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Sent on	07	22	2021	Expires on	08	06	2021
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From	Technical Information & Support Group
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Subject	Request for Info: 2020-2021 Odyssey Fuel Tank Undercover Inspection
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group (formerly TRS)
 RE: Request for Info: 2020-2021 Odyssey Fuel Tank Undercover Inspection

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 2020-2021 Odysseys with a customer complaint of fuel smell and/or MIL on with DTC P0456 (EVAP System Very Small Leak Detected) stored. To better understand the cause of this condition, AHM would like to inspect & collect specific information 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. DTC P0456 (EVAP System Very Small Leak Detected) must be confirmed.
2. Fuel smell or leak is traced to cracked fuel pump.
3. 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.