

Noncompliance Recall: Front Control Box OTA Software Update

Supersedes 20-051, dated July 29, 2020, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2019-20	Odyssey	ALL Except LX	Check the iN VIN status for eligibility.
2019-20	Passport	ALL Except Sport	Check the iN VIN status for eligibility.
2019-21	Pilot	ALL Except LX	Check the iN VIN status for eligibility.

REVISION SUMMARY

Under REPAIR PROCEDURE – USB FLASH DRIVE, a note and image were added under step 13.

BACKGROUND

The display audio and rearview camera stay off during a quick ignition cycle. In addition, Passport and Pilots, the rearview camera may not display when shifting to Reverse.

NOTE: Check if the vehicle was repaired by service bulletin 20-047, *Noncompliance Recall: Gauge Control Module Software Update*. If it was not, complete that repair before starting this bulletin.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign. Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your used vehicle inventory. Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. Always conduct a VIN status inquiry before selling a vehicle in inventory.

CORRECTIVE ACTION

Update the audio unit software.

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

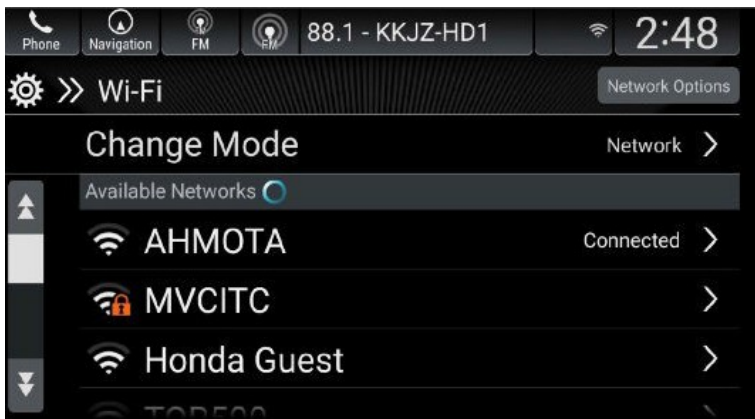
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0105B3	Update the audio unit software. (Using OTA)	0.3 hr	6HR00	Y7Y00	A20051A	39540-THR-A51
0105B4	Update the audio unit software. (Using USB Flash Drive)	0.3 hr	6HR00	Y7Y00	A20051B	39540-THR-A51

Skill Level: Repair Technician

REPAIR PROCEDURE – OVER THE AIR (OTA) UPDATE

NOTE:

- If you are not able to connect to the Wi-Fi, go to page 6 to update using a USB flash drive.
 - For trim levels with navigation and after updating to software version B.1.3.4, the Home Address, Saved, and Recent Destinations will be erased.
1. Make sure the vehicle is located in range of the dealership's Wi-Fi network with the engine running.
 2. Park the vehicle outside in a well-ventilated area, or attach an exhaust hose to it.
 3. From the Home screen, select **Settings, Connections**, then **Wi-Fi**. Make sure the vehicle is connected to **AHMOTA**. If **AHMOTA** is not listed, contact your IT Administrator. See Over the Air (OTA) Resources, located in the Service Bay on the iN.

