View Message

Sent on	01	19	2022	Expires on	02	02	2022

From	Technical Information & Support Group

Subject	Request for Parts: 2021-2022 Odyssey & Ridgeline TPMS Faulty Sensor

PRIORITY/ACTION REQUIRED

To:　　All Honda Service Managers/Advisors
From:　Technical Information & Support Group
RE:　　Request for Parts: 2021-2022 Odyssey & Ridgeline TPMS Faulty Sensor

This message is solely directed to Honda dealership personnel; please handle it 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 2021-2022 Odysseys & Ridgelines with a customer complaint of Tire Pressure Monitoring System (TPMS) light on due to a faulty sensor. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle before attempting a repair of any kind.

Qualifiers
AHM is interested ONLY if the vehicle meets the following requirements:
1. Mileage must be less than 16,000 miles.
2. Must be able to duplicate the issue.
3. Vehicle does not have low pressure or flat tire.
4. DTC clear and sensor re-learned have not corrected the issue.
5. TPMS sensor has not been replaced previously
6. 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
5. List any DTC stored

E-Mail Body:
1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.