



AUTOMOBILE DIVISION

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

October 2015

NHTSA Recall 15V-574

IMPORTANT SAFETY RECALL

VIN: <VIN>

Dear <First Name/Last Name>:

This notice is sent to you in accordance with 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 2014–2015 model year Civic vehicles. During certain driving conditions, a combination of high stress exerted from the CVT programming along with potential drive pulley shafts manufactured with low hardness, the drive pulley shaft may break during operation. If the drive pulley shaft breaks the vehicle may lose acceleration or the front wheels may lock up, increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle’s CVT software updated, *at no cost to you*.

Once you make an appointment for your vehicle, be advised that the complete inspection and repair time may take approximately 20 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

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 2014–2015 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 1-888-234-2138. U.S. customers can also locate a dealer online at www.Hondacars.com. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this recall may cause you.

Sincerely,

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