

[Next Unread Message](#)[View Message](#)

Sent on	02	26	2021	Expires on	03	12	2021
----------------	----	----	------	-------------------	----	----	------

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

Subject	Request for Visit: 2018-2020 Accord Hybrid ANC Noise
----------------	--

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2018-2020 Accord Hybrid ANC 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 searching for certain 2018-2020 Accord Hybrids with a customer complaint of a noise coming from the ANC (Active Noise Cancellation Unit). The noise can be described as booming, droning, or humming. 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 be able to duplicate the noise.
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 Information & Support (TIS - formerly TRS) at 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.