

[Next Unread Message](#)**View Message**

<b>Sent on</b>	01	06	2015	<b>Expires on</b>	03	06	2015
<b>From</b>	American Honda Parts, Service & Technical Division, Campaign Administration						
<b>Subject</b>	Warranty Extension and Product Update: 2007-09 CR-V Door Lock Actuators						

DATE: January 6, 2015

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

Today, January 6, 2015, American Honda is announcing a product update and warranty extension for 2007, 2008, and certain 2009 CR-V vehicles. The product update provides updated door lock actuators for the driver's door, while the warranty extension applies in cases where any of the front or rear passenger door locks have failed.

The warranty extension is being administered in response to a class action settlement. During the warranty extension period (6 years or until November 7, 2015, whichever is later), customers may be eligible for repairs if their vehicle exhibits the symptoms outlined in service bulletin 14-084, *Warranty Extension: Front Passenger and Left and Right Rear Passenger Door Lock Actuator Does Not Work*. There is no mileage limitation on the extended warranty.

Customers may also be eligible for reimbursement for related repairs made at their expense. Reimbursements cannot be processed by dealerships; they must be requested through the claim process established through the class action settlement. Direct all questions related to this or any other aspects of the class action not covered by S/B 14-084 to 888-888-3082 or [www.doorlocksettlement.com](http://www.doorlocksettlement.com).

The product update is being offered to all 2007 CR-V owners and certain 2008 and 2009 CR-V owners irrespective of whether they participate in the class action settlement. The update requires replacement of the driver's door lock actuator with an updated part.

Parts to repair vehicles for either action are available through normal parts ordering procedures.

Customers will be notified about the class action settlement, warranty extension, and product update early January 2015.

As always, be sure to check VIN Inquiry status prior to beginning work on any vehicle.

© 2000–2015, American Honda Motor Co., Inc. All Rights Reserved.