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Sent on 02 20 2020 **Expires on** 03 05 2020

From Parts and Service Division

Subject Request for Visit: 2016-2019 Odyssey/Pilot/Ridgeline Leak at Fuel Joint Pipe

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2016-2019 Odyssey, Pilot & Ridgeline Fuel Leak at Fuel Joint Pipe

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, 2016-2019 Pilots & 2017-2019 Ridgelines with a customer complaint of a fuel leak at the fuel joint pipe. 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 trace the fuel leak to the fuel joint pipe at the fuel pump or the rail connection.
2. No repair has been attempted for this issue.
3. No prior history of the fuel joint pipe replacement.

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.