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Sent on 04 03 2023 Expires on 04 17 2023

From Technical Information & Support Group

Subject Request for Visit: 2019-2023 Odyssey Fuel Door Actuator Inop (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Visit: 2019-2023 Odyssey Fuel Door Actuator 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 searching for certain 2019-2023 Odysseys with a customer complaint of the fuel door inop. 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 be able to duplicate one or more of the failures listed below:
 - a. Fuel door not opening
 - b. Fuel door not closing
2. Vehicle has not been involved in a collision.
3. Fuel door actuator has not been replaced.
4. The emergency fuel door release has not been used.
5. 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, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). 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.

[▲ BACK TO TOP](#)