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Sent on	07	06	2020	**Expires on**	07	20	2020
From	Parts and Service Division						
Subject	Request for Info: 2019-2020 CR-V Front Door Runchannel Distorted or Loose						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2019-2020 CR-V Front Door Runchannel Distorted or Loose

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 the front door runchannel being distorted or loose. 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 a vehicle matching the qualifiers 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.