

Safety Recall: Rear frame stiffener corrosion

Dear Honda CR-V owner:

In accordance with the requirements of the Canada Motor Vehicle Safety Act, we are notifying you of a Safety Recall that applies to your vehicle.

Honda Motor Co. has determined that a defect, which relates to motor vehicle safety, exists in certain 2007-2011 model year CR-V vehicles.

What is the problem?

On some 2007-2011 CR-V vehicles, one or both rear frame stiffeners may become excessively corroded over time. Corrosion is generally more prevalent on a vehicle operated in regions where road de-icing salt is frequently used. Although a certain amount of corrosion is expected to occur from normal vehicle operation, excessive corrosion to the rear frame may result in frame stiffener perforation. Where excessive frame stiffener corrosion exists, a reartrailing arm may separate from the vehicle's body. A separated rear-trailing arm may cause the vehicle to be difficult to control, increasing the risk of a crash.

To correct this issue, the rear frame stiffener on both sides will be inspected and, if the rear frame has no perforation in the areas adjacent to the rear-trailing arms, corrosion protection will be applied in these areas to prevent future concerns. Please note that this safety recall does not cover corrosion at other locations on the vehicle, nor does the added corrosion protection apply to other locations.

What should you do?

Please contact your Honda dealer to schedule an appointment to have the recall completed on your vehicle. Your dealer will be able to give you an estimate of how long they will require your vehicle – usually less than a day. The dealer will perform the recall free-of-charge.

In the exceptional case that the rear frame inspection reveals that one or both of your vehicle's stiffeners are excessively corroded, dealers will provide you with an offer to purchase your vehicle. The purchase price offered will be a pre-determined value that is calculated taking into account key vehicle attributes, such as model year, trim, and mileage. The price offered will also include a bonus amount over and above the vehicle's estimated value. Where a vehicle inspection reveals excess corrosion, dealers will provide you with temporary alternative transportation, free-of-charge, until the vehicle purchase process is complete.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

Who to contact if you experience problems or have questions?

If you need assistance with locating a Honda dealer, or if your dealer is unable to make the necessary repairs free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329). You can also visit our website at www.honda.ca to locate a Honda dealer near you.

Please help Honda Canada keep you informed:

You have received this letter as government records indicate that this vehicle is registered to you. If you do not own this vehicle or if your contact information has changed, <u>please contact your local government vehicle registration agency</u>. Additionally, please help Honda Canada keep you informed by confirming your information at **honda.ca/infoupdate**. Please login using the secure Web PIN (above).

We apologize for any inconvenience this Safety Recall may cause you. Thank you for your co-operation.

Sincerely,

Dave Jamieson

Vice President, Parts and Service