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Sent on	05	29	2020	Expires on	06	12	2020
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From	Parts and Service Division
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Subject	Request for Parts: 2016-2019 Odyssey/Pilot/Ridgeline Leak at Fuel Joint Pipe
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Parts: 2016-2019 Odyssey, Pilot & Ridgeline Fuel Leak at Fuel Joint Pipe

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 2018-2019 Odysseys, 2016-2019 Pilots & 2017-2019 Ridgelines with a customer complaint of a fuel leak at the fuel joint pipe. 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. Must trace the fuel leak to the fuel joint pipe at the fuel pump or the rail connection.
2. No repair has been attempted for this issue.
3. No prior history of the fuel joint pipe replacement.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS 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:

1. Model Year (e.g. 2019)
2. Model Name (e.g. Accord)
3. Issue (e.g. Rear Brake Noise)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.