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<b>Sent on</b>	05	29	2019	<b>Expires on</b>	08	16	2019
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Product Update: 2017-18 CR-V Shift Knob Button
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DATE: May 29, 2019

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update: 2017-18 CR-V Shift Knob Button

Today, May 29, 2019, American Honda is announcing a Product Update for certain 2017-18 CR-V vehicles to address a possible shift knob button failure. Do an iN VIN status inquiry to determine which units in your **inventory are affected**.

American Honda requests that all vehicles in dealer inventory be repaired prior to sale to ensure customer confidence and satisfaction.

PROBLEM

Due to a material change used in supplier production, the shift knob button is more susceptible to breaking after being exposed to heat and humidity. When the button breaks, the shifter will not function properly and it will become more difficult to shift the vehicle into the desired gear.

REPAIR

Replace the shift lever knob button.

PARTS

Parts are available for ordering.

TOOLS

There are no special tools related to this repair.

SERVICE BULLETIN

Service bulletin 19-063, *Product Update: 2017-18 CR-V Shift Knob Button*, has been posted to the Service Information System (SIS) as of May 29, 2019. It includes repair, parts and warranty information related to this product update.

CUSTOMER NOTIFICATION

American Honda requests that all vehicles be repaired prior to sale and expects to complete customer notification by the end of July 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.