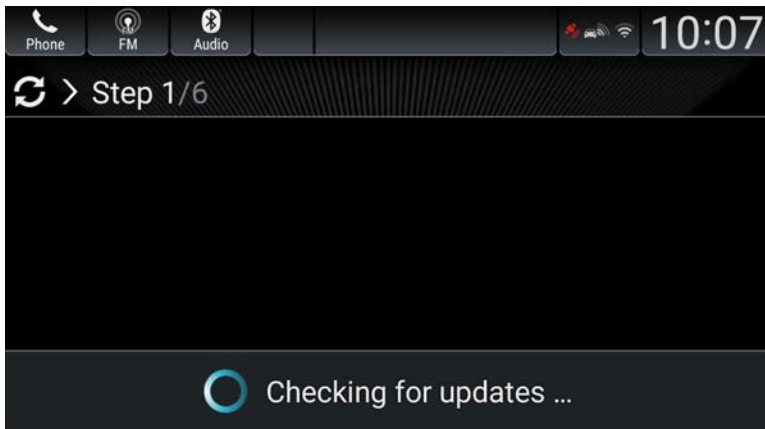
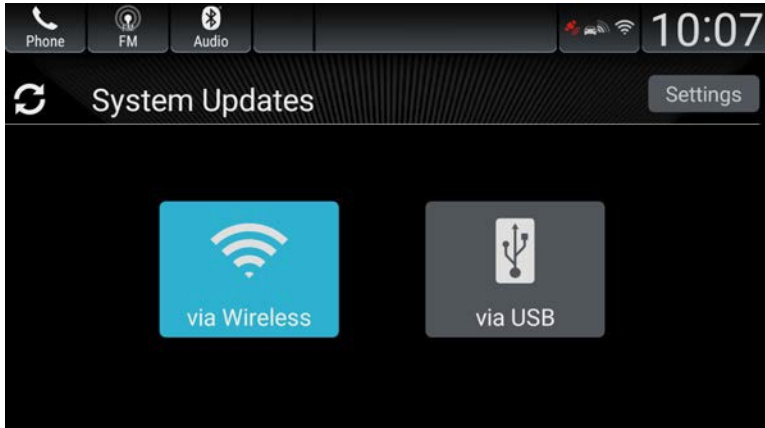


4. Confirm the current software. Select **Settings, System, About**, and confirm the Honda software (SW) Version.
 - If the Honda SW Version reads B.1.3.4 or later, this bulletin is completed.
 - If the Honda SW Version reads less than B.1.3.4, go to step 5.

5. Once you have confirmed the vehicle is connected to AHMOTA, and the **Honda SW Version** reads lower than **B.1.3.4**, return to the Home screen. From there, select **System Updates**, then **via Wireless**.

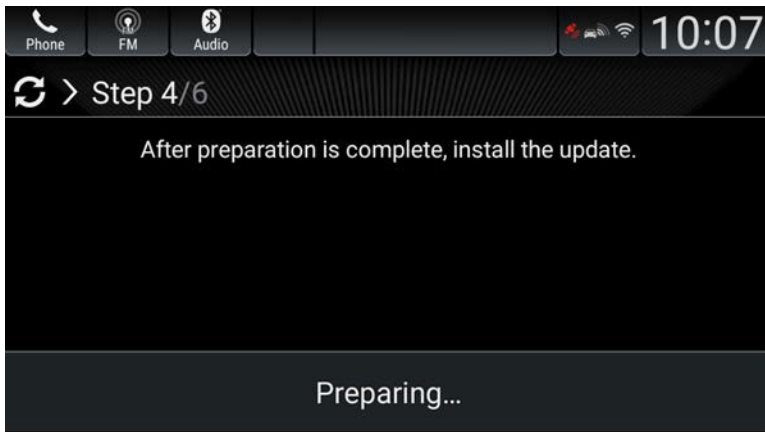
NOTE:

- In some instances, you might not see the following screens on the display.
- If you see **Code 6382**, make sure your dealer AHMOTA network is properly set up.

