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Sent on	08	24	2020	Expires on	09	07	2020
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From	Parts and Service Division
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Subject	Request for Parts: 2016-2020 HR-V AWD Inaccurate Fuel Gauge Reading
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Parts: 2016-2020 HR-V AWD Inaccurate Fuel Gauge Reading

This message is solely directed to Honda dealership personnel; please handle 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 2016-2020 AWD HR-Vs with a customer complaint of inaccurate fuel gauge reading; less fuel remains in the fuel tank than indicated on the fuel gauge. 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:

1. Vehicle must be an AWD.
2. Customer's claim must be verified by refilling the fuel tank to full, proving that the amount of fuel needed had been more than what the fuel gauged indicated (e.g. fuel gauge indicates ½ fuel level but the fuel tank is actually nearly empty). --> Take a photo of the fuel gauge prior to filling the tank.
3. Must confirm that the fuel pump & the secondary unit orientations are correct.
4. 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 Research & Support (TRS) at trs@ahm.honda.com. TRS 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:

1. Model Year (e.g. 2019)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage
5. Picture of the fuel gauge prior to filling the tank.
6. Amount of fuel used to fill the tank to full.

Thank you.