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Sent on 07 18 2012 **Expires on** 08 01 2012
From Parts and Service Division
Subject Stop Sale/Safety Recall: 2012 CR-V Door Latch

DATE: July 18, 2012

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

FROM: American Honda Parts & Service Division, Campaign Administration

RE: Stop Sale/Safety Recall: 2012 CR-V Door Latch

Today, July 18, 2012, American Honda will notify NHTSA of a **Stop Sale** order and **Safety Recall** for some 2012 CR-V units. Any new or certified used units in dealer stock must be repaired prior to sale. **Refer to the Vehicle Status report (under Vehicle Management), eResponsibility report or VIN inquiry to determine which units in your inventory are affected.** American Honda expects to begin customer notification on or about August 16, 2012.

Note: affected vehicles should not be sold until the necessary repair has been performed. Should an unrepaired vehicle cause any injury or damage because of the required recall repair, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

Basic Problem

In certain situations, simultaneous operation of the driver's or passenger's inner door handle and lock knob may cause the inner door handle release cable to become partially disengaged. When this occurs the door may not latch when closed and/or the door may latch and close, but then open when the door locks are operated. These conditions can lead to the door opening while the vehicle is in motion.

All affected vehicles will require replacement of the front driver's and passenger's side door latches. In addition, certain vehicles also require replacement of the inner door handle. Please refer to VIN inquiry to determine which repair is applicable to an affected VIN.

Campaign Information

Placeholder versions of Service Bulletins 12-039 and 12-040 have been posted to ISIS as of July 18, 2012; complete versions with parts, warranty and repair information will be posted to ISIS tomorrow, July 19, 2012. Final versions including customer letters are expected to post to ISIS by August 3, 2012.

Parts Information

Parts to repair your stop sale units will arrive at your dealership tomorrow via your normal DSO shipment or via FedEx. Please consult the Vehicle Status report, eResponsibility report or VIN inquiry to determine which units in your inventory are affected.

Warranty and Repair Information

Warranty and repair information will be detailed in the preliminary versions of S/Bs 12-039 and 12-040, which will be available on ISIS on July 19, 2012.

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