

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------|
| National Highway Traffic Safety Administration (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline | | FOR AGENCY USE ONLY 100148 | |
| OWNER INFORMATION (Type or Print) | | Date Received 26-SEP-2021 | Repository <input type="checkbox"/> |
| Name: [REDACTED] Address: [REDACTED] | | Daytime Telephone Number: [REDACTED] | Reference No. 11433625 |
| City: Woodhaven | State: MI | ZIP Code: [REDACTED] | Evening Telephone Number: [REDACTED] |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004). | | | |
| VEHICLE INFORMATION | | | |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNRL5H88G [REDACTED] | | MAKE HONDA | Model ODYSSEY |
| Model Year 2016 | | Engine: No. Cylinders | Fuel Type: GAS |
| Date Purchased 11/7/2015 | Dealer's Name and Telephone Number Victory Honda Motor 734-242-2300 | | Original Owner <input checked="" type="checkbox"/> |
| Dealer's City Southgate | STATE MI | ZIP Code 48195 | Incident Date(s) 16-SEP-2021 |
| Transmission Type Auto | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Components Codes: 060000 ENGINE (PWS) | | Failure Mileage 111000.0 | Failure Speed 70 |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE | | | |
| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) | |
| DOT No. (Example: DOTMAL 9AB0396) | <input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair | Failure Location: | |
| Tire Component Code | | Tire Failure Type: | |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE | | | |
| Make: | Date Manufactured: | Model No./Name: | |
| Seat Type: | Installation System: | | |
| Child Seat Component Code: | Failed Part: | | |
| APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).) | | | |
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths |
| | | Reported to Police N | |
| Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available). | | | |
| The contact owns a 2016 Honda Odyssey. The contact stated while driving approximately 70 MPH, the vehicle jerked violently. The check engine warning light was flashing. The contact exited the highway. The contact called the local dealer and the vehicle was taken to be diagnosed. The contact was informed that the cylinder failed and the vehicle loss engine compression. The vehicle was not repaired. The manufacturer was contacted and informed the contact that the repair was not covered under warranty. The failure mileage was approximately 111,000. | | | |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. | | ATTACH ADDITIONAL SHEETS IF NECESSARY | |
| The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action. | | | |

Ref 11433625.

12/18/2021

November 7 2015 I purchased my New 2016 Honda Odyssey Se which came with a 36,000 warranty for the vehicle minus the motor which was a 60,000 mile warranty. In addition to the purchase of my vehicle I purchased an additional 5 year maintenance plan for the amount of \$5000.00 that also extended my manufactures warranty to 80,000 miles. This vehicle has been mainly dealer maintained by victory honda of monroe in monroe michigan which is where I purchased my vehicle from. On Thursday september 16 2021 I was taking my [REDACTED] to radiation treatment for his Ganglion Neuroblastoma Treatment at Beaumont Royal Oak Hospital while On I75 northbound my vehicle violently jerked and the check engine light starting flashing on and off and my vehicle hesitate and hesitated to accelerate. I immediately called the dealership where I bought it from and they said they had no loaners to loan out for the vehicle to be diagnosed. I then called Gethe Honda and spoke to Mike he advised me that it was the cylinders and the vehicle needed to be towed. I got off the freeway and had the vehicle towed to Gethe where Mike contacted me and stated my van was misfiring and burning oil he explained that Honda had this issue on previous Honda Odysseys and other honda models with eco boost which in turn involved a class action lawsuit to repair them those models were from 2008 to 2013. My vehicle is a 2016 but was built in 2015. My first contact with Honda care was on 9/17 to Raul I explained the situation and he then opened case number [REDACTED] After the call Gethe Honda advised me they had a loaner for me while we figured out the situation with my van. After picking up the loaner vehicle and getting more clarification on exactly what is the issue and how it happen I then called back to Honda care on 9/16 spoke to Rema who updated the case stating my vehicle is no misfiring due to burning oil that leaked into the combustion chamber and caused the cylinders 1 thru 3 to misfire. 9/17 spoke to David no assigned called back case was assigned to Stephanie a regional director left message no call back. 9/20 40 mins Marian customer service the supervisor was busy told to wait for Carla to call back. Called back Kennedy ext (assigned but unable to contact) called again and talked to 3:50 Johnny customer service 45 mins 540 pm Carla Ken Taro new advisor assigned per Supervisor Carla said would call first thing in am next day. No call from Ken had to call him on 9/21 he didn't answer but called back within a few hourse and stated Honda will not cover the failure due to being out of warranty. They offered no assistance whatsoever even with the importance of me needing my vehicle in order to transport my [REDACTED] year old son who is currently battling stage 4. I'm currently his full time caregiver unpaid and a 4,000 unexpected bill is truly going to affect our family. I now have a bill that's being put on a credit card with no way to pay it. My vehicle originally was almost \$40,000 brand new and then paid for an extended warranty with years of dealer maintenance up front only for \$5,000 to have faulty parts on my vehicle that Honda is well aware of and chooses to offer no repair assistance or coverage. There was a class action lawsuit for this exact same problem for models 2008 to 2013. I also requested the parts which I have in my possession should they be needed. Honda needs to be held accountable for endangering people and knowingly continuing to sell these vehicles with defective parts. Honda Corp wants nothing to do with the issue and the dealerships are completely aware but have no input in order to get these costs covered once the vehicle is out of warranty. I plead with you please for the safety of the families driving these vehicles with our most precious children in tow.

Hold honda accountable if an accident had occurred due to this it would have been fatal on the freeway.



Ref 11433625

Explanation from dealership 6 cylinder to 4

Two sparks plugs misfiring

Piston rings

Seal compression

Piston rings not dealings allowing oil into combustion chamber and then soaks the spark plug in oil causing it to misfire and motor to lock up

| | | | | | | | |
|-----------------------|-------------------|------------------------|------------|-------------------|----------------|--------------|-------------|
| [REDACTED] | | VEHICLE ID | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | INVOICE NO. |
| TRENTON, MI | | 5FNRL5H38GE [REDACTED] | 111803 | 111807 | 09/16/21 14:23 | 10/04/21 | [REDACTED] |
| VEHICLE DESCRIPTION | | | | | TAG NO. | STATUS | |
| 2016 HONDA ODYSSEY SE | | | | | 04117 | COMPLETE | |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES | TERMS |
| [REDACTED] | [REDACTED] | 136.95 | | | | | Cash |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | CUST INT...R | |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | SAMU ELHAGE (565) | | | |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|----------|------------|
| A | 05 | | A78 | | Customer | \$1,380.00 |

Concern TOW IN - CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND FLASHING
 Correction hooked up hds found code p0303
 removed #3 spark plug found to be oil fouled
 replaced ring on bank 1 pistons
 reset systems test drove and verified repair

| Part Number | Description | Qty. | Unit Price | Ext. Price |
|---------------|----------------------|------|------------|------------|
| 12261-R70-A01 | GASKET, RR- CYL HD | 1 | \$65.59 | \$65.59 |
| 18716-R70-A01 | GASKET A, EGR PIPE | 1 | \$14.50 | \$14.50 |
| 18719-R70-A01 | GASKET B, EGR PIPE | 1 | \$14.50 | \$14.50 |
| 18115-5G0-A01 | GASKET, EX- CHAMBER | 1 | \$6.44 | \$6.44 |
| 18212-SA7-003 | GASKET, EX- PIPE | 2 | \$12.04 | \$24.08 |
| 12050-R70-A00 | GASKET SET, RR- | 1 | \$78.15 | \$78.15 |
| 17146-R70-A01 | GASKET (UPPER) | 1 | \$43.69 | \$43.69 |
| 17105-RCJ-A01 | GASKET, IN- MANIFOLD | 1 | \$52.82 | \$52.82 |
| 91301-PLC-000 | O-RING (7-47X3-6) | 2 | \$3.70 | \$7.40 |
| 91314-PH7-003 | O-RING (31-2X4-1) | 2 | \$4.12 | \$8.24 |
| 13011-R70-A12 | RING SET,PISTO | 3 | \$57.47 | \$172.41 |
| 18393-SDB-A00 | GASKET, PRE CHAMBER | 1 | \$17.01 | \$17.01 |
| 90212-RCA-A01 | NUT, SELF-LOCK (8MM) | 4 | \$4.55 | \$18.20 |
| 90212-SA5-003 | NUT (10MM) | 9 | \$0.85 | \$7.65 |
| 12290-R71-L01 | S/PLG (DILZKR7A11G) | 6 | \$37.15 | \$222.90 |
| 15221-RYE-A01 | O-RING | 1 | \$4.22 | \$4.22 |
| 14551-RCA-A01 | BOLT | 1 | \$9.62 | \$9.62 |
| 19411-P8A-A03 | GASKET, FR. | 1 | \$7.11 | \$7.11 |
| 19412-P8A-A02 | GASKET, RR- | 1 | \$3.84 | \$3.84 |
| OL999-9011 | COOLANT (TYPE-2) | 2 | \$23.39 | \$46.78 |
| KITCP0W20 | syn oil change | 1 | \$28.07 | \$28.07 |
| 15400-PLM-A02 | FILTER, OIL | 1 | \$0.00 | \$0.00 |

| | | | | | | | |
|------------------------|-------------------|------------------------|------------|-------------------|----------------|--------------|-------------|
| [REDACTED] | | VEHICLE ID | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | INVOICE NO. |
| TRENTON, MI [REDACTED] | | 5FNRL5H38GB [REDACTED] | 111803 | 111807 | 09/16/21 14:23 | 10/04/21 | [REDACTED] |
| VEHICLE DESCRIPTION | | | | | TAG NO. | STATUS | |
| 2016 HONDA ODYSSEY SE | | | | | 04117 | COMPLETE | |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES | TERMS |
| [REDACTED] | [REDACTED] | 136.95 | | | | | Cash |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | CUST INT...R | |
| [REDACTED] | [REDACTED] | [REDACTED] | | SAMI ELHAGE (565) | | | |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|------|--------|
|------|---------|-----------|------|-------|------|--------|

| A | Continued | | | | | |
|----------------|----------------------|------|------------|------------|--|--|
| Part Number | Description | Qty. | Unit Price | Ext. Price | | |
| 94109-14000 | WASHER, DRAIN (14MM) | 1 | \$0.00 | \$0.00 | | |
| MOBIL0W20 | SYN BULK OIL | 5 | \$0.00 | \$0.00 | | |
| 08718-0004 | HONDABOND HT | 1 | \$17.37 | \$17.37 | | |
| Parts Total... | | | | \$870.59 | | |
| Line Total... | | | | \$2,250.59 | | |

