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| Sent on | 05 | 10 | 2021 | Expires on | 05 | 29 | 2021 |
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| From | Parts and Service Division |
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| Subject | 2016-2020 Honda Civic IMPROPER Compressor Replacement |
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To: All Honda Service Managers/Advisors
 From: Service Engineering
 RE: 2016-2020 Honda Civic IMPROPER Compressor Replacement

**This message is solely directed to Honda dealership personnel; please handle accordingly.
 This iN message MUST be printed and provide copies to the Shop Foreman, all Shop Technicians and all Service Advisors.**

To Dealers,

We have noticed an unprecedented parts demand and number of warranty claims for the 2016-2020 Civic A/C compressors. The overwhelming majority of the compressors returned and analyzed have been proven to be LEAK FREE. Some compressor designs will allow for some oil seepage and/or red dust in the compressor clutch/shaft area. This is NORMAL for this compressor design.

Keep in mind that just because a part was replaced or the system is recharged and is working fine, does not mean the leak was properly identified and repaired. A very small leak, such as a condenser leak may take many Months to leak enough refrigerant to cause a noticeable degradation in AC performance.

There is Warranty Extension for leaking 2016-2018 Civic Condensers (**HSB 19-091**).

ANY LEAK SUSPECTED VIA VISUAL OBSERVATION MUST BE VERIFIED BY A SONIC TESTER, GAS LEAK DETECTOR OR DYE

HSB 18-073 provides detailed information on how to use the Bosch ROBLD020 Dual Mode Refrigerant Gas Leak Detector. This should be used to confirm a suspected leak at a compressor.

Please also take a look at the following publications help you in diagnosing refrigerant leaks:

- **SB 07-030** - A/C Leak Detection (instructions for the proper use of dye)
- **SB 18-073** - Bosch ROBLD020 Dual Mode Refrigerant Gas Leak Detector
- **T2T** - Check for A/C Leaks with the Ultra Sonic Leak Detector
- **T2T** - Interactive A/C Performance Test

Sniffer diagnostic tools are highly effective, especially when used slowly. Recent tests indicate moving the sniffer over a suspect component no faster than 10mm per second is recommended.

Ensure that when a sniffer is utilized, cooling fans, blowers, and shop ventilation are not blowing away your evidence. Leaks can be very small and easily dispersed. When adding dye to an A/C system, make sure to allow enough time to let the leak detection dye to fully circulate through the entire system. Turn off "Eco" mode during this process.