

[Next Unread Message](#)[View Message](#)

Sent on	05	01	2024	Expires on	05	15	2024
From	Technical Information & Support Group						
Subject	Request for Parts: 2023-2024 Civic 2.0L & Pilot Head Cover Gasket Leak						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023 Civic 2.0L & 2023-2024 Pilot Head Cover Gasket Leak**
(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 2023 Civic 2.0Ls, 2023-2024 Pilots with a customer concern of an oil leak or a dealer noticing an oil leak from the head cover gasket during routine maintenance. 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. Civic must be equipped with 2.0L engine (LX & Sport) & the manufactured date on the driver's door jamb must be **AFTER** 06/2023.
2. For Civic, must confirm oil leak from the head cover gasket area (do not clean oil-leak area) (click [HERE](#) for example photo).
3. For Civic, previous repair attempts are accepted as long as the cylinder head cover or gasket have not been replaced.
4. For Pilot, must confirm oil leak from Bank 1 rear head cover gasket area (oil control valve holder area) by performing borescope inspection (do not clean oil-leak area). (click [HERE](#) for borescope inspection procedure)
5. For Pilot, below DTCs may be stored, associated with this condition:
 - a. P2096 (Post Catalyst Fuel Trim System Too Lean [Bank 1])
 - b. P2270 (Rear Secondary Heated Oxygen Sensor Circuit Signal Stuck Lean)
6. For Pilot, previous repair attempts are accepted if the cylinder head assembly has not been replaced.
7. Vehicle has not been in a collision.

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-#7 listed above
6. For Civic, attach one wide-angle and one close-up photo of the leaking area.
7. For Pilot, attach borescope photos of mounting hole A (1) & bolt hole #6 (2)
8. 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.