

View Message

Sent on	05	19	2020	Expires on	06	02	2020
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From	Parts and Service Division
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Subject	Request for Parts: 2018-2020 Accord Electronic Parking Brake DTC C1120-14 Stored
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2018-2020 Accord Electronic Parking Brake DTC C1120-14 Stored

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this i/V message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2018-2020 Accords with a customer complaint of the red BRAKE warning light on with the DTC C1120-14 (Electric Parking Brake Switch Circuit Malfunction) stored or in active fault. 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. DTC C1120-14 (Electric Parking Brake Switch Circuit Malfunction) must be stored or in active fault.
2. No repair has been attempted for this issue.

Action Required

If a vehicle matching the description 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. 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.