



Campaign: N55/N60/N61
November 2018

Product Update and Warranty Extension campaigns: Engine Oil Dilution

Dear Honda owner:

We are sending this letter to notify you of a product update and a warranty extension that apply to your vehicle.

Please check the 17-digit Vehicle Identification Number (VIN) at the top of this letter to ensure that it matches the 17-digit VIN on the upper left of your vehicle's dashboard.

What is the problem?

On some 2017 and 2018 CR-V vehicles equipped with a 1.5L turbo direct-injection engine, the engine oil may become overly diluted with fuel and moisture, particularly when driving repeated short trips in very low ambient temperatures. Overly diluted engine oil may cause a variety of symptoms:

- MIL (Malfunction Indicator Lamp) illuminated due to engine misfire;
- MIL illuminated due to excessively rich (high fuel/air ratio) running conditions;
- Low oil pressure light illuminated due to moisture freezing in the oil pan;
- In exceptional cases, abnormal noise from the engine camshaft due to wear caused by freezing of the rocker arm roller bearings.

The amount of oil dilution your engine may have is determined by a balance between the amount of fuel injected into the cylinders that migrates to the oil pan and the ability of the engine to vaporize and burn this fuel as it warms up. Some oil dilution is normal for this engine. This product update includes software updates to the engine's fuel injection, the CVT (Continuously Variable Transmission) and, on some vehicles, the climate control unit to limit oil dilution by modifying fuel injection parameters and improving the speed of engine warm up. As part of the update service, your engine oil will be replaced free-of-charge to remove any excessive fuel or moisture, which may have accumulated in the engine oil.

In addition to this product update, Honda Canada is extending the warranty on certain engine components to six years from initial vehicle registration, with no mileage limit. This extended warranty will cover engine repairs required as a result of excess oil dilution which may occur before the product update service is completed on your vehicle.

Please note the following conditions after the prescribed updates are completed:

1. when operating the heater you may feel increased temperatures at the vents during the engine warm-up period;
2. you may periodically notice that the engine is operating with the oil level above the "upper" mark when checking the oil by the dipstick. This is a normal condition for this class of engine and will have no adverse effects on engine performance or long-term engine durability.

What should you do?

Please contact your Honda dealer to schedule an appointment to have this product update performed on your vehicle. The necessary software will be updated and on some vehicles, the climate control unit will be replaced. Your dealer will be able to give you an estimate of how long they will require your vehicle – usually less than a day. The dealer will perform the product update service free of charge.

Who to contact if you experience problems or have questions?

If you need assistance with locating a Honda dealer, or if your dealer is unable to make the necessary repairs free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329). You can also visit our website at www.honda.ca to locate a Honda dealer near you.

Please help Honda Canada keep you informed:

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle, or some information in this notice is incorrect, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329) or forward this notice to the new owner.

We apologize for any inconvenience this product update may cause you. Thank you for your co-operation.

Sincerely,

Dave Jamieson
Vice President, Parts and Service