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Sent on	03	10	2017	Expires on	06	08	2017
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From	Brad Ortloff, Manager of Campaign Administration
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Subject	Warranty Extension: 12-13 Insight Oil Consumption Exceeds Customer Expectations
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DATE: March 10, 2017

TO: All Honda Sales, Service & Parts Managers and Personnel

FROM: Brad Ortloff, Manager of Campaign Administration

Re: Warranty Extension: 2012–13 Insight Oil Consumption Exceeds Customer Expectations

Today, March 10, 2017, American Honda Motor, Co., Inc. is announcing a warranty extension for model year 2012–13 Honda Insight vehicles to address oil consumption exceeding customer expectations. To increase customer confidence, American Honda is extending the warranty on the engine related to engine oil consumption to 8 years from the original date of purchase with no mileage limit.

Basic Problem

On some 2012-13 Insight vehicles, the oil control rings may become clogged with carbon deposits. These deposits restrict the control rings' ability to scrape and return oil from the cylinder walls to the crankcase resulting in increased oil consumption and this consumption may exceed customer expectations.

The Repair

If the customer complains of oil consumption, perform an oil consumption test. If the test shows excessive oil consumption, please refer to the service bulletin for further diagnosis and repair instructions.

Service Bulletin

Service bulletin 16-101, *Warranty Extension: 2012–13 Insight Oil Consumption Exceeds Customer Expectations* has been posted to the Service Information System today in support of this campaign. It includes parts, warranty and repair procedure information related to this warranty extension.

Parts Information

Parts to conduct repairs are available for normal ordering. American Honda expects some vehicles will require head and/or short block assembly replacements. Replacement parts for 16-101 repairs are to be ordered only after the oil consumption test and internal inspection of components have been performed. As required for head and/or short block assembly replacements, pictures of the component and DPSM authorization are needed for warranty purpose.

Tools Information

Service bulletin 16-101, *Warranty Extension: 2012–13 Insight Oil Consumption Exceeds Customer Expectations* has been posted to the Service Information System today in support of this campaign. Depending on repair procedure the required tools are identified within the specific bulletin section

As always, please make sure to check iN VIN Status to determine if a particular vehicle is eligible for these or any other campaigns.

Click [here](#) for a copy of 16-101.