



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

August 2012

NHTSA Recall 12V-338

IMPORTANT SAFETY RECALL NOTICE

Dear Honda 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 front door latches of certain 2012 model year CR-V vehicles. If the manual or power door lock is activated while an interior front door handle is being operated by an occupant, there is a possibility that the door may not properly latch. If a door is not fully latched, the door may open while driving or in a crash. A door that can unexpectedly open increases the risk of personal injury to the vehicle occupants.

What should you do?

Call any authorized Honda dealer and make an appointment to have the front door latches on your vehicle replaced **at no cost to you**. The replacements may be completed in approximately one hour; 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 888-327-4236 (TTY 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 CR-V 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.

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 800-999-1009, and select option 4. You can also locate a dealer online at Hondacars.com.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

Campaign S47 / Service Bulletin 12-039