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| Sent on | 11 | 10 | 2017 | Expires on | 11 | 15 | 2017 |
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From Parts and Service Division

Subject Request for Visit: 2012-2016 CR-V Front Wiper Motor Inop (Zone 4)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Research & Support Group
 RE: Request for Visit: 2012-2016 CR-V Front Wiper Motor Inop (Zone 4)

*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 Motor Co., Inc. (AHM) is investigating certain 2012-2016 CR-Vs with a customer complaint of the front wiper motor inop completely or inop on certain speed setting. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Front wipers only.
2. Front wipers inop in either condition;
 - a. All speed settings
 - b. One or more speed settings (Intermittent, Low or High)

Action Required

If you have or know of such a vehicle, please call the Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.