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Sent on	02	10	2021	Expires on	02	24	2021
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From	Parts and Service Division
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Subject	Request for Parts: 2010-2017 CR-Z, Insight & Odyssey Soft Brakes
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Parts: 2010-2017 CR-Z, Insight & Odyssey Soft Brakes

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 Consultants.

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2011-2016 CR-Zs, 2010-2014 Insights, & 2011-2017 Odysseys with a customer complaint of the brake pedal feeling soft or spongy when depressed, almost reaching the floor. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to any repair attempts.

Qualifiers

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

1. Soft brakes must be duplicated.
2. VSA Modulator Assy has not been previously replaced.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS - formerly TRS) at tis@ahm.honda.com. TIS 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. 2020)
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

Thank you.