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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Warranty Extension: 2016-2022 Civic, CR-V A/C Compressor Leaking
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DATE: May 19, 2023

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Warranty Extension: 2016-2022 Civic, CR-V A/C Compressor Leaking

Today, May 19, 2023, American Honda is announcing a warranty extension for certain 2016-2021 Civic and 2017-2022 CR-V vehicles. American Honda is extending the warranty on the A/C compressor shaft seal from the original 3 years to 10 years from the original date of purchase with no mileage limitation.

BACKGROUND

Due to supplier process concerns, the A/C compressor may not have been manufactured to specifications. As a result, abnormal wearing of the rubber seal may occur causing gaps in the compressor shaft to develop allowing refrigerant to leak out.

REPAIR

Follow the diagnostic steps outlined in service bulletins 23-039 and/or 23-040 to determine if the vehicle qualifies for this repair. For vehicles that qualify, replace the A/C compressor shaft seal as outlined in the service bulletins.

PARTS

Parts are available through the normal ordering process.

TOOLS

Seal installation guides have been delivered to dealers.

SERVICE BULLETINS

Service Bulletins 23-039, *Warranty Extension: 2016-2021 Civic A/C Compressor Shaft Seal Leak (1.5T, 2.0, 2.0T)* and 23-040, *Warranty Extension: 2017-22 CR-V: A/C Compressor Shaft Seal Leak* have posted to the Service Information System (SIS) as of May 19, 2023. They include parts, repair, and warranty information related to this warranty extension.

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification by middle of June 2023.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.