

July 19, 2017

07018 Version 7

Warranty Extension: Engine Block

Supersedes 10-048, dated January 9, 2015, to revise the information highlighted in **yellow**.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2006–08	Civic	ALL	ALL VINs beginning with 1HG or 2HG – Check eligibility with a iN VIN status inquiry.
2009	Civic	ALL	ALL VINs beginning with 1HG, 19X, and 2HG – Check eligibility with a iN VIN status inquiry.

REVISION SUMMARY

Added **ENGINE BLOCK ORDERING** section.

BACKGROUND

On some 2006–08 and early production 2009 Civics, the engine (cylinder) block may leak engine coolant, resulting in engine overheating. To increase customer confidence, American Honda is extending the warranty of the engine block to 10 years from the original date of purchase, with no mileage limit.

The 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. **To check for vehicle eligibility, you must do a VIN status inquiry.**

CUSTOMER NOTIFICATION

Customers were originally sent a notification of this warranty extension that indicated the warranty on the engine block was being extended to eight years. They were sent another notification that the warranty on the block is being extended to 10 years.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

CORRECTIVE ACTION

If confirmed by your diagnosis, install a new engine block.

PARTS INFORMATION

Part Name	Part Number	Quantity
All except Natural Gas: Block, Short, General Assembly	10002-RNA-A50	1
Natural Gas only: Block, Short, General Assembly	10002-RNE-A01	1
Bolt, Flange (12 x 18)	90018-SNA-010	2
Bolt, Flange (12 x 25)	90182-S2H-000	2
Bolt, Flange (12 x 35)	90168-S5A-000	2
Bolt, Flange (12 x 40)	90164-S5A-010	3

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.

Bolt, Flange (12 x 40)	90160-SNA-A00	1
Bolt, Flange (12 x 63)	90168-SZ3-000	1
Bolt, Flange (12 x 84)	90118-SNA-000	2
Bolt, Flange (14 x 93)	90165-SNA-A00	1
Bolt, Flange (14 x 94)	90116-SNA-010	2
Bolt, Flange (14 x 115) NOTE: Applies to some 2007 and all 2008 Civics; see the parts catalog for the correct application.	90175-S5A-000	4
Bolt, Flange (14 x 130) NOTE: Applies to some 2006 and all 2007 Civics; see the parts catalog for the correct application	90175-SNA-A00	4
Filter, Oil	15400-PLM-A01	1
Gasket Kit, Cylinder Head	06110-RNB-999	1
Gasket, Flexible Exhaust	18229-S5D-A01	1
Nut, Flange (12 mm)	90371-SEF-000	2
Nut, Flange (14 mm)	90213-S5A-003	1
Nut (10 mm)	90212-SA5-003	1
Nut (12 mm)	90215-SB0-003	4
Nut, Spindle (22 mm)	90305-692-010	2
O-ring Set, Oil Pump	15101-RNA-A00	1
Oil Seal	91212-RNA-A01	1
Pilot Bearing (bushing) (M/T)	22103-RNA-004	1
Plate, Partition (coolant separator)	11103-RNA-A01	1
Ring, Set, A/T (26 x 1.8)	44319-SR1-003	2
Ring, Set, Left Side M/T (28 x 2.0)	44319-S1A-E01	1
Ring, Set, Right Side M/T (28 x 2.0)	44319-S84-300	1
Socket, Drive Bolt (10 x 55)	96700-10055-18	1
Washer, Drain Plug (A/T) (16 mm)	90471-RPC-000	1
Washer, Drain Plug (A/T) (18 mm)	90471-PX4-000	1
Washer, Drain Plug (M/T) (14 mm)	94109-14000	1
Washer, Drain Plug (M/T) (20 mm)	94109-20000	1

REQUIRED MATERIALS

Part Name	Part Number	Quantity
Honda Genuine Long Life Antifreeze/Coolant Type 2	0L999-9011	2
Honda Genuine Automatic Transmission Fluid ATF-DW1	08200-9008	3
Honda Genuine Manual Transmission Fluid	08798-9016	2
Hondabond HT Silicone Gasket	08718-0001	1
Honda Genuine Motor Oil, 5W-20	08798-9023	5

WARRANTY CLAIM INFORMATION

- If you are replacing an engine block because of coolant leakage resulting in engine overheating, and the vehicle is within the warranty extension period, (10 years from the original date of purchase and no mileage limit), use the information below to submit a claim.
- **You must submit at least four photos** in order for the warranty claim to be processed. If your photos do not meet the requirements, your claim may be subject to debit.
- Save all photos with the repair order (R.O.) for 36 months.

Operation Number	Description	Flat Rate Time	Failed Part Number
1111P8	Replace the engine block because of a coolant leak (includes submitting photos to Warranty).	12.6 hrs	10002-RNA-A00

Defect Code: 5E200

Symptom Code: R4300

Skill Level: Repair Technician

INSPECTION PROCEDURE

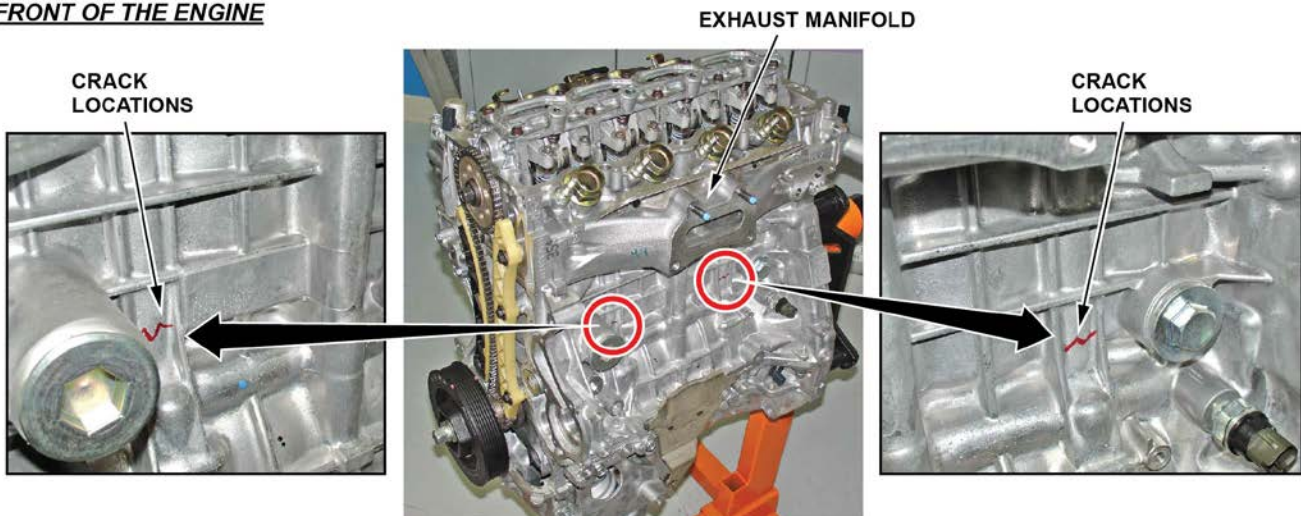
Look for coolant leaking from cracks in the block at the points shown below. On the back side of the engine, remove the oil/air separator cover so you can check beneath it. Pressure-test the cooling system if needed.

Is the block leaking coolant in any of the areas shown?

