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Sent on	10	02	2023	Expires on	10	16	2023
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From	Technical Information & Support Group
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Subject	Request for Visit: 2023-2024 CR-V Drip Mold Not Set/Detaching/Loose
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: Request for Visit: 2023-2024 CR-V Drip Mold Not Set/Detaching/Loose (**ACTION REQUIRED**)

This message is solely directed to Honda dealership personnel; please handle it 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 the drip mold not set, detaching or loose. To better understand the cause of this condition, AHM would like to inspect the vehicle before you attempt a repair of any kind.

Qualifiers

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

- VIN must start with 7FA.
- Must be able to visually confirm the drip mold not set, detaching or loose condition (take 1 wide-angle & 1 close-up photos).
- Vehicle has not been involved in a collision.
- 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:

- Model Year (e.g. 2023)
- Model Name (e.g. Accord)
- Issue (e.g. Brake Judder)
- VIN

E-Mail Body:

- Dealer Number
- Your Name
- Best Phone Number to be Reached
- Current Mileage
- DPTS#

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

Thank you.