

## **PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Information & Support Group  
RE: Request for Visit: 2020-2021 Accord & Civic 2.0L Oil Leak from Head Cover Gasket  
**(ACTION REQUIRED)**

This message is solely directed to Honda dealership personnel; please handle it 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 2020-2021 Accord 2.0Ls & Civic 2.0Ls with a customer complaint of an oil leak or a dealer technician noticing an oil leak from the head cover gasket during a routine maintenance. To fully 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 requirement:

1. Must confirm oil leak is from the head cover gasket.
2. No repair has been attempted for this issue including cleaning the area of suspected oil leak.

### **Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support at [tis@ahm.honda.com](mailto:tis@ahm.honda.com).

TIS 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 reach you
4. Current Mileage

Thank you.