

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

Sent on	08	09	2019	Expires on	10	27	2019
----------------	----	----	------	-------------------	----	----	------

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

Subject	Warranty Extension: 2016-18 Civic A/C Condenser Leaking
----------------	---

DATE: August 9, 2019

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Warranty Extension: 2016-18 Civic A/C Condenser Leaking

Today, August 9, 2019, American Honda is announcing a warranty extension for certain 2016-18 Civic vehicles. This warranty extension covers the A/C condenser to address concerns of leaking refrigerant. American Honda is extending the warranty on the A/C condenser from the original 3 years to 10 years from the original date of purchase.

BACKGROUND

Due to supplier process concerns, the A/C condenser may not have been manufactured to specifications. As a result, tiny holes may develop in the condenser tube walls that allows the refrigerant to leak out.

REPAIR

Follow the diagnostic steps outlined in service bulletin 19-091 to determine if the vehicle qualifies for this repair. For vehicles that qualify, replace the A/C condenser as outlined in the service bulletin.

PARTS

Parts are currently very limited in availability and are being expedited through our network to fulfill customer orders. Until sufficient inventory is available, please follow the normal order upgrade process to request a higher priority on your order.

TOOLS

There are no special tools or equipment required for this repair.

SERVICE BULLETIN

Service bulletin 19-091, *Warranty Extension: A/C Condenser Leaking*, has been posted to the Service Information System (SIS) as of August 9, 2019. It includes parts, repair, and warranty information related to this warranty extension.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification in early November 2019.

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.