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Sent on 01 05 2024 **Expires on** 03 23 2024

From Brad Ortloff, Manager of Auto Campaigns and Recalls

Subject Upcoming product update notification: 2023 HR-V Rear Window Glass

DATE: January 5, 2024

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: **Upcoming product update notification: 2023 HR-V Rear Window Glass**

Please be advised that due to recent media inquiries to American Honda, the following media statement will be provided to inquiring media outlets starting on Friday, January 5, 2024:

“American Honda has received a limited number of reports of rear-hatch glass breaking on 2023 Honda HR-V vehicles associated with rear defroster use. Our investigation has revealed that during the assembly process for some vehicles, the sealer used to secure the rear glass may come into contact with the heating elements of the defroster, leading to a hot spot and weakening of the glass over time as the defroster is used.

Honda will be initiating a voluntary product update campaign related to this issue and is working to secure the needed replacement parts as soon as possible. We estimate that this campaign will begin in April or May 2024. In the interim, any vehicle owner who experiences this type of rear glass breakage is invited to contact their nearest authorized dealer or Honda customer service (800-999-1009) to arrange a potential repair. Note that glass breakage due to external causes (impacts, etc.) is not covered by Honda’s limited warranty but may be covered by a vehicle owner’s insurance policy.”

As a reminder, if you encounter a vehicle with this specific issue, this should be covered under their normal warranty. Thank you.