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Sent on 03 13 2014 Expires on 03 27 2014
From Parts and Service Division
Subject Request for Visit/Parts: 2010 CR-V & Accord L4 MIL On with DTC P0420 Stored

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit/Parts: 2010 CR-V & Accord L4 MIL On with DTC P0420 Stored

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 (AHM) is investigating certain 2010 CR-Vs & Accord L4s with a complaint of the Malfunction Indicator Lamp (MIL) on with the DTC P0420 (Catalyst System Efficiency Below Threshold) stored. To fully understand the cause of this condition, AHM would like to either inspect or collect specific parts from the vehicle prior to you attempting any further repair of any kind.

Qualifiers

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

1. For 2010 CR-V, VIN must be AFTER:
5J6RE3H35AL033787 (2WD)
5J6RE4H32AL069619 (4WD)
3CZRE3857AG003351 (2WD)
3CZRE4874AG002715 (4WD)
2. For 2010 Accord, only L4 engine, no V6.
3. No engine misfire or engine stall while driving.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.

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