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Sent on	10	08	2021	Expires on	12	26	2021
From	Honda Parts and Service National						
Subject	PUD: 2021 Accord Hybrid, CR-V Hybrid Emiss. Parts Coverage Warranty Booklet Updt						

DATE: October 8, 2021

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Update: 2021 Accord Hybrid, CR-V Hybrid Emissions Parts Coverage Warranty Booklet Update

Today October 8, 2021, American Honda is announcing a product update for certain 2021 Accord Hybrid and CR-V Hybrid vehicles due to missing information in the warranty booklet to correct the emission warranty coverage. **Do an iN VIN inquiry status to determine which units in your inventory are affected.**

BACKGROUND

The Parking Pawl system is programmed to illuminate the MIL upon failure. The parts are required to be covered by the emission warranty. The related parts were not listed in the Warranty Booklet.

REPAIR

Apply an updated emissions warranty booklet label to the affected page.

PARTS

Parts are available for normal ordering. Please order only for vehicles that are unsold in your dealer lot as a label will be provided to owners via customer notification. Ordering one (1) label will provide you a 10 label pack.

TOOLS

There are no special tools needed for these campaigns.

SERVICE BULLETIN

Service bulletin 21-077, *Product Update: Parking Pawl Control Module and Parking Pawl Actuator Emissions Warranty Label* has been posted to the Service Information System (SIS) as of October 8, 2021. It includes parts, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification, which will include corrected warranty booklet page labels, by the middle of November 2021. Upon mailing confirmation, the campaign will be closed accordingly.

As always, be sure to do an iN VIN inquiry status for all vehicles passing through your dealership to determine eligibility for any open campaigns.