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Sent on	04	25	2018	Expires on	05	07	2018
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From	Parts and Service Division
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Subject	Request for Parts: 2017 Civic & CR-V Timing Chain Case Cover Oil Leak
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Parts: 2017 Civic & CR-V Timing Chain Case Cover Oil Leak

This message is solely directed to Honda dealership personnel; please handle accordingly.
 Print this *i/V* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2017 Civics & CR-Vs with customer complaint of oil leak from the timing chain case cover. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

- Civic VIN must start with 2HG or 19X & must also be within the VIN range below:
 2HGFC3...HH353636 to 2HGFC3...HH361007
 19XFC1...HE006737 to 19XFC1...HE019820
- CR-V VIN must start with 5J6, 2HK or 7FA & must also be within the VIN range below:
 5J6RW2...HL0003240 to 5J6RW2...HL039064
 2HKRW2...HH600018 to 2HJRW2...HH641053
 7FARW1...HE000010 to 7FARW1...HE009537
- Must confirm leak from the tensioner cover.
- No attempt has been made to repair this issue.

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.