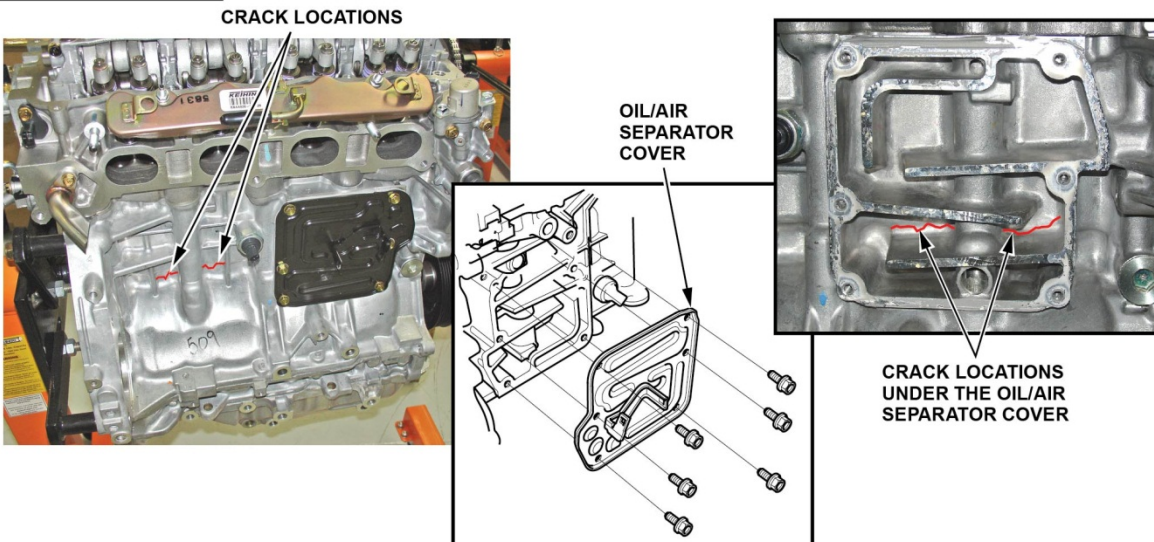
Yes – Go to REPAIR PROCEDURE.

No – Continue with normal troubleshooting.

FRONT OF THE ENGINE



BACK OF THE ENGINE



REPAIR PROCEDURE

1. Take a photo of the crack in the engine block. Refer to MANDATORY PHOTO REQUIREMENTS for more information.
2. Remove the engine and transmission assembly by referring to the electronic service manual. Enter keywords **ENGINE REMOVAL**, and select **Engine Removal (R18A1 Engine)** from the list.
3. Remove the ignition coils by referring to the electronic service manual. Enter keywords **IGNITION COIL**, and select **Ignition Coil Removal/Installation (R18A1 and R18A4 Engine)** from the list.
4. Inspect the ignition coils for lengthening due to overheating.
Is there a gap in the insulation greater than 1 mm (0.04 inch)?
Yes – Replace the affected coil(s).
No – Re-use the original coil(s).
5. Remove the cylinder head by referring to the electronic service manual.
6. Inspect the cylinder head by referring to the electronic service manual. Enter keywords **HEAD INSPECT**, and **Cylinder Head Inspection for Warp**age (R18A1 and R18A4 Engine) from the list, and do steps 2 and 3.
7. Remove the engine oil pump by referring to the electronic service manual. Enter keywords **OIL PUMP**, and select **Oil Pump Overhaul** from the list. Set the pump aside for use later.
8. *M/T only:* Remove the M/T from the engine. Enter keywords **TRANS REMOVAL**, and select **Manual Transmission Removal (5M/T)** from the list.
9. *A/T only:* Remove the A/T from the engine. Enter keywords **TRANS REMOVAL**, and select **Automatic Transmission Removal (A/T)** from the list.
10. Install the original oil pump on the new engine block assembly with new O-rings and a new seal.
NOTE: Refer to “Install Crankshaft Pulley Correctly to Prevent Oil Pump Damage,” *ServiceNews*, December 2007.
11. Install the original cylinder head on the new engine block assembly. Enter keywords **HEAD INSTALL**, and select **Cylinder Head Installation (R18A1 Engine)** from the list.
NOTE: Be sure to install the partition plate (coolant separator) before installing the cylinder head.
12. *M/T only:* Install the new crankshaft pilot bearing, and the original flywheel, clutch, and pressure plate onto the engine. Enter keyword **CLUTCH**, and select **Clutch Replacement (5M/T)** from the list.
13. *M/T only:* Install the M/T onto the engine. Enter keywords **TRANS INSTALLATION**, and select **Manual Transmission Installation (5M/T)** from the list.
14. *A/T only:* Install the original drive plate onto the engine. Enter keywords **AUTO TRANS**, select **Drive Plate Removal and Installation** from the list, and begin at step 3.
15. *A/T only:* Install the A/T onto the engine. Enter keywords **TRANS INSTALLATION**, select **Automatic Transmission Installation (A/T)** from the list, and begin at step 3.
16. Install the engine and transmission assembly into the vehicle. Enter keywords **ENGINE INSTALL**, and select **Engine Installation (R18A1 Engine)** from the list.
NOTE:
 - To avoid electrical problems, make sure that the ground wire connection G101 (Photo 29 ETM) is clean and tight.
 - To avoid coolant mixing in the gas tank, make sure you do not confuse the canister purge line with the coolant bypass hose.
17. To avoid false misfire detection, do the crank (CKP) pattern clear and CKP pattern learn procedures. Enter keywords **HOW TO TROUBLESHOOT FUEL**, and select **How to Troubleshoot Fuel and Emissions Systems (R18A1 Engine, A/T)**, or **(R18A1 Engine, M/T)** from the list.

MANDATORY PHOTO REQUIREMENTS

- **You must submit at least four photos** in order for the warranty claim to be processed. If your photos do not meet the requirements, your claim may be subject to debit.
- Save all photos with the repair order (R.O.) for 36 months.

Photo 1

Photograph the doorjamb label that shows the VIN. The VIN and barcode must be clear and readable like the example shown below.

NOTE: If you are using the camera flash, make sure you can read the information because the flash's reflection could make the image hard to read.

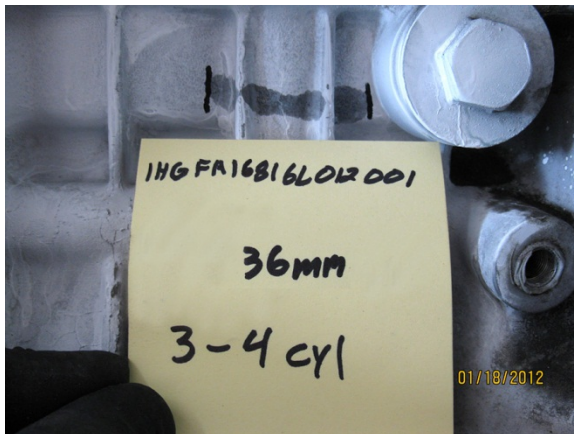


Photos 2 through 4

Photograph the crack in the engine block. The crack must be clearly visible and in focus in the block. Also include a post-it note that lists the VIN, the length of the crack and the crack location, for example, between cylinders three and four.

If the crack is not clearly visible, highlight the crack and its location with a penetrant inspection developer (Met-L-Check, D70, or other commercially available developer).

