



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

CSC-10042649-5490

March 2012

Product Update: ECM Update to Improve DTC P1420 and P2000 Detection Threshold

Dear Civic Hybrid Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

What is the problem?

Your vehicle's engine control module (ECM) can misinterpret readings from various sensors. If this happens, the check engine light on the instrument panel may stay on.

What should you do?

Contact any authorized Honda dealer for an appointment to have your vehicle's software updated. The dealer will update the software in the ECM. This work will be done free of charge. Please plan to leave your vehicle at the dealer for half a day to allow them flexibility in scheduling.

California Residents - After doing the update, your dealer will give you a Proof of Correction certificate. Keep this certificate for your records as proof that the product update was completed. Submit the certificate to the DMV only if the DMV requests it.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2003–05 Civic Hybrid involved in this campaign. If this is not the case, or the name/address information is not correct, please complete, sign, and return the enclosed, postage-paid Information Change Card. We will then update our records.

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

Lessor Information

If this is a leased vehicle, and you are the lessor/registered owner, please forward a copy of this notice to the lessee.

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.

We apologize for any inconvenience this product update may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



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

Marzo del 2012

Actualización de producto: Actualización del ECM para mejorar el umbral de detección de los códigos DTC P1420 y P2000

Estimado propietario de un vehículo Civic Hybrid:

Esta carta tiene la intención de notificarle de un posible problema con su vehículo y lo que debe hacer para resolverlo.

¿Cuál es el problema?

El módulo de control del motor de su vehículo (ECM) puede mal interpretar las lecturas de varios sensores. Si esto sucede, la luz indicadora de falla del motor en el panel de instrumentos puede permanecer encendida.

¿Qué debe hacer?

Comuníquese con cualquier concesionario Honda autorizado para coordinar una cita para actualizar el programa de su vehículo. El concesionario actualizará el programa en el ECM. Este trabajo se realizará sin costo alguno. Por favor haga planes para dejar su vehículo en el concesionario por medio día, para permitirles algo de flexibilidad en la programación.

Residentes de California – Después de realizar la actualización, su concesionario le dará un Certificado de Prueba de Corrección. Mantenga este certificado para sus registros como prueba de que la actualización de producto fue completada. Envíe el certificado para el DMV solamente si el DMV lo solicita.

Qué debe hacer si considera que esta notificación es errónea

Nuestros registros indican que usted es propietario o arrendador de un Civic Hybrid 2003–2005, el cual forma parte de esta campaña. Si no es el caso, o si la información de nombre/dirección no es correcta, por favor complete, firme y devuelva la Tarjeta de Cambio de Información anexa con el porte pagado. Con esto actualizaremos nuestros registros.

Si usted previamente pagó por el reemplazo del convertidor catalítico, usted puede calificar para un reembolso. Consulte las Instrucciones para Reembolso que se encuentra anexa para los requisitos de elegibilidad y el procedimiento de reembolso.

Información para el arrendador

Si este es un vehículo arrendado, y usted es el arrendador/propietario, por favor envíe una copia de esta notificación al arrendatario.

Si tiene preguntas

Si tiene preguntas acerca de esta notificación o si necesita asistencia para ponerse en contacto con un concesionario Honda, por favor comuníquese con Atención al Cliente de Automóviles Honda al 800-999-1009 y seleccione la opción 4.

Le ofrecemos disculpas por cualquier inconveniente que pueda haberle causado esta actualización de producto.

Atentamente,

American Honda Motor Co., Inc.
División Automotriz de Honda



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

Instructions for Reimbursement
Product Update: ECM Update to Improve DTC P1420 and P2000
Detection Threshold

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid to have the catalytic converter replaced.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle may not be reimbursable.

To apply for reimbursement

- ✓ **Complete this reimbursement form.**
- ✓ **Attach a copy of the repair receipt or invoice for the repair.** A copy of the repair invoice from an authorized Honda dealer or independent repair facility, indicating the replacement of the catalytic converter, will meet this need. This invoice should show your vehicle's model, vehicle identification number (VIN), the name and address of the facility that did the repair, the itemized cost of the repair (parts and labor), and the date the work was completed.
- ✓ **Attach proof of payment**, such as a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- ✓ **Mail this completed form and the copies of the receipts and invoices to:**

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90509-2964

Please allow 6 to 8 weeks for reimbursement.

Failure to include proper documentation can delay your reimbursement. If you have questions, please call your local authorized Honda dealer. If they cannot help you, call 800-999-1009, and select option 4.

Fill in the following blanks. Please print clearly, and provide complete information.

 Name () _____
 Daytime telephone number

 Address Apt. No. _____

 City State ZIP Code _____

Vehicle Identification Number (VIN) REQUIRED Mileage at time of repair \$ _____
 Total amount requested

Name of facility that did the repair _____

Make sure to include all required supporting information with your request.

Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente al 800-999-1009 y seleccione la opción 4.

IMPORTANT: PRODUCT ADVISORY ENCLOSED
PLEASE OPEN IMMEDIATELY

PLEASE DELIVER TO REGISTERED OWNER R#

VEHICLE
IDENTIFICATION ►
NUMBER

PRINTED PERFORM ▼ PLEASE DETACH, SIGN BELOW AND PLACE IN RETURN ENVELOPE ▼

INFORMATION CHANGE CARD

PLEASE PROVIDE NAME AND ADDRESS CORRECTIONS ON THE REVERSE SIDE

◀ VEHICLE IDENTIFICATION NUMBER R#

PLEASE SIGN AND RETURN THIS CARD
ONLY IF YOU HAVE MADE CHANGES

I no longer own the vehicle. It was:

- Sold (*print name and address of new owner on reverse, if known*)
- Exported
- Destroyed
- Stolen
- Lease expired, vehicle returned.
- Other: _____

Nota:

Si usted necesita esta información en español por favor comuníquese con Servicio al Cliente al 800-999-1009 y seleccione la opción 4.

Signature: **X**

Date: _____

SIGNATURE OF REGISTERED OWNER OR LESSEE REQUIRED

