

August 26, 2020

RE: Message about Windows 10, version 2004

Dear Subscriber,

There is a known compatibility issue regarding the HDS software and Microsoft Windows 10, version 2004 (also known as the Windows 10 May 2020 Update). This update from Microsoft causes HDS to crash upon launching. If you have this version, please rollback to version 1909 (if able) to continue usage of HDS.

If you currently have Windows 10, version 2004, and are trying to purchase a subscription, please do not purchase a subscription for HDS software at this time. The Service Information subscription is unaffected and may continue to be used.

We are currently working on getting this issue resolved. Thank you for your support and patience.

American Honda Motor Co., Inc