

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

Sent on 02 20 2014 **Expires on** 03 06 2014
From Parts and Service Division
Subject Request for Parts: 2012 CR-V Poor Heater Performance on Driver's Side

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2012 CR-V Poor Heater Performance on Driver's Side

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this *iN* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda (AHM) is investigating certain 2012 CR-Vs with a complaint of poor heater performance on the driver's side related to the Tech Line Summary Article ATS 131201: Poor Heater Performance on the Driver's Side. To fully understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. VIN must start with 5J6, 2HK or 3CZ. JHM is not accepted.
2. 2WD and AWD are accepted.
3. Mileage must be between 14,000-16,000 miles or 34,000-36,000 miles.
4. Have followed the troubleshooting steps in the Tech Line Article ATS 131201 & have reached step 5.

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.

 [BACK TO TOP](#)

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