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Sent on	04	27	2021	Expires on	07	15	2021
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Product Update and Warranty Extension: 2016-2020 HR-V CVT Software Update
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DATE: April 27, 2021

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Product Update and Warranty Extension: 2016-2020 HR-V CVT Software Update

Today, April 27, 2021, American Honda is announcing a product update and warranty extension for certain 2016-2020 HR-V vehicles to address incorrect CVT operation which may cause vehicle noise, illumination of the MIL, and/or loss of motive force in extremely rare situations.

American Honda is extending the warranty coverage on these transmissions to 7 years from the original date of purchase or 150,000 miles, whichever comes first. Refer to your eResponsibility report or do an **iN VIN status inquiry to determine which units in your inventory are affected.**

BACKGROUND

An incorrect value in the ECU may cause a pressure problem in the CVT under certain driving conditions causing increased surface pressure on the CVT belt leading to a partial or complete breakage as well as possible ring breakage.

REPAIR

All affected vehicles must have the Product Update completed to update the ECU software first before the warranty extension will apply.

PARTS

The software will be available at launch. Replacement transmissions under the warranty extension will also be available at launch.

TOOLS

American Honda Special Tools and Equipment Program sent five (5) tool kits (07AAJ-52NA100, Belt Fragment Detection Template) in advance to support the Product Update inspection. These are expected to arrive by Monday, April 26, 2021. Each kit can be used repeatedly and contains a transmission oil pan template and one magnet.

SERVICE BULLETIN

Service bulletins 21-046, *Product Update: 2016-20 HR-V Software Update and CVT Inspection* and 21-047, *Warranty Extension: 2016-20 HR-V CVT Premature Belt Deterioration* have been posted to the Service Information System (SIS) as of April 27, 2021. They include software, inspection, repair, parts, and warranty information related to these campaigns.

CUSTOMER NOTIFICATION

American Honda will notify customers in early June 2021.

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.