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Sent on 06 23 2020 Expires on 07 07 2020

From Parts and Service Division

Subject Request for Parts: 2016-2019 Accord, Civic & 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: 2016-2019 Accord, Civic, 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 2018-2019 Accords, 2016-2019 Civics & 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 1HG, 2HG, 2HK, 5J6 or 7FA.
2. For Accord, LX/EX/Touring only.
3. For Civic, EX/Touring/Si only.
4. For CR-V, EX/EX-L/Touring only.
5. Must trace the oil leak to the valve cover (clean off residual oil then apply trace powder, run engine to confirm leak location).
6. Vehicle has not been in a collision.
7. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.