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Sent on 05 29 2015 Expires on 06 12 2015
From Parts and Service Division
Subject Request for Visit: 2013-15 Accord & Crosstour No Start or Intermittent Grinding

Message **PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
Re: Request for Visit: 2013-2015 Accord & Crosstour No Start or Intermittent Grinding Noise

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this *iV* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2013-2015 Accords & Crosstours with the customer reporting a no start or grinding noise when trying to start. To fully understand the cause of this occurrence, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested **ONLY** if the vehicle meets the following requirements:

1. First time complaints only.
2. V6 engine with 6AT only.
3. Vehicle must be manufactured **BEFORE 05/2014** (Refer to the FMVSS certification label on the B-Pillar).
4. No previous repairs (must have original battery, starter, torque converter and no charging or starting system repairs).

Action Required

If you have or know of such a vehicle, please call the Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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