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<b>Sent on</b>	10	23	2018	<b>Expires on</b>	12	22	2018
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	2017-18 CR-V Engine Oil Dilution Product Update						

DATE: October 22, 2018

TO: All Honda Parts &amp; Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2017-18 CR-V Engine Oil Dilution Product Update

Today American Honda is announcing a product update campaign for certain 2017-18 CR-V vehicles with the 1.5L turbo engine that were sold in the following cold-weather states: Maine, Minnesota, North Dakota, South Dakota, and Wisconsin. This product update addresses concerns related to engine oil dilution due to various control unit software/threshold settings. If you have a customer outside of the current affected regions, perform normal diagnostics. If you confirm the problem noted below, provide the update to the customer under normal warranty. Do an iN VIN status inquiry to determine which vehicles **in your inventory are affected.**

PROBLEM

In some extreme cold-weather states, CR-Vs driven on very short drive cycles may experience engine oil dilution. In some cases, this may result in increased oil level and can cause a misfire: DTC P0300 (random misfire detected), P0301 (No. 1 cylinder misfire detected), P0302 (No.2 cylinder misfire detected), P0303 (No. 3 cylinder misfire detected), P0304 (No. 4 cylinder misfire detected), or P0172 (fuel system too rich).

REPAIR

There are two different repairs identified in two bulletins depending on the vehicle:

- Repair 1: Replace the A/C control unit, reset the maintenance minder, and replace the engine oil (it is not necessary to change the oil filter). Clear any DTCs, and update the PGM-FI and TCU software with the latest version. Reset the throttle position learned values, and do the PCM idle learn procedure.
- Repair 2: Reset the maintenance minder, and replace the engine oil (it is not necessary to change the oil filter). Clear any DTCs, and update the PGM-FI and TCU software with the latest version. Reset the throttle position learned values, and do the PCM idle learn procedure. The A/C control unit is not needed for vehicles associated with this bulletin.

PARTS

Replacement A/C control units are available through DPSM approval.

SOFTWARE

Software to update the ECU and TCU is available for download.

SERVICE BULLETINS

Both service bulletins have posted to the Service Information System (SIS)

- Service Bulletin 18-114, *Product Update: 2017-18 CR-V: Software Update with A/C Control Unit Replacement, DTC P0300, P0301, P0302, P0303, P0304, or P0172.*
- Service Bulletin 18-124, *Product Update: 2017-18 CR-V: Software Update DTC P0300, P0301, P0302, P0303, P0304, or P0172*

CUSTOMER NOTIFICATION

American Honda expects to begin notification for customers in the first five states by the end of November.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.