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Sent on	10	01	2025	Expires on	10	15	2025
From	Technical Information & Support Group						
Subject	Request for Visit: 2023-2024 FHEV Accord & CR-V Head Cover Leak (ACTION REQ'D)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2023-2024 FHEV Accord & CR-V Head Cover 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 2023-2024 FHEV Accords & CR-Vs with a customer complaint 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 inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Only FHEVs accepted.
2. Must confirm oil leak from the head cover area, specifically from all four corners of the cover (must capture 1 wide-angle & 1 close-up photo, click [HERE](#) for example photos).
3. No previous replacement of the cylinder head cover and gasket.
4. Residual oil from previous service is not acceptable.
5. No repair has been attempted for this issue.
6. 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. 2025)
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-#6 listed above.
6. Attach two photos (one wide-angle and one close-up photo) of the leaking area.
7. 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.