

November 1, 2014

ATB 00239 (1410)

Low Heat From the Driver's-Side Vent

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2012	CR-V	ALL	All VINs beginning with 5J6, 2HK, and 3CZ
2013-14	CR-V	ALL	ALL

SYMPTOM

The heat from the driver's side-vent is lower than the heat from the front passenger's-side vent.

POSSIBLE CAUSES

The vehicle's heater core may be partially clogged, decreasing the heater performance on the driver's side.

CORRECTIVE ACTION

Flush the heater core.

REQUIRED MATERIALS

Part Name	Part Number	Quantity
CLR Cleaner (56 oz per affected vehicle)	Commercially Available	1
Genuine Honda Antifreeze / Coolant Type 2 (1 gallon)	OL999-9011	4 Gallons

TOOL INFORMATION

Part Name	Tool Number	Quantity
CR-V Heater Core Flush Kit	VSB02C000038	1
Wayne ½ HP Pump Model PC4	Commercially Available	1

NOTE: Each dealer was sent one CR-V Heater Core Flush Kit and a Wayne ½ HP Pump Model PC4 in October 2014. Additional kits are available through the Honda Tool and Equipment Program at **888-424-6857**.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Template ID	Failed Part Number
6110A2	Flush the heater core.	1.1 hours	14-063A	79115-T0G-A01

Defect Code: 05401

Symptom Code: 03220

Skill Level: Repair Technician

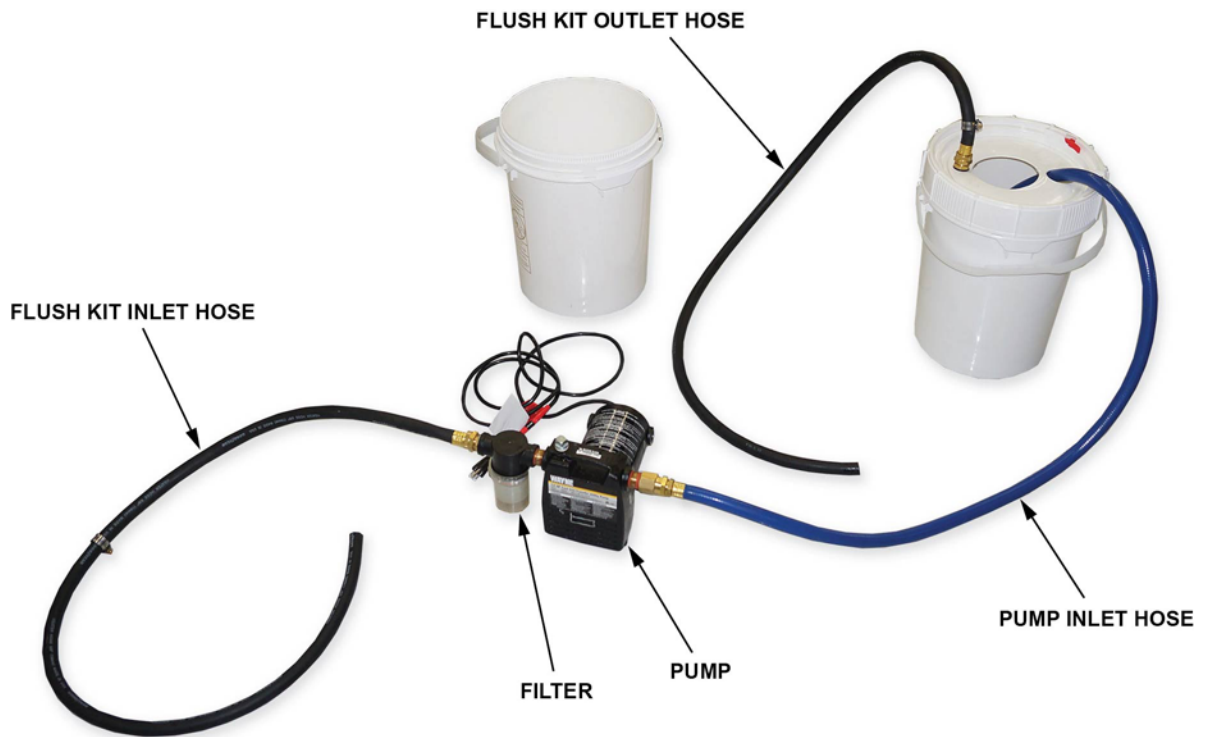
CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