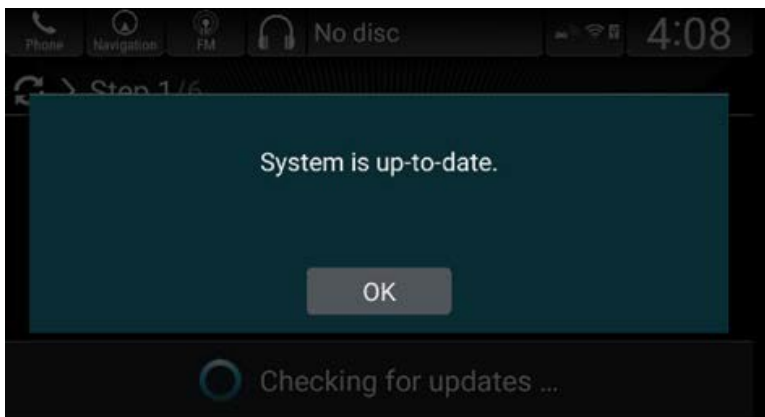


- The download will only complete with the ignition turned to ON. If you turn the ignition to OFF before it is complete, or the Wi-Fi connection is lost, the download will resume once you turn the ignition to ON and the Wi-Fi connection is restored within 2 weeks. If it takes longer than 2 weeks, you must start the process again and it will reset to 0% complete.

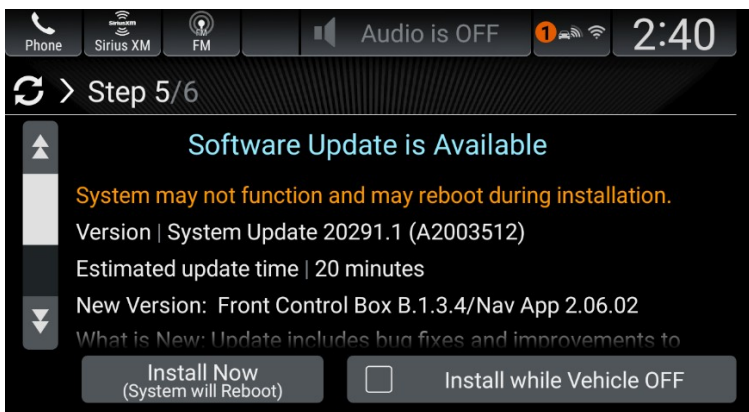
6. If the download completes, go to step 7.



- If the download does not complete after several attempts, and you see an error message, call Tech Line.
- If the download does not complete, and you see the message below, go to REPAIR PROCEDURE - USB FLASH DRIVE.

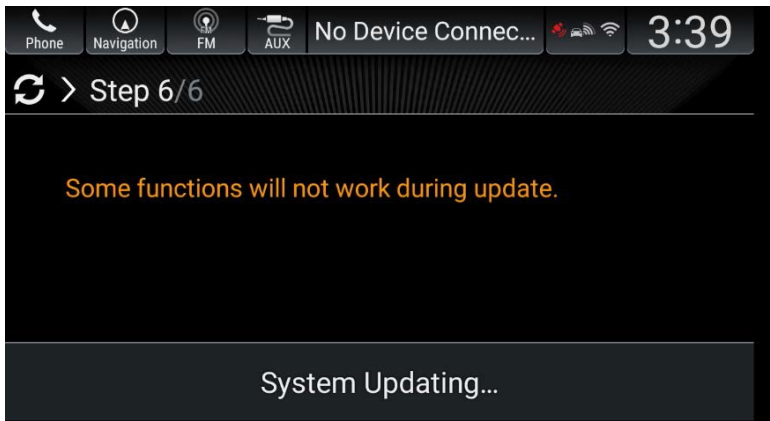


7. When you see this screen, select **Install Now**.

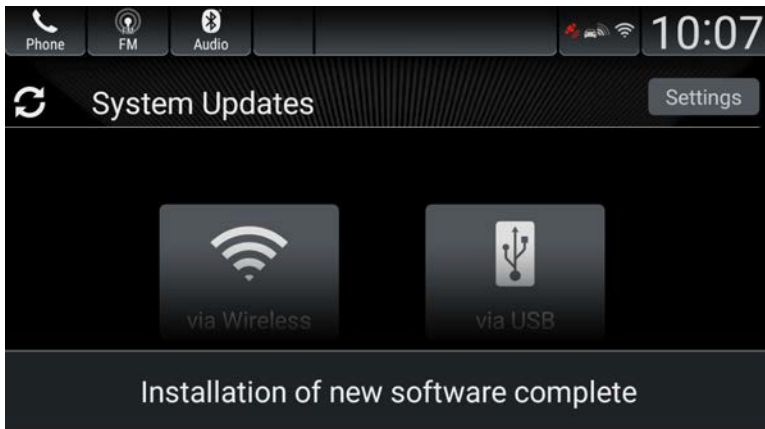


NOTE:

