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Sent on	02	20	2020	Expires on	03	05	2020
From	Parts and Service Division						
Subject	Request for Parts: 2017-2019 CR-V Oil Leak at Valve Cover						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2017-2019 CR-V Oil Leak at Valve Cover

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

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2017-2019 CR-Vs with a customer complaint of an oil leak at the valve cover. To better understand the cause of this condition, AHM would like to collect specific parts from 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 2HK, 5J6 or 7FA.
2. EX EX-L & Touring trim only.
3. Must trace the oil leak to the valve cover. (clean off residual oil then apply trace powder, run engine to confirm leak location)
4. Vehicle has not been in a collision.
5. No repair has been attempted for this issue.

Action Required

If you have or know of such a vehicle, please call 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.