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Sent on	03	27	2020	Expires on	04	10	2020
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From	Parts and Service Division
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Subject	Request for Parts: 2017-2020 CR-V MIL On w/ DTC P0441 Stored
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2017-2020 CR-V MIL On w/ DTC P0441 Stored

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 2017-2020 CR-Vs with a customer complaint of the Malfunction Indicator Light (MIL) on with the DTC P0441 (EVAP System Purge Flow Malfunction) stored. To better understand the cause of this condition, AHM would like to collect specific parts 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. DTC P0441 (EVAP System Purge Flow Malfunction) must be stored.
2. No repair has been attempted.

Action Required

If a vehicle matching the description above comes into your dealership, please e-mail Technical Research & Support (TRS) at trs@ahm.honda.com. TRS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage

Thank you.