

April 14, 2018

08836 Version 7

Safety Recall: 2002–06 CR-V Driver’s Power Window Switch Does Not Work or Works Intermittently

Supersedes 12-067 dated February 9, 2017 to revise the information highlighted in **yellow**

IMPORTANT: Confirm the vehicles VIN starts with SHS before proceeding with this service bulletin.

This bulletin only applies to 2002–06 CR-Vs with VINs that start with SHS. Refer to Service Bulletin 11-057 for 2006 CR-Vs with VINs starting with JHL.

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2002–06	CR-V	ALL	VINs starting with SHS. Check the iN VIN status for eligibility.

REVISION SUMMARY

Removed a note under **WARRANTY CLAIM INFORMATION**.

BACKGROUND

Under severe conditions, water or other liquid may enter the driver’s window and reach the power window master switch on the door panel. Liquid in the switch can damage the switch’s printed circuit board (PCB), causing the switch to fail. In rare cases, the damaged PCB creates a short circuit that overheats the switch connectors and melts them, leading to a possible fire.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Inspect the power window master switch. Depending on what you find, do one of these actions:

- Apply a strip of butyl tape to seal the openings **in the original** switch assembly, and add a protective skirt to the switch. REPAIR PROCEDURE A.
- Install an updated switch **only**, do not install any butyl tape and protective skirt, REPAIR PROCEDURE B.
- Replace the driver’s door wire harness, and install an updated switch, REPAIR PROCEDURE C.

NOTE: REPAIR PROCEDURE C is rare, the replacement rate is about 1 percent.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

PARTS INFORMATION

NOTE:

- Damage to the driver's power window master switch is rare; the replacement rate is about 1 percent.
- Order the power window master switch only after confirming that replacement is needed.
- Make sure that you replace the switch with the updated part listed below. Do not use parts from existing inventory.

Part Name	Part Number	Quantity
Driver's Power Window Master Switch Seal Kit (REPAIR PROCEDURE A)	35752-S9A-305	1
Driver's Power Window Master Switch Kit (REPAIR PROCEDURE B)	06357-S9A-305	1

TOOL INFORMATION

Tool Name	Tool Number	Quantity
KTC Trim Tool Set	SOJATP2014	1

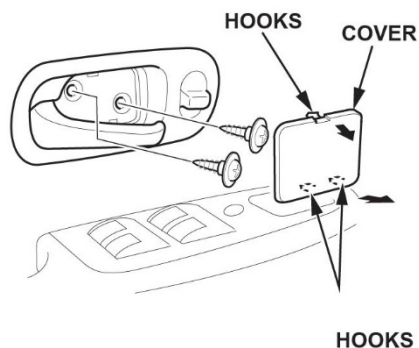
WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
7440A7	REPAIR PROCEDURE A Inspect and test the power window master switch, and apply butyl tape and plastic sheet to the original switch.	0.7	5WN00	S6100	12-067A	35750-S9A-C05ZA
7441C9	REPAIR PROCEDURE B Inspect, test, and replace the power window master switch, do not apply butyl tape and plastic sheet.	0.6	5WN00	S6100	12-067B	35750-S9A-C05ZA
7441D0	REPAIR PROCEDURE C Inspect and replace the power window master switch and switch harness.	0.8	5WN00	S6100	12-067C	35750-S9A-C05ZA

