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Sent on 01 11 2018 **Expires on** 01 25 2018

From Parts and Service Division

Subject Request for Visit: 2017-2018 CR-V Front Door to Fender Clearance

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2017-2018 CR-V Front Door to Fender Clearance

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 2017-2018 CR-Vs with a customer complaint of the front left and/or right door touching the fender. 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 requirements:

1. VIN must start with 2HK.
2. Vehicle has not been involved in any collision.
3. No repair has been attempted for this issue.

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.

Thank you.