

Sent on 02 07 2023 Expires on 02 21 2023

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, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). 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
5. DPTS#

As a gesture of appreciation to dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a Visa gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.