



SERVICE BULLETINS

[\(/S/TOPIC/0T00K000000GJD6WAY/SER...](#)

DETAILS (?TABSET-4D462=1)

Recall - Nat - 2023-01-031 6WX recall - change to Permagard tint removal booking process & recall FAQs

This bulletin advises of a change to the process for booking Permagard to remove tint for the 6WX recall, as well as supplying some FAQs to assist with managing customer enquiries.

🕒 18/01/2023 - Knowledge

TITLE

Recall - Nat - 2023-01-031 6WX recall - change to Permagard tint removal booking process & recall FAQs

SUMMARY

This bulletin advises of a change to the process for booking Permagard to remove tint for the 6WX recall, as well as supplying some FAQs to assist with managing customer enquiries.

DESCRIPTION

The process for booking tint removal using Permagard has changed. [Please disregard the booking process on the last page of the Permagard repair instructions attached to bulletin 2023-01-01.](#)

To keep consistency with process for tint fitment by placing a parts order in SAP, effective immediately, please use the following process.

Please book a tint removal via SAP by ordering part number 08T99UNIL00 (at a cost of \$0.01). When placing the order for part number 08T99UNIL00, you will be prompted for the vehicle VIN.

As per the normal tint fitment order, Permagard will contact the Honda Centre to arrange a convenient time, which needs to be coordinated with the customer.

Should you have any issues with regard to the tint removal, please refer to the contact details on the Permagard repair instructions.

FAQs

To assist with managing customer queries on this recall, please refer to the following responses:

Q	A
The customer does not want to have the tint removed	As this is a safety recall, the customer should be encouraged to have the recall completed. If they refuse, ask them to sign an acknowledgement on the RO, that they have been informed of the recall & have chosen not to have it performed at this time. If this occurs, please add a note against the VIN on CXP , stating the customer has refused to have the recall performed. Please refer to the screen shot below this table*
Can I keep the tint I already have?	No. The vehicle is subject to a safety recall & we have to remove the tint on the front windows.
Can another tint be applied?	Unfortunately, Honda is unable to offer window tint at this point in time. As the owner of the vehicle, this is at your discretion. Unfortunately, we cannot recommend another supplier.
If I have new tint fitted after removal will it match the remaining (rear) tint?	Unfortunately we are not in a position to tell you whether other tint will match.
Why are you only removing the front window tint? I have tint on all windows.	Only the front door (side) windows are below minimum requirements, therefore the reason for the recall
Why is it only the front windows affected?	Only the front door (side) windows are below minimum requirements, therefore the reason for the recall
Why only \$200 reimbursement?	The reimbursement amount is the value of the fitment of tint film to the front door (side) windows

If I cannot have genuine Honda accessory window tint now, what are my options?	As the owner of the vehicle, window tinting is at your discretion. Unfortunately, we cannot recommend another supplier
Will I be able to have Honda tint refitted if I wait?	Unfortunately, Honda is not able to tell you when window tint will be available again
Does this tint concern cover all States and Territories with varying rules?	Yes, this is a national recall
What if I want to remove the tint from all windows?	You will need to contact the CR team at Honda Australia on 1800 804 954, Mon-Fri 8.30am - 6 pm (AEST)

* Add a note in CXP. Please enter the title as "Customer refused 6WX recall".

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VEHICLE

MRHRW1850NP

+ FOLLOW

NEW NOTE

RECALL INDICATOR

ALERT

REGO

MODEL

RETAIL AGE (MONTH)

ACCOUNT

No Alert

CRV5AVT17MG22

14

UPDATE VEHICLE DETAILS

UPDATE OWNERSHIP DETAILS

REVERSE OWNERSHIP

GENERATE PDF

RELATED DETAILS

INFORMATION

FEED

VEHICLE SUMMARY

FREE SERVICE ELIGIBLE

WARRANTY BLOCK

ENGINE NUMBER

LAST PM DATE

LAST PM TYPE

LAPSED MONTHS

NEXT PM DATE

NEXT PM TYPE

LAST GENERAL REPAIR DATE

MANUFACTURER WARRANTY START DATE

MANUFACTURER WARRANTY END DATE

RETAIL AGE (MONTH)