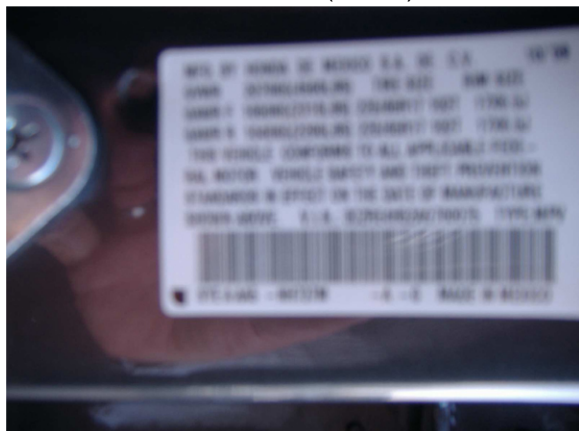
You must include at least three photos to clearly show the crack and its location in the block.



UNACCEPTABLE DEFECT PHOTOGRAPH EXAMPLES

This photo is unacceptable for these reasons:

- It is out-of-focus and unreadable.
- Too small of a file size (351kb).



This photo is unacceptable for these reasons:

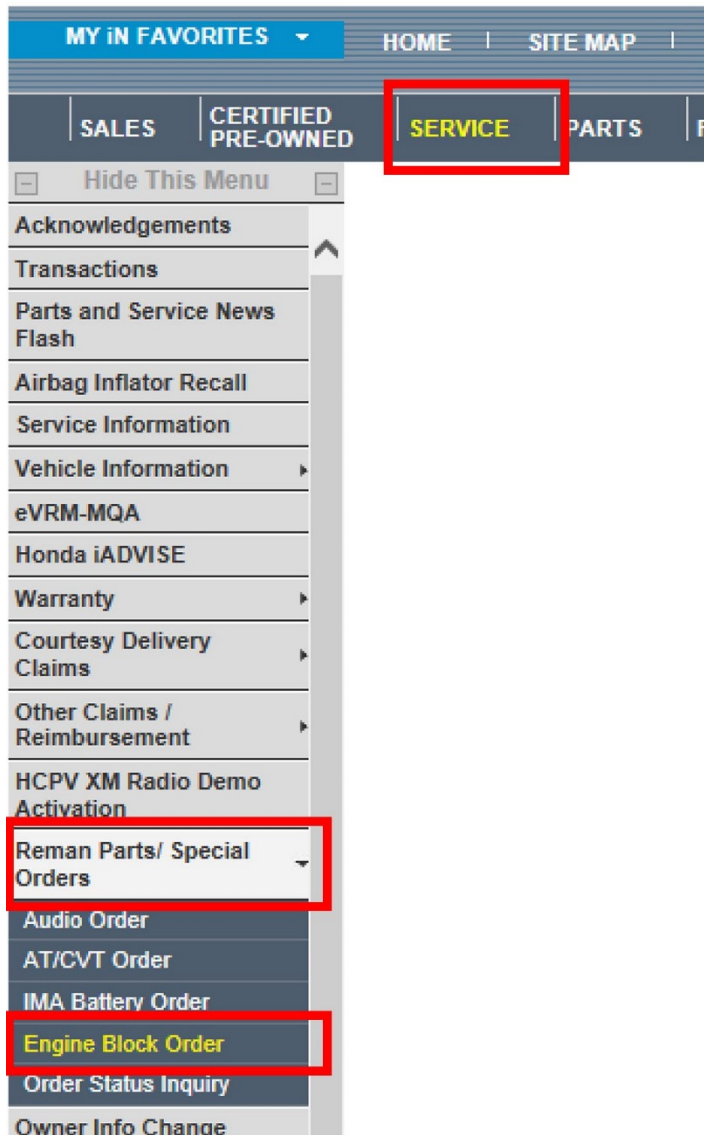
- It is too dark.
- It lacks focus, detail, and marking materials that identify the area and extent of the defect, as specified in this service bulletin and per warranty claim submittal standards.



ENGINE BLOCK ORDERING

NOTE: Use the iN to order your engine block for campaigns, customer pay or goodwill. Do NOT call Tech Line.

1. Go to the iN.
2. Select **SERVICE**.
3. Select **Reman Parts / Special Orders** then **Engine Block Order**.



4. Enter the VIN and mileage, then select **Submit** to go to the Engine Block Order form.

A screenshot of the 'Engine Block Order' form. The form has a title 'Engine Block Order' and a section 'Vehicle Information'. It contains two input fields: 'VIN' and 'Mileage', both marked with an asterisk to indicate they are required. A magnifying glass icon is next to the VIN field. Below the input fields, there is a note: 'Please Note: Only Engine Block / Parts order for 2006-2011 Civic can be placed from this page.' At the bottom of the form is a 'Submit' button.

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5. Fill in the Engine Block Order form.

NOTE:

- Questions with a red asterisk (*) are required fields that you must answer to submit the form. Make sure the information is accurate and complete. This information is critical to the ordering process.
- Once you submit your form, you can track it using the Order Status Inquiry screen on the iN.

Engine Block Order

• = Required [Hours of Operation](#)

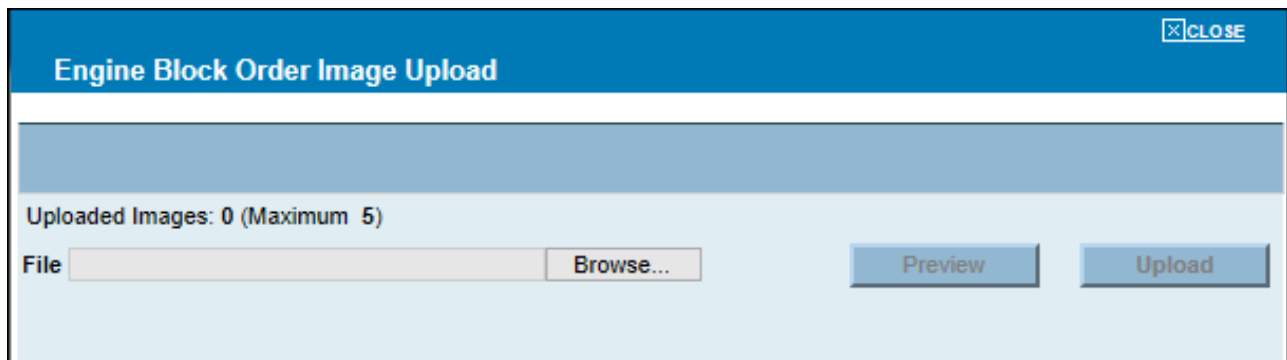
Dealer Information			
Dealer Number	206501	Repair Order Number*	<input type="text"/>
DPTS ID/Name*	<< SELECT >> ▼	Repair Order Date*	<input type="text"/> / <input type="text"/> / <input type="text"/>
SSN*	<input type="text"/> (Last four numbers)	Approved by Parts Manager*	<input type="radio"/> Yes <input type="radio"/> No
Telephone No.*	<input type="text"/> - <input type="text"/> Ext. <input type="text"/>	Have you called Tech Line about this problem?*	<input type="radio"/> Yes <input type="radio"/> No
Vehicle Information			
VIN	2HGFA1F68AH312932	Mileage	58523
Model	CIVIC	Model Year	2010
Body Type	4DR	Trim Level	LX-S
Warranty/Goodwill Information			
Warranty Status	OUT OF WARRANTY	Warranty Type	WAR <input type="checkbox"/> Customer Pay
First use Date	02/17/2010	Goodwill VSC Authorization	<input type="text"/>
Disclaimer: Warranty Validation checks manufacturer warranty coverage only. Please obtain authorization prior to submitting Goodwill or VSC/HCPV ENGINE BLOCK orders.			
Customer Information			
Customer Name*	<input type="text"/>		Customer Contact No.* <input type="text"/> - <input type="text"/>
Customer's Complaint*	<input type="text"/> MAX ALLOWED CHARACTERS 500		
Service Bulletin Information			
Click here to access Service Bulletin Information for Engine Block: 10-048			
Problem Description			
Did customer notice coolant on the ground? *	<input type="radio"/> Yes <input type="radio"/> No	Do you have clear pictures of the crack? *	<input type="radio"/> Yes <input type="radio"/> No
Was the vehicle towed in? *	<input type="radio"/> Yes <input type="radio"/> No	Is the coolant leaking from the crack now? *	<input type="radio"/> Yes <input type="radio"/> No
Is the vehicle drivable? *	<input type="radio"/> Yes <input type="radio"/> No	Where is the crack located? *	<< SELECT >> ▼
Any previous engine repairs? *	<input type="radio"/> Yes <input type="radio"/> No	How long is the crack? *	<input type="text"/> (mm)
Is the engine oil dip stick melted? *	<input type="radio"/> Yes <input type="radio"/> No		
Is the Engine Block cracked? *	<input type="radio"/> Yes <input type="radio"/> No		
DTC	<input type="text"/>	<input type="text"/>	<input type="text"/>
Image Upload			
Image Upload		Images Uploaded 0	View Image
Comments			

