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Sent on	12	02	2024	Expires on	12	13	2024
From	Technical Information & Support Group						
Subject	Request for Parts: 2017-2024 Accord, Civic, CR-V & Fit DTC P0420 (ACTION REQ'D)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2017-2024 Accord, Civic, CR-V Fit 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 2018-2024 Accord 1.5Ls, 2021-2024 Civics 1.5Ls, 2023-2024 CR-Vs 1.5Ls, and 2017 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 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. Must have DTC P0420 stored.
2. For Accords, Civics, CR-Vs;
 - a) Must NOT have DTCs P030X, P0171, or P0172, P0299 stored.
 - b) Must have 1.5L turbo engine;
 - c) Must not have previous replacement of the Catalytic Converter (18150), Oxygen Sensor (36532), LAF sensor (36531), Fuel injectors (06160/16010) or Turbocharger (18900).
3. For Fits;
 - a) Must NOT have DTCs P030X, P0171, P0172 stored;
 - b) Must not have previous replacement of the Catalytic Converter (18190), Oxygen Sensor (36532), Air Fuel Ratio Sensor (36531), Throttle body (16400) or High Pressure Fuel Pump (06161)
4. Prior clearing of DTC code is ok, if confirmed through HDS (print All DTC Check).
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) 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. 2024)
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-#5 listed above and attach All DTC Check printout.
6. 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.