

Safety Recall: 2020–22 CR-V Hybrid 12-Volt Positive Battery Cable Stop Sale

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2020–22	CR-V Hybrid	ALL	Check iN VIN status inquiry for eligibility

BACKGROUND

American Honda is announcing a **STOP SALE** and **safety recall** for certain model year 2020–22 CR-V Hybrid vehicles due to 12-volt positive battery cables, which may short circuit in the event of a crash to the left front quadrant of the vehicle under certain circumstances, increasing the risk of a fire or injury.

If this temporary placeholder bulletin appears during an iN VIN status inquiry, the vehicle is subject to a **safety recall**. Any affected vehicles in your dealer inventory are on **STOP SALE** until further notice. Refrain from calling Tech Line for updates.

The following suggested text should be included on any repair order for an already sold affected vehicle that comes in for service. This information should be printed out completely and provided to the customer any time service is conducted on an affected vehicle, and the recall repair has not yet been completed. Once parts and repair information are available, the normal procedures under Service Operations Manual (SOM) 7.2.1 will apply for this recall.

Suggested verbiage to be included on the repair order:

Customer was advised that:

*The vehicle may be subject to a recall affecting the vehicle's battery cable. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle **and the Owner's Manual or Owner's Guide for the vehicle** in for repair.*

Please be advised that customers will still be able to register their vehicles with their respective Department of Motor Vehicles at this time.

For any questions or concerns customers may have, you may have them contact American Honda's Customer Support & Campaign Center at **1-888-234-2138**.

This bulletin will be updated once the parts and repair information are available.

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.