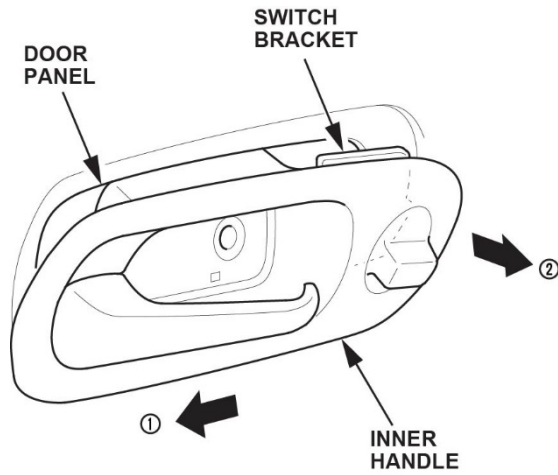
Skill Level: Repair Technician

INSPECTION PROCEDURE

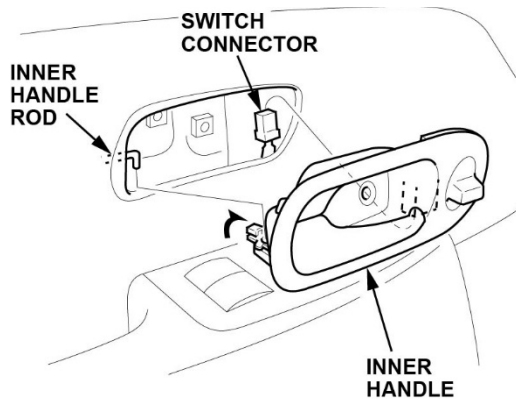
1. Make sure the window is up, then using the appropriate trim tool, pry out the upper portion of the cover to release the hooks, then remove the cover.



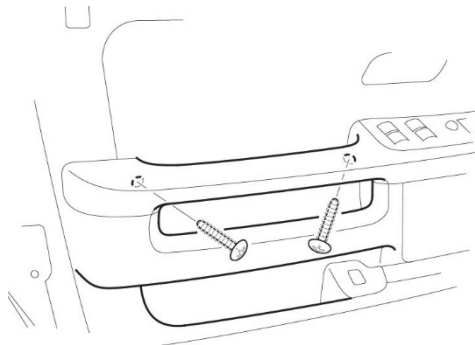
2. Remove the screws.
3. Release the power door lock switch bracket from the door panel by pulling the inner handle rearward and out halfway.



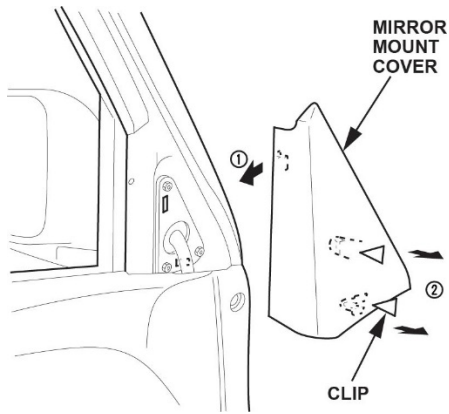
4. Disconnect the power door lock switch connector. Disconnect the inner handle rod, and remove the inner handle.