B 101001 A78 Internal
 Concern EXPRESS SERVICE- MULTI-POINT INSPECTION
 Cause COMPLIMENTARY WITH EXPRESS SERVICE.
 Correction MPI COMPLETE

C CARWASH Internal
 Concern CAR WASH COUPON
 Correction CAR WASH TICKET GIVEN TO CUSTOMER. COMPLETE.

| Misc. Code | Description | Qty. |
|------------|-------------|------|
| CARWA | Car Wash | 1.0 |

D + 02 A78 Customer \$806.28
 Concern HEAVY ENGINE - CUSTOMER WANTS TIMING BELT AND TENSIONER REPLACED WHILE DOING RERING JOB
 Correction REPLACED TIMING BELT AND TENSIONER PER REQUEST

| Part Number | Description | Qty. | Unit Price | Ext. Price | |
|----------------|-----------------|------|------------|------------|--|
| 56992-RV0-A05 | BELT, P-S- PUMP | 1 | \$72.15 | \$72.15 | |
| 14400-RCA-A01 | BELT, TIMING | 1 | \$138.47 | \$138.47 | |
| 19102-RN0-A00 | CAP, RESERVE T | 1 | \$2.79 | \$2.79 | |
| 14520-RCA-A01 | TENSIONER | 1 | \$243.71 | \$243.71 | |
| 19200-RDV-J01 | WATER PUMP | 1 | \$250.50 | \$250.50 | |
| Parts Total... | | | | \$707.62 | |
| Line Total... | | | | \$1,513.90 | |

| Technician Summary | | |
|--------------------|------------|-------|
| ID Technician | License | Lines |
| A78 Robert Reimel | [REDACTED] | A D |

| | | | | | | | | |
|------------------------|-------------------|------------------------|------------|-------------------|-------------|----------------|--------------|-------------|
| [REDACTED] | | VEHICLE ID | | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | INVOICE NO. |
| TRENTON, MI [REDACTED] | | 5FNRL5H38GB [REDACTED] | | 111803 | 111807 | 09/16/21 14:23 | 10/04/21 | [REDACTED] |
| VEHICLE DESCRIPTION | | | | | | TAG NO. | STATUS | |
| 2016 HONDA ODYSSEY SE | | | | | | 04117 | COMPLETE | |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES | TERMS | |
| [REDACTED] | [REDACTED] | 136.95 | | | | | Cash | |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | | CUST INT...R | |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | SAMI ELHAGE (565) | | | | |

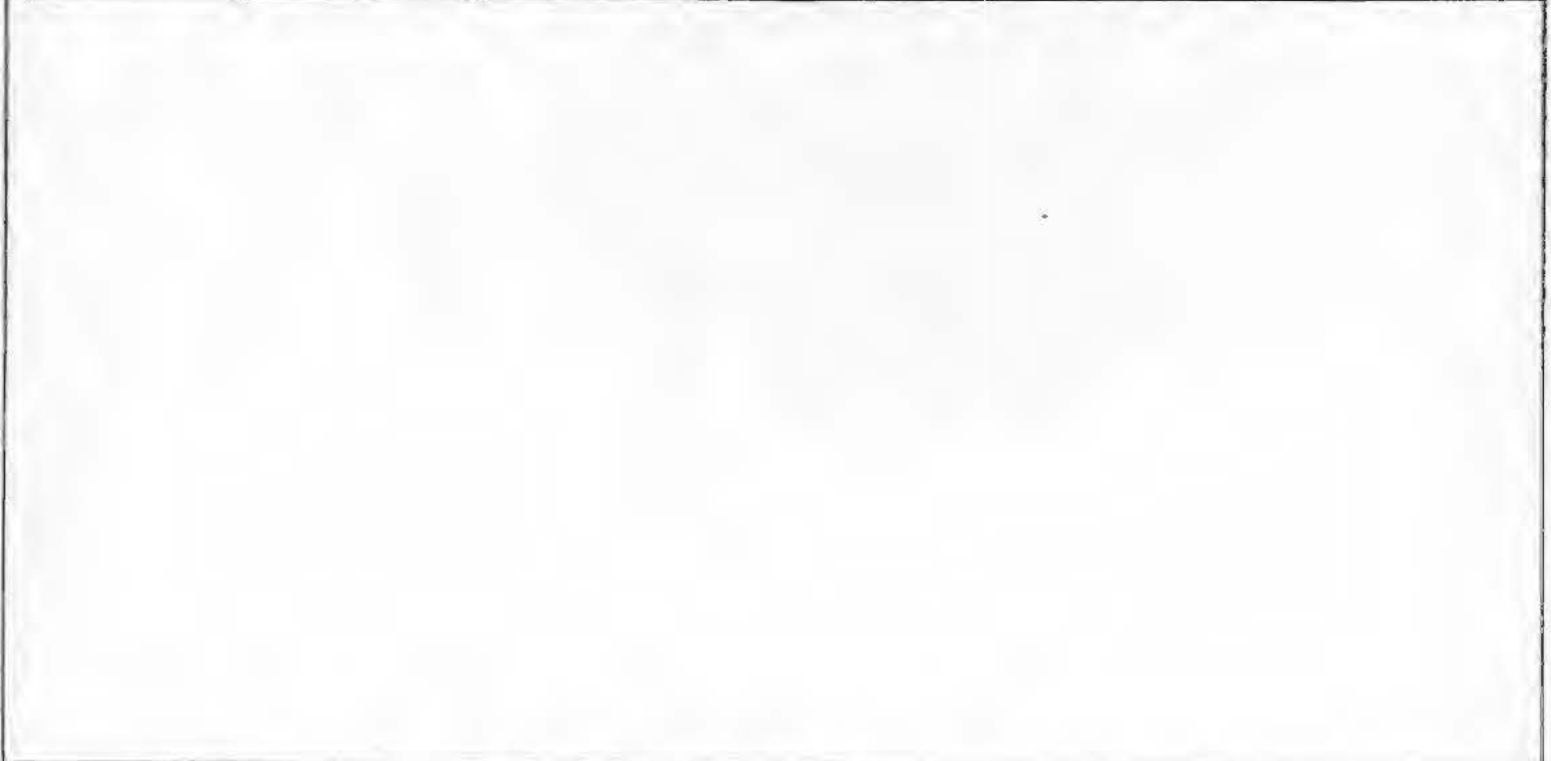
Totals

| | Amount |
|------------------|------------|
| Parts | \$1,550.14 |
| Shop Charges | \$38.25 |
| SalesTax | \$96.99 |
| Labor | \$2,186.28 |
| Parts-Other | \$26.07 |
| Total Amount Due | \$3,899.73 |
| MasterCard | \$3,899.73 |

Credit Card Receipt

Merchant ID: [REDACTED]
 REF:1045487517 ***** [REDACTED]
 T:592678756 A:00427T Mastercard Contactloc \$3899.73 Oct 04 2021 21:26:53
 Application Name: NONE Code: 0/Approved AID: A0000000041010
 Cryptogram: TC E5AA1179EEEF58

| | | | | | | | |
|------------------------|-------------------|------------------------|------------|-------------------|----------------|--------------|-------------|
| [REDACTED] | | VEHICLE ID | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | INVOICE NO. |
| TRENTON, MI [REDACTED] | | 5FNRL5H38GB [REDACTED] | 111803 | 111807 | 09/16/21 14:23 | 10/04/21 | [REDACTED] |
| VEHICLE DESCRIPTION | | | | | TAG NO. | STATUS | |
| 2016 HONDA ODYSSEY SE | | | | | 04117 | COMPLETE | |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES | TERMS |
| [REDACTED] | [REDACTED] | 136.95 | | | | | Cash |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | CUST INT..R | |
| [REDACTED] | [REDACTED] | [REDACTED] | | SAMI ELHAGE (565) | | | |



Michigan Registration Number: F165196

On behalf of the servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Flat Rate Hours are predicted on a time study guide and may not reflect the actual hours worked. There is the possibility that there will be a charge for shop supplies added to the repair order in the amount equal to 10% of the total labor cost. Applicable shop supply items include but are not limited to: nuts, bolts, washers, pins, rags, solvents, cleaners, etc. Some repairs may require use of materials that produce hazardous waste by products. A \$2.00 environmental compliance cost per repair will be assessed to safely dispose of these hazardous wastes. We guarantee our service work for 90 days or 4,000 miles whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours- parts and labor unless specified otherwise. All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act (P.A. 300)

Exclusion of Warranties

The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to propriety, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Authorized Dealership Employee

X _____

Your Service Team at Genthe Honda thanks you for your business!

X _____

Customer Signature

All Parts are New Unless Specified

All Parts Will be Returned Unless OtherWise Indicated

Discard X

X _____

December 20, 2018

Version 1

Warranty Extension: MIL Comes On With DTCs P0301 thru P0304

Supersedes 13-081, dated June 13, 2018, to revise the information highlighted in yellow.

AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|---------|---------|------|------------------------------------------|
| 2011-13 | Odyssey | ALL | Check the iN VIN status for eligibility. |

REVISION SUMMARY

Under REPAIR PROCEDURE, a new tool is used to check any scratches in the cylinder bore.

CORRECTIVE ACTION

2011 Models: Complete diagnosis procedure and if necessary, update PCM software (**Procedure A**), replace affected spark plugs then clean pistons and replace the piston rings (**Procedure B**).

2012–13 Models: Complete diagnosis procedure, replace affected spark plugs then clean the pistons and replace the pistons rings (**Procedure B**). No need for software update as 2012–13 model vehicles are equipped with updated software from factory.

BACKGROUND

American Honda is announcing a powertrain warranty extension as a result of a settlement of a class action captioned, *Soto et al. v. American Honda Motor Co., Inc.*, Case No. 3:12-cv-1377-SI (N.D. Cal.).

The piston rings on certain cylinders may rotate and align, which can lead to spark plug fouling. This can set DTCs P0301 No. 1 cylinder misfire detected, P0302 No. 2 cylinder misfire detected, P0303 No. 3 cylinder misfire detected, P0304 No. 4 cylinder misfire detected, and cause the MIL to come on.

American Honda is extending the powertrain warranty to cover repairs related to engine misfire (that triggers DTCs P0301 through P0304) to 8 years with unlimited mileage from the original date of purchase and has settled a class action based on this remedial measure.

