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|----------------|---|----|------|-------------------|----|----|------|
| Sent on | 05 | 22 | 2019 | Expires on | 08 | 09 | 2019 |
| From | Brad Ortloff, Manager of Auto Campaigns and Recalls | | | | | | |
| Subject | Safety Recall: 2019 CR-V Steering Wheel Cable Reel or Cable Reel Sub-Wire harness | | | | | | |

DATE: May 22, 2019

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Safety Recall: 2019 CR-V Steering Wheel Cable Reel or Cable Reel Sub-Wire harness

On May 21, 2019, American Honda notified NHTSA of a stop sale and safety recall for certain model year 2019 CR-V vehicles in which the steering wheel cable reel or cable reel sub-wire harness may be damaged by a burr on the steering wheel metal center sub core. Refer to your eResponsibility report, or do **an iN VIN status inquiry to determine which vehicles in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

BACKGROUND

Some steering wheels were produced with burrs on the metal center sub core. This could expose the cable reel or cable reel sub-wire harness to damage, leading to a short in the wiring. If this occurs, it is possible for the steering wheel controls, horn, or Supplemental Restraint System (SRS) to malfunction and illuminate the SRS warning indicator. In the worst case scenario, this may result in an uncommanded deployment of the driver's airbag, increasing the risk of a crash and injury.

REPAIR

Replace the cable reel, cable reel sub-wire harness and install a protector cover on the steering wheel sub core.

PARTS

Initially repair kits will be available in limited quantities and will be auto shipped to all dealers as inventory arrives from the vendor. Initial part shipments are expected to arrive at dealers by Wednesday May 29th through a daily stock order. Parts inventory is expected to stabilize early this summer and, until that time, regular auto shipments will be sent, up to twice per week to ensure continued part supply to dealers. An additional notification will be made when parts are available for open dealer ordering. American Honda highly recommends that you use allocated kits for current in-service vehicles.

TOOLS

Puller, Squib Couple (P/N 07AAC-TLAA100): This tool will be sent to the service manager at your dealership when the revised service bulletin becomes available.

SERVICE BULLETIN

Service bulletin 19-062, *Safety Recall: 2019 CR-V Cable Reel and Sub-Wire Harness* has been posted to the Service Information System (SIS) as a place holder. It will be updated when we have complete warranty,

INTERACTIVE NETWORK

parts, tools, and repair information.

CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by early July 2019.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.