

June 28, 2017

06926 Version 6

**Safety Recall: Driver's Power Window Switch Does Not Work or Works Intermittently (Only VINs that start with JHL)**

Supersedes 11-057 dated February 07, 2017, to revise the information highlighted in yellow

Confirm the vehicles VIN starts with **JHL** before proceeding with this Service Bulletin.This bulletin only applies to 2006 CR-Vs with VINs that start with **JHL**.Refer to Service Bulletin 12-067 for 2002–06 CR-Vs with VINs starting with SHS.**AFFECTED VEHICLES**

Year	Model	Trim	VIN Range
2006	CR-V	ALL	VINs starting with JHL. Check iN VIN status for eligibility.

**REVISION SUMMARY**

- Added additional information to the title.
- Revised and added a note under WARRANTY CLAIM INFORMATION.

**BACKGROUND**

If silicone-based cleaning agents are used near the master power window switch, the residue can adhere to the switch circuit board which may cause accelerated wear. As a result, the switch may overheat and melt, causing smoke, preventing the window to be rolled up or down, and the possibility of a fire.

**CUSTOMER NOTIFICATION**

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this recall, do a VIN status inquiry before selling it.

**CORRECTIVE ACTION**

Replace the driver's power window master switch.

NOTE: Do not apply Butyl Tape or a Skirt to VINs beginning with "JHL".

**PARTS INFORMATION**

Part Name	Part Number	Quantity
Driver's Power Window Master Switch	06357-S9A-305	1

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## TOOL INFORMATION

Tool Name	Tool Number	Quantity
KTC Trim Tool Set	SOJATP2014	1

## WARRANTY CLAIM INFORMATION

NOTE: Confirm that the correct replacement part, 06357-S9A-305, was installed in the vehicle. After confirming part replacement, submit a claim using the Template ID below. **Incorrect repairs may be subject to debit. For example, if butyl tape is included, the incorrect repair was made to the vehicle.**

Template ID	Description	Flat Rate Time	Defect Code	Symptom Code	Failed Part Number
11-057N	Replace the driver's power window master switch.	0.2 hr	5WT00	R9300	35750-S9A-C05ZA

Skill Level: Repair Technician

## REPAIR PROCEDURE

1. Using the appropriate trim tool, start prying at the rear of the driver's switch panel and move forward to release the hooks.

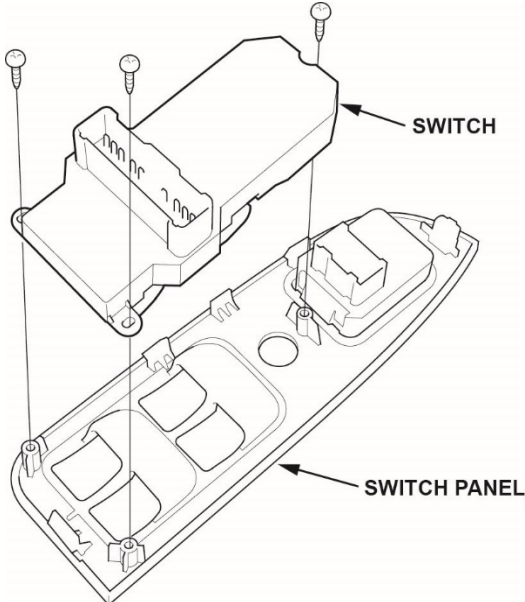


Start prying at the rear and work forward.

2. Disconnect the two connectors from the driver's power window master switch.



3. Remove the three screws that attach the switch to the switch panel.



4. Using the three screws removed in step 3, install the new switch to the switch panel.
5. Reconnect the connectors.
6. Reinstall the driver's switch panel into the door panel.
7. Reset the power window control unit:

- Turn the ignition switch to ON.
- Move the driver's window all the way down by holding the driver's window switch firmly down; when the window reaches the bottom, hold the driver's window switch down for 2 seconds.
- Move the driver's window all the way up by holding the driver's window switch firmly up; when the window reaches the top, hold the switch firmly up for 2 seconds.
- If the window does not work in AUTO, turn the ignition switch to LOCK and repeat step 7.

END

## EXAMPLE OF CUSTOMER LETTER

September 2011

### **Safety Recall: Driver's Power Window Switch Does Not Work or Works Intermittently- NHTSA Recall 11V-456**

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 certain 2006 model year CR-V vehicles. There is a potential failure of the power window master switch which may cause the switch to heat up, resulting in the switch melting, failing to work and producing smoke. In the worst case, the switch cover itself may burn. If the switch fails, the power window may become inoperative, preventing them from being rolled up or down. The possibility of fire is a potential safety risk.

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

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace the power window master switch assembly. This work will be done free of charge. The window switch replacement process may be completed in approximately 12 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you 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, 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>.

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

Our records show that you are the current owner or lessee of a 2006 CR-V involved in this recall. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card, and return it in the enclosed postage-paid envelope. We will then update our records.

#### **What if you already had your vehicle repaired for this issue**

If you previously paid to have the power window master switch replaced, you may be eligible for reimbursement. Refer to the attached instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

#### **Lesser 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 any 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**