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Sent on 11 14 2019 **Expires on** 11 20 2019

From Parts and Service Division

Subject Request for Visit: 2019-2020 Civic 2.0L Oil Leak from Valve Cover Gasket

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2019-2020 Civic 2.0L Oil Leak from Valve Cover Gasket

*This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this i/N message and provide a copy to the Shop Foreman and all Service Advisors.*

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2019-2020 Civic 2.0Ls with a customer complaint of an oil leak. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. VIN must start with 2HG.
2. 2.0L Engine only.
3. Excludes Type-R.
4. Must confirm oil leak is from the valve cover gasket.
5. No repair has been attempted for this issue.

Action Required

If you have or know of such a vehicle, please call the Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.