5. Remove the screws from under the armrest.

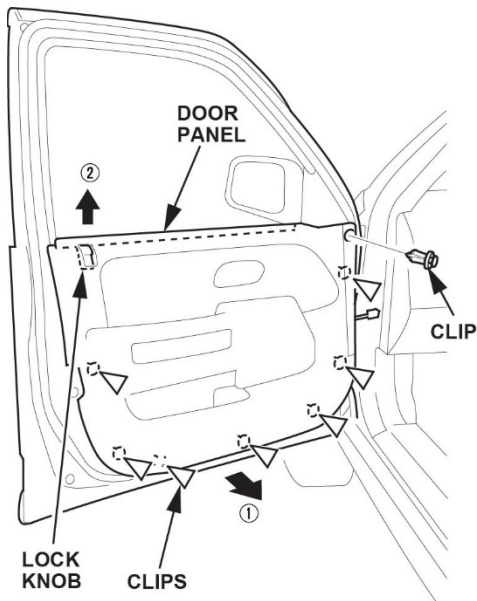


6. Carefully pry out the mirror mount cover by hand in the sequence shown.

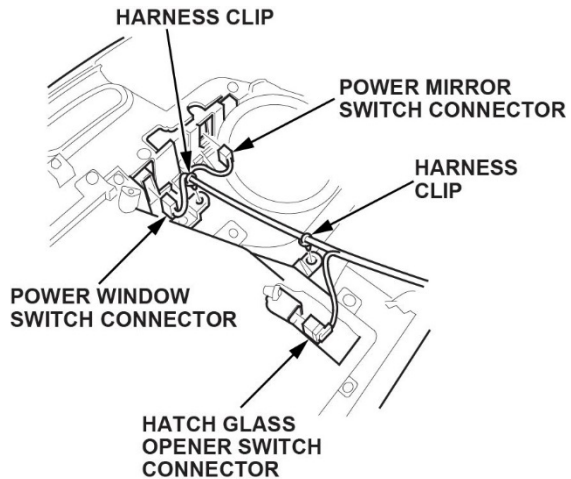


7. Remove the door panel.

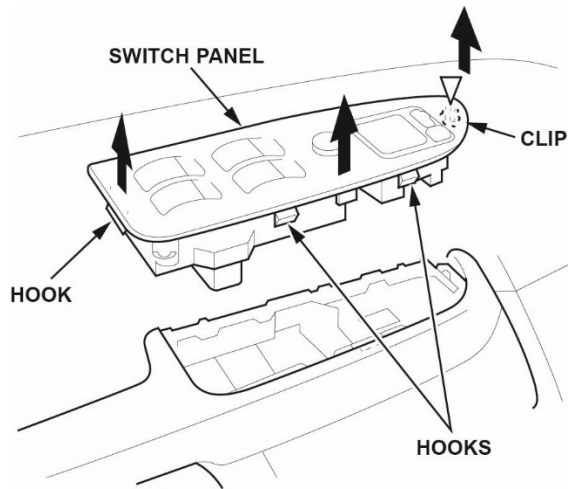
- Remove the clip.
- With the appropriate trim tool, pry up to release the clips that hold the door panel.
- Starting at the rear, pull the door panel upwards, then replace the lock knob.



8. Disconnect the power window switch connector, the power mirror switch connector, and the hatch glass opener switch connector, and detach the harness clips from the back of the door panel.



9. Push up on the bottom of the power window switch to release the clip and the hooks, then remove the switch.



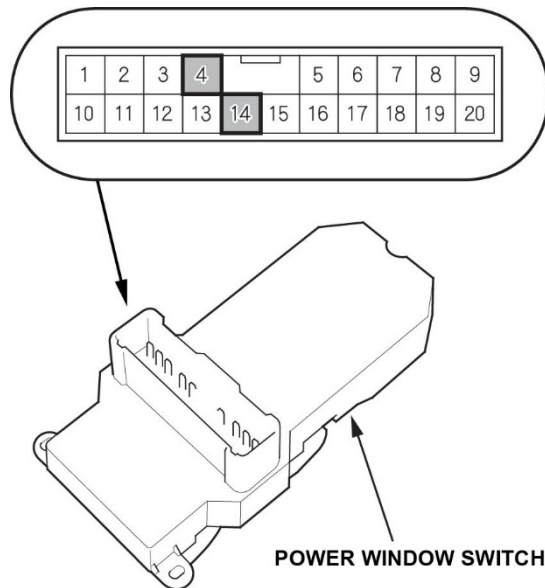
10. Remove the three screws that attach the switch to the switch panel.

11. Inspect the power window switch and the driver's door harness connector to any heat damage or melting.

- If there is any damage to the power window master switch and/or the harness connector, go to REPAIR PROCEDURE C.
- If there is no damage to the power window master switch or the driver's door harness connector, go to step 12.

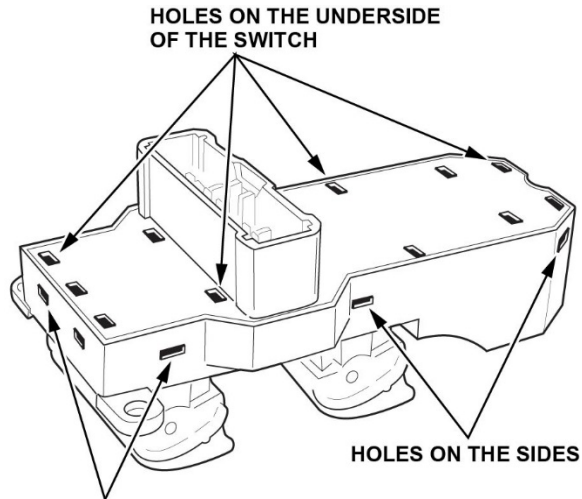
12. Measure the resistance between window switch terminal No. 4 and No. 14.