INSPECTION PROCEDURE

1. With all electrical components and the A/C turned off, start the engine and let it warm up to normal operating temperature (the cooling fans will cycle twice).
2. Set the temperature to max heat and check the driver's and front passenger's vent temperatures with a thermometer.
 - If the temperature difference is more than 10 degrees, go to step 3.
 - If the temperature difference is less than 10 degrees, this bulletin does not apply. Have the service advisor explain to your customer that the small variation in vent temperature is normal.
3. Do the Driver's Air Mix Control Motor Test and the Passenger's Air Mix Motor Test according to the electronic service manual.
 - If the air mix motors pass the tests, go to REPAIR PROCEDURE.
 - If either of the air mix motors fail the test, repair the problem according to the electronic service manual and recheck the vent temperatures. If the temperature difference is less than 10 degrees, this bulletin does not apply. Have the service advisor explain to your customer that the small variation in vent temperature is normal.

REPAIR PROCEDURE

1. Wait until the engine is cool, then remove the radiator cap.
2. Drain the coolant from the radiator.
3. While the coolant is draining, assemble the CR-V Heater Core Flush Kit as shown below.



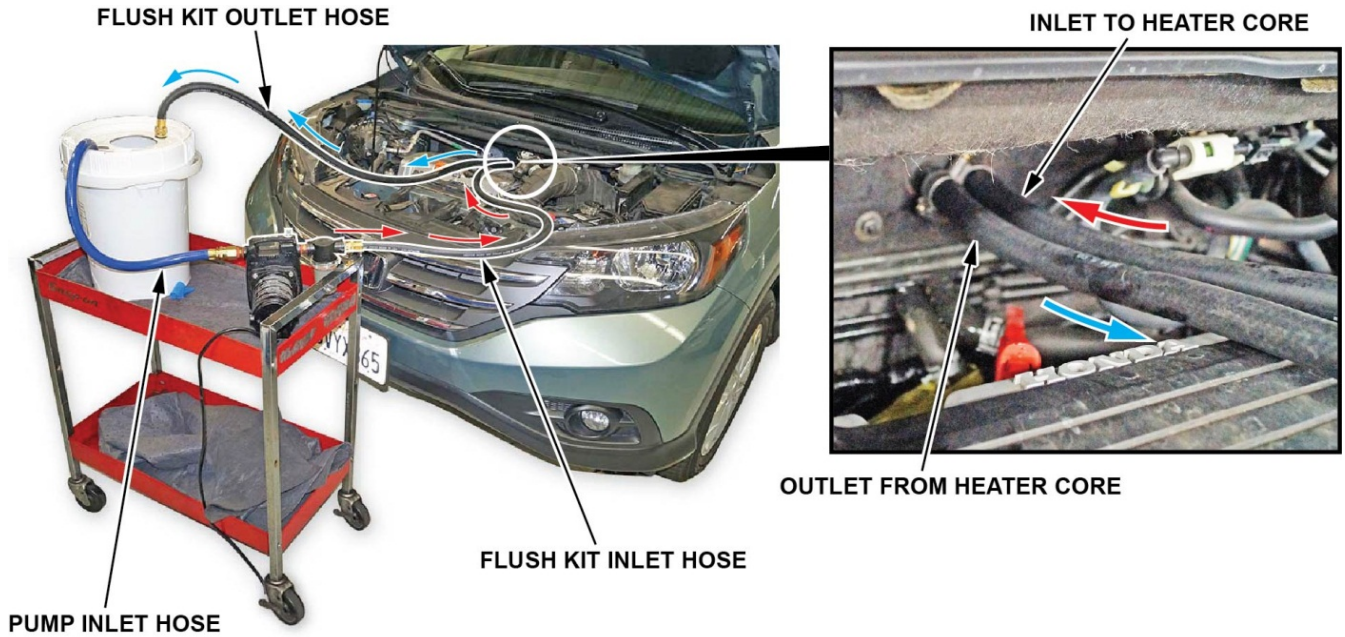
4. After the coolant has drained, tighten the radiator drain plug securely.

