

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

Sent on	01	31	2019	Expires on	03	31	2019
----------------	----	----	------	-------------------	----	----	------

From	Brad Ortloff, Manager of Auto Campaigns and Recalls
-------------	---

Subject	PROCEDURE UPDATE:16-18 Civic & 2017-18 CR-V Engine Oil Dilution Product Update
----------------	--

DATE: January 31, 2019

TO: Affected Region Honda Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: PROCEDURE UPDATE: 2016-18 Civic & 2017-18 CR-V Engine Oil Dilution Product Update

Background

American Honda has previously announced product update campaigns for certain 2016-18 Civic and 2017-18 CR-V vehicles with the 1.5L turbo engine for engine oil dilution. These campaigns applied to vehicles sold in the following cold weather states: Alaska, Connecticut, Illinois, Indiana, Iowa, Maine, Massachusetts, Michigan, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Vermont and Wisconsin.

Repair Update

The AC control unit replacement procedure has been changed to a software reflash procedure. On February 1, 2019, revisions to service bulletins 18-114, *2017-18 CR-V Software Update and A/C Control Unit Update* and 18-137, *Product Update 2016-18 Civic Software and AC Control Unit Update*, will be posted to the Service Information System (SIS) to reflect this change.

- As of February 1, 2019, do not perform AC control unit replacement.
- AC control unit replacement claims for VINs repaired on or before January 31, 2019 will be honored, while claims for replacements made on or after February 1, 2019 may be subject to debit.
- Be sure to discard any old versions of bulletins 18-114 and 18-137 to ensure that only the reflash procedure is being applied from February 1, 2019 forward.

Tool Information

Tools to support this procedure change are being distributed now, with most dealers expected to receive them today, January 31, 2019.

Parts Information

Details on returning unused/overstocked AC control units will be shared with dealers via an iN message from American Honda Parts Operations in the near future.

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.