This warranty extension does not apply to any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded or similar title under any state's law.

Additionally, the following videos are available to help with this bulletin:

- Tech2Tech How to Clean Piston Ring Grooves
- Tech2Tech Let's Talk Spring Compressors
- Tech2Tech "Cylinder Wall Inspection Tool" (To be released January 2019)

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

CUSTOMER NOTIFICATION

Owners of affected vehicles were sent a class action settlement notice regarding this warranty extension starting in October 2013.

Before doing work on a vehicle, verify its eligibility by doing an IN VIN status inquiry.

Refer customers seeking information about settlement benefits to www.enginemisfiresettlement.com, or instruct them to call 888-888-3082.

DIAGNOSIS

1. Connect the HDS and check for the following DTCs: P0301 No. 1 Cylinder Misfire Detected, P0302 No. 2 Cylinder Misfire Detected, P0303 No. 3 Cylinder Misfire Detected, P0304 No. 4 Cylinder Misfire Detected.

Are any of these DTCs stored?

YES – Go to step 2.

NO – Stop. This bulletin does not apply. Continue with normal troubleshooting.

2. Remove and check the spark plug(s) on the affected cylinders (example: if P0301 is stored, check the spark plug on cylinder No. 1).

Are the spark plug(s) fouled?

YES – Proceed to Step 3.

NO – Stop. This bulletin does not apply. Continue with normal troubleshooting.

GOOD



NO GOOD



4. Note which DTCs are stored in the vehicle.

Does the vehicle have DTC P0304 stored? (Any combination of DTCs P0301, P0302, P0303, P0304 may also be stored.)

YES – Go to REPAIR PROCEDURE B for the cylinders listed, Cylinders 1–4: Clean the pistons, replace the piston rings, and replace the spark plugs.

NO – Go to REPAIR PROCEDURE B for the cylinders listed below:

- Cylinder 1–3: Clean the pistons and replace the piston rings.
- Cylinder 1–4: Replace the spark plugs.

WARRANTY CLAIM INFORMATION

PROCEDURE NOTICE: 2011 Models, confirm PCM software is or has been updated with the correct version (Procedure A). Then piston cleaning, piston ring and spark plug replacement should be done (Procedure B). Failure to follow this process correctly may result in a full debit of the warranty claim to your dealer.

2012–13 Models: Are equipped with updated software from the factory, no software update is needed. Piston cleaning, piston ring replacement along with the spark plugs should be performed (Procedure B).

FLAT RATE NOTE: The procedure in this bulletin is different than the service manual. This procedure does not require the complete removal of the power steering pump, catalytic converter(s), engine and transmission, or the crankshaft. As a result, the operation number is unique and the FRT is reduced (Procedure B).

| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Failed Part Number |
|------------------|--------------------------------------------------------------------------------------------------------------------|----------------|-------------|--------------|--------------------|
| 1171H2 | 2011–13 Odyssey: Procedure B Replace piston rings 1–3 and replaced spark plugs 1–4 (includes diagnosis). | 8.5 hrs | 5V500 | JB900 | 13011-5G0-A01 |
| 1171H2A | 2011 Odyssey: Procedure A Add to update the PCM on 2011 Odyssey only. | 0.1 hr | 5V500 | JB900 | 13011-5G0-A01 |
| 1171H2B | 2011–13 Odyssey: Add if replacing piston rings on cylinder 4. | 0.8 hr | 5V500 | JB900 | 13011-5G0-A01 |

Skill Level: Repair Technician

PARTS INFORMATION A

There are no parts needed for REPAIR PROCEDURE A because it is a software update only.

PARTS INFORMATION - PISTON CLEANING AND RING REPLACEMENT

| Part Name | Part Number | Cyl 1-3 | Cyl 1-4 |
|-------------------------------|---------------|---------|---------|
| Cyl. Gasket (Fr) | 12251-R70-A01 | | 1 |
| Cyl. Gasket (Rr) | 12261-R70-A01 | 1 | 1 |
| Drain Washer 14 mm | 94109-14000 | 1 | 1 |
| EGR Pipe Gasket A | 18716-R70-A01 | 1 | 1 |
| EGR Pipe Gasket B | 18719-R70-A01 | 1 | 1 |
| Ex. Chamber Gasket | 18115-R70-A01 | 1 | 2 |
| Ex. Pipe Gasket | 18212-SA7-003 | 2 | 2 |
| Head Gasket Fr. (Valve Cover) | 12030-R70-A00 | | 1 |
| Head Gasket Rr. (Valve Cover) | 12050-R70-A00 | 1 | 1 |

| Part Name | Part Number | Cyl 1-3 | Cyl 1-4 |
|--------------------------------------------|---------------|---------|---------|
| In. Manifold Gasket (Intake Top Cover) | 17146-R70-A01 | 1 | 1 |
| In. Manifold Gasket (In. Manifold to Base) | 17105-RCJ-A01 | 1 | 1 |
| Oil Filter | 15400-PLM-A02 | 1 | 1 |
| O-ring (7.47 mm x 3.6 mm) | 91301-PLC-000 | 2 | 2 |
| O-ring (31.2 mm x 4.1 mm) | 91314-PH7-003 | 2 | 2 |
| Piston Ring Set | 13011-R70-A12 | 3 | 4 |
| Pre-chamber Gasket | 18393-SDB-A00 | 1 | 1 |
| Self-locking Nut (8 mm) | 90212-RCA-A01 | 4 | 8 |
| Self-locking Nut (10 mm) | 90212-SA5-003 | 9 | 9 |
| Spark Plug | 12290-R71-L01 | 4 | 4 |
| Strainer O-ring | 15221-RYE-A01 | 1 | 1 |
| Timing Belt Bolt | 14651-RCA-A01 | 1 | 1 |
| Water Gasket Fr. | 19411-P8A-A03 | 1 | 1 |
| Water Gasket Rr. | 19412-P8A-A02 | 1 | 1 |

Replace Parts as Needed for Repair Procedure B

| Part Name | Part Number | Cyl 1-3 | Cyl 1-4 |
|----------------------------------------------------------------------|---------------|---------|---------|
| Connecting Rod Bolt (may require up to 2 bolts per connecting rod) | 13204-P8A-A01 | 6 | 8 |
| Washer-Bolt (12 x 163) (may require up to 8 bolts per cylinder head) | 90005-PAA-A01 | 8 | 16 |

REQUIRED MATERIALS - REPAIR PROCEDURE B

| Material Description | Part Number | Quantity |
|-------------------------------------------|--------------------------|-----------|
| Honda Long-Life Antifreeze/Coolant Type 2 | 0L999-9011 | 3 gallons |
| Full Synthetic Engine Oil 0W-20 Oil | 08798-9063 | 6 quarts |
| Hondabond HT (1 Tube Repairs 5 Vehicles) | 08718-0004 | 1 tube |
| Genuine Honda Throttle Plate Cleaner | 08700-9204 | |
| Nylon Parts Cleaning Brush | (commercially available) | |
| 5/16 ID Flexible Hose | (commercially available) | |

TOOL INFORMATION - REPAIR PROCEDURE B

| Part Name | Part Number | Quantity |
|-------------------------------|----------------------------|----------|
| Piston Ring Groove Cleaner | 07AAZ-TA5A100 | 1 |
| Cylinder Wall Inspection Tool | 07AAJR70A300 | 1 |
| Gasket Remover/Pan Separator | LIL50190 | 1 |
| Piston Ring Expander | Snap-On PRS8 or equivalent | 1 |
| Piston Ring Compressor | SCP1287 or equivalent | 1 |

NOTE

Each dealer was sent one cylinder wall inspection tool.

REPAIR PROCEDURE A - SOFTWARE UPDATE

1. For 2011 models only, update the PCM software. Refer to Service Bulletin 01-023, *Updating Control Units/Modules*.
2. Go to DIAGNOSIS step 4 to determine which pistons need to be repaired before continuing to REPAIR PROCEDURE B – ENGINE REPAIR.

REPAIR PROCEDURE B - PISTON CLEANING AND RING REPLACEMENT

2011 Models: Confirm PCM software is or has been updated with the correct version (**Procedure A**). Continue to (**Procedure B**).

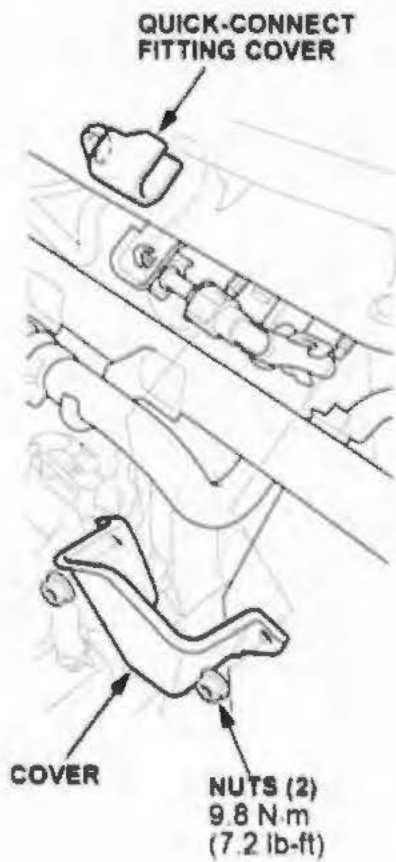
2012–13 Models: Are equipped with the updated software from the factory, no software update is needed. Piston cleaning and piston ring replacement along with the spark plugs should only be done after the diagnosis of the spark plugs has concluded that (**Procedure B**) is required.

The following service information procedures have been used in full or in part within this service bulletin. For more detail on these procedures, and torque specifications for some components, refer to the service information.

