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**Sent on** 07 14 2016 **Expires on** 07 26 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 *iN* 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.