

View Message

Sent on	07	21	2020	Expires on	08	04	2020
----------------	----	----	------	-------------------	----	----	------

From	Parts and Service Division
-------------	----------------------------

Subject	Request for Visit: 2018-2020 Accord MIL On w/ Brake-Cruise Switch DTCs
----------------	--

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2018-2020 Accord MIL On w/ Brake-Cruise Switch DTCs in Active Fault

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 searching for certain 2018-2020 Accords with a customer complaint of the Malfunction Indicator Light (MIL) on with the brake-cruise switch DTCs in active fault. 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 requirements:

1. One or more of DTCs below must be in active fault (MIL must be still ON):
 - a. C0023-12 (Brake Diag Circuit ON Failure)
 - b. U0416-68 (VSA System Malfunction)
 - c. C0040-62 (Brake Lamp Switch Failure [Stuck])
2. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2019)
2. Model Name (e.g. HR-V)
3. Issue (e.g. Rear Damper Noise)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.