



**AUTOMOBILE DIVISION**  
American Honda Motor Co., Inc.  
1919 Torrance Blvd., - P.O. Box 2215  
Torrance, CA 90509-9870

Summer 2011

NHTSA Recall 11V-395

## **IMPORTANT SAFETY RECALL NOTICE**

Dear CR-V Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **What is the reason for this notice?**

Honda has decided that a defect which relates to motor vehicle safety exists in the automatic transmission control module software of certain 2007-2010 model year CR-V vehicles; this defect may affect the secondary shaft bearing in a vehicle's transmission. There is a possibility that the secondary shaft bearing may be damaged when a driver rapidly shifts between different gears at high engine RPM. A damaged bearing may cause the engine to stall or the vehicle to roll after the gear selector has been placed in the park position. An engine stall or unexpected vehicle movement increases the risk of a crash or personal injury to persons within the path of a rolling vehicle.

### **What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will repair your vehicle by updating the automatic transmission control module software. This work will be done free of charge. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

### **Who to contact if you experience problems?**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).

### **What to do if you feel this notice is in error.**

Our records show that you are the current owner or lessee of a 2007-2010 CR-V involved in this recall. If this is not the case, or the name/address information is not correct, please complete, sign, and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have the secondary shaft bearing repaired, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

### **Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

### **If you have questions.**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Honda Automobile Division**

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