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Sent on	06	03	2022	Expires on	06	17	2022
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From Technical Information & Support Group

Subject Request For Visit: 2016-2021 HR-V A/C Condenser Leak (ACTION REQUIRED)

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Consultants
From: Technical Information & Support Group
RE: Request for Visit: 2016-2021 HR-V A/C Condenser Leak (**ACTION REQUIRED**)

This message is solely directed to Honda dealership personnel; please hand accordingly.
 Print this i/V message and provide a copy to the Shop Foreman and all Service Consultants.

American Honda Motor Co., Inc. (AHM) is searching for certain 2016-2021 HR-VS that exhibit a leak at the A/C Condenser. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. No previous replacement of A/C condenser.
2. No impact damage to the A/C condenser (no vehicle accident or road hazard damage).

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com.

TIS 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.