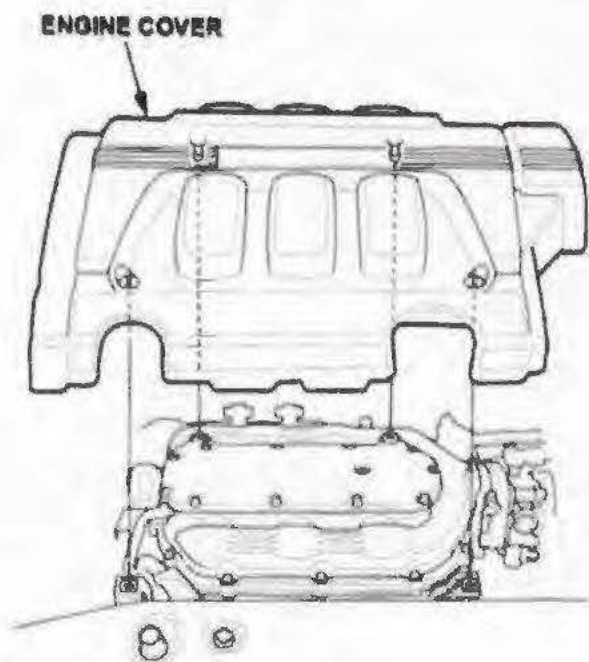
- Battery Terminal Disconnection and Reconnection
- Fuel Pressure Relieving
- Fuel Line/Quick-Connect Fitting Removal
- Air Cleaner Removal/Installation
- Splash Shield Replacement
- Drive Belt Removal/Installation
- Engine Oil Replacement
- Coolant Replacement
- Hydraulic Power Steering Fluid Check/Replacement
- Intake Manifold Removal and Installation
- Timing Belt Removal and Installation
- Warm Up-TWC Removal/Installation
- Cylinder Head Cover Removal
- Cylinder Head Removal and Installation
- Piston Ring Replacement
- PCM Idle Learn Procedure
- Valve Adjustment

Piston Removal Procedure

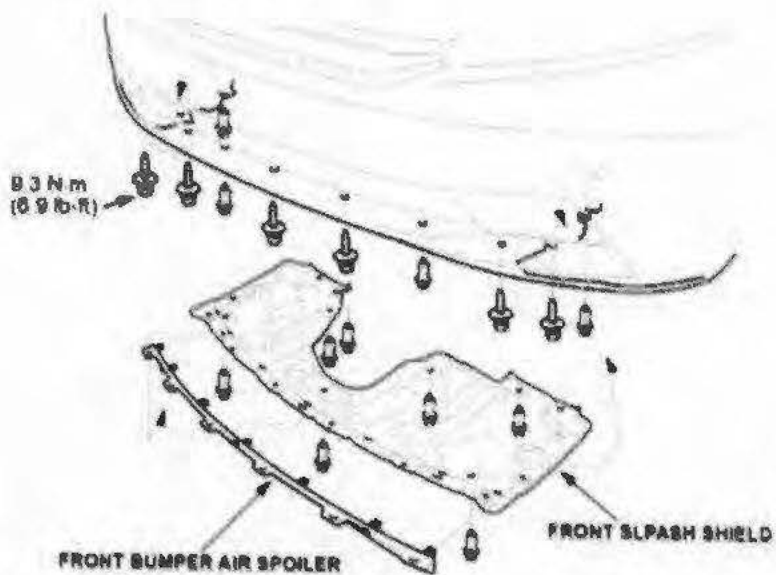
- Use fender covers to avoid damaging painted surfaces.
 - To avoid damaging any wires and terminals, unplug the circuit connectors carefully while holding the connector portion.
 - Mark all the circuits and hoses to avoid misconnection. Make sure they do not contact other circuit wiring, hoses, or interfere with other parts.
1. Relieve the fuel pressure.
 2. Remove both front wheels so you can fully lower the vehicle.
 3. Do the battery removal procedure.
 4. Disconnect the fuel feed hose line at the bulkhead.



5. Remove the engine cover.

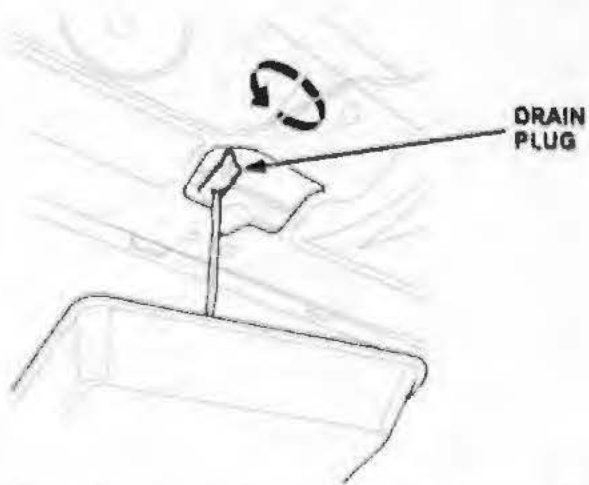


6. Remove the radiator cap.
7. Raise the vehicle.
8. Remove the front splash shield.

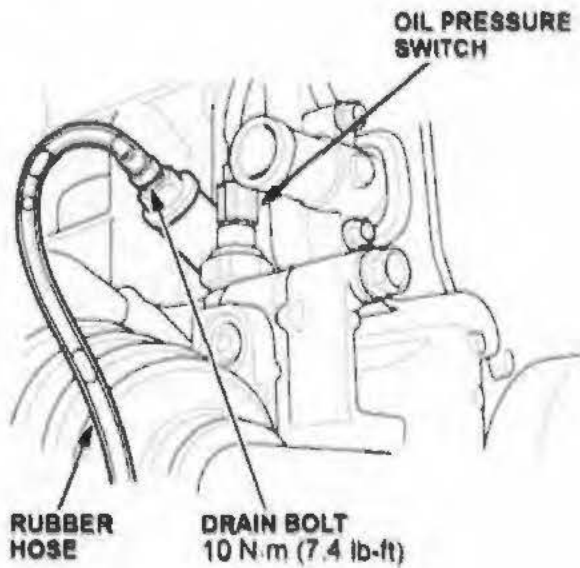


9. Drain the engine oil.

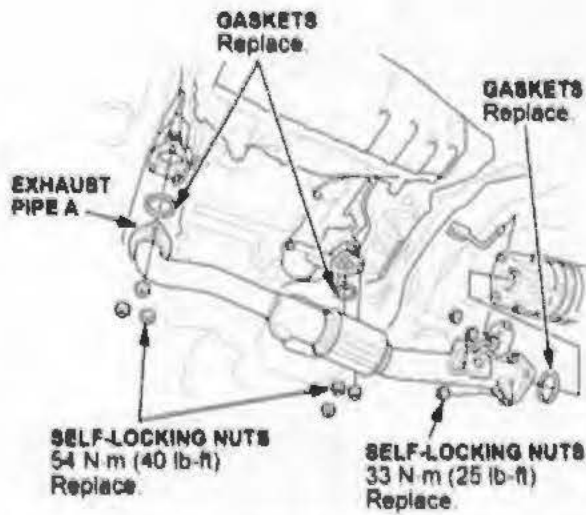
10. Loosen the drain plug on the radiator, and drain the coolant.



11. Install a 5/16th inner diameter rubber hose on the drain bolt located at the rear of the engine block, loosen the drain bolt, and drain all remaining coolant. Then disconnect the oil pressure switch connector.



12. Remove exhaust pipe A.



13. Depending on the diagnosis, remove the appropriate WU-TWC support bracket bolts.

14. Remove the EGR lower pipe nuts.

15. Remove the crankshaft pulley bolt but not the pulley.

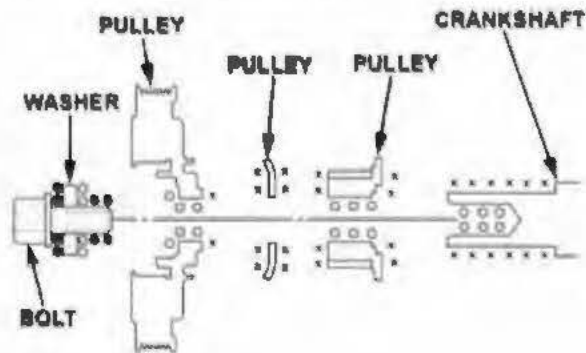
NOTE

Make sure to apply new oil to the bolt flange and threads before reinstallation.

X : Remove any oil

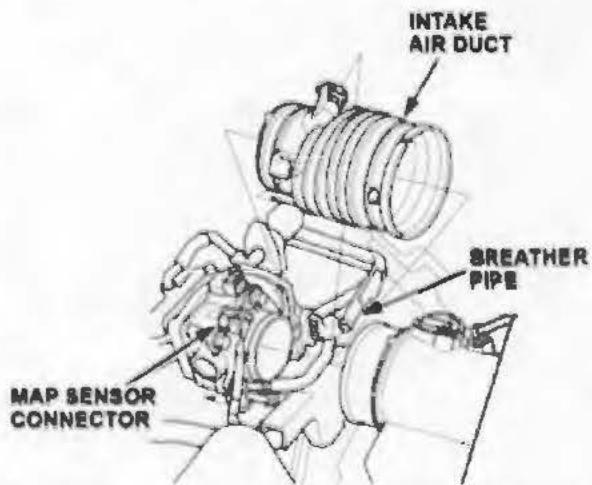
O : Clean

● : Lubricate with new engine oil



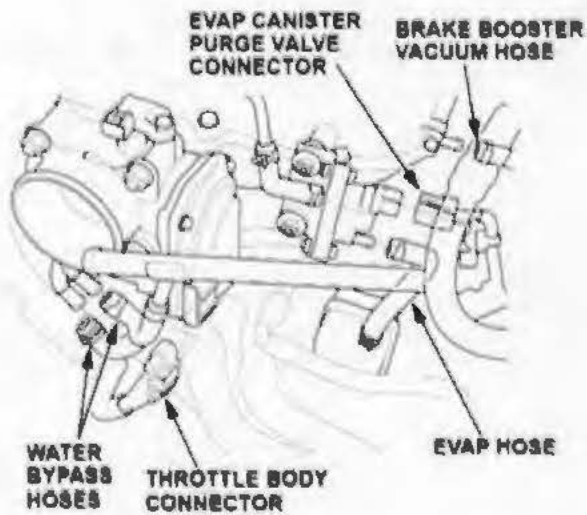
16. Lower the vehicle.

17. Disconnect the MAP sensor connector and the breather pipe, then remove the intake air duct.



18. Disconnect the throttle body connector, the EVAP canister purge valve connector, the EVAP hose, the brake booster vacuum hose, and the vacuum hose.

