

View Message

Sent on	04	14	2022	Expires on	04	28	2022
From	Technical Information & Support Group						
Subject	Request For Visit: 2019-2021 HR-V A/C Condenser Leak						

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 iV 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.