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Sent on	07	22	2021	Expires on	08	06	2021
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From	Technical Information & Support Group
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Subject	Request for Info 2017-2021 Accord/Civic/CR-V/Odyssey/Pilot CMBS Activation Issue
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Info: 2017-2020 Accord, Civic, CR-V, Odyssey & Pilot CMBS Activation Issue

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 searching for certain 2018-2021 Accords, 2019-2017 Civics, 2017-2021 CR-Vs, 2018-2021 Odysseys & 2018-2021 Pilots with a customer complaint of an unexpected CMBS operation or a brake application. To better understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you attempting a repair of any kind.

Action Required

If a vehicle matching the description 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.