

Sent on 10 25 2022 Expires on 11 08 2022

From Technical Information & Support Group

Subject Request for Info: HEALTHY 2018-2022 Accord/CR-V FHEV/Insight HDS Data Collectio

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Info: HEALTHY 2018-2022 Accord FHEV/CR-V FHEV & Insight HDS Data Collection
(ACTION REQUIRED)

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 searching for any & all 2018-2022 Accord Hybrids, 2020-2022 CR-V Hybrids & 2019-2022 Insights that match the criteria listed below.

Qualifiers

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

- 1. Manufactured date on the Driver’s door jamb must be between 1/2019 & 9/2021.
- 2. No DTC stored.
- 3. Electric Servo Brake (ESB) system has not been replaced previously.

Action Required

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support 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 reach you
- 4. Current Mileage

Thank you.