

Accord Key Fobs INOP/Vehicle Will Not Start

AFFECTED VEHICLES

| Year | Model | Trim Level |
|---------|--------|------------|
| 2018–22 | Accord | ALL |

INTRODUCTION

Some customers complain that their key fobs are not working (they cannot lock, unlock, or start their vehicle), with vehicles typically towed into the dealership. After technicians attempt to reprogram / re-register the key fob(s) through HDS, the pairing is unsuccessful. A new Body Control Module (BCM) must be installed to correct this issue.

CAUSE

Key fob coding within the BCM is being incorrectly re-written by a 3rd party key fob programming tool. In some instances, the key fob programming tool will ask the user whether the vehicle is model year 20 or newer and if the user selects Yes, the key fob registration fails. If "No" is selected, regardless of the model year, the key fob registration will be successful.

DIAGNOSING

For complaints matching the failure mode for the key fob not working (cannot lock, unlock, or start their vehicle), and before replacing the BCM, determine if either of the following is true:

- The vehicle has any aftermarket key fob(s).
- If any prior attempt to program key fob(s) utilizing a 3rd party tool.

If either case is true, the vehicle's warranty does not cover issues caused by the use of programming tools not authorized by Honda and the customer will need to pay for any repair costs.

Reminder: Use ONLY the Honda authorized HDS to program key fob(s).

END