- If the resistance is less than 10k ohms, the switch needs to be replaced. Go to REPAIR PROCEDURE B.
- If the resistance is at least 10k ohms, the power window master switch is OK. Go to REPAIR PROCEDURE A.



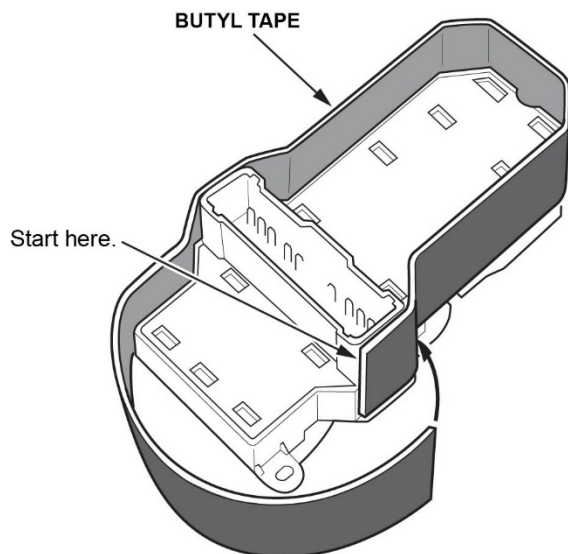
REPAIR PROCEDURE A

NOTE: You must cover all the holes in the power window master switch with the butyl tape and plastic sheet. If the holes are not completely covered, liquid can still enter the switch.

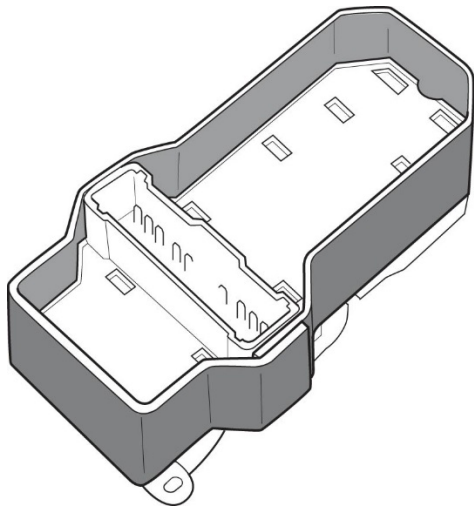


HOLES ON THE SIDES

1. Clean the power window switch with a shop towel and rubbing alcohol. Apply the alcohol to the towel, but do not apply alcohol directly to the switch.
2. Affix the butyl tape onto the switch, starting at the connector as shown.