6. Select **Image Upload**. See MANDATORY PHTO REQUIREMENTS.

NOTE:

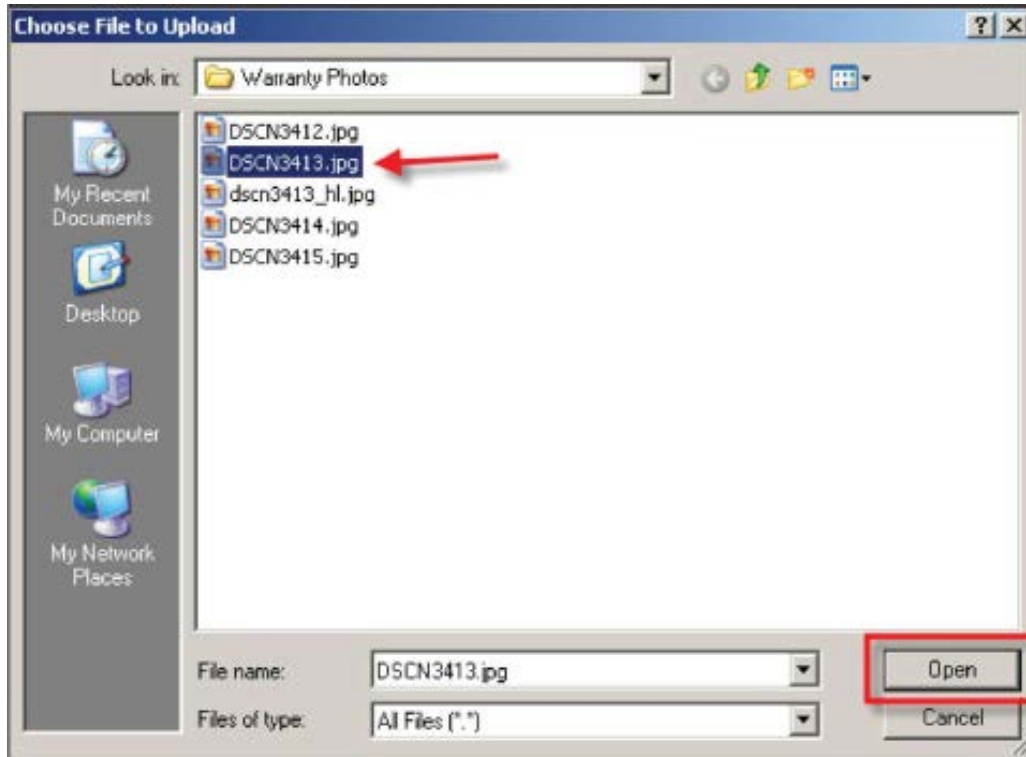
- Customer pay will not require photos.
- Upload 4 to 5 photos under the Image Upload section.

7. Select **Browse**, and select the photo you want to upload.

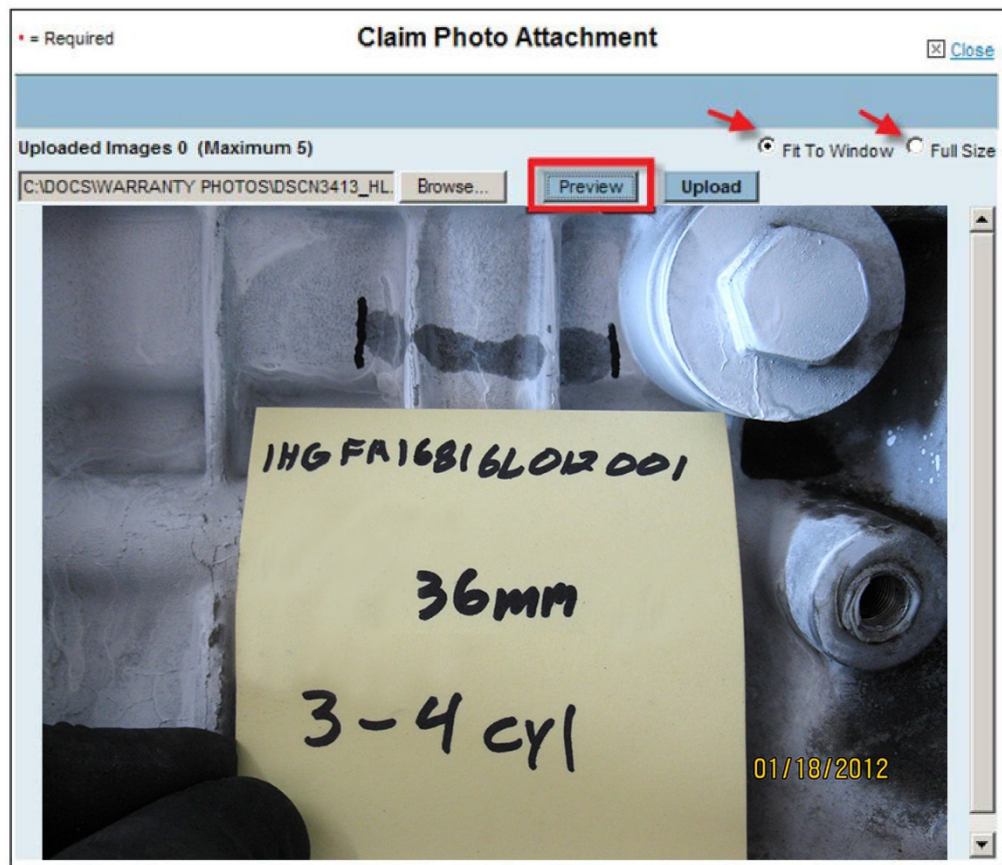


The dialog box has a blue header bar with the title "Engine Block Order Image Upload" and a "CLOSE" button in the top right corner. Below the header, there is a light blue section with the text "Uploaded Images: 0 (Maximum 5)". Underneath this, there is a "File" label followed by a text input field. To the right of the input field is a "Browse..." button. Further to the right are two buttons: "Preview" and "Upload".

