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## National Service Technical Bulletin

**2017-03-049 - Warranty Extension: Insight Engine Oil Consumption**

To : All Honda Motor Vehicle Dealers

From: Bryan King

Attention Of: Service Managers, Service Staff, Parts Managers, Parts Staff

Date: 15 March 2017

Ladies and Gentlemen,

### **EXECUTIVE SUMMARY**

Honda Australia wishes to advise dealers of a Warranty Extension of eight (8) years from original retail date with no limitation to mileage for the concern of excess engine oil consumption on **Insight 2012-13 (ZE2)**.

### **SYMPTOM**

Customer has reported a concern that they believe the engine oil consumption to be high for the vehicle.

### **CAUSE**

During normal use the oil control rings may become clogged with carbon deposits. These deposits restrict their ability to scrape and return oil from the cylinder walls to the crankcase.

### **COUNTERMEASURE**

The oil control / scraper ring has been redesigned from a single one-piece design into a three-piece ring assembly to prevent the oil ring oil return holes from blocking. The top ring, second ring and piston have also been changed in accordance with this countermeasure.

### **Diagnosis**

To confirm the customers, concern an oil consumption test will need to be carried out.

Add engine oil up to the upper level of the oil level gauge and record vehicle odometer value.

Monitor the oil level during the next 5,000km.

If the oil level is at / or below the minimum mark at less than 5,000 Km from the recorded odometer reading at beginning of the test, please proceed to the below Repair Method



## **MARKET TREATMENT**

Warranty period extension.

- Standard warranty period (3 years) + 5 years, Total 8 years.

NOTE: No mileage limit.

## **REPAIR METHOD**

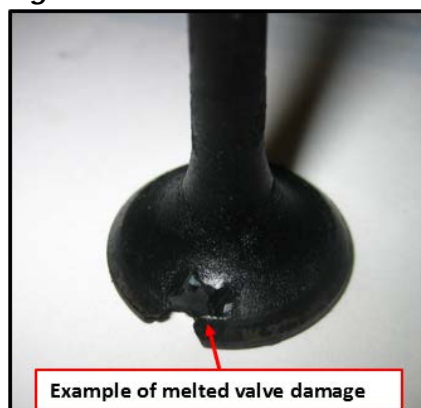
Complete an engine oil consumption test as described in the above diagnosis, if the results meet the criteria, replace all of the pistons, pins, rings (as part of kit) and spark plugs as per the shop manual / Maris.

**Only parts listed in this bulletin/publication will be accepted by Honda Motor as a warranty claim.**

### NOTE:

With the cylinder head assembly removed, check the inlet and exhaust valves for any melting damage (refer fig.1). If melting damage is present on either valve, replace the cylinder head assy. Refer to Microcat

**Figure 1**



### **APPLICABLE VIN RANGE**

<b>Model Year</b>	<b>VIN From</b>	<b>Vin To</b>	<b>Total</b>
2012	JHMZE2850CS200010	JHMZE2850CS205910	260
	JHMZE2870CS200009	JHMZE2870CS205873	
2013	JHMZE2850DS200083	JHMZE2850DS200410	43
	JHMZE2870DS200283	JHMZE2870DS200311	

### **PARTS INFORMATION**

<b>Description</b>	<b>Part Number</b>	<b>QTY</b>
<b>KIT, RING 12M INSIGHT</b>	06130-RBJ-305	1
<b>PLUG, SPARK (DILFR6J11)</b>	12290-RW0-003	8

#### **NOTE:**

Check the parts inventory while checking oil consumption starting from a customer complaint, and place order for required quantity in advance.

## WARRANTY INFORMATION

**Warranty Applications:** Extended Warranty

**Claim Type:** Normal

<b>Main Causal Part (MCPN)</b>	ZE2	13011-RBJ-J01	<b>Qty</b>	0
<b>L.O.N</b>	1115G1	CHECK THE OIL LEVEL	<b>FRT</b>	0.1
	1111DY	REPLACE THE PISTON, PISTON RING AND SPARK PLUG	<b>FRT</b>	8.6

### To create LON Code 1115G1

Assembly / System: Engine

Subassembly / Subsystem: Lower Engine

Operation Type: Test, Inspect, Diagnose

Operation Code: G1 – Check The Oil Level

### To create LON Code 1111DY

Assembly / System: Engine

Subassembly / Subsystem: Lower Engine

Operation Type: Replace

Operation Code: Dy – Replace The Piston, Piston Ring and Spark Plugs

### To create Symptom Code: 09401

- Engine
- Engine Performance
- Excessive Oil Consumption

**To create Defect Code: 07407**

- Assembling, Welding, Adjustment
- Insufficient Sealing Material

**CUSTOMER RELATIONS**

There will be no reimbursement for repairs carried out prior to the issue of this Warranty Extension and or repairs completed outside of the dealer network.

Should a dealer have a customer concern they are unable to satisfactorily resolve then the dealer is to contact Honda Australia Customer relations on (03) 9285 5510.

**TECHNICAL SUPPORT**

If you have any queries regarding this Bulletin Content, please contact Honda Australia Technical Support:

Phone: (03) 9285 5618

Email: [techsupport@honda.com.au](mailto:techsupport@honda.com.au)

Honda Australia would like to thank all dealers for their co-operation with this issue.

Issued by:



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