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| Sent on | 04 | 15 | 2024 | Expires on | 04 | 29 | 2024 |
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From Technical Information & Support Group

Subject Request for Info: 2016-2020 Accord/Civic/CR-V/Odyssey HEALTHY Lock Ring INSP

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Info: 2016-2020 Accord/Civic/CR-V/Odyssey HEALTHY Lock Ring Inspection (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 2018-2020 Accords, 2016-2020 Civics, 2017-2020 CR-Vs, & 2018-2020 Odysseys that have been diagnosed to be in need of the low-pressure fuel pump, fuel strainer, fuel meter or fuel tank replacement. If you have a vehicle that match the qualifiers listed below, AHM requests to have the photos of the lock ring & the low-pressure fuel pump flange taken & sent to TIS ([click HERE for example photos](#)).

Qualifiers

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

1. Vehicle must be in need of replacement of one of the following:
 - Low-pressure fuel pump (17045);
 - Fuel strainer (17048);
 - Fuel meter (17047);
 - Fuel tank (17044).
2. Vehicle has not been involved in a collision.
3. No previous replacement of the low-pressure fuel pump.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, **CAPTURE 3 PHOTOS OF THE LOCK RING & THE LOW-PRESSURE FUEL PUMP FLANGE** & 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 need 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. 2024)
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 the 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 personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.