8. Select **Open** to upload.



9. Select **Preview** to view the image before uploading. Fit to Window is selected by default as the size at which the preview image is displayed. Select **Full Size** if you want to enlarge the image, and use the scrollbars to view different areas of the enlarged image.



10. When complete, select **Submit**.

Item	Part Number	Description
1	10002-RNA-A50	GENERAL ASSY., CYLINDER BLOCK (DOT)



11. There will be a parts order acceptance page to confirm your order was submitted.

DEALER	REMAN. PART ORDER -	ENGINE BLOCK
VIN		

The ENGINE BLOCK ordering system has accepted your order.
To monitor the status of your ENGINE BLOCK order:

- *Select Reman Parts/ Special Order from the left menu
- *Select Order Status Inquiry > Cores with VIN
- * Enter an 'All Orders Accepted Since' date
- * Select 'Order Status Inquiry for Engine', then click Submit

The Order Status Inquiry Acknowledgement lists orders by Order Reference, VIN, Shipper, Ship Date, Part Number, Tech Line Reference Number and Status

The status of your ENGINE BLOCK order can be determined by the following Status codes:

The Tech Operations generates the following ENGINE BLOCK order STATUS codes:

- * PEND - The order is waiting to be processed by Tech Operations
- * HOLD - The order is waiting for additional dealer diagnosis
- * ERR - The order caused an error
- * DENY - Tech Operations denied the order
- * APPR - Tech Operations approved and forwarded order to AHM Parts

The AHM Parts Division generates the following ENGINE order STATUS codes:

- * BO/TOS - The order is on backorder / temporarily out of stock
- * CAN/BOC - The order was cancelled, contact your facing parts center
- * ALO/BOA - The order has been allocated, but not released for shipment
- * REL/BOR - The order has been picked, packed and shipped
- * INV - The order has been invoiced to the dealer parts account

[Back](#)

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ATTACHING PHOTOS TO A WARRANTY CLAIM

Go to the **Photo Attachments** area of the claim form to upload images as shown below.

1. To attach photos to the claim, click on **Upload Images**.

Sublet Information				
Sublet Code	Invoice No.	Work Description	Sublet Amount	Rental Days
PH	1234567899	ENGINE BLOCK	500.00	
<< SELECT >>				
Upload Images		Photo Attachments View Images		

The **Claim Photo Attachment** screen appears.

• = Required

Claim Photo Attachment

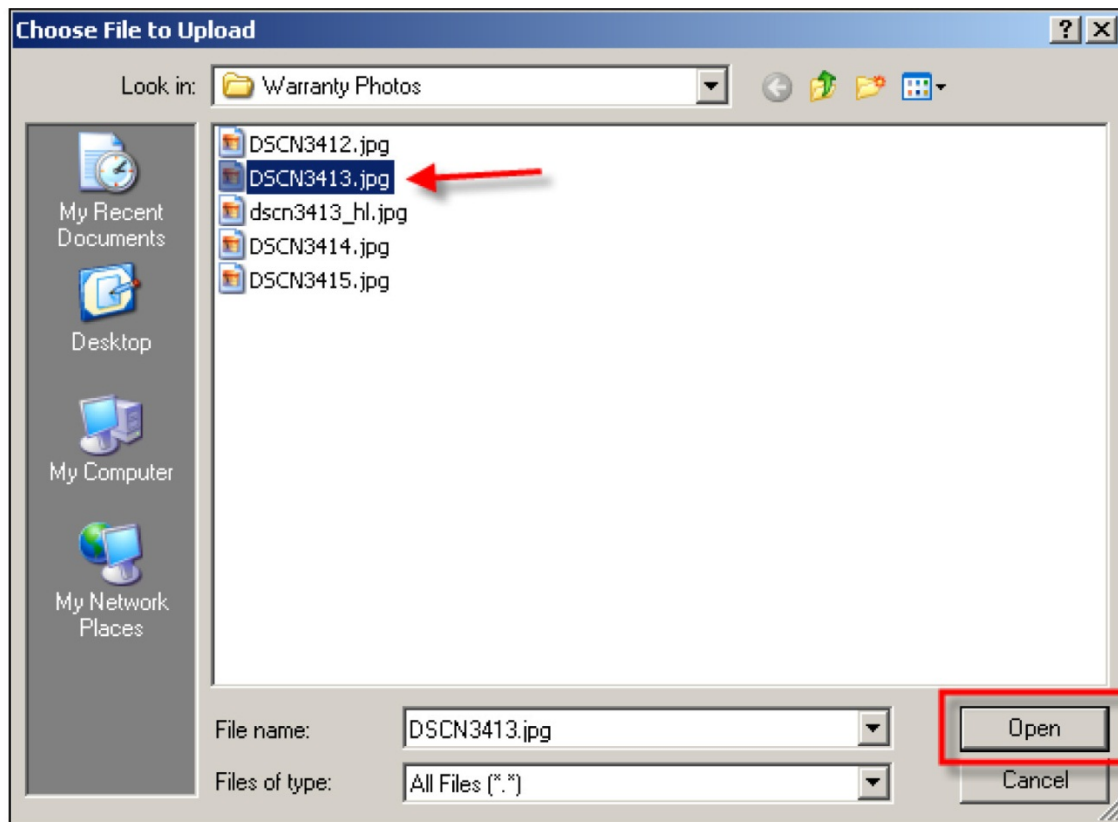
[Close](#)

Uploaded Images 0 (Maximum 5)

