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Sent on	10	28	2019	Expires on	11	11	2019
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From	Parts and Service Division
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Subject	Request for Parts: 2016-2019 Multiple Honda Models Cracked Fuel Pump
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Parts: 2016-2019 Accord, Civic, CR-V, Odyssey, Pilot & Ridgeline Cracked Fuel Pump

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 Motor Co., Inc. (AHM) is investigating certain 2016-2019 Accords, Civics, CR-Vs, Odysseys, Pilots & Ridgelines with a customer complaint of fuel smell or leak from the fuel tank area.

To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Accord & Odyssey model year must be 2018-2019
2. Civic & Pilot model year must be 2016-2019
3. CR-V & Ridgeline model year must be 2017-2019.
4. The following EVAP related complaint codes/DTCs may be stored:
 - a. 3400 (Fuel Pump Prob)
 - b. 3500 (Fuel Tank Prob)
 - c. 3600 (Fuel Smell in Car)
 - d. P0442 (EVAP Sys Small Leak)
 - e. P0455 (EVAP Large Leak)
 - f. P0456 EVAP Small Leak)
 - g. P0457 (EVAP Leak-Fuel Cap)
5. Any indication of a cracked fuel pump has NOT been disturbed including wiping dust/debris on the top of the fuel pump.
6. No repair has been attempted for this issue.

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.