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Sent on 07 13 2015 **Expires on** 07 20 2015
From Parts and Service Division
Subject Request for Parts: 2013-2015 Accord V6 & Crosstour V6 No Start or Grinding Noise

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2013-2015 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 iV message and provide a copy to the Shop Foreman and all Service Advisors.**

Background

American Honda (AHM) is investigating certain 2013-2015 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 collect specific parts from the vehicle in certain condition prior to you attempting a repair of any kind.

Qualifiers

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

1. Must be able to duplicate the grinding noise or the no start condition.
2. First time complaint only.
3. No previous starter motor 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.

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