



AUTOMOBILE DIVISION

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

February 2012

NHTSA Recall 12V-030

IMPORTANT SAFETY RECALL NOTICE

Dear Crosstour 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 2012 model year Crosstour vehicles. The passenger-side side curtain airbag inflator may not have been manufactured according to correct specifications. In the event of a crash, the side curtain airbag may fail to deploy, increasing the risk of injury.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace the passenger-side side curtain airbag assembly. The replacement process may be completed in approximately 2 hours 18 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. This work will be done *free of charge*.

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 in error.

Registration records indicate that you are the current owner or lessee of a 2012 Crosstour involved in this campaign. 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.

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 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. You can also locate a dealer online at Honda.com.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign #S20 / Service Bulletin #12-009