INTERACTIVE NETWORK

View Message

Sent on	08	24	2020	Expires on	09	07	2020
From	Parts and Service Division						
Subject	Request for Parts: 2018-2020 Accord & Insight MIL On w/ BCM DTCs in Active Fault						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2018-2020 Accord & Insight MIL On w/ BCM Related 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 & 2019-2020 Insights with a customer complaint of the Malfunction Indicator Light (MIL) on with the Body Control Module (BCM) related 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 requirement:
1. One or more of the following DTCs must be in active fault.
    a. U1280 (B-CAN Communication Bus Line Error [BUS-OFF[])
    b. U1281 (Auto Light Control Unit Lost Communication with MICU [Body Control Module])
    c. U128D (Auto Light Control Unit Lost Communication with MIC U [Body Control Module])
    d. U1291 (BCM Lost Communication with Relay Control Module)
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. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:
1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.