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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	2016-18 Civic and 2017-18 CR-V Engine Oil Dilution Drivability Concerns W.E.
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DATE: April 5, 2019

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2016-18 Civic and 2017-18 CR-V Engine Oil Dilution Drivability Concerns Warranty Extension

Today, April 5, 2019, American Honda is announcing a warranty extension for certain 2016-18 Civic and 2017-18 CR-V vehicles due to drivability concerns. American Honda is extending the powertrain warranty on the camshafts and rocker arm assemblies from the original 5 years/60,000 miles to 6 years/unlimited miles from the original date of sale.

BACKGROUND

This warranty extension addresses concerns related to engine oil dilution due to various control unit software threshold settings and possible camshaft and rocker arm failures. Depending on driving behavior, some vehicles may experience lack of power, which may cause the MIL to come on with 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) or a whirling noise from the engine.

REPAIR

**Do an iN VIN inquiry to determine the correct repair for an affected vehicle.**

- If the vehicle is also affected by the product update outlined in service bulletins: *18-114, 18-124, 18-137, or 19-025*, complete said update first. If the customer returns following application of the product update with complaints related to DTC P0301-P0304, P0172 or a whirling noise from the engine, follow the diagnostic steps in service bulletin 19-037 or 19-038, depending on the model.
- If the product update does not apply, follow the diagnostic steps in service bulletin 19-032 or 19-033, depending on the model, to determine whether a software update and/or parts replacement may apply.

PARTS

Parts are available through normal parts ordering channels. The diagnostic process will identify which parts, *if any*, are needed. The majority of vehicles will require only a software update. Order parts only after you have done a complete diagnosis following the bulletin instructions and you have confirmed the need for parts replacement.

SOFTWARE

Software to update the ECU and TCU is currently available.

SERVICE BULLETINS

The following service bulletins have been posted to the Service Information System (SIS):

***Vehicles NOT affected by PUD Service Bulletins 18-114-, 18-124, 18-137, 19-025***

*19-032, Warranty Extension: 2017-18 CR-V: Software Update with A/C Replacement; DTC P0300, P0301, P0302,*

## INTERACTIVE NETWORK

*P0303, P0304, or P0172; Whirling Noise from Engine*

*19-033, Warranty Extension: 2016-18 Civic: Software Update with A/C Replacement; DTC P0300, P0301, P0302, P0303, P0304, or P0172; Whirling Noise from Engine*

### **Vehicles affected by PUDs Service Bulletins 18-114, 18-124, 18-137, 19-025**

*19-037, Warranty Extension: 2017-18 CR-V: DTC P0300, P0301, P0302, P0303, P0304, or P0172; Whirling Noise from Engine*

*19-038, Warranty Extension: 2016-18 Civic: DTC P0300, P0301, P0302, P0303, P0304, or P0172; Whirling Noise from Engine*

## CUSTOMER NOTIFICATION

American Honda expects to begin customer notification by the middle of May 2019.

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