

View Message

Sent on	07	21	2022	Expires on	08	04	2022
From	Technical Information & Support Group						
Subject	Request for Parts: 2019-2022 Accord & CR-V MIL On w/ DTC P030X or P0172 Stored						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Parts: 2019-2022 Accord & CR-V MIL On w/ DTC P030X or P0172 Stored
(ACTION REQUIRED)

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 2019-2022 Accord 1.5Ts & 2020-2022 CR-V 1.5Ts 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. Vehicle must be 1.5 Turbo & non-Hybrids.
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. Issue has been traced to the fuel injectors using the iN troubleshooting procedure.
4. Fuel injectors & the high pressure fuel pump have not been replaced previously.

Action Required

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support 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 reach you
4. Current Mileage

Thank you.