19. Disconnect and plug the water bypass hoses.



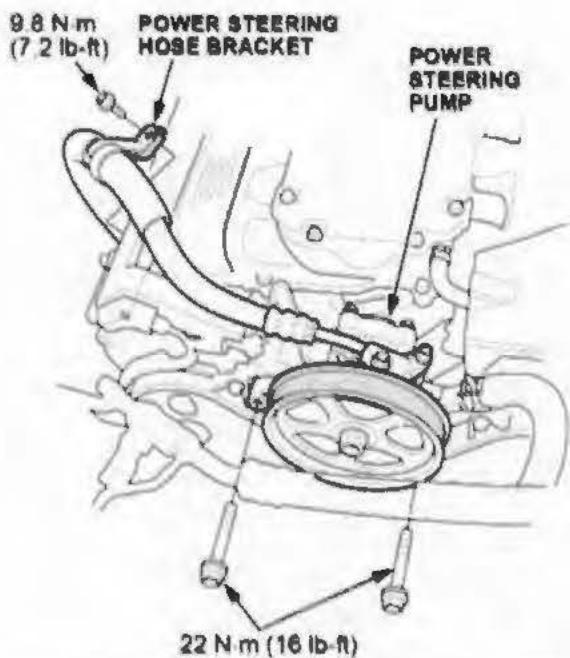
20. Remove the drive belt.

21. Remove the drive belt auto-tensioner.

22. Remove the power steering pump bolts, the power steering bracket then secure the power steering pump out of the way.

NOTE

Do not remove any of the hoses.



23. Remove the engine harness holder bolt on the side engine mount.

24. Set the engine to TDC cylinder one.

25. Remove the crankshaft pulley.

26. Remove the timing belt.

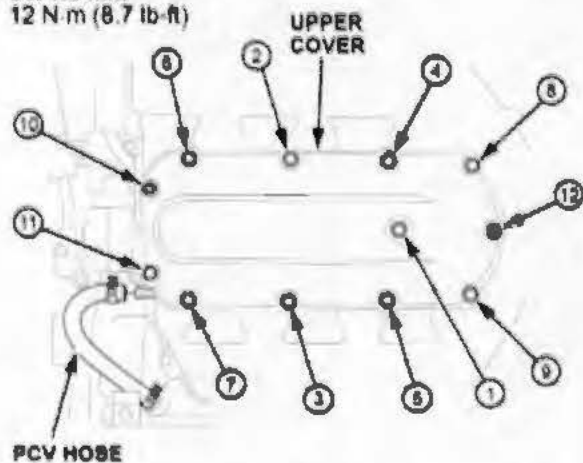
27. Remove the timing belt idler pulley.

28. Remove the engine intake upper cover and PCV hose.

SPECIFIED TORQUE

6 x 1.0 mm

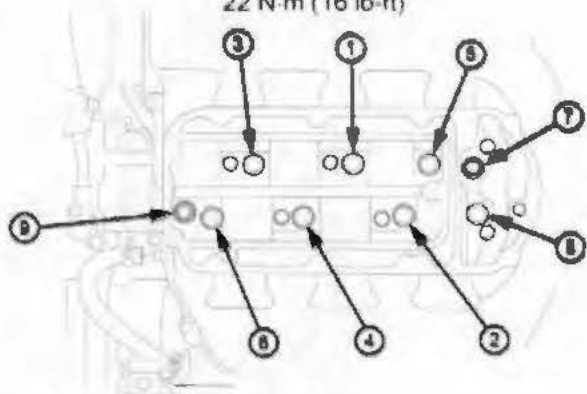
12 N·m (8.7 lb-ft)



29. Remove the intake manifold bolts and nuts in three steps, then remove the intake manifold.

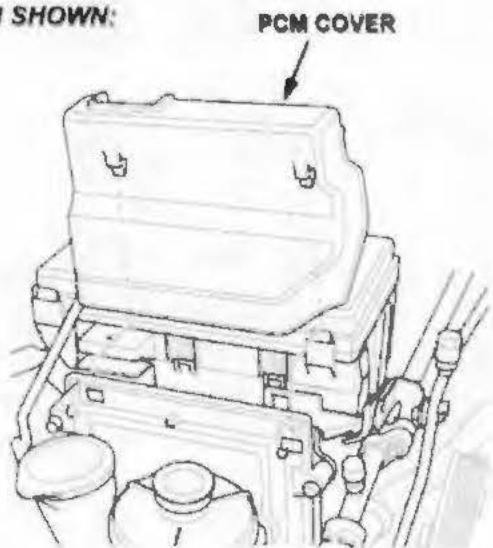
SPECIFIED TORQUE

22 N·m (16 lb-ft)



30. Remove the PCM cover.

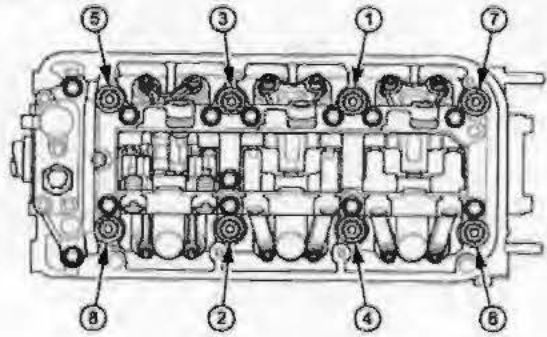
KEIHIN SHOWN:



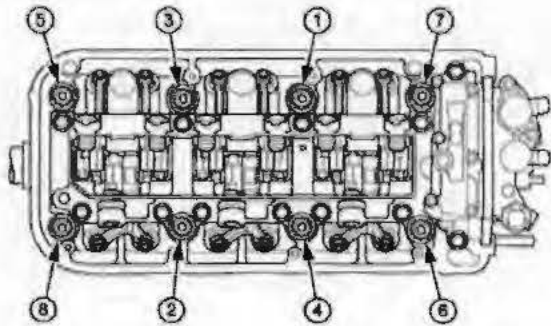
40. Remove the appropriate head with the injector base attached.

NOTE: Depending on diagnosis, you will remove the rear bank head or both heads.

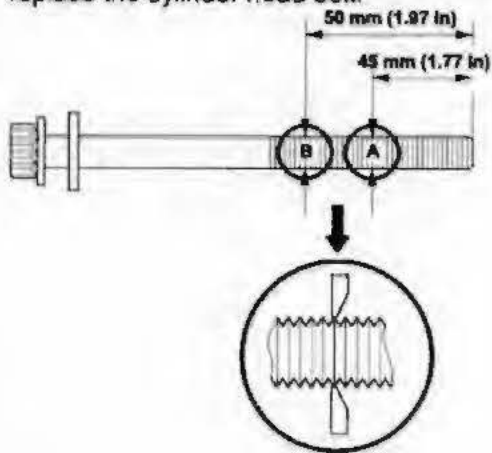
FRONT



REAR

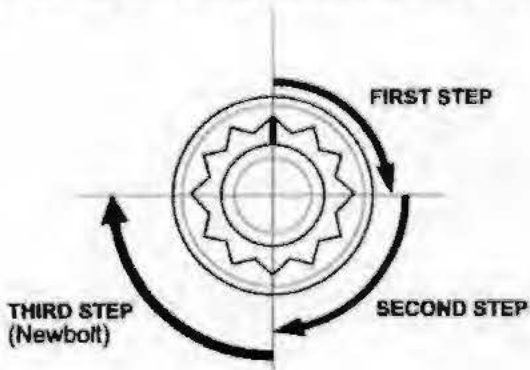


41. Measure the head bolts to determine if they need replacement. If either diameter is less than 11.3 mm (0.445 in), replace the cylinder head bolt.

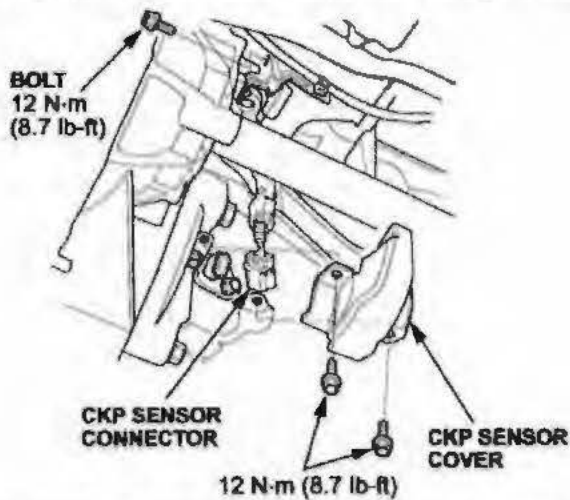


NOTE: Below are the head bolt torque specifications for reinstallation.

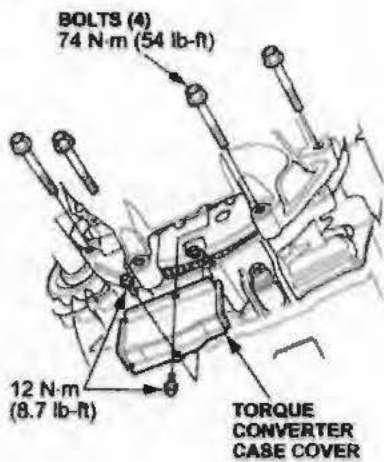
- First step: torque the cylinder bolts in sequence to **29 N•m (22 lb-ft)**.
- Second step: tighten in sequence an additional **90 degrees**.
- Third step: tighten in sequence an additional **90 degrees**.
- If the bolts are new, tighten an additional **90 degrees**.



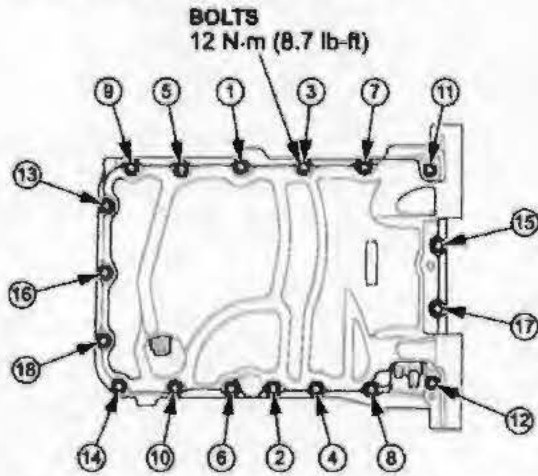
42. Raise the vehicle.
43. Remove the CKP sensor cover and bolts, then disconnect the CKP sensor connector.



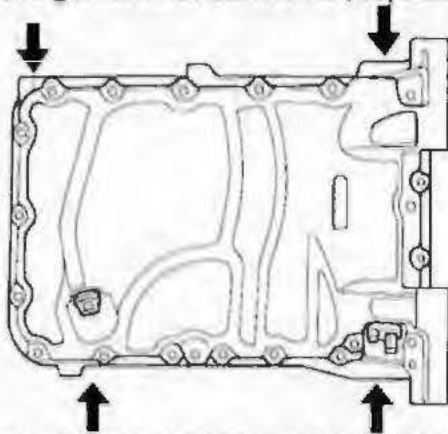
44. Remove the torque converter case cover and the four bolts securing the oil pan to the transmission.



