

## View Message

Sent on	01	14	2020	Expires on	03	01	2020
---------	----	----	------	------------	----	----	------

From	Brad Ortloff, Manager of Auto Campaigns and Recalls
------	---

Subject	Product Update: 2017 Accord Hybrid Brake Tandem Motor Cylinder
---------	--

DATE: January 14, 2020

TO: All Honda Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Update: 2017 Accord Hybrid Brake Tandem Motor Cylinder

Today, American Honda is announcing a **Product Update** for certain 2017 Accord Hybrid vehicles due to improperly manufactured brake tandem motor cylinders (TMOC) that, under certain conditions, may cause the vehicle to operate in a failsafe mode. **Do an iN VIN status inquiry to determine which units in your inventory are affected.**

American Honda requests that all vehicles be repaired prior to sale to ensure customer confidence and satisfaction.

#### **BACKGROUND**

The TMOC on certain vehicles may only operate in failsafe mode if saltwater (in areas where road salt is used) enters the TMOC and corrodes its metal components. The saltwater is able to enter the motor due to small gaps in the motor cover that may result from errors during manufacturing. If the TMOC enters into failsafe mode, warning lights will be displayed on the instrument panel to alert the driver and brake pedal travel during braking will increase.

#### **REPAIR**

Replace the brake tandem motor cylinder with an updated one.

#### **PARTS**

Parts are available for ordering.

#### **TOOLS**

There are no special tools needed for this campaign.

#### **SERVICE BULLETINS**

Service bulletin 20-001, *Product Update: 2017 Accord Hybrid Brake Tandem Motor Cylinder*, has been posted to the Service Information System (SIS) as of January 14, 2020. It includes repair, parts and warranty information related to this product update.

#### **CUSTOMER NOTIFICATION**

American Honda expects to complete initial customer notification by the end of February 2020.

As always, be sure to do an iN VIN inquiry status for all vehicles passing through your dealership to determine eligibility for any open campaigns.