3. Wrap the tape counterclockwise around the entire switch, peeling off the backing sheet as you go.

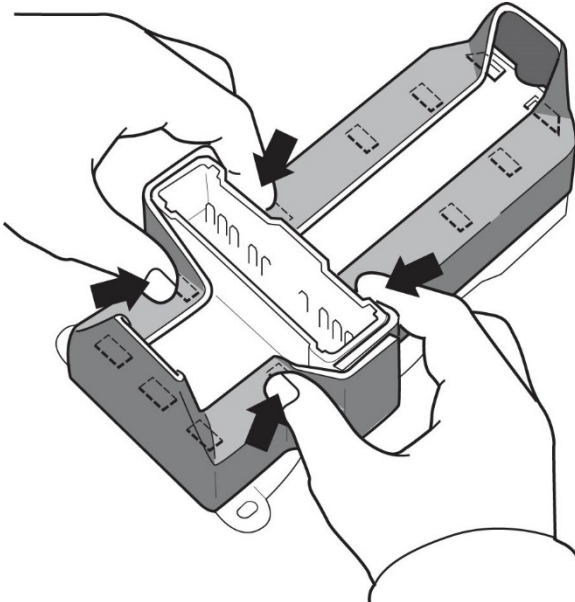


4. Make sure the butyl tape is secure around the corners by pressing it with your fingers.

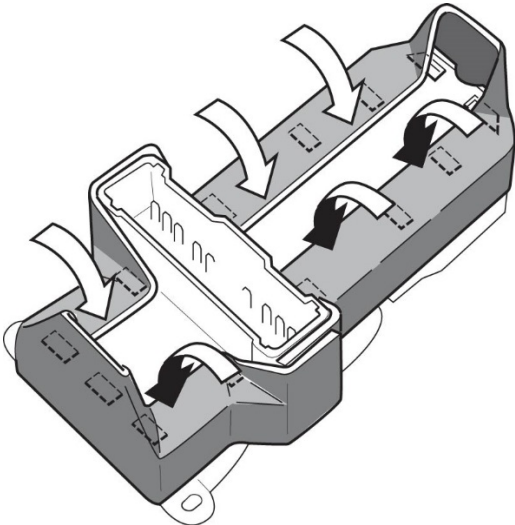
NOTE: To avoid getting your fingers stuck to the butyl tape, use the removed tape backing to press the butyl tape down.



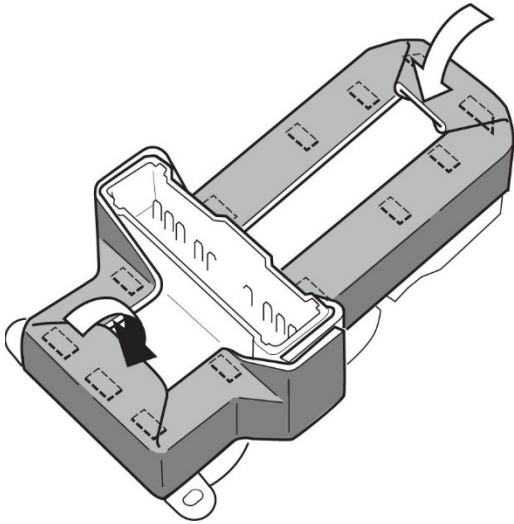
5. Pinch the butyl tape at the connector so that it sticks properly, with no creases in the butyl tape. Make sure the holes by the connector are covered.



6. Fold the butyl tape over the rear face so that it covers all of the holes.



7. Fold the butyl tape at the top and bottom areas of the switch and stick it to the rear face. Make sure the holes are covered.

