



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

November 2012

NHTSA Recall 12V-501

## **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 certain 2012 model year CR-V vehicles fail to conform to the requirements of 49 CFR Part 567, Certification. The safety certification label on these vehicles specifies an incorrect Gross Vehicle Weight Rating (GVWR), Gross Axle Weight Rating (GAWR), Tire Size and Rim Size values.

### **What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired **at no cost to you**. We encourage you to contact the dealer ahead of time to assure that the correct label for your vehicle will be available at your appointment. To complete the repair, the dealer will apply a corrective label over your existing safety certification label. The complete process may take approximately 12 minutes; however, your vehicle may 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 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 Honda 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 1-800-999-1009, and select option 4. U.S. customers can also locate a dealer online at [Hondacars.com](http://Hondacars.com). Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Honda Automobile Division**

Campaign #S62 / Service Bulletin #12-068