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<b>Sent on</b>	07	17	2024	<b>Expires on</b>	09	04	2024
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Product Update: 2023 HR-V Rear Window Inspection
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DATE: July 17, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Update: 2023 HR-V Rear Window Inspection

Today, July 17, 2024, American Honda is announcing a **product update** for certain model year 2023 HR-V units. Under certain conditions, affected vehicles may experience the rear window glass cracking or breaking, with no impact, while driving or parked. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

**BACKGROUND**

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.

**REPAIR**

Inspect the rear window. If necessary, replace the rear glass.

**PARTS**

A valid vehicle identification number (VIN) will be required to order through the controlled order process on iN.

**TOOLS**

There are no special tools required for this repair.

**SERVICE BULLETIN**

Service Bulletin 24-012, *Product Update: 2023 HR-V Rear Window Inspection* has posted to the Service Information System (SIS) as of July 17, 2024. It includes inspection, repair, parts, and warranty information related to this campaign.

**CUSTOMER NOTIFICATION**

American Honda expects to complete customer notification by mid-August 2024.

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