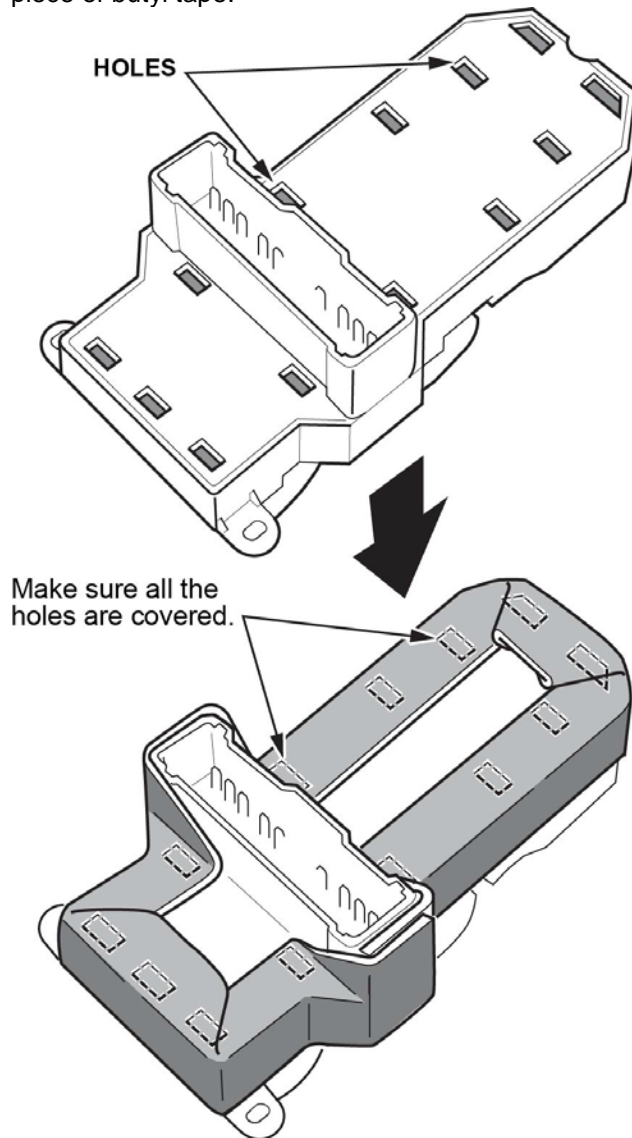


8. Make sure all the butyl tape is secure by pressing it with your fingers. Make sure there are no gaps between the butyl tape and the switch.

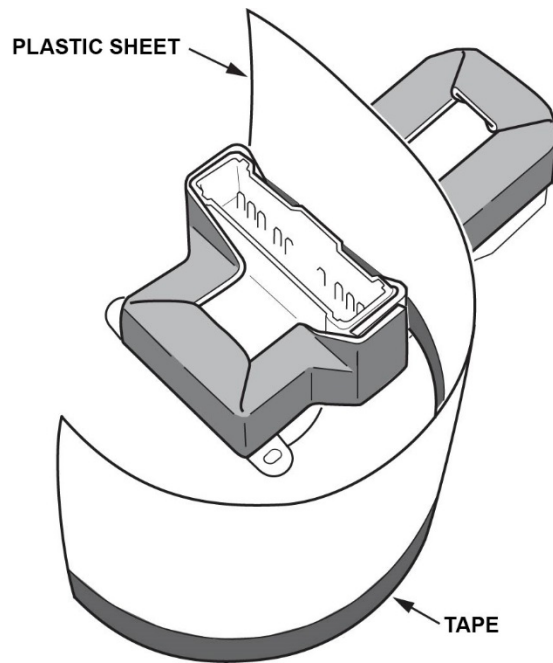


NOTE:

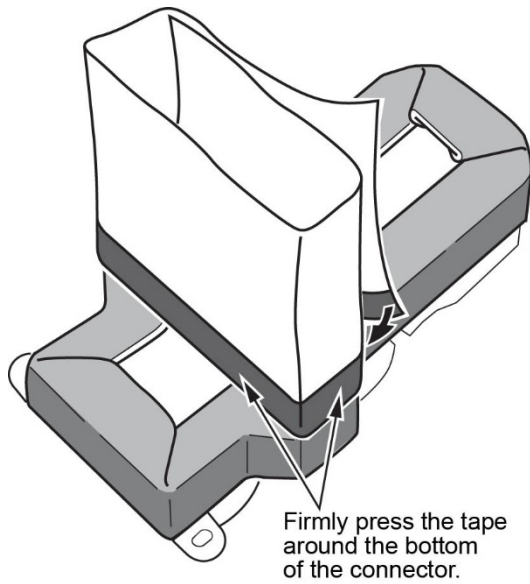
- Make sure the butyl tape is properly applied. If the switch was not cleaned, or the butyl tape not properly applied, it may peel and allow liquid to enter the switch.
- If the butyl tape is damaged or creased at any point, remove it, and repeat steps 1 through 8 with a new piece of butyl tape.
- If any of the holes are not completely covered, remove the butyl tape and repeat steps 1 through 8 with a new piece of butyl tape.



9. Align the tape on the plastic sheet to the starting point of the base of the connector as shown, then apply the plastic sheet.



