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Sent on	07	11	2023	Expires on	07	25	2023
From	Technical Information & Support Group						
Subject	Request for Info: 2023-2024 CR-V Run Channel Issue (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Info: 2023-2024 CR-V Run Channel Issue (**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 certain 2023-2024 CR-Vs with a customer complaint of a visually defective run channel, wind noise, or window function issue that results in recommendation to replace the affected run channel. To better understand the cause of this condition, AHM would like to collect specific information from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

1. Must be able to visually confirm the run channel defect, or trace the wind noise, or the window function issue to a defective run channel.
2. Visual defects of the affected run channel must be captured in clear photos (1 wide-angle & 1 close-up) before removing the run channel.
3. Vehicle has not been involved in a collision.
4. No repair has been attempted for this issue.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will need 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. 2023)
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
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.