

[Next Unread Message](#)

**View Message**

**Sent on** 04 10 2019      **Expires on** 04 12 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 2HK.
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.