

[Next Unread Message](#)**View Message**

<b>Sent on</b>	12	14	2018	<b>Expires on</b>	01	14	2019
----------------	----	----	------	-------------------	----	----	------

<b>From</b>	Parts and Service Division
-------------	----------------------------

<b>Subject</b>	Understanding Oil Dilution
----------------	----------------------------

**PRIORITY/ACTION REQUIRED**

To: Honda Service Manager

From: Technical Research and Support

Re: Understanding Oil Dilution

Print this *iN* message and provide a copy to the Shop Foreman and all Service Consultants.

In October American Honda announced a product update campaign for certain 2017-18 CR-V vehicles with the 1.5L turbo engine that were sold in certain cold-weather states: This product update addresses concerns related to engine oil dilution due to various control unit software/threshold settings. **Do an iN VIN status inquiry to determine which vehicles in your inventory are affected.**

If you have a customer experiencing these symptoms and they are outside of the affected PUD region, service information will be available soon.

**PROBLEM**

The vehicle may experience lack of power, which may cause 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) to set.

**REPAIR**

Reset the maintenance minder, and replace only the engine oil and the A/C control unit (if applicable). 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. For dealer technicians we released a Tech2Tech video titled **UNDERSTADNING OIL DILUTION**.

**Link to Tech2Tech:**

[https://www.in.honda.com/rjanisis/pubs/app/video/service\\_info\\_video.htm?div=H&video=amv181004\\_720.mp4](https://www.in.honda.com/rjanisis/pubs/app/video/service_info_video.htm?div=H&video=amv181004_720.mp4)

**CUSTOMER INFORMATION**

If you have a customer with a questions related to oil dilution without any of the symptoms mentioned above, to help the customer understand this occurrence, we have published a product characteristic sheet in the iN and a customer education video on the Honda owners site, both titled **UNDERSTANDING OIL DILUTION**.

**Link to customer Video:**

[https://crss.secure.force.com/hondaknowledge/articles/Public\\_Knowledge/2017-2018-Honda-CR-V-Understanding-Oil-Dilution/?l=en\\_US&c=Division\\_Subdivision%3AHonda\\_Product\\_Operation&fs=Search&pn=1](https://crss.secure.force.com/hondaknowledge/articles/Public_Knowledge/2017-2018-Honda-CR-V-Understanding-Oil-Dilution/?l=en_US&c=Division_Subdivision%3AHonda_Product_Operation&fs=Search&pn=1)

**Link to Product Characteristic Sheet:** [Click Here](#)