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Sent on	11	28	2023	Expires on	12	12	2023
From	Technical Information & Support Group						
Subject	Request for Parts: 2017-2018 Fit CEL On with DTC P0420 Stored (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: **Request for Parts: 2017-2018 Fit CEL On with DTC P0420 Stored (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 2017-2018 Fits with customer complaint of Check Engine Light (CEL) on with DTC P0420 (Catalyst System Efficiency Below Threshold) stored. To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to your attempting a repair of any kind.

Qualifiers

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

1. DTC P0420 (Catalyst System Efficiency Below Threshold) must be stored.
2. Prior clearing of DTC code is ok, if confirmed through HDS.
3. No previous replacement of the fuel injectors, catalytic converter, oxygen sensor, or air fuel ratio sensor.
4. 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) 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. 2023)
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. DPTS #

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

Thank you.