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**Sent on** 02 13 2020 **Expires on** 02 27 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.