

View Message

Sent on	01	22	2022	Expires on	02	07	2022
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From	Technical Information & Support Group
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Subject	Request for Parts: 2018-2021 Accord & CR-V MIL On w/ DTC P030X or P0172
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PRIORITY/ACTION REQUIRED

TO: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2018-2021 Accord & CR-V MIL On w/ DTC P030X or P0172 Stored

This message is solely directed to Honda dealership personnel; please handle 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 2018-2021 Accord 1.5Ts & CR-Vs with a customer complaint of the Malfunction Indicator Light (MIL) on with the DTC P030X (Cylinder Misfire Detected) or P0172 (Fuel System Too Rich) stored. 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. Accord must be 1.5L turbo & the production date on the driver's doorjamb must be AFTER 05/2018.
2. Must have one of the following DTCs 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)
 - P0172 (Fuel System Too Rich)
3. ALL DTC Check result must be printed before clearing DTCs.
4. Issue has been traced to the fuel injectors using the iN troubleshooting procedure.
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 – formerly TRS) at tis@ahm.honda.com. 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. 2020)
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

Thank you.