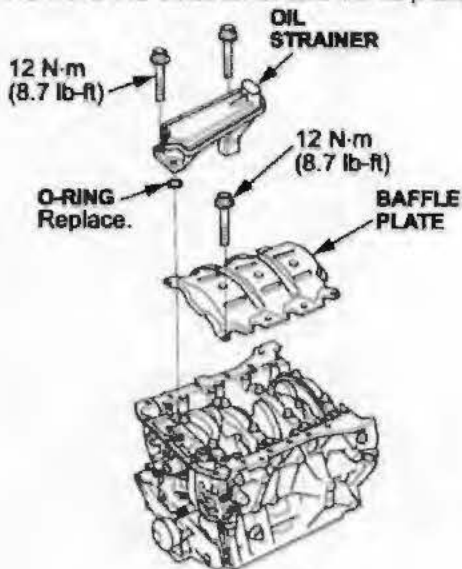
45. Remove all bolts securing the oil pan.



46. Using a flat blade screwdriver, separate the oil pan from the engine block in the areas shown.



47. Remove the oil strainer and baffle plate.

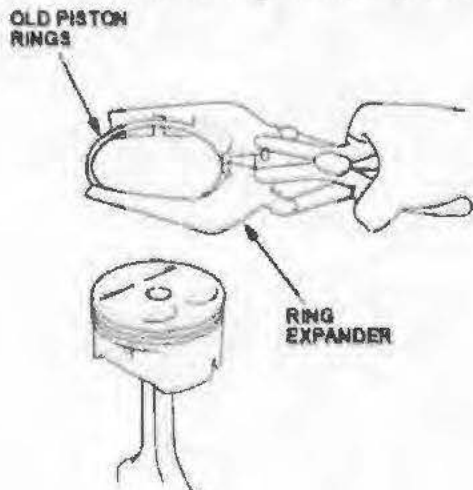


48. Lower the vehicle to a comfortable working height, and place a clean shop towel around the cylinder wall to prevent debris from entering the coolant passage.
49. Remove the appropriate piston depending on diagnosis, then go to PISTON CLEANING PROCEDURE.

NOTE: When removing the piston rod caps, be sure and keep all caps and bolts with their corresponding pistons for reassembly purposes.

Piston Cleaning and Ring Replacement Procedure

1. Remove the piston rings from the piston using a ring expander. Be careful not to damage the piston.



2. Spray the piston head and piston ring grooves thoroughly with Honda throttle plate cleaner.
3. While holding the piston upright in your left hand, take the piston ring groove cleaner tool in your right hand and line up the cleaner tool guides with the second (middle) piston ring groove.

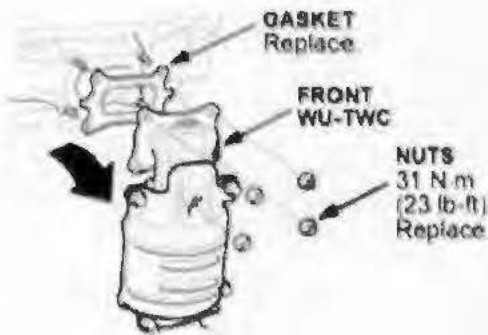


39. Remove the appropriate WU-TWC depending on diagnosis.

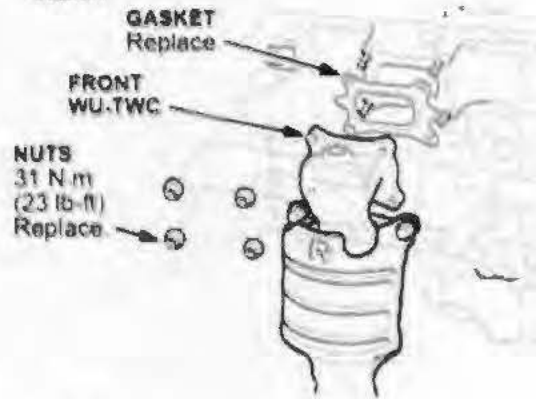
NOTE

Set the WU-TWC aside and cover the opening with shop towels to prevent coolant from entering.

FRONT



REAR

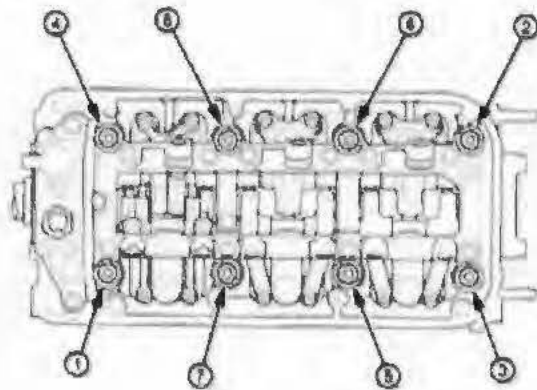


40. Remove the appropriate head with the injector base attached.

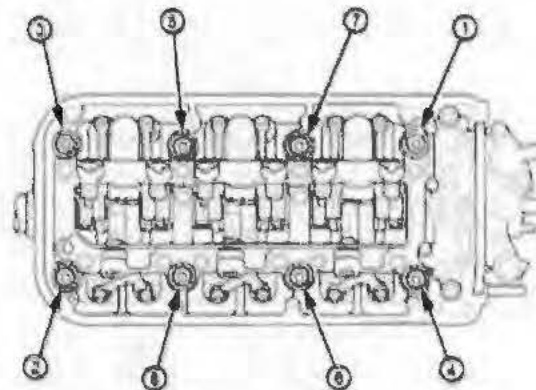
NOTE

Depending on diagnosis, you will remove the rear bank head or both heads.

FRONT



REAR



7. Remove the piston groove cleaning tool and clean off the carbon from the tool bit.
8. Finish cleaning the piston with throttle plate cleaner and the nylon brush. Do not use a steel wire brush.

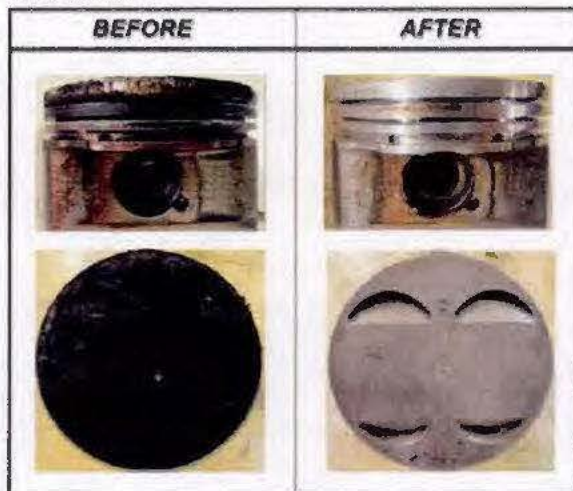


NOTE: Below are some examples of before and after pictures. Depending on mileage and running conditions, the pistons will achieve different levels of cleanliness.

54K PISTON

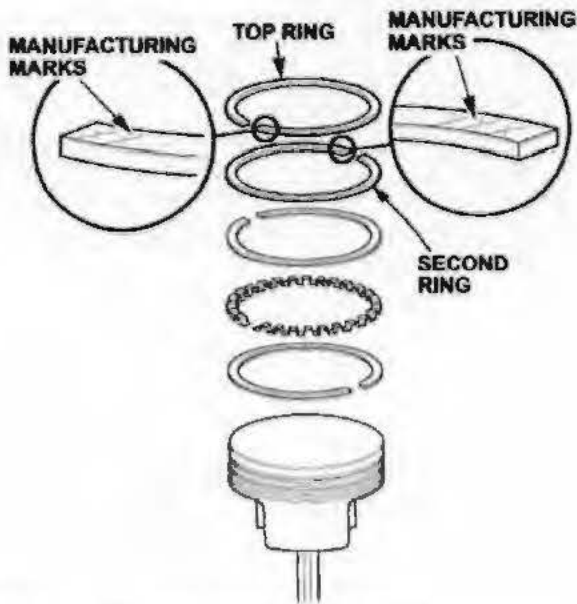
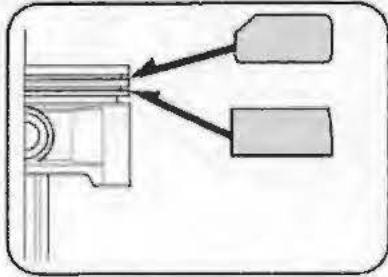


87K PISTON



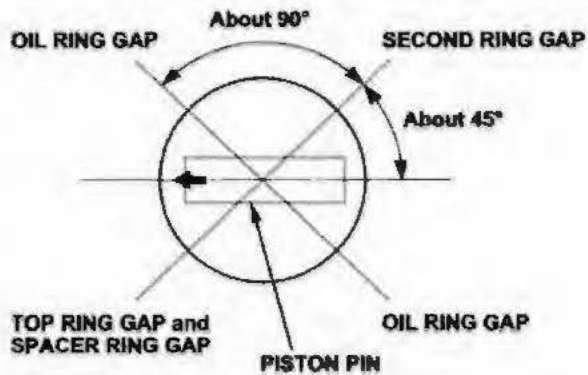
9. Install the piston rings as shown.

NOTE: The first (top) ring has a **1D** manufacturing mark and the second (middle) ring has an **SPR** manufacturing mark. The manufacturing marks must be facing upward.



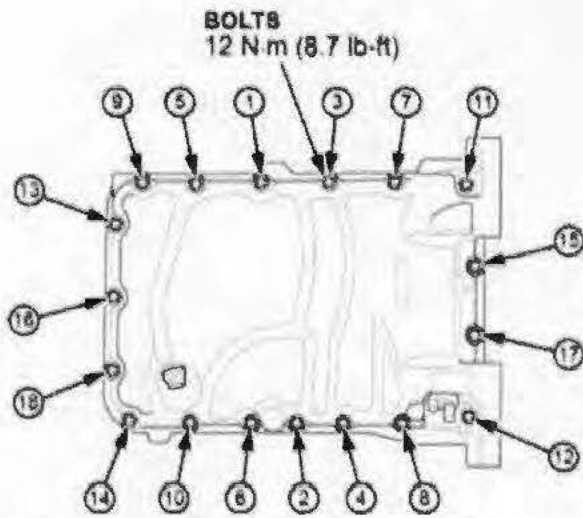
10. Position the ring end gaps as shown.

