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<b>Sent on</b>	12	06	2019	<b>Expires on</b>	02	24	2020
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Stop Sale/Safety Recall: 2019-20 CR-V Rear Subframe Bolts
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DATE: December 6, 2019

TO: All Honda Sales, Service, &amp; Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2019-20 CR-V Rear Subframe Bolts

On December 5, 2019, American Honda notified NHTSA of a stop sale and safety recall for 358 units of 2019-2020 CR-Vs for improperly manufactured bolts that were used to secure the rear subframe to the vehicle. Over time, the rear subframe bolts could become unseated and allow for rear subframe separation. A separated rear subframe reduces vehicle handling and may disable the vehicle, increasing the risk of a crash. Refer to your eResponsibility report or do an iN VIN **status inquiry 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

During manufacturing, one specific production lot of rear subframe bolts were produced without a wax application. Without a wax application, bolts may not operate as designed, potentially causing them to become loose and fall off during vehicle operation.

REPAIR

All VINs will be inspected and, based on the inspection, will be repaired either by replacing the front bolts on the rear subframe and ensuring all bolts are properly torqued, or by replacing both the front and rear bolts on the rear subframe. American Honda expects very few vehicles will require the replacement of both the front and rear bolts.

PARTS

Due to the very limited scope of affected vehicles, a small number of dealers are impacted by this action. Affected dealers will be allocated enough of the front bolts (2 per vehicle) to cover 100% of VINs for sold and unsold units. Affected dealers will receive the front bolts by Saturday, December 7<sup>th</sup> via Daily Stock Order.

Due to the low expectation of both the front and rear bolts requiring replacement, if any rear bolts are required, or if additional front bolts are needed, send requests to [ahm\\_inflator\\_swap@ahm.honda.com](mailto:ahm_inflator_swap@ahm.honda.com). Provide VIN, Dealer #, part number and quantities required. This ordering method will continue until parts supply stabilizes.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service bulletin 19-121, *Safety Recall: 2019-20 CR-V Rear Subframe Bolts*, has been posted to the Service Information System (SIS) as of December 6, 2019.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by mid-January 2020.

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