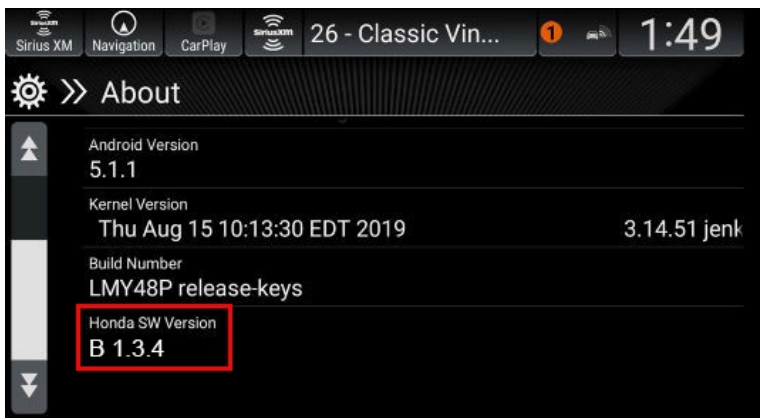
- The system will reboot several times during the installation.
- You may see this screen twice if the vehicle has navigation.



8. Once the installation is complete, you will see this screen. Keep in mind the message **Installation of new software complete** will appear for only **5 seconds**.



9. Go to the Home screen select **Settings, System, About**, and make sure the Honda SW Version reads B.1.3.4 or later. If it does, this repair is complete.



REPAIR PROCEDURE – USB FLASH DRIVE

NOTE:

- You will need a blank USB flash drive with a minimum of 8GB storage space, and formatted to FAT 32.
- NTFS format will not work.
- Do not remove the flash drive or turn the ignition to OFF during these steps.
- For trim levels with navigation, after updating to software version B.1.3.4, the Home Address, Saved, and Recent Destinations will be erased.

1. On the display screen, select **Settings, System, About**, and check the Honda SW Version.
 - If the Honda SW version reads B.1.3.4 or later, this bulletin is completed.
 - If the Honda SW version reads lower than B.1.3.4, go to step 2.
2. Log on to the Interactive Network (iN), select Service > Service Bay > Over the Air (OTA) Resources, then OTA Update via USB.
3. Select Download via model and trim.



4. Use the drop down menu to select the year and model you are trying to update.

Choose a vehicle in the drop down menu below to search for available software downloads

Select Vehicle Year and Model

5. Download the correct package.

Downloads

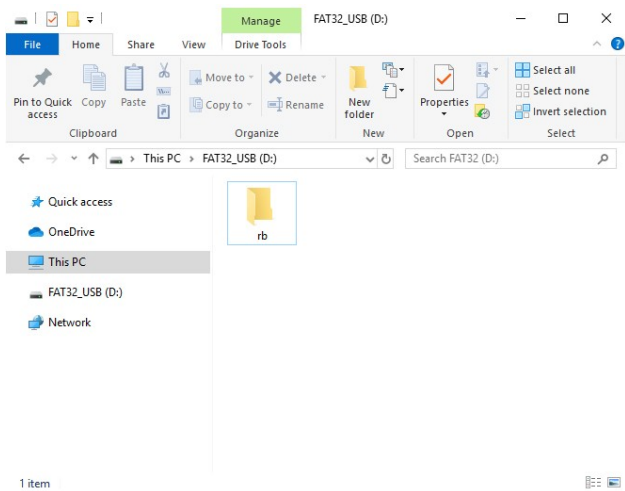
Year	Model	Trim	Status	Next Action
2020	Odyssey	EX	Available	Download
2020	Odyssey	EXL	Failed	Request Package
2020	Odyssey	EXL-NR	Available	Download
2020	Odyssey	Touring	Available	Download
2020	Odyssey	Elite	Expired	Request Package

NOTE: The package for EXL-NR is the correct one for EXL-RES.

