View Message

Sent on	09	23	2021	Expires on	10	07	2021
From	Technical Information & Support Group						
Subject	Request for Parts: 2018-2021 Odyssey Fuel Door Actuator Failure						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2018-2021 Odyssey Fuel Door Actuator Failure

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 2018-2021 Odysseys with a customer complaint of the fuel door not opening, not closing or the gauge cluster displaying error for fuel lid open when it is actually closed. 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. Must be able to duplicate one or more of the failures listed below:
    1) Fuel door not opening
    2) Fuel door not closing
    3) Gauge cluster displaying error for fuel lid open when it is actually closed.
2. Vehicle has not been a in collision with damage to the left side.
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.