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**Sent on** 03 04 2015 **Expires on** 06 02 2015  
**From** American Honda Parts, Service & Technical Division, and Campaign Administration  
**Subject** Warranty Extension and Product Update: 2007-09 CR-V Door Lock Actuators

DATE: March 4, 2015

To: All Honda Parts and Service Managers, Advisors and Personnel  
From: American Honda Parts, Service & Technical Division, and Campaign Administration  
Re: Warranty Extension and Product Update: 2007-09 CR-V Door Lock Actuators

On January 6, 2015, American Honda announced a product update and warranty extension for all 2007 and 2008 CR-Vs, and some 2009 CR-Vs. The product update provides updated door lock actuators for the driver's door, while the warranty extension applies in cases where the front passenger or any rear passenger door locks have failed.

American Honda has identified an error in service bulletin 14-083. The original version of the bulletin indicated that driver's door lock actuators with production dates of 03/08/2008 (March 8, 2008) or later were updated parts. The correct countermeasure part date is 08/03/2008 (August 3, 2008). The service bulletin has been revised to correct this error. **Do not turn away any customer whose driver's door lock actuator was produced prior to August 3, 2008.** The revision also includes direction to provide the driver's door lock actuator production date in the first DTC field.

American Honda will issue a follow-up notice to customers who may have been affected by this error. To facilitate this activity, all dealers are requested to process any outstanding claims for service bulletin 14-083 on or before March 11, 2015. American Honda cannot begin the follow-up notification activity before understanding the number of affected customers. American Honda appreciates your cooperation in this matter.

In addition to the changes made to the PUD, the driver's door lock assembly was added to the warranty extension in order to provide better coverage for customers. Be sure to complete the PUD on any eligible vehicle prior to applying the warranty extension. Although the warranty extension provides coverage for all four door locks, replacing the driver's door lock actuator through the PUD first may resolve any issues with the passenger's doors. If the problem continues after application of the PUD, continue with normal troubleshooting, and repair the actuators under the warranty extension if necessary.

American Honda apologizes for any confusion these changes may cause.

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