5. Disconnect the inlet and outlet heater hoses from the heater core. Do not disconnect the hoses from the engine side. Fold the hoses out of the way.

NOTE: Mark the hoses to make sure they are reconnected properly.

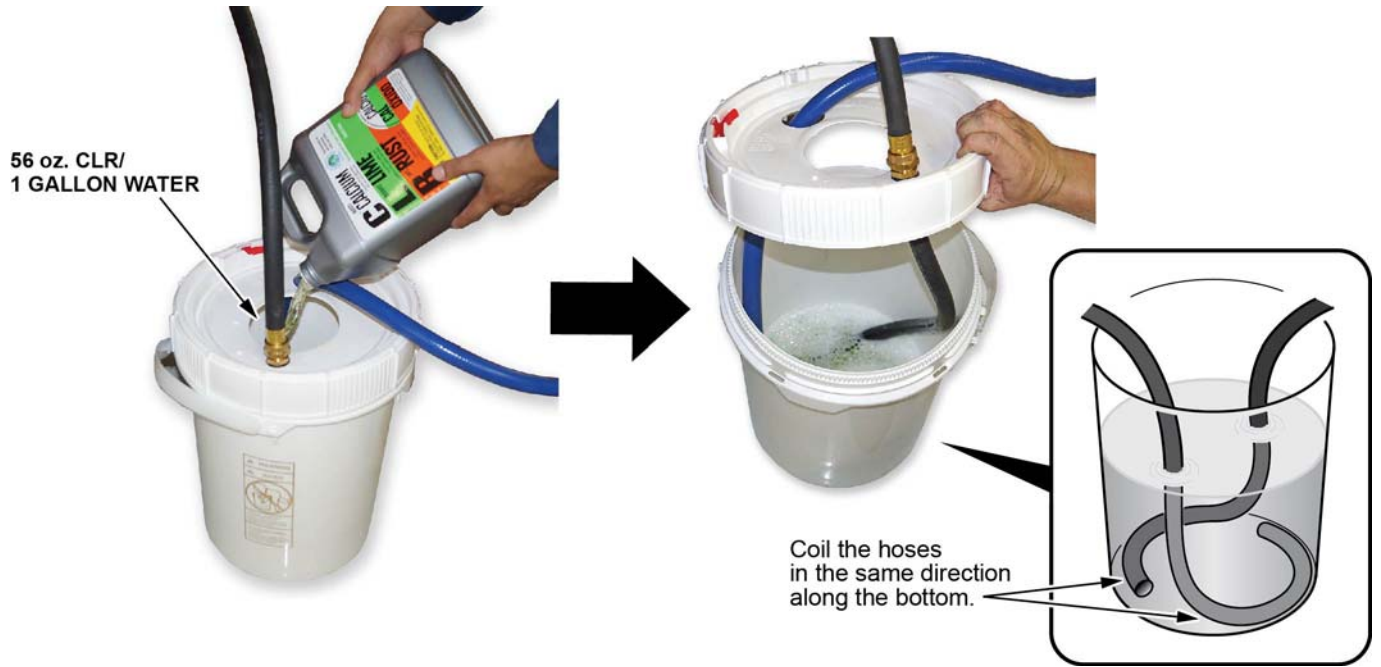


6. Connect the flush kit inlet hose and outlet hose to the heater core as shown.



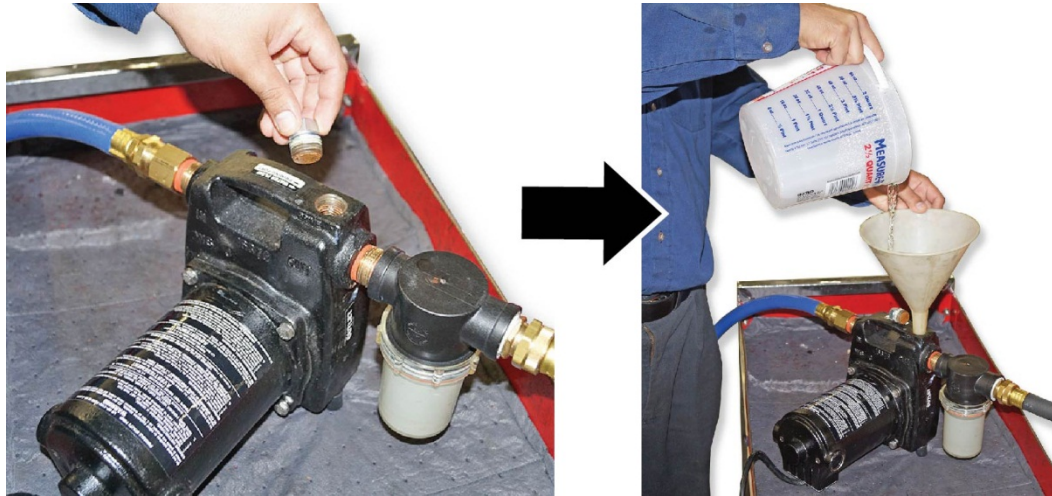
7. Mix 56 oz of CLR with 1 gallon of clean tap water in the provided bucket. Arrange the hoses as shown in the image below. Make sure the inlet hose is coiled