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<b>Sent on</b>	02	15	2021	<b>Expires on</b>	03	01	2021
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<b>From</b>	Parts and Service Division
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<b>Subject</b>	Request for Visit: 2016-2017 Accord Sedan Rear View Camera Inop
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Visit: 2016-2017 Accord Sedan Rear View Camera Inop

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 2016-2017 Accord sedans with a customer complaint of the rear view camera inop. 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. 2016 Accord sedan trim must be Sport or Touring.
2. 2017 Accord sedan trim must be SE, Sport, Touring or Hybrid.
3. Must confirm that the rear view camera is inop.
4. Confirm that the OE spoiler is still installed.
5. 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 Information & Support (TIS - formerly TRS) at [tis@ahm.honda.com](mailto:tis@ahm.honda.com). TIS 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. 2020)
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.