



**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](http://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