

[Next Unread Message](#)**View Message**

Sent on 06 27 2014 **Expires on** 07 11 2014
From American Honda Parts, Service & Technical Division, Campaign Administration
Subject Product Update: 2014 CR-V Driver's and Front Passenger's Door Glass

DATE: June 27, 2014

TO: All Honda Sales, Service & Parts Managers and Personnel
FROM: American Honda Parts, Service & Technical Division, Campaign Administration
RE: Product Update: 2014 CR-V Driver's and Front Passenger's Door Glass

Today, June 27, 2014, American Honda is announcing a product update for a small number of 2014 CR-V vehicles. The product update addresses issues with driver's and front passenger's door glass due to improper primer application.

Basic Problem

During the production of the driver's and front passenger's door glass, a small number of parts were produced with incorrect primer applied. The incorrect primer may allow the glass to separate from the regulator and come off the track, causing the glass to stop working and preventing it from being rolled up and down.

The Repair

A total of 87 units require replacement of the driver's door glass only, while 61 units require replacement of the front passenger's door glass. 59 units require replacement of both the driver's and front passenger's door glass. Note that VIN status inquiry will reflect which repair or repairs must be conducted. Vehicles that require only driver's side glass replacement will show links to S/B 14-036, while those that require replacement of the front passenger's side glass will show links to S/B 14-037. Vehicles requiring driver's and front passenger's glass replacement will show links to both service bulletins.

Service Bulletin

S/B 14-036, *Product Update: Driver's Door Glass Separates From Regulator* and S/B 14-037, *Product Update: Front Passenger's Door Glass Separates From Regulator* were posted to ISIS on June 27, 2014, in support of this product update. Both include warranty, parts, and repair information related to the PUD.

Parts Information

Parts to address affected vehicles are available through normal parts ordering procedures as of today, June 27, 2014.

Customer Notification

American Honda expects to notify owners of affected vehicles in mid-July, 2014.

As always, please make sure to check iN VIN Inquiry status to determine if a particular vehicle is eligible for this product update, and to confirm which side or sides require glass replacement.

Please click [here](#) for S/B 14-036
Please click [here](#) for S/B 14-037

© 2000–2014, American Honda Motor Co., Inc. All Rights Reserved.