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Sent on	11	05	2024	Expires on	11	19	2024
From	Technical Information & Support Group						
Subject	Request for Parts: 2021 CR-V FHEV Passenger Side Transmission Diff Oil Seal Leak						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Parts: 2021 CR-V FHEV Pass Side Transmission Differential Oil Seal 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 2021 CR-V FHEVs with a customer complaint of an oil leak coming from the transmission/differential oil seal. The leak may also be found during normal service or an oil change. 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. Must have a visible oil leak from the passenger side transmission to differential oil seal 91206-RCT-003 (click [HERE](#) for example photo).
- 2. No collisions.
- 3. Previous oil seal replacement ok.
- 4. No repair attempts during this visit.

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 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. 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 & attach photo of the oil leak to the email.
- 6. DPTS#

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

Thank you.

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