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Sent on 06 03 2016 **Expires on** 06 17 2016

From Parts and Service Division

Subject Request for Info: 2016 HR-V Window Regulator Issues

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2016 HR-V Window Regulator Issues

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

Background

American Honda (AHM) is investigating certain 2016 HR-Vs with a customer complaint of window regulator issues such as noise, binding or being inoperable. To fully understand the cause of this condition, AHM would like to collect specific 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 & repeat claims are accepted.

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.