6. If a package is available, select **Download**.
7. Select **Save As** so it will save to your download folder on your computer.
8. If a package is not currently ready to download, you must request a package. Wait for about **5 to 10 minutes**, and select **Search** until the status changes from **Request Package** to **Download**.

9. Create a folder on the flash drive, and name it **rb**.

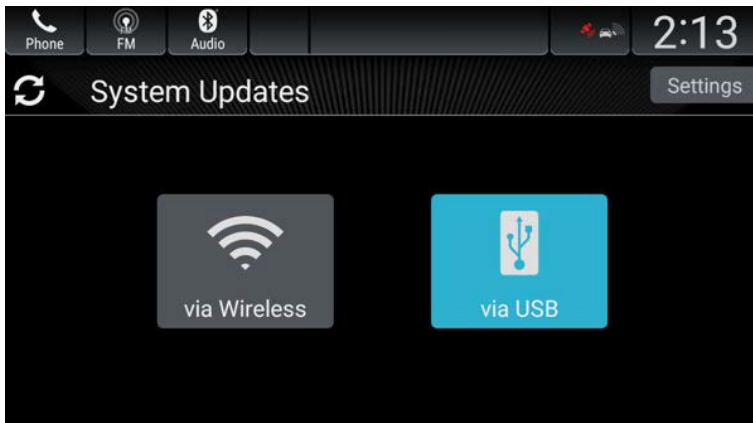
NOTE: The flash drive should already be formatted to FAT 32.



10. Copy the downloaded ZIP file that is saved in your download folder to the **rb** folder on the flash drive.

NOTE: Do not unzip or decompress the file; the vehicle only recognizes a zip file. If you unzip or decompress the file, it will cause an error in the vehicle.

11. Once the file is on the flash drive, return to the vehicle. From the Home screen, select **System Updates**, then **via USB**.

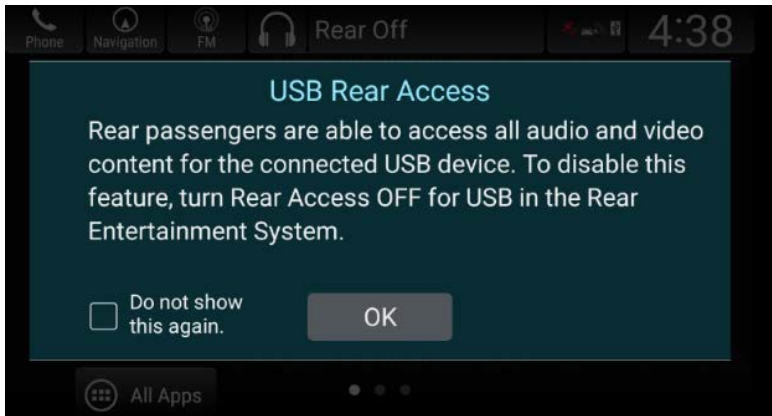


12. Plug the flash drive into the vehicle's USB Data port identified with this symbol.

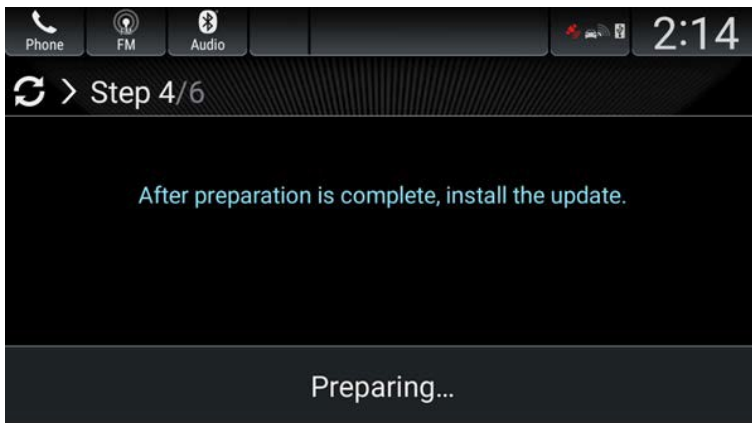


NOTE:

- If the vehicle has an RES, you may see this screen. If you do, select **OK** and continue.