along the bottom as shown to prevent it from suctioning the side or bottom of the bucket and preventing the cleaning solution from flowing.

NOTE: Carefully follow the precautions listed on the CLR container.



8. Prime the pump before starting it by removing the bolt and adding a cup of water to the pump.

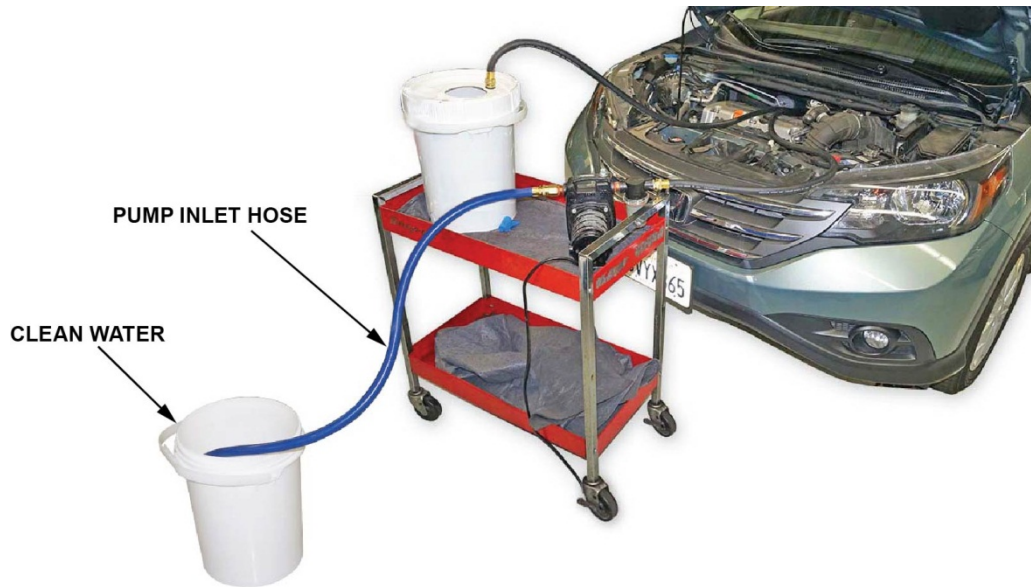
NOTE: Running the pump without priming will cause damage to the internal components of the pump. If the pump fails for any reason, the dealer is responsible for the cost of replacing the pump.



