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**Your CR-V needs a software update immediately.  
Please review this short video for details and next steps.**

Dear Adrian,

We understand your busy lifestyle and how inconvenient it would be if your vehicle has an unexpected transmission problem that would disrupt your schedule. To prevent this from happening, we highly recommend that you follow the steps and advice in the video to get this important software upgrade for your vehicle. Honda will provide this software update at no charge to you. We pride ourselves on providing reliable, quality vehicles to ensure your customer satisfaction.

**All you have to do is:**

- [Contact any authorized dealer to make an appointment, or](#)
- [Visit your local dealer at your convenience.](#)

The sooner you do so, the easier the process.

**Putting off the update could result in serious damage to your transmission.**

Under certain driving conditions, a software issue causes a problem, which may allow the transmission belt to slip. If the belt slips, you may see a surge in RPM when driving at highway speeds or in certain weather conditions. If the belt slips for long enough, the transmission will be damaged.

If you have any questions, or would like help locating an authorized Honda dealer, call Honda Customer Service at

**1-855-300-0913**

Monday-Friday, 6 a.m. to 6 p.m. PT,  
Saturday 7:30 a.m. to 4 p.m. PT, or  
Sunday 6 a.m. to 2:30 p.m. PT.

You can also locate a dealer online by clicking the link — [Honda Dealer Locator](#).  
Customers in U.S. territories, please contact your local dealer/distributor.

**American Honda Motor Co., Inc.**  
**Honda Automobile Division**



**California drivers, please note:** The Department of Motor Vehicles (DMV) will not renew your registration until this emission recall has been completed. Remember to keep the Vehicle Emission Recall Proof of Correction certificate the dealer gives you after the procedure for your records. The DMV may request it as proof the emissions recall was completed.

**IMPORTANT PRODUCT UPDATE INFORMATION**

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