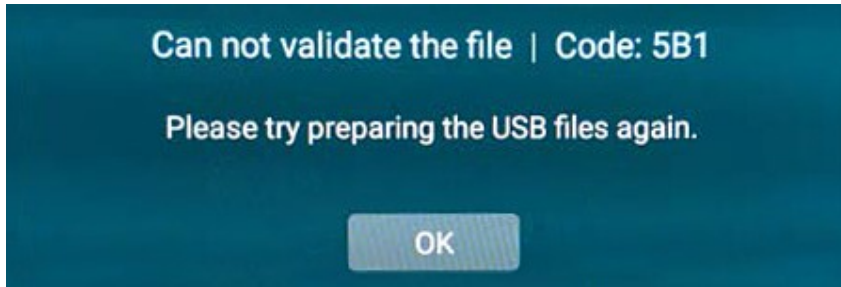


- You will then see this screen telling you the system is automatically copying and preparing the update files. Keep in mind this may take some time depending on the file sizes.



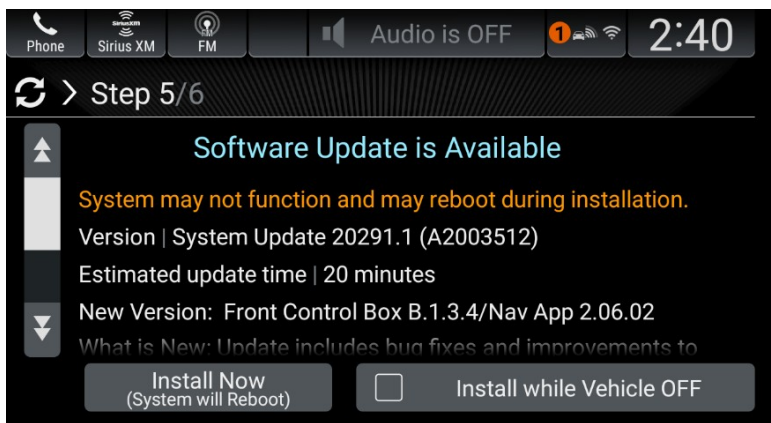
NOTE:

- If the preparation fails to complete, you will see this screen. If you do, try preparing the files again. For support, contact Tech Line.



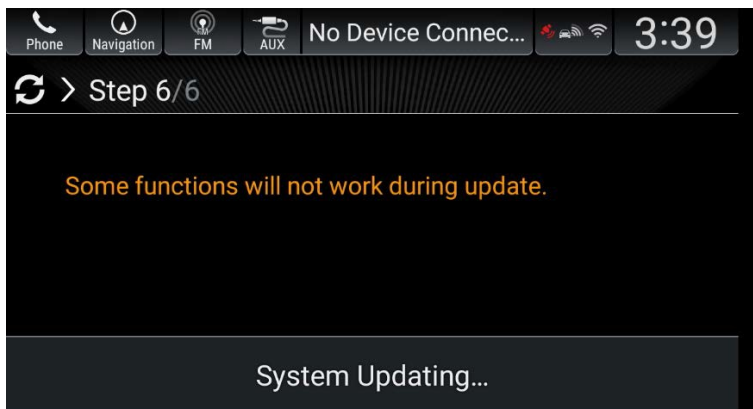
- You may also see other messages like **Cannot validate the file. Please try preparing the USB files again.** If so, check the USB flash drive or try a different one. Go back to step 6.

