

View Message

Sent on	04	22	2021	Expires on	05	06	2021
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From	Parts and Service Division
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Subject	Request for Parts: 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 Parts: 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 collect specific parts from 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. 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.