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Sent on	04	12	2024	Expires on	04	26	2024
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From	Technical Information & Support Group
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Subject	Request for Visit: 2019-2022 Accord FHEV MIL On w/ DTC P030X (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2019-2022 Accord FHEV MIL On w/ DTC P030X Stored (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 searching for certain 2019-2022 Accord FHEVs with a customer complaint of the Malfunction Indicator Light (MIL) on with the DTC P030X (Cylinder Misfire Detected) stored. Customer may also experience engine running rough condition. 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. Vehicle must be under the 5-year/60K-mile Powertrain Limited Warranty.
2. Must have one 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)
3. Head Gasket coolant leak to cylinder has been confirmed by performing borescope inspection or pressure test (TAKE A PHOTO).
4. No prior cylinder head removal and/or head gasket replacement.

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, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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. 2024)
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. Confirm that the vehicle meets qualifiers #1-#4 listed above
6. 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 personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.