

Next Unread Message

View Message

Sent On 08 25 2004 Expires On 08 10 2004

From Honda Parts and Service National

Subject Odyssey Fuel Pump Wire Recall

DATE: August 25, 2004
 TO: All Sales, Service & Parts Managers
 FROM: American Honda Service Division
 RE: Campaign Announcement and Stop Sale Order

Today, Honda Motor Co., Ltd., announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall specific 2004 Odysseys in order to inspect the fuel pump assembly connector for corrosion.

Basic Problem: A small amount of water may have been left in the fuel pump electrical connector after testing. This residual water may cause the fuel pump to fail due to corrosion. If the pump stops working, the engine will stall without warning, increasing the potential for a crash.

Stop-Sale Order: Applies to all Alabama-built 2004 Odyssey's (between VIN 6FNRL18**4B069047 and 6FNRL18**4B138658) in your vehicle inventory. Vehicles with VINs below, or above, those listed are not affected and may be sold.

Vehicles within the VIN range above CANNOT be sold or leased with a known defect.

Support Materials: American Honda will post its recall repair service bulletin on ISIS tonight (8/25/04). In addition, your District Sales Manager or Zone Sales Office will also provide you with the VIN-specific list of affected vehicles.

Repair Strategy: The fuel pump assembly electrical connector must be inspected for corrosion. If there is no corrosion visible during the inspection process, the vehicle may be returned to an "available for sale status." If corrosion is present (less than 9% of vehicles), the fuel pump assembly, packing seal, locknut, feed tube retainers and fuel pump assembly subharness must be replaced.

NOTE: Keep in mind that no more than 630 vehicles (less than one per dealership) affected by this Stop Sale Order will need to have the fuel pump assembly replaced due to corrosion. Tonight, American Honda Parts Division will send a companion to this message on procedures for ordering a recall campaign connector kit.

Customer Notification: Approximately 60,000 customer owned vehicles are affected by this Recall Campaign. Notification letters will be mailed to all known owners. You will be notified of the exact customer mailing date by IN.

© 2000-2004, American Honda Motor Co., Inc. All Rights Reserved.

Next Unread Message

View Message

Sent On 08 25 2004 Expires On 09 03 2004

From Parts Division

Subject A52-A: 2004 Odyssey Fuel Pump Recall

ID: A52-A

To: Honda Parts Manager

From: AHM Parts Division

Re: 2004 Odyssey Fuel Pump Recall

On August 25, 2004, American Honda announced to your dealership details regarding the recall of specific 2004 Odysseys with possible fuel pump electrical connector corrosion. Included in this communication was a stop-sale notification for potentially affected vehicles in your dealership's inventory.

Current Situation

The American Honda Parts Division has been working diligently with our suppliers to obtain an initial supply of parts to repair the affected stop-sale units and initial customer "walk-ins." Please follow the inspection instructions provided in Service Bulletin D4-D40 very carefully. Approximately 9% of the vehicles within the VIN range (on average less than one vehicle per dealership on stop sale) may require replacement of the fuel pump. We will use the Controlled Parts Order system to allow dealers to order the Fuel Pump Set (P/N 17045-S0X-A50) if a replacement fuel pump is required for a stop-sale unit in dealer inventory or for a customer-owned vehicle. During this initial phase of the recall, all parts orders will be shipped from the Troy, Ohio, Parts Center per your shipping option, either next-day or second-day, for UPO and DPO order types, respectively.

Summary Of Important Information

1. Part required for repair: P/N 17045-S0X-A50, Set, F/Pump Mod Assy
2. Dealer notification date: August 25, 2004
3. Customer notification date: AHM plans to start mailing customer letters in mid-September.
4. Only those vehicles that are within the recall VIN range and have corroded electrical terminals require the Fuel Pump Set listed above.
5. The Controlled Parts Order system will be used by dealers to order the required Fuel Pump Sets beginning Thursday, August 26, 2004.
6. The initial inventory of Fuel Pump Sets will be sufficient to repair dealer stop-sale inventory and a limited number of customer "walk-ins."

The Future

The Parts Division will continue to work with its suppliers to obtain additional quantities of the component parts of the Fuel Pump Set as soon as possible. At present, we anticipate being able to build several thousand Fuel Pump Sets in September to coincide with the mailing of the first customer letters. Our intention is to allocate a small number of Fuel Pump Sets to each Honda dealer and continue to use the Controlled Parts Order system to allow dealers to replenish their inventory by submitting an order for the vehicle repaired. This will allow you to repair vehicles by appointment or "walk-in" without having to ask the customer to wait for the part to arrive. It is expected that for total recall completion there will be approximately 8,500 to 7,500 fuel pump replacements in the US market.

If you have questions about parts ordering procedures, please contact your District Parts and Service Manager or a Dealer Analyst at your assigned Parts Center. We will continue to communicate additional information concerning the parts supply and ordering issues related to this recall.

Thank you for your cooperation,

American Honda Motor Co., Inc.
Parts Division

David Fulcher
Manager, Parts Technical Support

Richard Riechert
Manager, Parts Quality Assurance