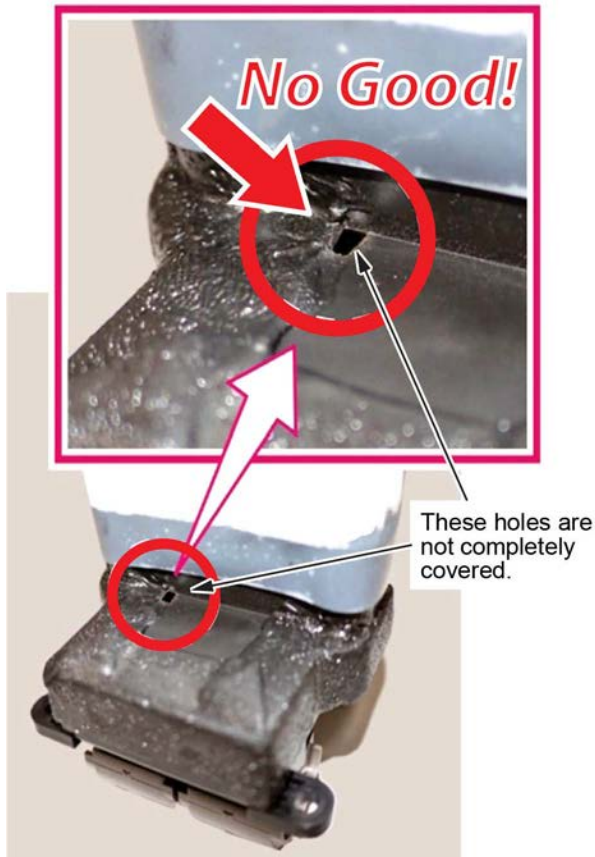
10. Wrap the plastic sheet around the connector, peeling off the backing paper.



11. Make sure there are no gaps between the tape and the connector by firmly pressing the tape with your finger.

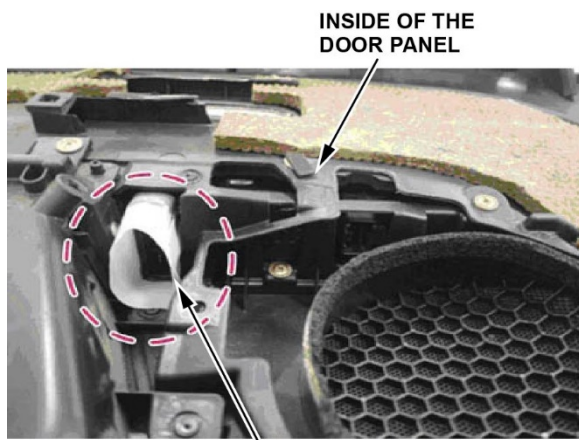
NOTE:

- If you damage the plastic sheet, remove it, and repeat steps 9 through 10 with a new plastic sheet.
- Make sure the plastic sheet covers the holes at the top and bottom of the connector. If they are not covered, remove the sheet and the butyl tape, and go back to step 1.



12. Install the power window master switch to the switch panel.

13. Reinstall the driver's switch panel into the door panel. Make sure the plastic sheet is not crushed, crumpled, or folded when you reinstall the switch panel in the door.



Be sure the plastic sheet on the window switch is not crumpled.

14. Plug in the power window switch connector, the power mirror switch connector, and the hatch glass opener switch connector, and attach the harness clips from the back of the door panel.

