



Campaign No.: O99/P00
June 2021

Product Update and Warranty Extension Campaigns: CVT Transmission Belt May Deteriorate

Dear Honda HR-V Owner:

This letter is to inform you of a Product Update and a Warranty Extension campaign that apply to your vehicle.

What is the problem?

On certain 2016 to 2020 HR-V vehicles equipped with an automatic transmission, an error in the Powertrain Control Module (PCM) software may cause an incorrect calibration of the internal transmission fluid pressure. This condition may result in an increased surface pressure on the Continuous Variable Transmission (CVT) primary belt, which may cause premature wear of the belt, possibly leading to a partial or complete breakage of the belt.

To correct the issue, the vehicle's PCM software will be updated to increase the overall durability of the CVT transmission primary belt, and provide advance warning if the belt deteriorates. In addition to the software update, the CVT transmission will be inspected for possible premature belt deterioration.

In addition to this Product Update, Honda Canada is extending the current warranty on the CVT transmission primary belt in these vehicles to seven (7) years from initial vehicle registration date, with a mileage limit of 240,000 km. In the event of a premature deterioration of the CVT primary belt, this extended warranty will cover the transmission replacement.

This 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?

Please contact your Honda dealer to schedule an appointment to have the Product Update service performed on your vehicle. You can schedule your appointment online to have the service performed – please visit www.honda.ca/dealerlocator to find a dealer in your region. The Product Update service procedure will usually take less than an hour to complete. The dealer will perform the Product Update service free of charge.

Who to contact if you experience problems?

If you need assistance or if your dealer is unable to make the necessary update free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329).

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 Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329) or forward this notice to the new owner.

We apologize for any inconvenience this Product Update may cause you. Thank you for your co-operation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dave Jamieson'.

Dave Jamieson
Sr Vice President & COO