



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

December 2012

NHTSA Recall 12V-548

## **IMPORTANT SAFETY RECALL NOTICE**

Dear Honda Civic 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 steering column tilt bracket of certain 2012 model year Civic vehicles. There is a possibility that an incorrect tilt bracket may have been installed which could affect the ability of the steering column to absorb energy in a frontal crash, potentially increasing the risk of injury.

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

Call any authorized Honda dealer and make an appointment to have your vehicle's steering column inspected and, if necessary, repaired **at no cost to you**. The complete process may take approximately 96 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.

### **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 Honda Civic 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. U.S. customers can also locate a dealer online at *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 #S69 / Service Bulletin #12-080