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Sent on	11	09	2018	Expires on	12	08	2018

From	Parts and Service Division

Subject	12V Battery Collection Program - 2017 & 2018 CR-V **Change in Qualifier**

PRIORITY/ACTION REQUIRED

To: Honda Service Managers

From: Technical Research and Support Group

Re: 12V Battery Collection Program – 2017&2018MY CR-V **Change in Qualifiers**

Print this *iN* message and provide a copy to the Service Manager and Shop Foreman.

There is a slight change in the qualifiers from the previous battery collection, so please read carefully.

As we informed you via iN message on September 17, 2018, American Honda Motor Co., Inc (AHM) has launched a new battery collection program. If you have replaced an OEM battery on a qualified vehicle, please follow the procedure below.

Qualifiers:

Model Year: 2017 & 2018

Model: CRV

Battery Part #: 31500-TLA-A010-M1

Battery Test Date: Within 90 Days of the vehicle sales date

Action Required:

Please contact Kyle Matsuoka, Technical Research & Support (TRS) Group at 800-880-1072. Kyle will need to record certain vehicle information and provide you with further instructions.

Process Information:

1. TRS will provide you a six digit tracking number (ie. 43346-1.) Fill out an adhesive warranty tag and write the six digit tracking number into the complaint section of the tag (click here for example). Affix the warranty parts identification tag to the battery.

2. If the battery surface is dirty and the label will not adhere properly, clean the surface and wrap clear packaging tape around the label (click here for example). For tracking purposes, it is important that the battery is not lost during transportation.

3. Once you tagged the battery properly, set the battery aside from the core return pile. **Do not mix the battery with the normal core returns. *Note: You will receive core credit for the batteries collected through this program.**

4. AHM will notify Interstate that a battery has been marked for collection from your dealership. They will collect this battery separately from the Core Return.