IGNITION KEY

RADIO PIN

RADIO SERIAL NUMBER

HOMELEADCASEDASHBOARDSKNOWLEDGE

Customer refused 6WX recall

Visibility Set by Record

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Mr/Mrs Smith has refused to have the window tint removed

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Current Record

VIEW VERSION HISTORY

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2023-01-031

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3



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FILES (0) (/S/RELATEDLIST/KA05I000000FX9AAG/ATTACHEDCONTENTDOCUMENTS)

RELATED PRODUCTS (0) (/S/RELATEDLIST/KA05I000000FX9AAG/PRODUCT_INFORMATIONS_R)

NEW

FOLLOW

ASK A QUESTION

Quick Links

Sales Information

[CXP/SAP Colour Codes \(/s/article/2023-09-026\)](/s/article/2023-09-026)

[Online Vehicle Tracking \(https://elvis.prixcar.com.au/\)](https://elvis.prixcar.com.au/)

[Sales Terms and Conditions \(/s/article/2021-06-003\)](/s/article/2021-06-003)

[Vehicle Handover Information \(/s/article/2022-04-056\)](/s/article/2022-04-056)

Service Information

[Abnormal Performance Check Sheet \(/s/article/2022-05-013\)](/s/article/2022-05-013)

[Air Conditioning Diagnosis \(/s/article/2021-11-007\)](/s/article/2021-11-007)

[Automatic Transmission Check Sheet \(/s/article/2022-05-012\)](/s/article/2022-05-012)

[Brake Check Sheets \(/s/article/2022-05-016\)](/s/article/2022-05-016)

[Engine Oil Consumption \(/s/article/2022-05-018\)](/s/article/2022-05-018)

[HERE Maps Navigation Update Process \(/s/article/2022-10-068\)](/s/article/2022-10-068)

[HTI Quick Reference Guide \(/s/article/2022-04-069\)](/s/article/2022-04-069)

[Honda Connect Activation & Handover Instructions \(/s/article/2023-06-042\)](/s/article/2023-06-042)

[Honda Sensing Interview Sheet \(/s/article/2022-08-025\)](/s/article/2022-08-025)

[Maris II Information \(/s/article/2021-11-004\)](/s/article/2021-11-004)

[Technical Department Parts Return Guide \(/s/article/2022-07-053\)](/s/article/2022-07-053)

[Warranty Audio Unit Exchange Forms \(/s/article/2022-11-029\)](/s/article/2022-11-029)

Parts Information

[Accessories Price List \(/s/article/2023-09-004\)](/s/article/2023-09-004)

[Accessory Fitment Instructions - TypeR \(/s/article/2023-01-041\)](/s/article/2023-01-041)

[Accessory Fitment Instructions Honda CR-V 1 of 3 \(/s/article/2023-09-015\)](/s/article/2023-09-015)

[Accessory Fitment Instructions Honda CR-V 2 of 3 \(/s/article/2023-09-016\)](/s/article/2023-09-016)

[Accessory Fitment Instructions Honda CR-V 3 of 3 \(/s/article/2023-11-022\)](/s/article/2023-11-022)

[Accessory Fitment Instructions Honda ZR-V 1 of 3 \(/s/article/2023-12-036\)](/s/article/2023-12-036)

[Accessory Fitment Instructions - Honda Z-RV 2 of 3 \(/s/article/2023-12-038\)](/s/article/2023-12-038)

[Accessory Fitment Instructions - Honda Z-RV 3 of 3 \(/s/article/2023-12-037\)](/s/article/2023-12-037)

[Parts Pricing Terms & Conditions \(/s/article/2021-06-002\)](/s/article/2021-06-002)