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<b>Sent on</b>	12	19	2018	<b>Expires on</b>	03	19	2019
<b>From</b>	HNA Law						
<b>Subject</b>	2015 CR-V Vibrations						

Currently Applies To: ALL 2015 Honda CR-Vs

On December 2, 2015, Honda issued Service Bulletin 15-046 “Vibration While Driving and/or Stopped in Gear.” This Service Bulletin and the product enhancements provided therein were intended to address complaints by some 2015 CR-V customers that they were experiencing unpleasant vibration.

In December 2015, several class action lawsuits were filed relating to the vibration issue.

Among other things, the plaintiffs alleged that when they complained about unpleasant vibration, some dealers indicated that the vibration did not exist, was an unknown issue or could not be addressed. These allegations were disputed throughout the litigation.

The vehicle owners who filed the class action lawsuits reached a settlement with Honda in January 2018. The settlement will proceed through a court approval process that is expected to last several months. As part of the settlement, we have agreed to ensure that Honda authorized dealers are provided certain reminders as set forth below.

If any owners or lessees of a 2015 Honda CR-V visit your dealership and complain about unpleasant vibration, you should speak with them about the product enhancements in Service Bulletin 15-046 and determine whether those corrective measures are appropriate to resolve the vibrations.

### **Reminder About Warranty Coverage**

We remind you that the product enhancements in Service Bulletin 15-046 are to be provided under warranty as follows:

For the Mode 1 product enhancement, Honda’s Powertrain Limited Warranty applies. This warranty lasts through the earlier of 5 years or 60,000 miles.

For both Mode 2 and Mode 3 product enhancements, Honda’s Emissions Control Systems Defects Warranty applies. This warranty lasts through the earlier of 8 years or 80,000 miles.

If a 2015 CR-V vehicle remains under the applicable warranty, you will diagnose the causes of the unpleasant vibration(s) and provide parts and labor to install one (or more, as applicable) of the product enhancements at no charge. Based on Honda’s research, if a driver has not experienced any unpleasant vibrations within the first few months of driving his or her 2015 CR- V, he or she is unlikely to start feeling them later on.

### **Drivers Who Remain Dissatisfied After The Product Enhancements Are Installed**

If an owner or lessee remains dissatisfied even after obtaining all of the product enhancements in Service Bulletin 15-046, after discussing his or her concerns with you (and your management), please refer the customer to Honda's Customer Service (which the owner or lessee can reach at the number listed on the inside front cover of the customer's Warranty Booklet).

If the customer remains dissatisfied, Honda Customer Service will remind the owner or lessee that she or he has the right to mediate or arbitrate under the procedure set forth in the owner or lessee's Warranty Booklet. This process provides an independent forum run by the National Center for Dispute Settlement (NCDS) and is offered free-of-charge to the consumer.