

2012-2013 CR-V Steering Wheel Control Issue

Background

American Honda (AHM) is investigating certain 2012-2013 CR-Vs with a complaint of the SRS light on with DTC 11-1 through 11-B and/or the steering wheel controls (audio & cruise control) not working.

To fully understand the cause of this occurrence, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

Qualifiers:

AHM is interested ONLY if the vehicle meets the following requirements:

1. 2WD VINs after 5J6RM3H39CL027867 for 2012 CR-Vs.
2. 4WD VINs after 5J6RM4H77CL053456 for 2012 CR-Vs.
3. All VINs for 2013 CR-Vs.
4. First time complaint only.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.