☐ Fit To Window ☐ Full Size

Browse... **Preview** **Upload**

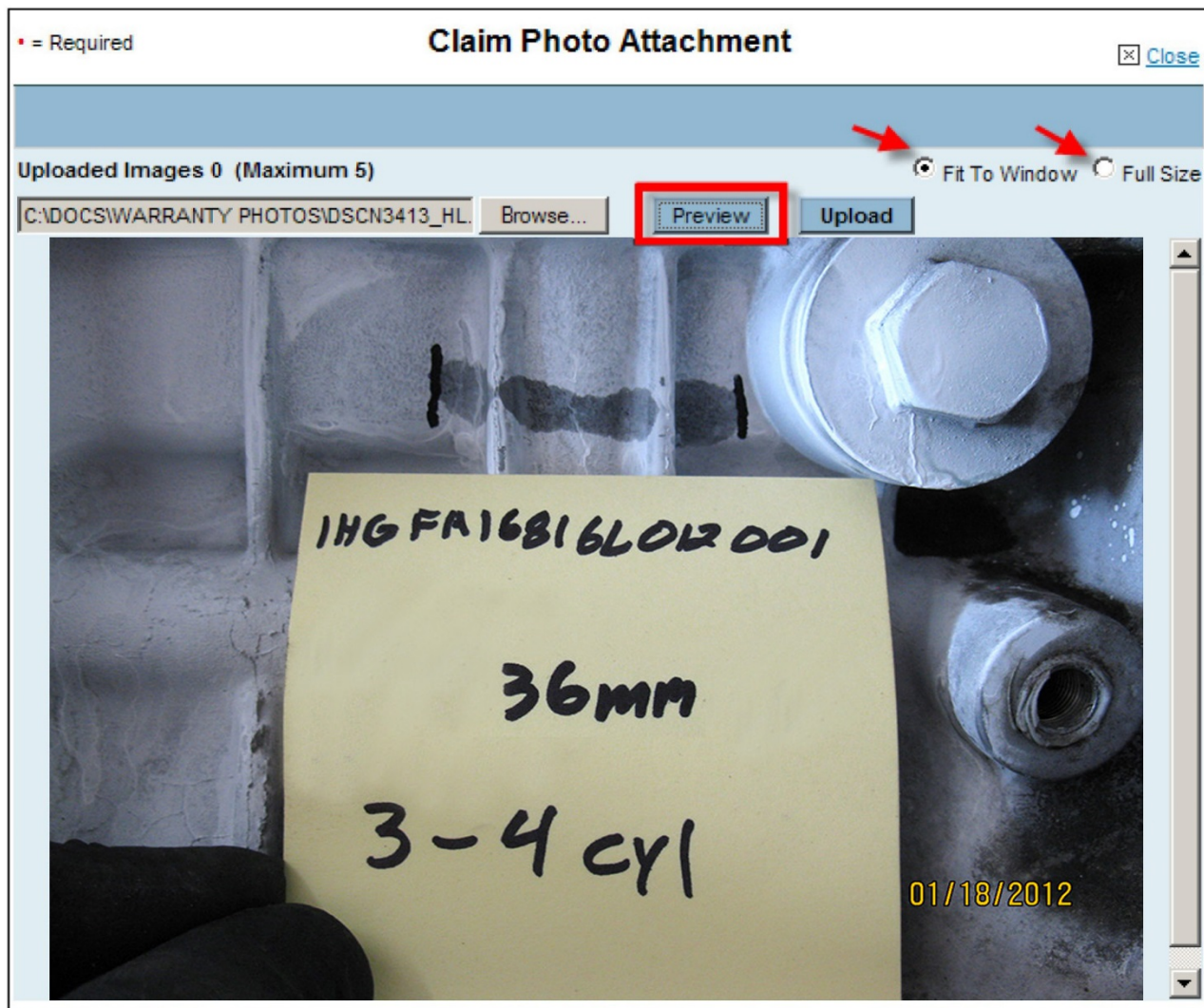
2. Click **Browse**. The **Choose File to Upload** window appears.



3. Click to **highlight** an image file to be uploaded.
4. Click **Open** to select the file.

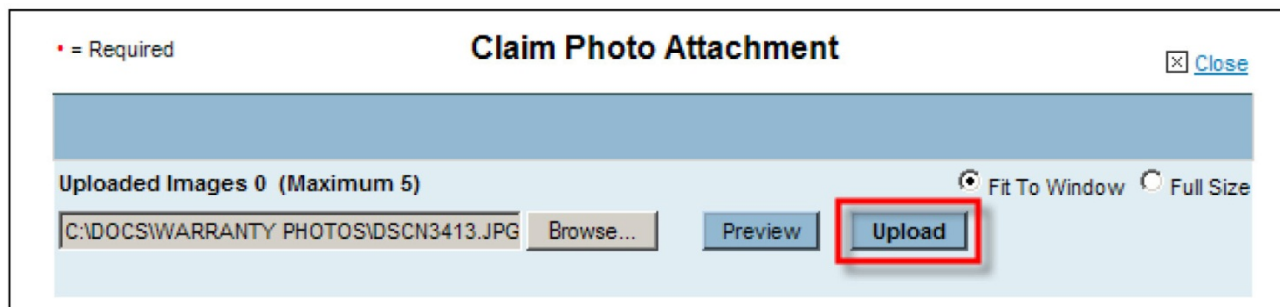
5. Click **Preview** if you would like to view the image before uploading. The preview image appears.

Fit To Window is selected by default as the size at which the preview image is displayed. Select **Full Size** if you want to enlarge the image, and use the scrollbars to view different areas of the enlarged image.



6. Click **Upload** to attach the image to the warranty claim.

The **Uploaded Images** count increases each time you upload a photo.



7. Click **Browse** again and follow the same steps to continue attaching images to the claim. To properly document each warranty repair claim, at least two photos must be attached.

8. When finished attaching photos, click **Close**.

The file names of your attached photos now appear in the **Photo Attachments** area of the claim form, as shown below.

Sublet Information				
Sublet Code	Invoice No.	Work Description	Sublet Amount	Rental Days
PH	1234567899	ENGINE BLOCK	500.00	
<< SELECT >>				
<u>Upload Images</u>		<u>Photo Attachments</u>	<u>View Images</u>	
dscn3413_hl.jpg	DSCN3412.jpg	DSCN3414.jpg	DSCN3415.jpg	

VIEWING AND DELETING PHOTO ATTACHMENTS


After uploading photo attachments, you can view the photos by clicking on **View Images** in the **Photo Attachments** area. The **Claim Photo Attachment** screen displays thumbnails of all photos attached to the claim.


Sublet Information				
Sublet Code	Invoice No.	Work Description	Sublet Amount	Rental Days
PH	1234567899	ENGINE BLOCK	500.00	
<< SELECT >>				
<u>Upload Images</u>		<u>Photo Attachments</u>	<u>View Images</u>	
dscn3413_hl.jpg	DSCN3412.jpg	DSCN3414.jpg	DSCN3415.jpg	


• = Required


Claim Photo Attachment Close

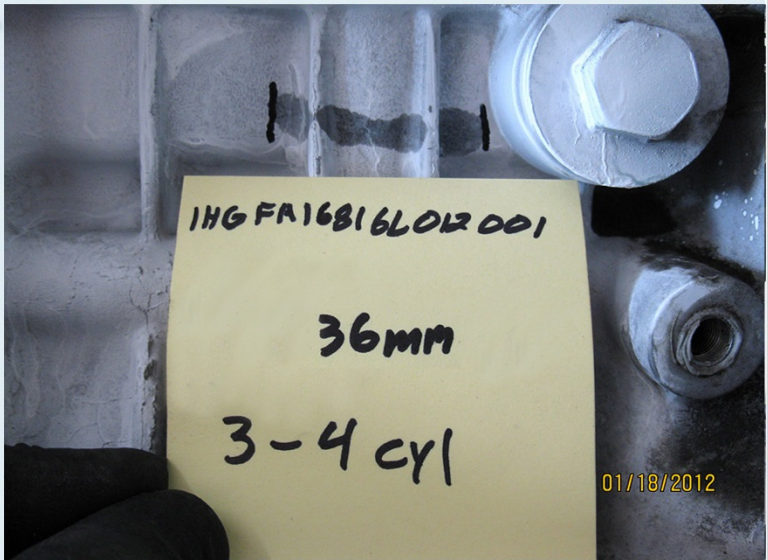
Images Uploaded: 4 Fit To Window Full Size

[Delete](#)  [dscn3413_hl.jpg](#)

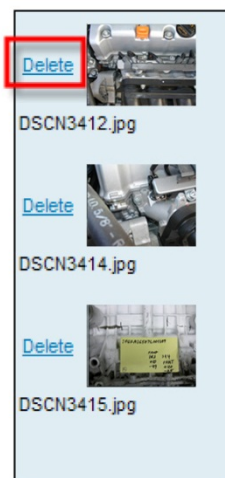
[Delete](#)  [DSCN3412.jpg](#)

[Delete](#)  [DSCN3414.jpg](#)

[Delete](#)  [DSCN3415.jpg](#)



Click on a thumbnail to view the photo attachment, as shown above. To delete a photo attachment, simply click **Delete** to the left of its thumbnail.



