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Sent on 07 31 2013 **Expires on** 08 12 2013
From Parts and Service Division
Subject Request for Info: 2013 Civic & CR-V Inner Door Handle Inop

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
Re: Request for Info: 2013 Civic & CR-V Inner Door Handle Inop

Print this *iN* message and provide a copy to the Shop Foreman and all Service Advisors.

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.

Qualifier

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

1. First time complaint only.

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.

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