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<b>Sent on</b>	07	29	2020	<b>Expires on</b>	09	16	2020
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	Stop Sale/Safety/Noncompliance Recall; Product Update: 2018-2021 Multiple Camp.						

DATE: July 29, 2020

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety/Noncompliance Recalls; Product Update: 2018-2021 Multiple Campaigns

On July 28, 2020, American Honda notified NHTSA of the following four Stop Sale and Safety/Noncompliance Recall campaigns, which contain overlapping vehicle populations.:

- **20-024, Safety Recall: 2018-20 Odyssey Sliding Door Outer Handle Cables**

**Affected Population:** Certain 2018-2020 Odyssey  
**Background:** Due to an improper manufacturing process, water can enter the sliding door outer handle cable assembly due to insufficient sealing. In freezing conditions, the water can freeze leading to increased friction, potentially prohibiting the door latch from opening or closing completely. An incompletely latched sliding door may open during vehicle operation, increasing the risk of injury to vehicle occupants.  
**Repair:** Replace the left and right sliding door exterior door handle cables and bushing joints.  
**Parts:** Parts will be available for normal ordering  
**Tools:** There are no special tools needed for this repair.

- **20-047, Noncompliance Recall: Gauge Control Module Software Update**

**Affected Population:** Certain 2018-2020 Odyssey, 2019-2020 Passport, and 2019-2021 Pilot  
**Background:** Due to programming issues, the Media Oriented System Transport (MOST) unit in the gauge control module may cause the gauge display to go blank or randomly reboot. This is noncompliant with Federal Motor Vehicle Safety Standards.  
**Repair:** Update the gauge control module software that is available at the time of this message.  
**Parts:** No parts required for this update.  
**Tools:** A reflash jig has been shipped to all Honda dealers and is expected to arrive by July 29, 2020.

- **20-050, Noncompliance Recall: 2019-20 Odyssey Rearview Camera**

**Affected Population:** Certain 2019-2020 Odyssey  
**Background:** Due to improper manufacturing, the rearview camera display may be cloudy, the rearview camera may not work or the “Rear Camera Not Available” message is displayed. This is noncompliant with Federal Motor Vehicle Safety Standards.  
**Repair:** Replace the rearview camera.  
**Parts:** Parts are currently not available for dealer ordering. American Honda will auto allocate parts to dealers based on sales data. Additional weekly auto allocations will be made as inventory is received. Allocations are expected to continue into Fall 2020. Dealers will be notified when auto allocations will cease and parts will be available for open ordering.  
**Tools:** There are no special tools needed for this repair.

• **20-051, Noncompliance Recall: Front Control Box OTA Software Update**

**Affected Population:** Certain 2019-2020 Odyssey, 2019-2020 Passport, and 2019-2021 Pilot  
**Background:** Due to multiple programming issues in the front control box, the display audio and rearview camera may remain off after a quick ignition cycle. In addition, on Passport and Pilot models, the rearview camera may not display when shifting to Reverse. This is noncompliant with Federal Motor Vehicle Safety Standards.  
**Repair:** Update the audio unit software via the Over the Air (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.  
**Parts:** No parts are required for this update.  
**Tools:** There are no special tools needed for this repair.

In addition, American Honda is announcing a Product Update for the following market action:

• **20-059, Product Update: 2018 Odyssey Front Control Box OTA Software Update**

**Affected Population:** Certain 2018 Odyssey  
**Background:** Due to multiple programming issues in the front control box, the display audio and rearview camera may remain off after a quick ignition cycle.  
**Repair:** Update the audio unit software via the Over the Air (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.  
**Parts:** No parts are required for this update.  
**Tools:** There are no special tools needed for this repair.

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.

SERVICE BULLETIN

All of the above-mentioned services bulletins have been posted to the Service Information System (SIS) as of Wednesday, July 29, 2020. They include applicable parts, software, repair, and warranty information related to these campaigns.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by end of September 2020.

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.