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Sent on	10	15	2024	Expires on	10	29	2024
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From	Parts and Service Division
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Subject	Request for Parts: 2023-2024 CR-V Shutter Grille Inop (ACTION REQUIRED)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Parts: 2023-2024 CR-V Shutter Grille Inop (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 "warning: shutter grille issue" or "charging system problem" error message on the Multi-Information Display (MID). To better understand the cause of this condition, AHM would like to collect specific parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

- Must have one of the following DTC stored:
 - P16E8: PGM-FI-Shutter Grille LIN Communication Error
 - P16E3: PGM-FI-Battery Sensor LIN Communication Error
- Shutter grille actuator coupler must have NOT been unplugged.
- Previous replacement of Shutter Grille Assembly ok.
- No collisions.
- No repair attempts during this visit.

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 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:

- Model Year (e.g. 2024)
- 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
- Confirm that the vehicle meets qualifiers #1-#5 listed above.
- DPTS#

As a gesture of appreciation to dealer personnel 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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.