15. Install the door panel.

16. Install the inner handle rod, connect the lock switch connector and install inner handle.

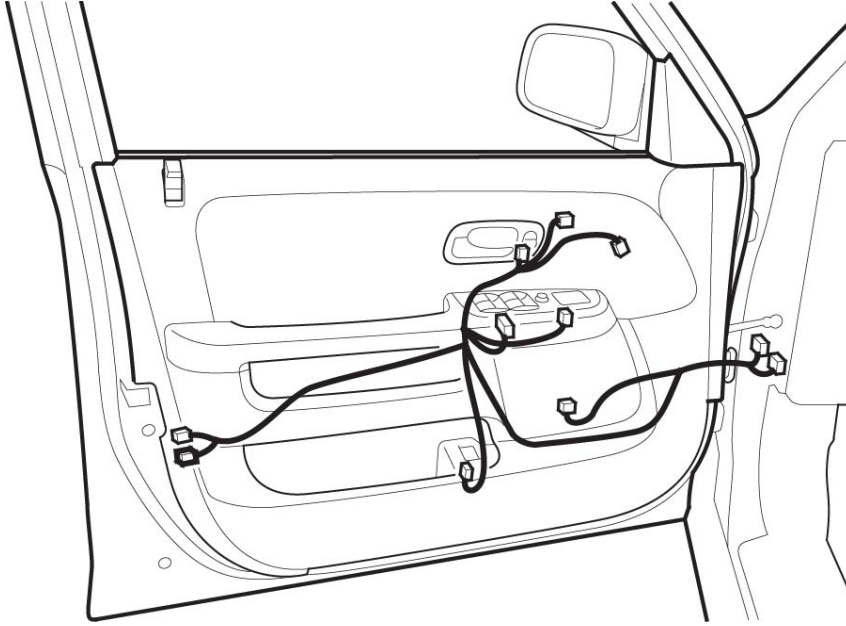
17. Install remaining screws for the armrest and inner handle.
18. Install mirror mount cover and inner door handle cover.
19. Reset the power window control unit:
 - Turn the ignition switch to ON.
 - Move the driver's window all the way down by holding the driver's window switch firmly down; when the window reaches the bottom, hold the driver's window switch down for 2 seconds.
 - Move the driver's window all the way up by holding the driver's window switch firmly up; when the window reaches the top, hold the switch firmly up for 2 seconds.
 - If the window does not work in AUTO, turn the ignition switch to LOCK and repeat this entire step.

REPAIR PROCEDURE B

1. Install the new power window master switch to the switch panel.
2. Plug in the power window switch connector, the power mirror switch connector, and the hatch glass opener switch connector, and attach the harness clips from the back of the door panel.
3. Install the door panel
4. Install the inner handle rod, connect the lock switch connector and install the inner handle.
5. Install remaining screws for the armrest and inner handle.
6. Install the mirror mount cover and inner door handle cover.
7. Reset the power window control unit:
 - Turn the ignition switch to ON.
 - Move the driver's window all the way down by holding the driver's window switch firmly down; when the window reaches the bottom, hold the driver's window switch down for 2 seconds.
 - Move the driver's window all the way up by holding the driver's window switch firmly up; when the window reaches the top, hold the switch firmly up for 2 seconds.
 - If the window does not work in AUTO, turn the ignition switch to LOCK and repeat this entire step.

REPAIR PROCEDURE C

1. Replace the driver's door harness.



2. Reconnect the connectors.
3. Install the new power window master switch to the switch panel.
4. Plug in the power window switch connector, the power mirror switch connector, and the hatch glass opener switch connector, and attach the harness clips from the back of the door panel.
5. Install the door panel.
6. Install the inner handle rod, connect the lock switch connector and install the inner handle.
7. Install the remaining screws for the armrest and inner handle.
8. Install mirror mount cover and inner door handle cover.
9. Reset the power window control unit:
 - Turn the ignition switch to ON.
 - Move the driver's window all the way down by holding the driver's window switch firmly down; when the window reaches the bottom, hold the driver's window switch down for 2 seconds.
 - Move the driver's window all the way up by holding the driver's window switch firmly up; when the window reaches the top, hold the switch firmly up for 2 seconds.
 - If the window does not work in AUTO, turn the ignition switch to LOCK and repeat this entire step.

END

EXAMPLE OF CUSTOMER LETTER

November 2012

Safety Recall: 2002–06 CR-V Driver's Power Window Switch Does Not Work or Works Intermittently – NHTSA Recall 12V-486

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 certain 2002–06 model year CR-V vehicles. There is a potential failure of the power window master switch which may cause the switch to heat up, resulting in the switch melting, failing to work, producing smoke or burning. The possibility of fire is a potential safety risk. A switch failure, and a fire, could occur even if the vehicle is not in use. As a precaution, owners are advised to park outside until the recall repair has been performed.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired, at **no cost to you**. The dealer will repair or replace the power window master switch assembly. The repair process may take anywhere from between 18 minutes to 48 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 an error

Registration records indicate that you are the current owner or lessee of a 2002–06 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.

What if you already had your vehicle repaired for this issue

If you previously paid to have the power window switch replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

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. 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