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Sent on 11 05 2015 **Expires on** 11 13 2015

From Parts and Service Division

Subject Request for Visit/Parts: 2013-14 Accord V6/Crosstour V6 No Start/Grinding Noise

PRIORITY/ACTIONREQUIRED

To: All HondaService Managers/Advisors
From: TechnicalResearch & Support Group
RE: Request for Visit/Parts: 2013-2014 Accord V6 & Crosstour V6 No Start or Grinding Noise at Start

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 (AHM) is investigating certain 2013-2014 Accord V6s & Crosstour V6s with a customer complaint of engine not starting or grinding noise at engine start. To fully 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 the grinding noise or the no start condition.
2. First time complaint only.
3. No previous starter motor, alternator, battery or torque converter replacement.

Action Required

If you have or know of such a vehicle, please call the Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.