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From Brad Ortloff, Manager of Auto Campaigns and Recalls

Subject Product Update: 2023 CR-V Hybrid ICM Software Update

DATE: February 3, 2023
TO: All Honda Sales, Service & Parts Managers, and Personnel
FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls
Re: Product Update: 2023 CR-V Hybrid ICM Software Update

Today, February 3, 2023, American Honda is announcing a **Product Update** for certain 2023 CR-V Hybrid vehicles to resolve Integrated Control Module (ICM) issues which may cause the illumination of the MIL and/or prevent the active grill shutter from closing when the vehicle is turned off. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

American Honda requests that all vehicles be updated prior to sale to ensure customer confidence and satisfaction

BACKGROUND

A software programming error may cause miscommunication between the main and sub CPU systems. As a result, the main CPU determines this as an ICM failure which prevents the grill shutter from properly functioning and illuminates the MIL (P060A).

REPAIR

Update the ICM software.

SOFTWARE

The software is available at launch.

PARTS

There are no parts needed for this campaign.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service Bulletin 23-017, *Product Update: CR-V Hybrid Active Grill ICM Software Update* has posted to the Service Information System (SIS) as of February 3, 2023. It includes software, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda requests to begin customer notification by early April 2023

American Honda expects to begin customer notification by early April 2023.

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

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