NOTE: If the ring gaps are not positioned correctly, excessive blowby may occur.

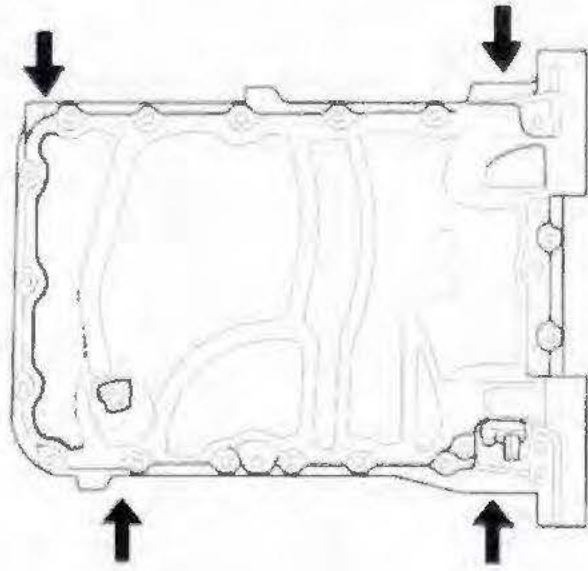


11. Apply new engine oil to the piston, the inside of the piston ring compressor, and the cylinder bore.

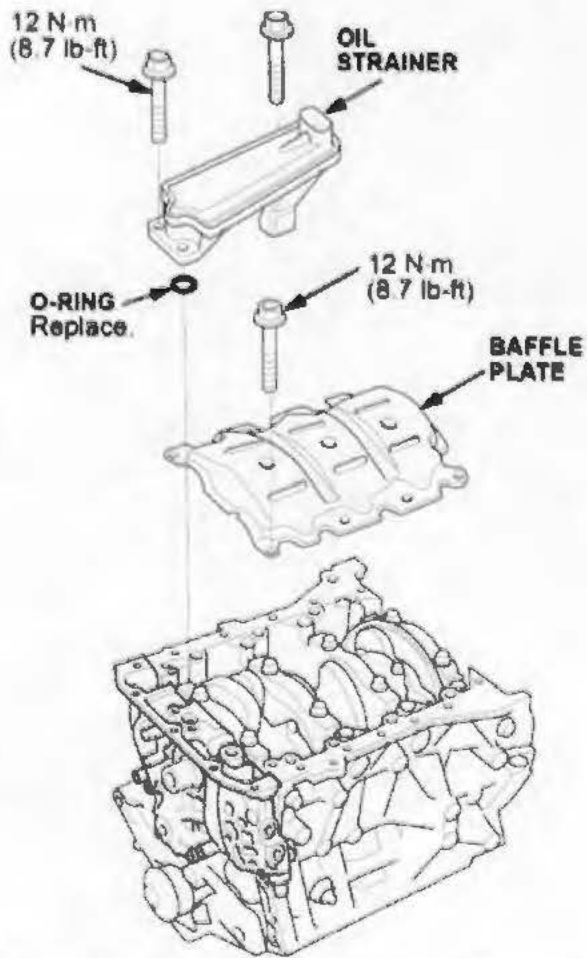
45. Remove all bolts securing the oil pan.



46. Using a flat blade screwdriver, separate the oil pan from the engine block in the areas shown.



47. Remove the oil strainer and baffle plate.



48. Lower the vehicle to a comfortable working height, and place a clean shop towel around the cylinder wall to prevent debris from entering the coolant passage.

49. Remove the appropriate piston depending on diagnosis.

NOTES

- Before removing the rod caps, use a grease pencil or suitable marking pen to mark each cap and its corresponding connecting rod with the cylinder number it came from.
- Do not confuse the existing marking on the side of the connecting rod and rod cap with a cylinder number. They are just manufacturing marks referring to the size of the big end of the rod.
- Installing a rod cap incorrectly will result in engine knock and/or engine failure. Remove and mark one rod assembly at a time to make sure it is assembled correctly.
- When torquing the rod cap bolts, refer to the service information for details.
- Click [HERE](#) to go to the Tech2Tech® video "Tips When Working with Fracture Rods".



The uneven mating surfaces are uniquely matched and not interchangeable.



Mark the connecting rod and rod cap with the cylinder number.



These are manufacturing marks, and do not indicate the cylinder number.

50. Visually inspect all the connecting rod bearing for signs of damage.

NOTES

- If your fingernail catches on a scratch or groove in the bearing, replace it. Pictured are normal reusable rod bearings after about 35,000 miles. Some discoloration is normal and does not require replacement.
- If the bearings look like they must be replaced, contact your DPSM for authorization.



51. **Cylinder Wall Inspection.** If vertical scratches are noted in the cylinder wall, refer to Job Aid Using Cylinder Wall Inspection Tool and or Tech2Tech "Using Cylinder Wall Inspection Tool".

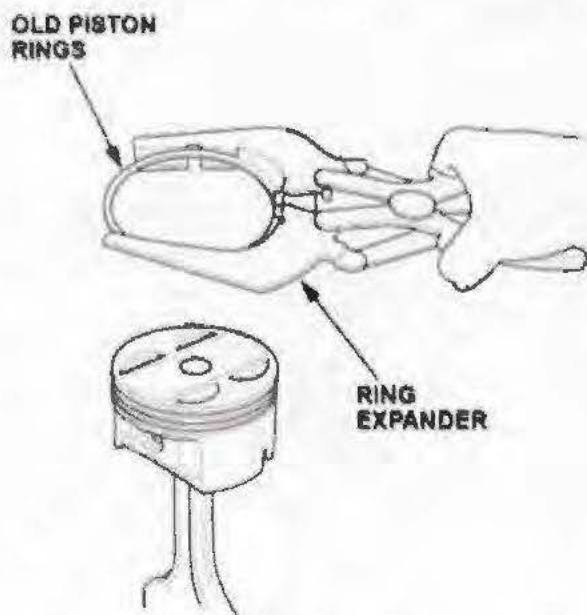
NOTE

Do not use finger nail or pencil lead to determine if engine block is usable. Light to moderate scratches that are detected with your finger nail will pass the inspection when using the cylinder wall inspection tool.

- If the engine block is **good**, go to **PISTON CLEANING PROCEDURE** and clean the appropriate piston.
- If the engine block is **no good**, replace the engine block. The block comes with updated pistons. This bulletin no longer applies. You must obtain DPSM authorization and refer online to **Engine Removal and Installation** to reinstall the engine.

Piston Cleaning and Ring Replacement Procedure

1. Remove the piston rings from the piston using a ring expander. Be careful not to damage the piston.



2. Spray the piston head and piston ring grooves thoroughly with Honda throttle plate cleaner.
3. While holding the piston upright in your left hand, take the piston ring groove cleaner tool in your right hand and line up the cleaner tool guides with the second (middle) piston ring groove.



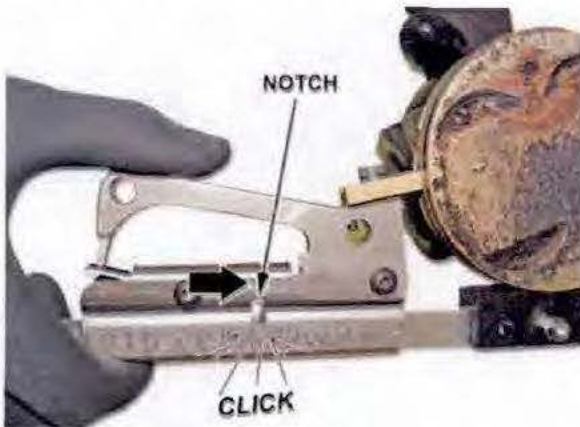
4. Press the handle on the piston ring groove cleaner tool and slide the cleaning bit onto the appropriate piston ring grooves.



5. Once the cleaning bit is in the appropriate ring grooves of the piston, make sure the tool handle clicks in to place.

NOTE

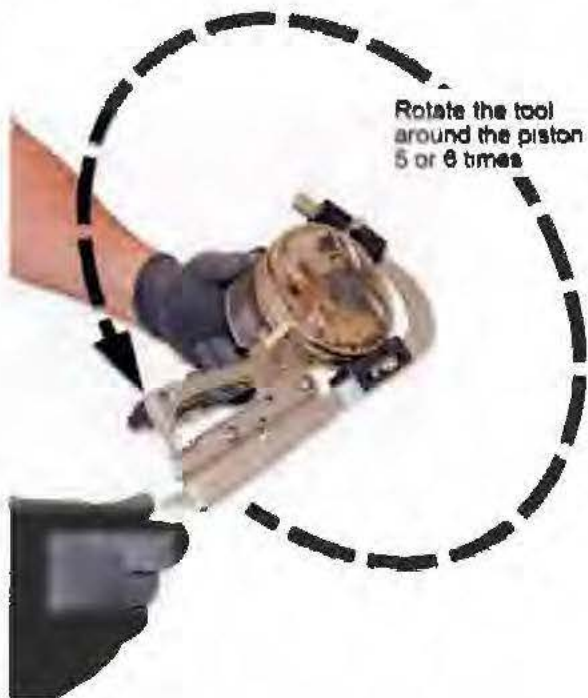
There is only one notch on the tool for the handle to engage.



6. Hold the piston steady and rotate the tool counter-clockwise five to six times to remove any carbon deposits in the piston ring grooves. Do not rotate the tool clockwise.

NOTE

You can watch this procedure in the Tech2Tech segment "How to Clean Piston Ring Grooves".



7. Remove the piston groove cleaning tool and clean off the carbon from the tool bit.

8. Finish cleaning the piston with throttle plate cleaner and the nylon brush. Do not use a steel wire brush.



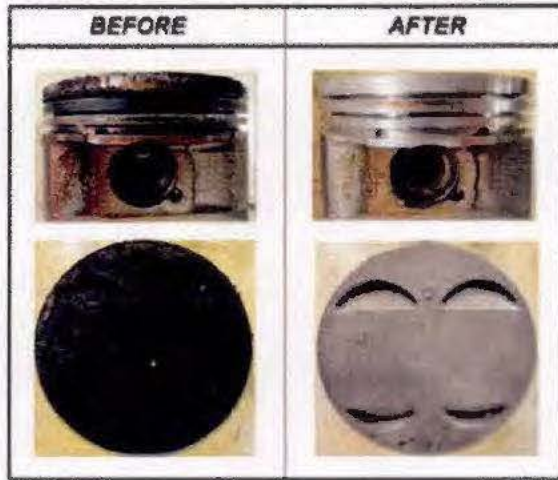
NOTE

Below are some examples of before and after pictures. Depending on mileage and running conditions, the pistons will achieve different levels of cleanliness.

