



November 2012

NHTSA Recall 12V-486

**IMPORTANT SAFETY RECALL NOTICE**

Dear Honda CR-V Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**What is the reason for this notice?**

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2002-2006 model year CR-V vehicles. There is a potential failure of the power window master switch which may cause the switch to heat up, resulting in the switch melting, failing to work, producing smoke or burning. The possibility of fire is a potential safety risk. A switch failure, and a fire, could occur even if the vehicle is not in use. As a precaution, owners are advised to park outside until the recall repair has been performed.

**What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired, **at no cost to you**. The dealer will repair or replace the power window master switch assembly. The repair process may take anywhere from between 18 minutes to 48 minutes; however, your vehicle will need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

**Who to contact if you experience problems?**

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

**What to do if you feel this notice is in error.**

Registration records indicate that you are the current owner or lessee of a 2002-2006 CR-V involved in this campaign. If this is not the case, or the name/address information is not correct, please complete and sign the Information Change Card and return it in the enclosed postage-paid envelope. We will then update our records.

**What if you already had your vehicle repaired for this issue.**

If you previously paid to have the power window switch replaced, you may be eligible for reimbursement. Refer to the attached Instructions for reimbursement for the eligibility requirements and the reimbursement procedure.

**Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you have questions.**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4. U.S. customers can also locate a dealer online at *Hondacars.com*. Customers in U.S. territories, please contact your local dealer/distributor.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

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