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Sent on 08 14 2017 **Expires on** 08 28 2017

From Parts and Service Division

Subject Request for Info: 2017 HR-V Water Leak

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Info: 2017 HR-V Water Leak

*This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iV message and provide a copy to the Shop Foreman and all Service Advisors.*

Background

American Honda Motor Co., Inc. (AHM) is investigating certain 2017 HR-Vs with a customer complaint of a water leak inside cabin. To fully 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 identify the source of the water leak.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.