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Sent on	03	21	2024	Expires on	04	04	2024
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From	Technical Information & Support Group
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Subject	Request for Info: 2014-2017 Odyssey & Pilot CEL On w/ DTC P030X (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Info: 2014-2017 Odyssey & Pilot CEL On w/ DTC P030X
 (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 2014-2017 Odysseys and 2014-2015 Pilots with a customer complaint of the vehicle Check Engine Light (CEL) on with one or more of the DTC(s) listed below (in Qualifiers) stored. To better understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

- Must have one or more of the following DTCs stored:
 - P0301 (No.1 Cylinder Misfire Detected)
 - P0302 (No.2 Cylinder Misfire Detected)
 - P0303 (No.3 Cylinder Misfire Detected)
- Must confirm that the spark plug(s) is oil-fouled visually (take a photo).
- Vehicle has not been involved in a collision.

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:

- Model Year (e.g. 2024)
- Model Name (e.g. Accord)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- DPTS#

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

Thank you.