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<b>Sent on</b>	05	06	2022	<b>Expires on</b>	05	17	2022
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<b>From</b>	Technical Information & Support Group
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<b>Subject</b>	Request for Visit: 2018-2022 Accord Door Locks Inop (ACTION REQUIRED)
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**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
 From: Technical Information & Support Group  
 RE: Request for Visit: 2018-2022 Accord Door Locks Inop (**ACTION REQUIRED**)

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 investigating certain 2018-2022 Accords with a customer complaint of the automatic door lock function issues including unable to lock/unlock using the key fob, unable to lock/unlock using the door switch (driver or passenger), walkaway function inop, no audible beep when locking/unlocking, remote start inop, unable to open the door using the inner/outer door handle. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

**Qualifiers**

AHM is interested ONLY if the vehicle meets the following requirement:

1. Must be able to duplicate the issue.
2. Both 2-door and 4-door are accepted.
3. Repeat complaints are accepted.
4. Automatic door function issues include any but not all:
  - a. Lock/unlock inop with the key fob
  - b. Lock/unlock inop with door switch (driver/passenger)
  - c. Walkaway function inop
  - d. No audible beep when locking/unlocking
  - e. Remote start inop (Inop using key fob, not HondaLink)
  - f. Outer door handle inop (Smart entry function Inop)
5. No repair has been attempted for this issue.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support at [tis@ahm.honda.com](mailto: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
5. Describe the door lock issue

Thank you.