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Sent on	09	25	2023	Expires on	10	09	2023
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From	Technical Information & Support Group
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Subject	Request for Parts: 2019-2020 Accord/Civic Si/CR-V Misfire DTC (ACTION REQUIRED)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2019-2020 Accord, Civic Si, CR-V Misfire DTC (**ACTION REQUIRED**)

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 searching for certain 2019-2020 Accords, Civic SIs, and CR-Vs with a customer complaint of the Malfunction Indicator Light (MIL) on with DTCs P030X (Cylinder Misfire Detected) and/or P0172 (System Too Rich [Bank 1]) stored. 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. Accords and CR-Vs must have 1.5L engine.
2. Civics must be Si trim.
3. 2019 CR-Vs must be AFTER 7FARW2...KE056667
4. Must have one or more of the following DTCs stored:
 - P0300 (Random Misfire Detected)
 - P0301 (No.1 Cylinder Misfire Detected)
 - P0302 (No.2 Cylinder Misfire Detected)
 - P0303 (No.3 Cylinder Misfire Detected)
 - P0304 (No.4 Cylinder Misfire Detected)
 - P0172 (System Too Rich [Bank 1])
5. Issue has been traced to the fuel injectors according to iN procedure.
6. Fuel injectors & the high-pressure fuel pump have not been replaced previously.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at 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. 2023)
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
5. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring dealer personnel with a VISA gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.