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Sent on	03	29	2019	Expires on	06	16	2019
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Update: 2019 CR-V PGM-FI Evaporative Emissions Software Update
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DATE: March 29, 2019

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2019 CR-V PGM-FI Evaporative Emissions Software Update

Today, March 29, 2019, American Honda is announcing a Product Update for certain 2019 CR-V vehicles to address a concern related to a possible low battery state of charge and/or no start after the vehicle has been parked. **Do an iN VIN inquiry to determine which units in your inventory are affected.**

American Honda requests that all vehicles be updated prior to sale to ensure customer confidence and satisfaction.

BACKGROUND

The FI-ECU checks for EVAP leaks 5 hours after vehicle shutdown. Due to a programming error, this system may not go back into sleep mode afterwards. As a result, the battery may drain if this condition exists for an extended period of time.

REPAIR

Update the FI-ECU with improved software. Test the battery using your GR8 Diagnostic tester. Depending on the test result, battery replacement may be necessary.

PARTS

Parts are available to complete any necessary repairs.

TOOLS

Software for updating vehicles is available for dealer download at the time of this message. Service bulletin 19-039 has detailed information on the software update procedure. The GR8 Battery Diagnostic Station is part of the dealer required tools and should be in dealer inventory.

SERVICE BULLETIN

Service bulletin 19-039, *Product Update: 2019 CR-V PGM-FI Evaporative Emissions Software Update*, has been posted to the Service Information System (SIS) as of March 29, 2019. It includes software, repair, and warranty information related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by the middle of May 2019.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.