When your claim and photos are completely ready, click **Submit** to send the claim to the American Honda Warranty department.

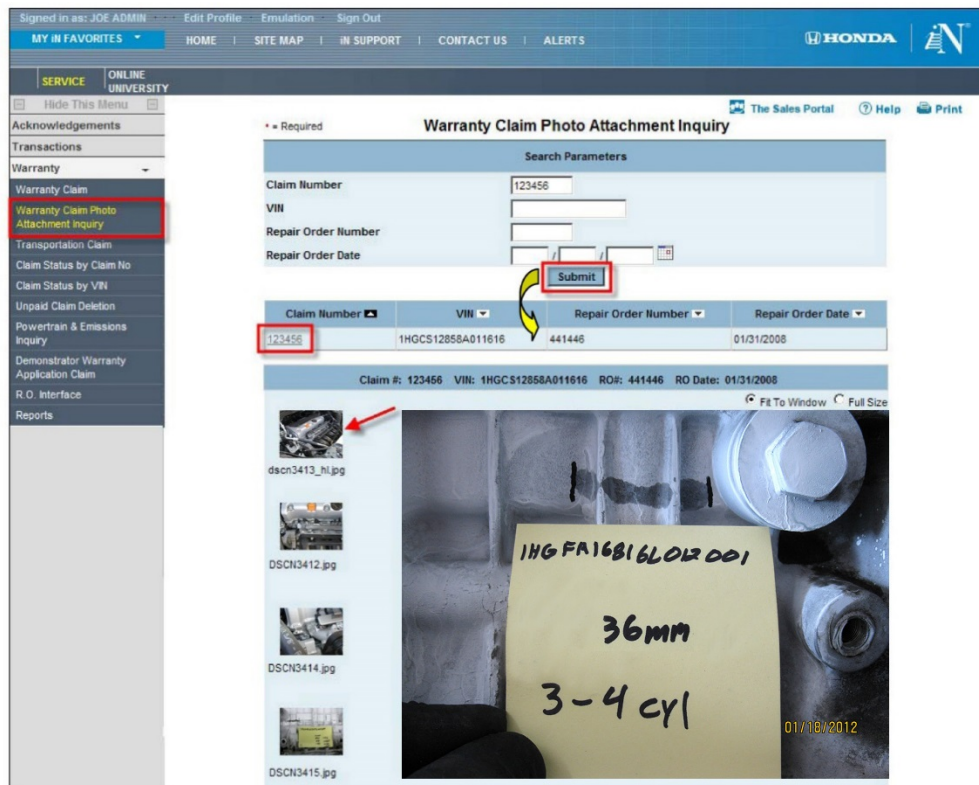
WARRANTY CLAIM PHOTO ATTACHMENT INQUIRY

After submitting a warranty claim, you can view its photo attachments at any time as follows:

1. From the **Service > Warranty** menu, click **Warranty Claim Photo Attachment Inquiry**.
2. Enter any of the following: **Claim Number**, **VIN**, **Repair Order Number**, or **Repair Order Date**.
3. Click **submit**. Thumbnails of all photos attached to the claim appear, as shown below.
4. Click on any thumbnail to view the photo attachment.

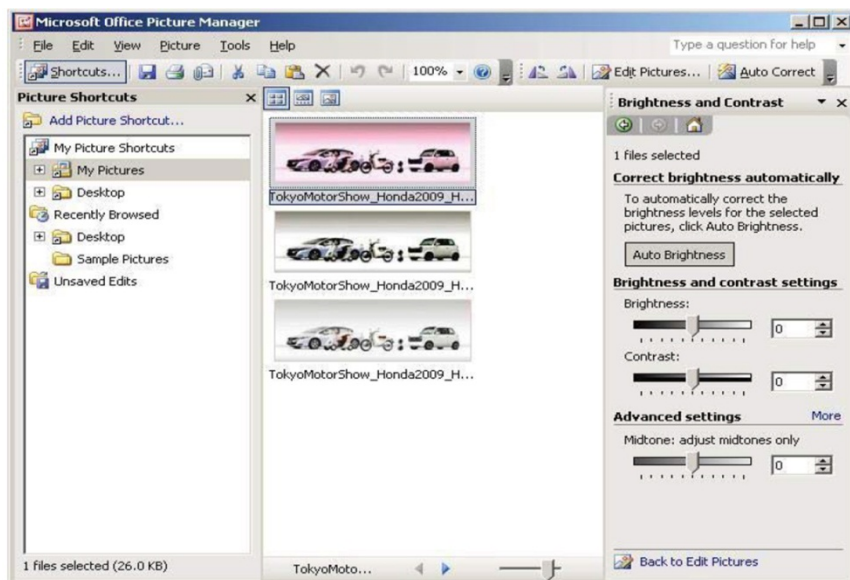
NOTE:

- Photo attachments are archived on the iN for 2 years.
- Whenever you open a saved warranty claim and attach or delete photos, you must either **Save** or **Submit** the claim to retain your photo attachment changes.



CORRECTING PHOTO PROBLEMS USING PICTURE MANAGER

Microsoft Office Picture Manager is a very useful tool to help improve the quality of photos submitted for warranty consideration.



While the Picture Manager program cannot correct blurry, out-of-focus pictures, it can adjust pictures for brightness, contrast, and color, helping to reveal details. It can also crop or resize digital photo files so that they can be submitted for warranty claim consideration.

- To use this program on your PC, select **Start > Programs > Microsoft Office > Microsoft Office Tools > Microsoft Office Picture Manager**.
- If the above instruction does not lead you to the Picture Manager program, select **Start > Search**. Under **Search for Folders or Files**, type "Picture Manager" in the Search window, then click on **Search Now**.
- To create a shortcut to open Microsoft Picture Manager from your desktop, go to **Start > Programs > Microsoft Office > Microsoft Office Tools > Microsoft Picture Manager >**, then right-click and choose **Create Shortcut**. The shortcut icon and title will appear below the original Microsoft Picture Manager icon and title. Left-click and hold on the shortcut icon and drag it to the desktop. Once there, if you wish to change its name, right-click on the icon and select **Rename**.
- To open and edit photos directly from Microsoft Picture Manager, right-click on any jpg picture file, then move your cursor to **Open with**.

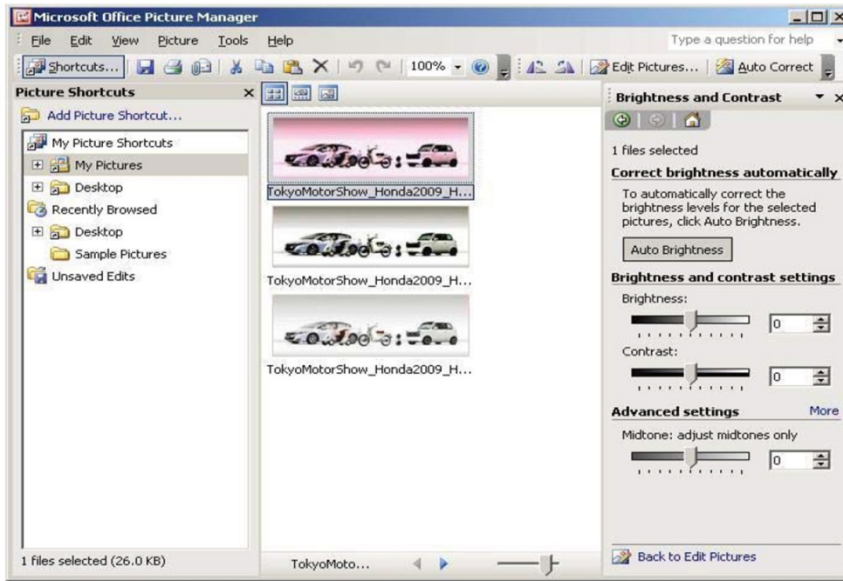
Another window will open listing Microsoft Office Picture Manager and other programs. **Do not** click on **Picture Manager**, but instead scroll down the list, then click on **Choose Program**.

