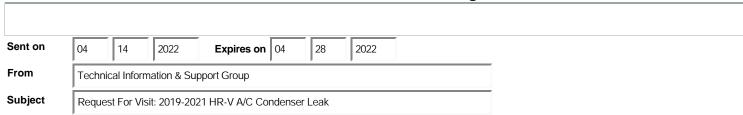
View Message



PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Consultants From: Technical Information & Support Group

RE: Request for Visit: 2019-2021 HR-V A/C Condenser Leak

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

American Honda Motor Co., Inc. (AHM) is searching for certain 2019-2021 HR-V that exhibits a leak at the A/C Condenser. To better understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers

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

- 1. No prior repairs to the vehicle. Only first time A/C complaints.
- 2. A/C performance test must be completed and have a "Failed" test result.
- 3. No previous replacement of A/C condenser.
- 4. No impact damage to the A/C condenser.

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com.

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:

- 1. Model Year (e.g. 2020)
- 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. Result of the A/C Performance Test

Thank you.