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Sent on	02	13	2020	Expires on	02	27	2020
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From Parts and Service Division

Subject Request for Info: 2019-2020 CR-V B-Pillar Garnish Loose/Warped/Bowed/Set High

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2019-2020 CR-V B-Pillar Garnish Loose/Warped/Bowed/Set Too High

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this *iN* message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2019-2020 CR-Vs with a customer complaint of a B-pillar garnish loose, warped, bowed or set too high. 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 start with 2HK.
2. The vehicle has not been involved in a collision.
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. If a vehicle qualifies for this request, TRS will provide you with the appropriate Warranty information upon completion.

Thank you.