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Sent on 10 23 2024 Expires on 11 06 2024

From Technical Information & Support Group

Subject Request for Parts: 2017 Fit CEL On DTC P0420 Stored (ACTION REQUIRED)

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Information & Support Group  
RE: **Request for Parts: 2017 Fit CEL On DTC P0420 (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 2017 Fits with customer complaint of Check Engine Light (CEL) on with DTC P0420 [Catalyst System Efficiency Below Threshold] stored. To better understand the cause of this condition, AHM would like to 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. Must have DTC P0420 stored.
- 2. Must NOT have misfire P030X, P0171, or P0172 DTCs stored.
- 3. Prior clearing of DTC code is ok, if confirmed through HDS (print All DTC Check).
- 4. No previous replacement of the fuel injectors, catalytic converter, oxygen sensor, air fuel ratio sensor, throttle body or high pressure fuel pump.
- 5. No repair has been attempted for this issue.

**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](mailto: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-#5 listed above and attach All DTC Check printout.
- 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.