

2013 Civic & CR-V Inner Door Handle Inop

Background

American Honda (AHM) is investigating certain 2013 Civics & CR-Vs a complaint of the inner door handle not working. To fully understand the cause of this condition, AHM would like to collect pertinent information from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirement:

1. First time complaint only.
2. Civic VIN starting with 2HG.
3. CR-V VIN starting with 2HK.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.