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Sent on	07	28	2023	Expires on	09	15	2023
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Stop Sale/Noncompliance Recall: 2017-2022 CR-V Incorrect Certification Label
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DATE: July 28, 2023

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Noncompliance Recall: 2017-2022 CR-V Incorrect Certification Label

On July 27, 2023, American Honda notified NHTSA of a **stop sale** and **noncompliance recall** for five (5) model year 2017-2022 CR-V vehicles due to improperly printed certification labels. **Refer to your eResponsibility report or perform an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

BACKGROUND

Due to a printing error, the certification label located on the driver's side door jamb contains the incorrect Gross Vehicle Weight Rating (GVWR), Gross Axle Weight Rating (GAWR), and tire size resulting in a noncompliance with Federal Motor Vehicle Safety Standards.

REPAIR

Replace the certification label with an updated label.

PARTS

Labels will be available at launch. Please refer to SB 23-070 for further instructions.

TOOLS

There are no special tools needed for this campaign.

SERVICE BULLETIN

Service Bulletin 23-070, *Noncompliance Recall: 2017, 2020, 2022 CR-V Incorrect Certification Label*, has posted to the Service Information System (SIS) as of July 28, 2023. It includes repair, part, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by early September 2023.

As always, perform an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.