SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 1.0L / 1.3L / 1.5L IMA HYBRID
RA-HONIMA-123456-20261028

2012 Honda Insight · ZE2 Insight EX hatchback (1.3L IMA hybrid, CVT) · FWD

JHMZE2H72CS123456

ODOMETER IN	DOOR-JAMB BUILD (MM/YY)	RO #	TECHNICIAN / DATE
140,000			

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

19V-502 · Air bags · passenger frontal inflator (earlier replacement)	☐ Open ☐ Done ☐ N/A
19V-378 · Air bags · passenger frontal inflator (installed wrong)	☐ Open ☐ Done ☐ N/A
18V-661 · Air bags · passenger frontal inflator	☐ Open ☐ Done ☐ N/A
18V-268 · Air bags · passenger frontal (installed wrong)	☐ Open ☐ Done ☐ N/A
18V-042 · Air bags · passenger frontal inflator	☐ Open ☐ Done ☐ N/A
17V-545 · Air bags · passenger frontal inflator (installed wrong)	☐ Open ☐ Done ☐ N/A
17V-030 · Air bags · passenger frontal inflator	☐ Open ☐ Done ☐ N/A
16V-061 · Air bags · driver frontal inflator	☐ Open ☐ Done ☐ N/A

11V-106 (IMA voltage converter can fail (2006–2007 Civic Hybrid)): not listed by NHTSA for MY2012. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. IMA hybrid battery wears out

Check now · Past the range (40,000–132,000 mi, the middle half of 40 owner reports)

Scan the IMA system for stored codes	☐ OK ☐ Watch ☐ Fix
Watch the charge and assist gauges on a test drive	☐ OK ☐ Watch ☐ Fix
Check the VIN for open product updates	☐ OK ☐ Watch ☐ Fix
Battery state of charge after test drive	

Scan for: P0A7F, P1449, P1447

Parts (ZE2): Ask your parts supplier for the OE part number for this VIN.

2. Oil consumption, clogged oil control rings (2012–2013 Insight)

Check now · Past the range (50,000–86,000 mi, the middle half of 24 owner reports)

Oil consumption test	☐ OK ☐ Watch ☐ Fix
Pull and read the spark plugs	☐ OK ☐ Watch ☐ Fix
Compression test	☐ OK ☐ Watch ☐ Fix
Oil used per 1,000 mi	

Scan for: P0300, P0301, P0302, P0303, P0304

Parts (ZE2): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE

Not on this report for this car. Check the service records and the maker's schedule (brake fluid, spark plugs, coolant, transmission fluid). ☐ Records checked ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 1.0L / 1.3L / 1.5L IMA HYBRID, QUICK CHECKS

- **Air bags** (225 complaints): Takata inflator recalls on 2001–2011 cars; not an engine fault. Check the VIN.
- **Software update complaints** (204 complaints): Many 2006–2008 Civic Hybrid owners complain that the 2010–2011 IMA battery software update (part of a class-action settlement) cut fuel economy and assist. Not a separate fault.
- **Stalling / loss of power** (139 complaints): Mixed causes: IMA battery, the 2006–2007 voltage converter (recall 11V-106), the 2012–2015 inverter, CVT and auto-stop concerns.
- **Brakes** (119 complaints): Includes brake-pedal feel investigations on 2010–2014 Insight and 2011–2016 CR-Z; not an engine fault.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. IMA hybrid battery wears out

The nickel-metal-hydride IMA battery behind the rear seat loses capacity with age and heat. At 140,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking.

Ask: have you noticed IMA warning light, or little or no electric assist; auto-stop no longer works?

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2. Oil consumption, clogged oil control rings (2012–2013 Insight)

Carbon can clog the oil control rings on 2012–2013 Insight engines, so the engine burns oil. At 140,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking.

Ask: have you noticed oil level drops between changes, or misfire, flashing check-engine light?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.