Another window will open, with Picture Manager already selected. Check the open box next to **Always use the selected program to open this kind of file**; this will make Picture Manager your default picture management program.

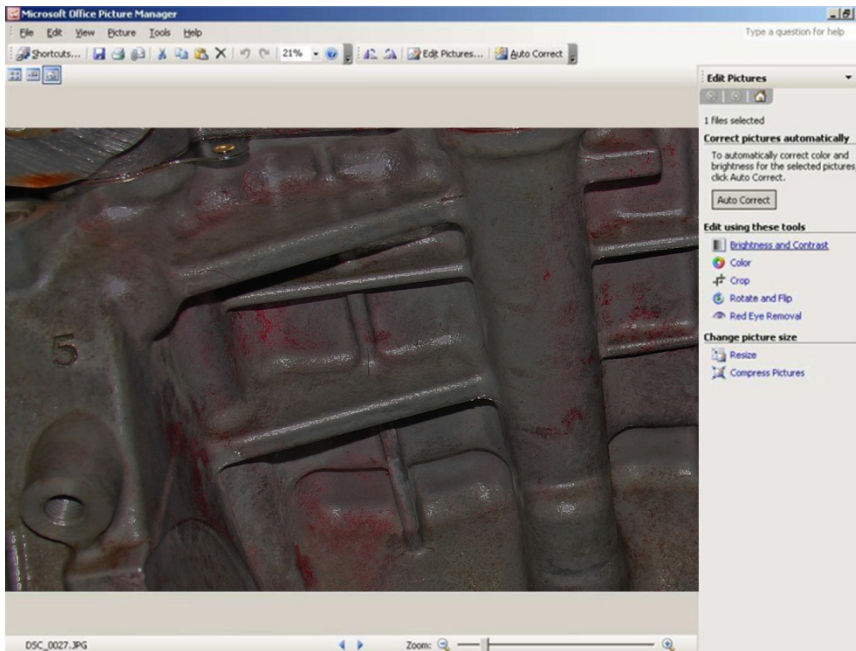
NOTE: The next time you click on a JPEG photo, it will automatically open in the Picture Manager program.

Correction Example #1: Photo is too dark

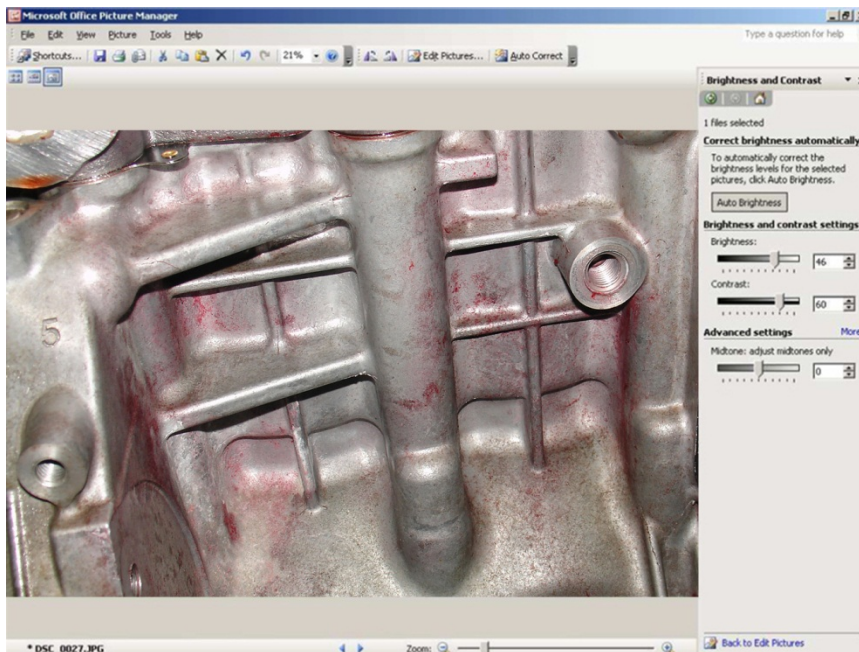
In Picture Manager, select **Edit/Edit Pictures > Edit Using These Tools/Brightness and Contrast**. Use the sliding scales to adjust the photo to the brightness and contrast that best reveal the fault.



Before Picture Manager correction:



After Picture Manager correction:

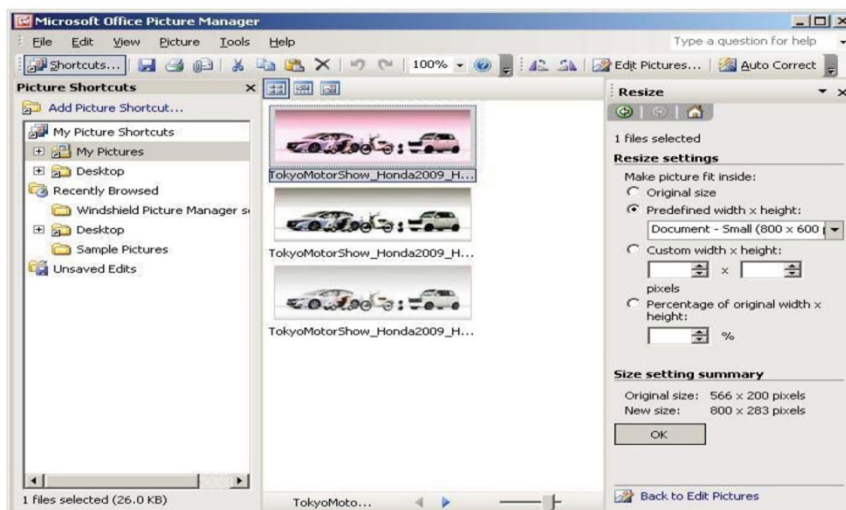


Correction Example #2: Photo size is too large

For maximum clarity, **the file size for each photo must be between 500 kb and 10,000 kb (10 mb)**. ZIP-compressed files are not acceptable. Photo file sizes over 10,000 kb (10 mb) cannot be accepted by the American Honda Warranty department.

To reduce a picture's file size, open Picture Manager. Select the photo to be reduced, then click on **Edit Pictures > Resize > Percentage of original width x height**, then click on the down arrow to reduce its percentage (%) size. View the pixel count change in **Size Setting Summary**, which displays the photo's **Original size** and its **New size**.

NOTE: The % function changes the pixels per inch, so a photo's size should be reduced only enough to meet the maximum file size requirement. For example, a 10% reduction in pixels per inch will reduce a photo's size and its resolution by almost 50%.



END