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**From** Brad Ortloff, Manager of Auto Campaigns and Recalls

**Subject** Stop Sale/Safety Recall: 2023 CR-V Hybrid High Voltage Battery

DATE: October 4, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2023 CR-V Hybrid High Voltage Battery

On October 3, 2024, American Honda notified NHTSA of a **stop sale** and **safety recall** for 98 units of model year 2023 CR-V Hybrid vehicles due to improper manufacturing of the high voltage hybrid battery module that may cause it to leak battery acid and/or fracture internally. Under certain conditions, a fracture may cause a spark to occur, increasing the risk of a fire, crash, or injury. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

**REPAIR**

Replace the high voltage hybrid battery module.

**PARTS**

Parts are available through the normal battery ordering process.

**TOOLS**

There are no new special tools needed for this recall.

**SERVICE BULLETIN**

Service Bulletin 24-120, *Safety Recall: 2023 CR-V FHEV Lithium-ion Battery* posted to the Service Information System (SIS) as of October 4, 2024. It includes repair, parts, and warranty claim information related to this recall.

**CUSTOMER NOTIFICATION**

American Honda expects to complete customer notification by the end of November 2024.

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