

## Customer Service Information

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Honda dealership personnel are trained professionals. They should be able to answer all your questions. If you encounter a problem that your dealership does not solve to your satisfaction, please discuss it with the dealership's management. The service manager or general manager can help. Almost all problems are solved in this way.

If you are dissatisfied with the decision made by the dealership's management, contact your Honda Customer Service Office.

### U.S. Owners:

American Honda Motor Co., Inc.  
Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Boulevard  
Torrance, California 90501-2746

Tel: (800) 999-1009

### Canadian Owners: **CUSTOMER RELATIONS RELATIONS AVEC LA CLIENTÈLE**

Honda Canada Inc.  
715 Milner Avenue  
Toronto, ON  
M1B 2K8

Tel: 1-888-9-HONDA-9  
Fax: Toll-free 1-877-939-0909  
Toronto (416) 287-4776

### In Puerto Rico and the U.S. Virgin Islands:

Vortex Motor Corp.  
Bella International  
P.O. Box 190816  
San Juan, PR 00919-0816

Tel: (787) 620-7546

When you call or write, please give us this information:

- Vehicle Identification Number (see page 320)
- Name and address of the dealer who services your vehicle
- Date of purchase
- Mileage on your vehicle
- Your name, address, and telephone number
- A detailed description of the problem
- Name of the dealer who sold the vehicle to you

### U.S. Owners

Your new vehicle is covered by these warranties:

***New Vehicle Limited Warranty*** — covers your new vehicle, except for the battery, emissions control systems, and accessories against defects in materials and workmanship.

***Emissions Control Systems Defects Warranty and Emissions Performance Warranty*** — these two warranties cover your vehicle's emissions control systems. Time, mileage, and coverage are conditional. Please read your warranty booklet for exact information.

***Original Equipment Battery Limited Warranty*** — this warranty gives up to 100 % credit toward a replacement battery.

***Seat Belt Limited Warranty*** — a seat belt that fails to function properly is covered by a limited warranty. Please read your warranty booklet for details.

***Rust Perforation Limited Warranty*** — all exterior body panels are covered for rust-through from the inside for the specified time period with no mileage limit.

***Accessory Limited Warranty*** — Honda accessories are covered under this warranty. Time and mileage limits depend on the type of accessory and other factors. Please read your warranty booklet for details.

***Replacement Parts Limited Warranty*** — covers all Honda replacement parts against defects in materials and workmanship.

***Replacement Battery Limited Warranty*** — provides prorated coverage for a replacement battery purchased from your dealer.

***Replacement Muffler Lifetime Limited Warranty*** — provides coverage for as long as the purchaser of the muffler owns the vehicle.

Restrictions and exclusions apply to all these warranties. Please read the 2007 Honda warranty information booklet that came with your vehicle for precise information on warranty coverages. Your vehicle's original tires are covered by their manufacturer. Tire warranty information is in a separate booklet.

### Canadian Owners

Please refer to the 2007 warranty manual that came with your vehicle.

## Reporting Safety Defects (U.S. Vehicles)

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If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying American Honda Motor Co., Inc.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or American Honda Motor Co., Inc.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or write to: Administrator, NHTSA, 400 Seventh Street, SW., Washington, DC 20590. You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.

## Purchasing Factory Authorized Manuals (U.S. only)

The publications shown below can be purchased from Helm Incorporated. You can order in any of three ways:

- Detach and mail the order form on the right half of this page
- Call Helm Inc. at 1-800-782-4356 (credit card orders only)
- Go online at [www.helminc.com](http://www.helminc.com)

If you are interested in other years or models, contact Helm Inc. at 1-800-782-4356.

Publication Form Number	Form Description	Price Each*
61SWA00	2007 Honda CR-V Service Manual	\$75.00
61SWA00EL	2007 Honda CR-V Electrical Troubleshooting Manual	\$50.00
62SWA30	2007 Honda CR-V Body Repair Manual	\$44.00
31SWA600	2007 Honda CR-V Owner's Manual	\$36.00
31SWA800	2007 Honda CR-V Navigation System Owner's Manual	\$30.00
31SWAM00	2007 Honda CR-V Honda Service History	\$12.00
31SWAQ00	2007 Honda CR-V Quick Start Guide	\$15.00
HON-R	Order Form for Previous Years- Indicate Year and Model Desired	FREE

\* Prices are subject to change without notice and without incurring obligation.

*Valid only for sales within the United States. Canadian owners should contact their authorized Honda dealer.*

**ORDER TOLL FREE: 1-800-782-4356**

**(NOTE: For Credit Card Holder Orders Only)**

Monday-Friday 8:00 A.M. — 6:00 P.M. EST

**MINIMUM CREDIT CARD PURCHASE \$10.00**

**OR**

By completing this form you can order the materials desired. You can pay by check or money order, or charge to your credit card. Mail to Helm Incorporated at the address shown on the back of the order form.

2007 HON	PUBLICATION NUMBER	VEHICLE MODEL		Qty	Price Each*	Total Price
		Name	Year			
* Prices are subject to change without notice and without incurring obligation.					TOTAL MATERIAL	
					Mich. Purchases Add 6% Sales Tax	
Orders are mailed within 10 days. Please allow adequate time for delivery.					HANDLING CHARGE	\$6.95
					GRAND TOTAL	

# Authorized Manuals

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S H I P T O	<small>NOTE: Dealers and companies, please provide dealer or company name, and the name of the person to whose attention the shipment should be sent. For purchases outside U.S.A. please write to the address shown below for a quotation.</small>	
	_____ Customer Name	_____ Attention
	_____ Street Address — No P.O. Box Number	_____ Apartment Number
	_____ City	_____ State & Zip Code
	Daytime Telephone Number (     ) _____	

P A Y M E N T	<input type="checkbox"/> Check or money order enclosed payable to Helm Inc — U.S. funds only. Do not send cash	
	<input type="checkbox"/> Master Card	<input type="checkbox"/> VISA
	<input type="checkbox"/> Check here if your billing address is different from the shipping address shown above.	
	Account Number	Expiration: Mo. Yr.
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_____ CUSTOMER SIGNATURE		
_____ DATE		

## **Service Manual:**

This manual covers maintenance and recommended procedures for repair to engine and chassis components. It is written for the journeyman mechanic, but is simple enough for most mechanically-inclined owners to understand.

## **Electrical Troubleshooting Manual:**

This manual complements the service manual by providing in-depth troubleshooting information for each electrical circuit in your vehicle.

## **Body Repair Manual:**

This manual describes the procedures involved in the replacement of damaged body parts.

These publications cannot be returned for credit without receiving advance authorization within 14 days of delivery. On returns, a restocking fee may be applied against the original order.



P.O. BOX 07280-DETROIT, MICHIGAN 48207-1-800-782-4356