54K PISTON



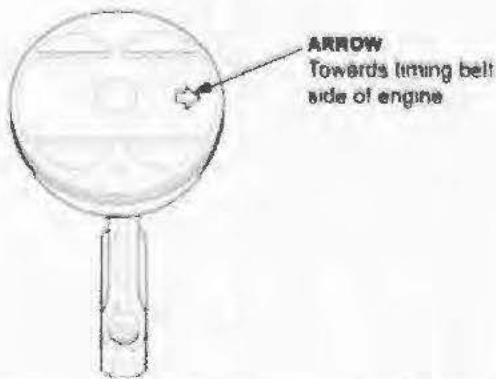
87K PISTON



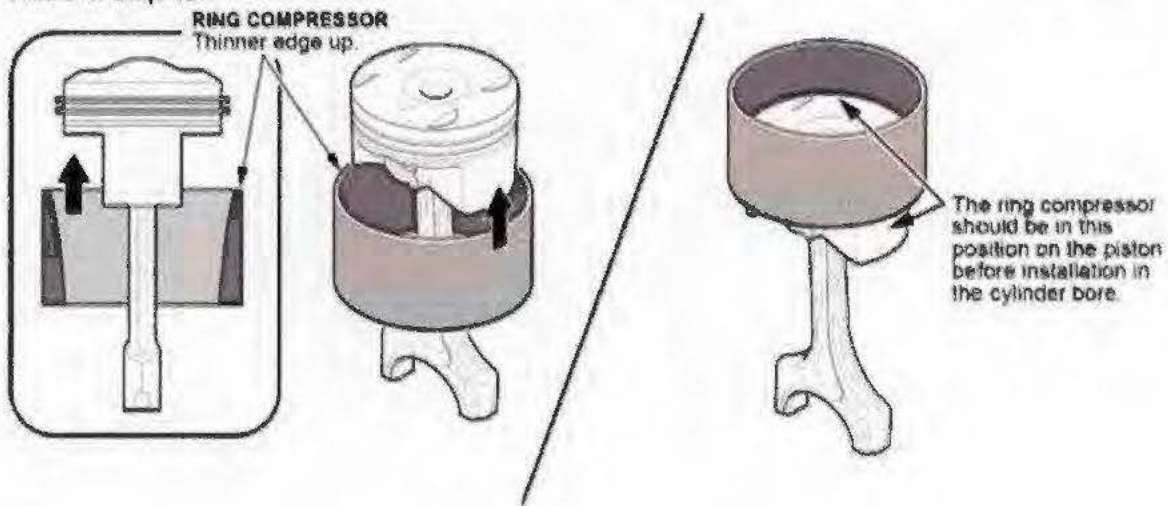
13. Install the piston/connecting rod assembly into the cylinder bore with the arrow on top of the piston facing the timing belt side of the engine.

NOTE

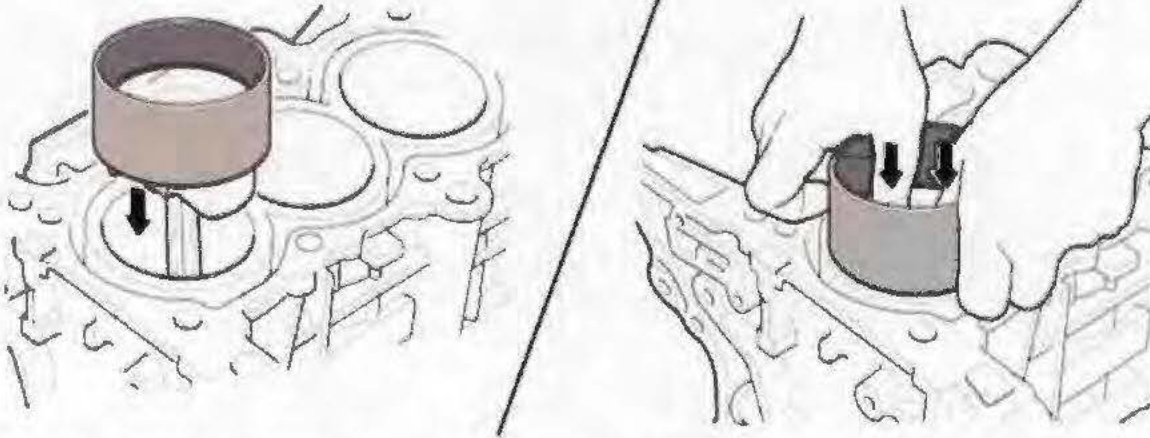
Be careful not to damage the cylinder wall when installing the piston.



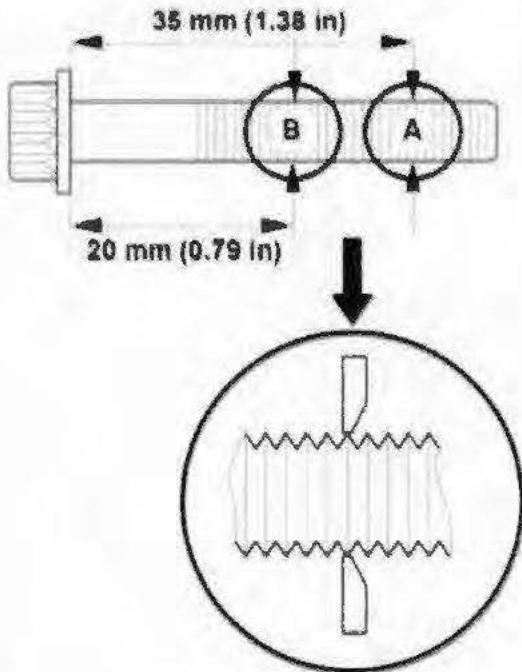
14. Set the piston in the ring compressor, and position the piston in the cylinder based on the rod/cap marks that you made in step 49.



15. Set the ring compressor on the piston bore, then push the piston in with your hands.



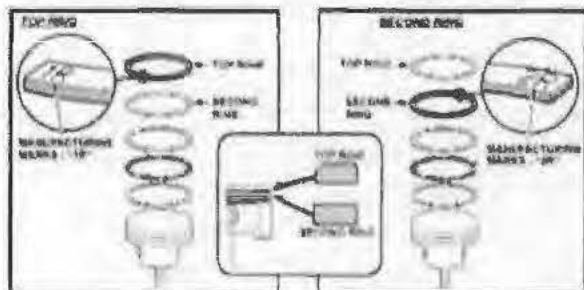
16. Stop after the ring compressor pops free, and check the connecting rod-to-rod journal alignment before pushing the piston into place.
17. Measure the diameter of the connecting rod bolts to determine if they need replacement. Calculate the difference in diameter between point A and point B. It should not be more than 0-0.1 mm (0-0.004 in).



9. Install the piston rings as shown.

NOTE

The first (top) ring has a 1R manufacturing mark and the second (middle) ring has an 2R manufacturing mark. The manufacturing marks must be facing upward.

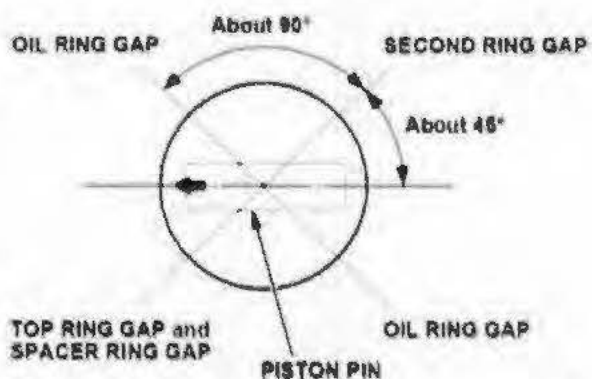


10. Rotate the rings in their grooves to make sure they do not bind.

11. Position the ring end gaps as shown.

NOTE

If the ring gaps are not positioned correctly, excessive blowby may occur.

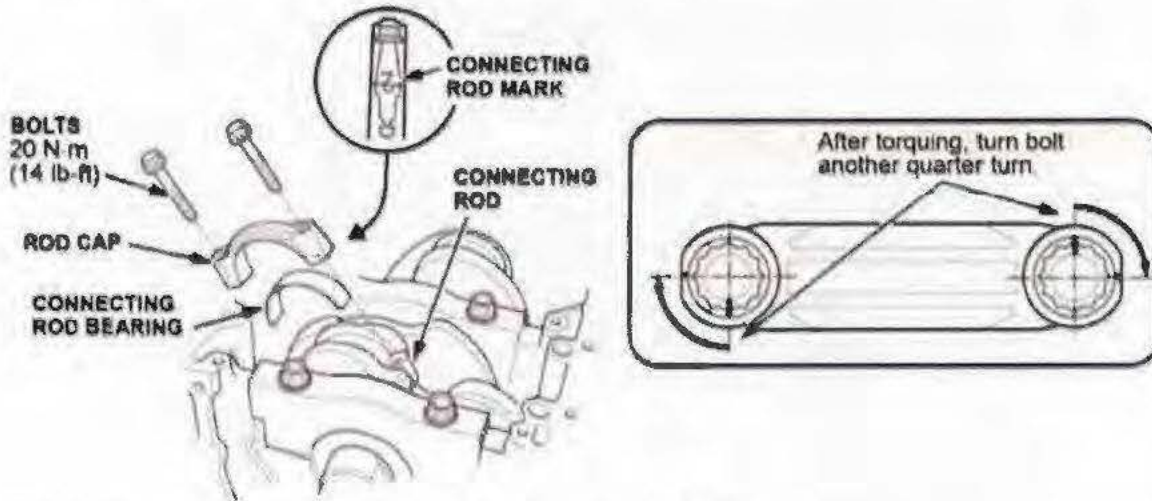


12. Apply new engine oil to the piston, the inside of the piston ring compressor, and the cylinder bore.

NOTE

Cylinder wall honing is NOT required for this repair.

18. Apply new oil to the connecting rod bolt threads and flanges. Torque the bolts to 20 N-m (14 lb-ft) then tighten the connecting rod bolts an additional 90 degrees.



19. Reinstall the remaining components in the reverse order of removal.
20. Replace spark plugs 1-4.
21. Replace the oil filter and refill all fluids.
22. Do the idle learn procedure.

END