9. Start the pump. Make sure the solution is flowing by looking inside of the bucket and checking the filter attached to the pump's inlet connector. You will see the CLR solution swirl inside the bucket.
10. Allow the heater core flush to run for 1.5 hours, then turn off the pump.
11. Discard the used CLR / water mixture from the bucket according to your local regulations/guidelines.

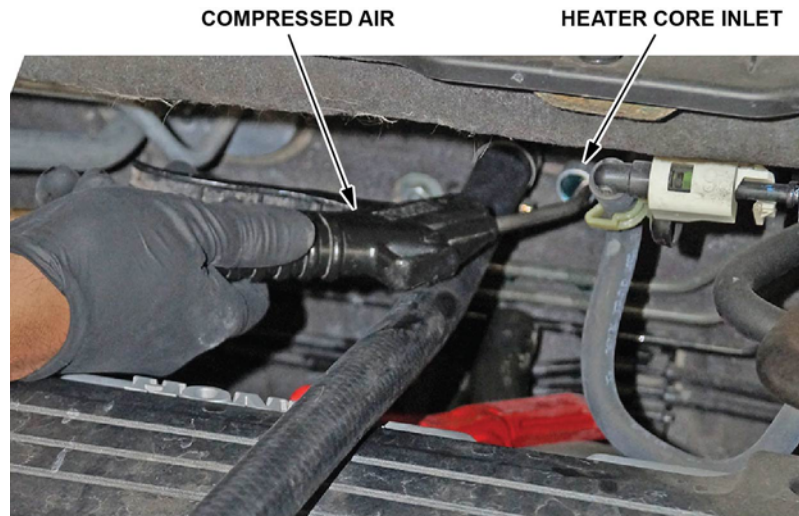
12. Clean the CLR solution from the heater core by flushing it with 30 gallons of clean tap water as follows:

- Fill the second bucket (provided with the kit) and fill it with clean tap water.
- Transfer the pump inlet hose to the bucket of clean tap water and leave the flush kit outlet hose inside the empty bucket (previously used to fill with CLR).
- Run the flush kit until 30 gallons of clean tap water are cycled through the heater core.



13. Remove any remaining water from the heater core as follows:

- Disconnect the flush kit inlet hose from the heater core inlet.
- Apply compressed air into the heater core inlet with an air chuck until little or no water is coming out the outlet hose.



14. Disconnect the flush kit outlet hose from the heater core.

15. Reconnect the inlet and outlet heater hoses to the heater core.

16. Fill the cooling system with new coolant.

17. Loosely install the radiator cap.

18. With all electrical components and the A/C turned off, start the engine and let it warm up to normal operating temperature (the cooling fans cycle twice).

19. Turn the engine off and drain the coolant from the radiator.

20. Refill the cooling system again with new coolant, including the coolant reservoir.

21. Loosely install the radiator cap.
22. With all electrical components and the A/C turned off, start the engine and let it warm up to normal operating temperature (the cooling fans cycle twice).
23. Turn off the engine and tighten the radiator cap securely. Then, start the engine again and check for leaks.
24. Check the coolant level in the coolant reservoir. Make sure it is between the MAX mark and MIN mark. If the coolant level in the coolant reservoir is at or below the MIN mark, add coolant to bring it between the MIN and MAX marks,
25. Confirm the heater core is working properly by setting the temperature to max heat and checking the driver's and front passenger's vent temperatures with a thermometer.
 - If the temperature difference is more than 10 degrees, repeat the REPAIR PROCEDURE.
 - If the temperature difference is less than 10 degrees, the repair is complete.
26. If the flush kit will not be used within 4 hours, remove any remaining water from the pump by removing the bolt mentioned in step 8. This will prevent corrosion inside of the pump.

END