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Sent on	09	27	2019	Expires on	12	15	2019
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Stop Sale/Recall: 19 CR-V Owner's Guide (OG) & Product Update: 19 CR-V, 19 Passport						

DATE: September 27, 2019

TO: All Honda Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Stop Sale/Recall: 19 CR-V Owner's Guide (OG) & PUD: 19 CR-V, 19 Passport OG

On September 26, 2019, American Honda notified NHTSA of a stop sale and noncompliance recall for certain 2019 CR-V vehicles due to incorrect information in the owner's guide that is noncompliant with Federal Motor Vehicle Safety Standards.

American Honda is also announcing a product update (PUD) for the same population of 2019 CR-V vehicles as well as certain 2019 Passport vehicles due to missing information in the owner's guide.

Refer to your eResponsibility report or do an iN VIN inquiry status to determine which units in your inventory are **affected**.

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

BACKGROUND

Recall: The Passenger Airbag Off Indicator section on page 11 in certain 2019 CR-V owner's guides has incorrect information regarding the operation of the indicator.

PUD: The section, IMPORTANT HANDLING INFORMATION, is missing from the SAFETY INFORMATION section on page 3 in certain 2019 CR-V and 2019 Passport owner's guides.

REPAIR

For both the Recall and PUD: Apply updated owner's guide stickers to the affected pages.

PARTS

Owner's guide stickers with correct information will be available at launch. Stickers have been shipped to your dealership (to the attention of the Dealership Service Manager) based on your new car inventory and should arrive no later than Friday, September 27, 2019. Additional stickers can be ordered through normal parts ordering for any customers that come in for service before the notification is mailed.

TOOLS

There are no special tools needed for these campaigns.

SERVICE BULLETINS

CR-V: Both the Recall and PUD repairs for the CR-V will be performed under service bulletin *19-104, Noncompliance Recall: 2019 CR-V Owner's Guide Passenger Airbag Information Update;*
Product Update: 2019 CR-V Owner's Guide Important Handling Information Update.

Passport: The PUD repair for the Passport will be performed under service bulletin *19-105, Product*

Update: 2019 Passport Owner's Guide Important Handling Information Update.

Both service bulletins have been posted to the Service Information System (SIS) as of September 27, 2019. They include parts, repair, and warranty information related to these campaigns.

CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification, which will include corrected owner's guide page stickers, by the middle of November 2019. Upon mailing confirmation, the campaigns will be closed accordingly.

As always, be sure to do an iN VIN inquiry status for all vehicles passing through your dealership to determine eligibility for any open campaigns.