This is an electronic version of the letter that will be mailed to you.
Please wait until you receive the actual letter before contacting your dealer.

AUTOMOBILE DIVISION
American Honda Motor Co., Inc
1919 Torrance Blvd., P.O. Box 2215
Torrance, CA 90509-9870

September 2011 NHTSA Recall 11V-458

IMPORTANT SAFETY RECALL NOTICE

Dear CR-Z 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 2011 model year CR-Z vehicles with manual transmissions. There is a possibility that if the engine stalls and the brake pedal is not pressed, the engine control unit software may cause the electric motor of the hybrid system to unexpectedly move the vehicle in the opposite direction of the selected gear. Unexpected vehicle movement increases the risk of a crash or personal injury to the persons in the path of the moving vehicle.

What should you do?
Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will update your vehicle's electronic control unit software, free of charge. The software update process may be completed in approximately 12 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 and 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 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

What to do if you feel this notice is in error.
Our records show that you are the current owner or lessee of a 2011 CR-Z involved in this recall. If this is not the case, or the name/address information is not correct, please complete, sign, and return the enclosed, postage-paid Information Change Card. We will then update our records.

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 1-800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division