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Sent on 09 25 2019 **Expires on** 10 09 2019

From Parts and Service Division

Subject Request for Visit: 2018-2019 Odyssey/Pilot/Ridgeline Chirp Noise from Fuel Pump

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2018-2019 Odyssey, Pilot & Ridgeline Chirp Noise from Fuel Pump

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2018-2019 Odysseys, Pilots & Ridgelines with a customer complaint of a chirp noise heard inside cabin or coming from the engine compartment. To better understand the cause of this condition, 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 requirement:

1. Must be able to duplicate the issue.
2. Confirmed that the chirp noise is coming from the high-pressure fuel pump.
3. No previous high-pressure fuel pump replacement under Service Bulletin 16-013 (High Pressure Fuel Pump Chirps).
4. No repair has been attempted for this issue.

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.