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Sent on	11	29	2021	Expires on	12	13	2021
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From	Technical Information & Support Group
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Subject	Request for Visit: 2017 Odyssey, Pilot & Ridgeline MIL On w/ DTC P2652/P3400
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group (formerly TRS)
RE: Request for Visit: 2017 Odyssey, Pilot & Ridgeline MIL On w/ DTC P2652/P3400 Stored

This message is solely directed to Honda dealership personnel; please handle it 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 2017 Odysseys, Pilots & Ridgelines with a customer complaint of the Malfunction Indicator Light (MIL) on with the DTC P2652 (Rocker Arm Oil Pressure Switch B [Bank 1] Stuck On) & P3400 (Valve Pause System [VPS] Stuck Off Bank 1) stored. Customer may also complain of rough engine running conditions. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. DTC P2652 and/or P3400 must be stored.
2. Pilot VIN must be between 5FNYK....HB002768 and 5FNYK....HB701183.
3. Ridgeline VIN must be between 5FPYK....HB008049 and 5FPYK....HB901565.
4. Odyssey VIN must be before 5FNRL....HB900008.
5. No repair has been attempted for this issue.

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.