



June 2015
Campaign M14/M15

**Product Update: Driver's Door Lock Actuator
Warranty Extension: Front Passenger and Rear Door Lock Actuators**

Dear Honda Owner:

Honda Canada recently notified you of a Product Update and Warranty Extension Campaign that applies to the door lock actuators in your vehicle. In the previous notification, it was noted that the warranty on your vehicle's door lock actuators would be extended to 10 years/240,000km. Regrettably, these warranty terms were incorrectly stated in the previous letter. The correct terms are as follows:

Door Lock	Original Manufacturer's Warranty	Extended Warranty Terms
Driver's Door	3 years / 60,000 km	Product Update – Unlimited years and mileage
Front Passenger/Rear Doors	3 years / 60,000 km	6 years* / Unlimited mileage

**Note: Owners of vehicles currently out of this extended warranty will still have an opportunity to have their vehicle repaired or make a claim for reimbursement for past repairs, until November 7, 2015.*

Please check the 17-digit Vehicle Identification Number (VIN) at the top of this letter to ensure that it matches the VIN on your vehicle's dashboard.

Overview of U.S. Action

As a result of a legal settlement in the United States in the case of *Davitt v. American Honda Motor Co., Inc.*, certain U.S. customers will be entitled to settlement benefits. In an effort to better ensure our Canadian customers receive customer service and benefits consistent with those extended to Honda customers in the U.S., Honda Canada is extending similar benefits to Canadian customers.

What is the Product Update for?

On certain 2007-2009 CR-V vehicles, the driver's door lock actuator may not move into the locked position, or it may cycle from the locked to unlocked position when the power door lock button is pressed.

What is the Warranty Extension for?

To ensure confidence in our product, Honda Canada is extending the warranty on the front passenger's and rear passengers' door lock actuators to **6-years from the original date of purchase, or November 7, 2015, whichever is later**. This Warranty Extension applies to certain 2007-2009 CR-V vehicles where the front passenger's or a rear door lock actuator does not function as designed, such as where it does not move into the locked position, or where the lock cycles from the locked to unlocked position when the power door lock button is pressed.

The Warranty Extension provides coverage for the current owner and any subsequent owners, provided the vehicle has never been declared a total loss or sold for salvage by an insurer or financial institution, or has never been branded or similarly titled under any provincial regulations.

What should you do?

Driver's Door Lock Actuator – Contact your Honda dealer to schedule an appointment to have your driver's door lock actuator inspected. Your Honda dealer will give you an idea of how long they will require your vehicle – usually less than a day. If your vehicle did not have the updated driver's door latch assembly installed at the factory, then the dealer will replace the driver's door lock actuator *free of charge*.

Front Passenger's and Rear Door Lock Actuators – If you experience the aforementioned symptoms on the front passenger's or a rear door lock, contact your dealer and schedule an appointment to have your vehicle inspected. If a door lock does not function as designed, the dealer will replace the door latch assembly (which includes the door lock actuator) on the affected door with an updated part. This replacement will be free of charge provided it is completed within the aforementioned warranty period or before November 7, 2015, whichever is later.

Reimbursement for past repairs

If you **previously paid** to have one or more of your vehicle's door latch assemblies replaced, even if you no longer own the vehicle, you may be eligible for reimbursement. Refer to the reimbursement form provided with the previous notice, visit www.honda.ca/recalls or call Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329) to request a reimbursement form. Requests for reimbursement must be received by November 30, 2015. Only repairs completed before the later of: the receipt of this letter, or June 30, 2015, will be considered for reimbursement.

Who to contact if you experience problems?

If you need assistance with locating a Honda dealer, or if your dealer is unable to make the necessary repair free of charge, please contact Customer Relations. You can also visit our website at www.honda.ca to locate a Honda dealer near you.

How you can help Honda Canada keep you informed:

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle, or some information in this notice is incorrect, please contact Customer Relations or complete and return the Information Change Card included with our previous letter, and kindly forward this notice to the vehicle's new owner if they are known to you.

Sincerely,

Dave Gardner – Senior Vice President, Operations and Risk Management Officer