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Sent on	12	02	2021	Expires on	12	21	2021
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From	Technical Information & Support Group (formerly TRS)
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Subject	Request for Visit: 2019-2020 Accord ANC Noise
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Visit: 2019-2020 Accord 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 2019-2020 Accord 1.5L LXs and Sports 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 before you attempt a repair of any kind.

Qualifiers

1. Trim must be LX or Sport.
2. Vehicle is not Hybrid.
3. Must be able to duplicate the noise.
4. No repair attempted for this issue.

Action Required

If a vehicle matching the description 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 reach you
4. Current Mileage

Thank you.