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**Sent on** 10 16 2012 **Expires on** 10 30 2012  
**From** Parts and Service Division  
**Subject** Stop Sale/Noncompliance Recall: 2012 CR-V Certification Label

DATE: October 16, 2012

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

FROM: American Honda Parts & Service Division, Campaign Administration

RE: Stop Sale/Noncompliance Recall: 2012 CR-V Certification Label

On October 15, 2012, American Honda notified NHTSA of a **Stop Sale** order and **Noncompliance Recall** for some 2012 CR-V units. Any new or used units in dealer stock must be repaired per S/B 12-068 prior to sale. **Refer to your eResponsibility report or VIN inquiry to determine which units in your inventory are affected.** American Honda Motor Co. expects to begin customer notification on or about November 6, 2012.

Note: Affected vehicles should not be sold until the 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**

Due to a manufacturing error, a very small number of vehicles were produced with an incorrect certification label applied, causing the vehicle to be noncompliant with Title 49 of the Code of Federal Regulation, Part 567, "Certification." All affected vehicles will require application of a correction label to lines 2, 3, and 4 of the certification label located in the driver's doorjamb.

**Campaign Information**

A preliminary version of Service Bulletin 12-068 was posted to ISIS October 16, 2012, and the final version including an example of the customer notification is expected to post by November 2, 2012. Customer mailings are currently scheduled to begin on or about November 6, 2012.

**Parts Information**

Correction labels were sent via FedEx to all dealers with in-stock affected units on October 15, 2012. Additional labels to repair customer vehicles are available from Helm, reorder number Y0959. Because only a very small number of vehicles will require correction of the certification label, please do not order correction labels unless a vehicle requiring one is identified, or a customer calls indicating that they have received a letter from American Honda informing them that their vehicle is affected.

**Warranty and Repair Information**

Warranty and repair information is detailed in the preliminary version of S/B 12-068, which has been posted on ISIS as of October 16, 2012.

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