

## View Message

Sent on 04 16 2019 Expires on 05 16 2019

From Parts and Service Division

Subject 12V Battery Collection Program - Multiple Models - (KOO)

## PRIORITY/ACTION REQUIRED

To: Honda Service Manager

From: Technical Research and Support

Re: 12V Battery Collection Program – Multiple Models

Print this *iV* message and provide a copy to the Shop Foreman and all Service Advisors.

The qualifiers from the previous battery collection has changed. Please read carefully.

American Honda Motor Co, Inc. (AHM) has been collecting batteries from certain models under certain conditions. If you have replaced an OEM battery on a qualified vehicle, please follow the procedure below.

**Qualifiers:** AHM is collecting batteries if the vehicle meets the following requirements this time:

-Original OEM battery (check corresponding model for the part number printed on the battery)

-Battery was tested with the GR8 or ED-18 and the test results indicate battery replacement.

Model	Battery Part Number
17-18 CRV	31500-TLA-***
18-19 Accord	31500-TBA-*** 31500-TVA-***
16-18 Pilot Touring/Elite	31500-TZ7-***

**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.