

[Next Unread Message](#)

View Message

Sent on 01 27 2020 **Expires on** 02 10 2020

From Parts and Service Division

Subject Request for Visit: 2018-2020 Accord Heater Box Rattle Noise

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2018-2020 Accord Heater Box Rattle Noise

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 2018-2020 Accords with a customer complaint of a rattle noise coming from the HVAC system. 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. Rattle noise is traced to the heater box.
2. 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.