

View Message

Sent on	12	13	2022	Expires on	12	16	2022
From	Technical Information & Support Group						
Subject	Request for Visit: 2020-2021 Accord,CR-V & Odyssey CEL On DTC P0087 Stored						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Visit: 2020-2021 Accord/CR-V/Odyssey CEL On DTC P0087 Stored (**ACTION REQ'D**)

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 investigating certain 2020-2021 Accords, CR-Vs & Odysseys with a customer complaint of the Check Engine Light (CEL) on & the DTC P0087 (Fuel Rail Pressure Too Low [Loss of Fuel Pressure]) stored. In some cases, the customer may also experience such conditions as engine hard to start, no start or start & stumble in conjunction with CEL. 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 requirements:

1. Must confirm DTC P0087 stored.
2. Must confirm that the fuel pressure on the low-pressure fuel system is out of spec.
3. Vehicle must be at the dealer when reporting the case.
4. 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) 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. 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
5. DPTS#

As a gesture of appreciation to dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a Visa gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.