

Sent on 09 27 2022 Expires on 10 11 2022

From Technical Information & Support Group

Subject Request for Parts: 2021-2022 Accord Sport/LX Key Fob Inop (ACTION REQUIRED)

## **PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Information & Support Group  
RE: Request for Parts: 2021-2022 Accord Sport/LX Key Fob Inop (**ACTION REQUIRED**)

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 2021-2022 Accord 1.5T Sports, 2.0T Sports & LXs with a customer complaint of both key fobs inop, requiring the customer to open the door using the physical key (valet key) but the vehicle will not turn on. 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. Confirm that vehicle was towed-in to the dealer.
2. Must be able to duplicate the issue.
3. No previous replacement of the BCM (Body Control Module).
4. No repair has been attempted for this issue other than attempt to re-program the key fobs.

### **Action Required**

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) 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. 2022)
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.