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Sent On 06/18/2004 Expires On 06/30/2004
From Honda Parts and Service National
Subject 2002-04 CRV HUM-built Safety Recall Stop Sale Update

DATE: June 18, 2004
TO: All Honda Sales, Service & Parts Managers
FROM: American Honda Service Division
RE: Safety Recall Announcement and Stop Sale Order Update #2

On June 4, 2004, we told you that Honda Motor Co., Ltd., had announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall certain 2002-04 HUM-built CR-Vs because the SRS cable reel was incorrectly wired.

On Wednesday, June 9, 2004, we told you that the 539 dealerships affected by the Stop Sale Order would be shipped an interim service bulletin, one special tool, and enough SRS cable reel repair kits to fix all vehicles affected by the Stop Sale Order.

Support Materials: On June 21, 2004, American Honda will post on ISIS its CR-V SRS cable Reel Recall Service Bulletin.

Special Tool: A special tool is needed to do this repair. On June 21, 2004, a quantity of these tools will be allocated to all dealerships that did not receive one from the June 9th shipment.

Campaign Parts: AH Parts Division will allocate a quantity of SRS cable reel repair kits to every Honda Dealership on June 21, 2004.

Repair Strategy: The repair involves the replacement of the SRS cable reel connector and the installation of a retainer. Refer to Service Bulletin 04-035 for repair details and warranty claim information.

Customer Notification: Approximately 130,000 vehicles are affected by this Recall Campaign. Notifications will start mailing to all known owners starting on July 2, 2004, at a rate of 25,000 letters per day.

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Sent On 06/08/2004 Expires On 06/17/2004
From Honda Parts and Service National
Subject Safety Recall Announcement on 2002-04 CRV

DATE: June 8, 2004
TO: All Honda Sales, Service & Parts Managers
FROM: American Honda Service Division
RE: Safety Recall Announcement and Stop Sale Order Update

On June 4, 2004, we told you that Honda Motor Co., Ltd., had announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall certain 2002-04 HMM-built CR-Vs because the SRS cable reel was incorrectly wired.

We also told you that 539 dealerships were affected by a Stop Sale Order on their 2002-04 HMM-built CR-Vs up to these 2004 M/Y VINs:

VIN SHSRD68**4U206096

and

VIN SHSRD7**4U238165.

On Wednesday, June 9, 2004, the 539 dealerships affected by the Stop Sale Order will be shipped an interim service bulletin, one special tool, and enough SRS cable reel repair kits to fix all of vehicles affected by the Stop Sale Order. Affected dealerships should receive these items no later than June 11, 2004.

NOTE: It is illegal to sell or lease a vehicle (new or used) with a known defect. If any affected vehicle is sold/leased to a retail customer with a known defect, the dealership will be entirely responsible for all legal consequences should an injury occur as a result of a failure of the defective part.

Schedule for Retail Owner Repairs

Support Materials: On June 21, 2004, American Honda will post on ISIS its CR-V SRS cable reel Recall Service Bulletin.

Special Tool: A special tool is needed to do this repair. A quantity of these tools will be allocated on June 22, 2004.

Campaign Parts: AH Parts Division will allocate a quantity of SRS cable reel repair kits to every Honda Dealership on June 22, 2004.

Repair Strategy: The repair involves the replacement of the SRS cable reel connector and the installation of a retainer.

Customer Notification: Approximately 130,000 vehicles are affected by this Recall Campaign. Notifications will be mailed to all known owners (starting on or about July 2, 2004). You will be notified of the exact customer mailing date by IN.

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Sent On 06/04/2004 Expires On 06/30/2004
From Parts and Service Division
Subject Safety Recall Announcement and Stop Sale Order

DATE: June 4, 2004

TO: All Honda Sales, Service & Parts Managers

FROM: American Honda Service Division

RE: Safety Recall Announcement and Stop Sale Order

Honda Motor Co., Ltd., has announced to NHTSA (National Highway Traffic Safety Administration) its intention to recall certain 2002-04 HUM-built CR-Vs.

Basic Problem: The SRS cable reel was incorrectly wired. During dual-stage (low-speed) inflation mode, the driver airbag inflation rate is incorrect, which could increase the risk of injury to the driver in specific crash conditions. The incorrect wiring does not affect the simultaneous (high-speed) inflation mode. Both inflation modes comply with all requirements of Federal Motor Vehicle Safety Standard No. 208.

Stop-Sale Order: All (100%) of 2002-04 HUM-built CR-Vs in your vehicle inventory, up to 2004 M/Y VIN SHSRD68**4U206096 and VIN SHSRD7**4U238165 are affected by this recall. These vehicles CANNOT be sold or leased with a known defect. All Japan-built CR-Vs, and HUM-built CR-Vs with VINs higher than listed above are not affected by this recall and can continue to be sold.

NOTE 1: The Stop Sale Order affects only 539 dealerships. In order to make their HUM-built CR-Vs saleable, American Honda will ship the affected dealerships an interim service bulletin, one special tool, and SRS cable reel repair kits equal to the number of vehicles affected by the Stop Sale Order. We anticipate sending the needed repair items on or about June 8, and affected dealerships will receive them by June 11, 2004.

NOTE 2: It is illegal to sell or lease a vehicle (new or used) with a known defect. If any affected vehicle is sold/leased to a retail customer with a known defect, the dealership will be entirely responsible for all legal consequences should an injury occur as a result of a failure of the defective part.

Schedule for Retail Owner Repairs Follow.

Support Materials: On June 21, 2004, American Honda will post on ISIS its CR-V SRS cable reel Recall Service Bulletin.

Special Tool: A special tool is needed to do this repair. A quantity of these tools will be allocated on June 22, 2004.

Campaign Parts: AH Parts Division will allocate a quantity of SRS cable reel repair kits to every Honda Dealership on June 22, 2004.

Repair Strategy: The repair involves the replacement of the SRS cable reel connector and the installation of a retainer.

Customer Notification: Approximately 130,000 vehicles are affected by this Recall Campaign. Notifications will be mailed to all known owners (starting on or about July 2, 2004). You will be notified of the exact customer mailing date by iN.