information System as of September 14, 2018. Each includes procedure, software and warranty information relevant to this recall.

CLIENT NOTIFICATION

American Honda expects to complete customer notification for this recall by early November.

As always, be sure to do an iN VIN inquiry status for all vehicles passing through your dealership to determine eligibility for any open campaigns.