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Sent on 02 25 2019 Expires on 03 11 2019

From Parts and Service Division

Subject Request for Info: 2018-2019 CR-V Water Leak from Roof Area

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2018-2019 CR-V Water Leak from Roof Area

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 2018-2019 CR-Vs with a customer complaint of a water leak from the roof area including the moonroof. To better 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 requirements:

- 1. VIN must be start with 2HG.
- 2. Must be able to identify the source of the water leak.
- 3. No repair has been attempted for this issue.

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.