13. Once the software has been prepared, select **Install Now**. The system will reboot several times during the installation.

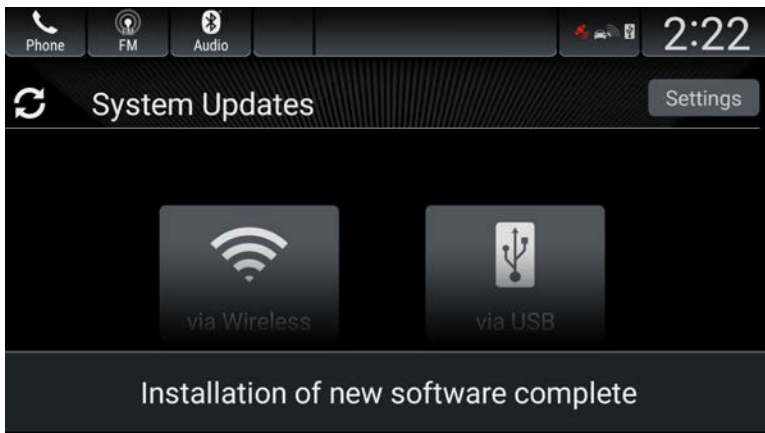


NOTE:

- The system will reboot several times during the installation.
- You may see this screen twice if the vehicle has navigation.



Once the installation is complete, you will see this screen.

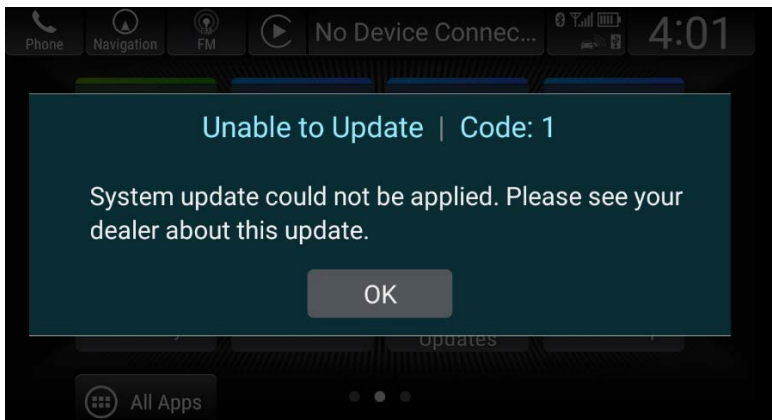


NOTE:

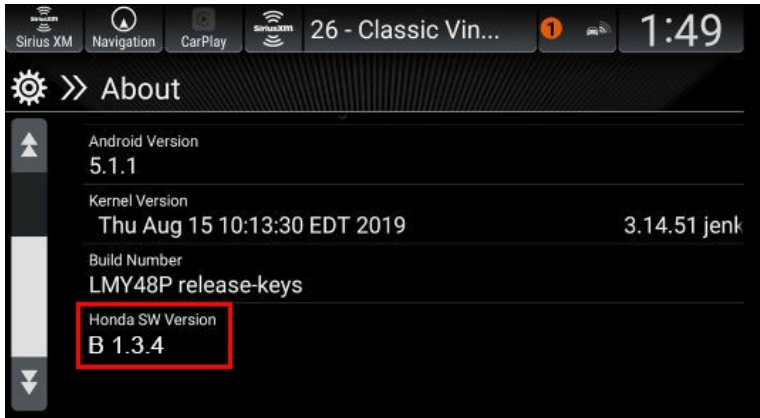
- If the System Update Complete screen is displayed, you will need to manually report the status of the update. Return to your PC and insert the USB drive into your computer. Go to <https://usb.honda.com>. Select **Report Upload**. Navigate to the RB folder on your USB drive and choose the XXXXXREPORT.JSON file.



- If you encounter a message **Unable to Update | Code: 1** after seeing the image above, press OK and cycle the ignition.



14. Make sure the Honda SW Version reads B.1.3.4 or later.



END