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Sent on	06	13	2017	Expires on	06	27	2017
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From	Parts and Service Division
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Subject	Request for Parts: 2008 Civic CNG MIL On with DTC P0300-P0304 Stored
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2008 Civic CNG MIL On with DTC P0300-P0304 Stored

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iV message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2008 Civic CNGs with a customer complaint of rough idle or Malfunction Indicator Lamp (MIL) on with the misfire DTCs P0300 through P0304 stored. To fully 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. One or more P0300 through P0304 DTCs must be 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)
2. Vehicle must have original coils & spark plugs.
3. Must verify misfire by swapping coils to confirm that the issue follows the coil.
4. Spark plug must not be touched (i.e. tighten, loosen, etc.)
5. First time complaint only.
6. No previous repairs/replacements of the cylinder head, spark plugs or coils.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.