

**DEFECT INFORMATION REPORT**

REVIEWED BY:  
JOHN TURLEY  
SEP-13-2018  
*John Turley*

573.6(c)(1)

**Name of manufacturer:** Honda of America Mfg., Inc.  
Honda Manufacturing of Indiana, LLC

**Manufacturer's agent:** John Turley  
American Honda Motor Co., Inc.  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

573.6(c)(2)

**Identification of potentially affected vehicles:**

<u>Make/Model</u>	<u>Description</u>	<u>VIN Range/Dates of Manufacture</u>
Honda Accord	Certain 2018 model year	1HGCV1E31JA000044 - 1HGCV1E30JA800009 01/23/2017 to 09/04/2018
		1HGCV1F36JA007277 - 1HGCV1F54JA064711 10/03/2017 to 12/05/2017
		1HGCV2F55JA000005 - 1HGCV2F96JA800007 11/17/2016 to 08/23/2018
		1HGCV3F90JA000034 - 1HGCV3F5XJA011197 05/18/2017 to 08/22/2018
Honda Insight	Certain 2019 model year	19XZE4F90KE000001 - 19XZE4F70KE400008 10/24/2017 to 08/22/2018

573.6(c)(2)(iv)

**Identification of affected component:**

Component: Display Audio Unit

Part No.:

Accord		Insight
39540-TVA-A12	39540-TWA-A02	39540-TXM-A51
39540-TVA-A32	39540-TWA-A12	39540-TXM-A81
39540-TVA-A42	39540-TWA-A82	
39540-TVA-A52	39540-TWA-A92	
39540-TVC-A52		

Country of Origin: Mexico  
Manufacturer: Panasonic Automotive Systems Company of America  
Contact Name: Jeremy Schneider  
Address: 5000 Blazer Parkway  
Dublin, OH 43017  
Telephone No.: 614-764-1608

**Description of the basis for the determination of the recall population:**

The recall population was determined based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

**Description of how the vehicles being recalled differ from similar vehicles not included in the recall:**

Accord

All vehicles built from the start-up of production through August 23, 2018 are affected. Vehicles built after this date and programmed with the inappropriate software were placed on hold until the updated software was applied (except for one vehicle built on September 4, 2018 that was shipped with the inappropriate software).

Insight

All vehicles built from the start-up of production through August 22, 2018 are affected. Vehicles built after this date and programmed with the inappropriate software were placed on hold until the updated software was applied.

573.6(c)(3)

**Total number of potentially affected vehicles:** 232,140

<u>Make/Model</u>	<u>Model Year</u>	<u>Number of Vehicles</u>
Honda Accord	2018	225,885
Honda Insight	2019	6,255

573.6(c)(4)

**Percentage of affected vehicles that contain the defect:** 100%

573.6(c)(5)

**Defect description:**

Due to inappropriate software programming, the center display assembly that normally displays the rearview image may not provide the rearview image during backing events following certain usage scenarios. The failure to display the rearview image creates a noncompliance with the requirements of FMVSS 111, Rear visibility, increasing the risk of a crash.

573.6(c)(6)

**Chronology:**

November 2017

Honda noticed a trend in rearview image complaints and began evaluation of four warranty claims, three Tech Line reports, and one field quality report.

December 2017 to January 2018

The evaluation concluded that rearview image display failure was the result of faulty hardware with a minimal frequency of future occurrence. Honda decided to continue monitoring the field.

March 2018

An additional 18 claims of rearview image display failure were received. Three of these claims were corrected with new hardware. After comprehensive troubleshooting and examination, Honda learned that the hardware was not responsible for the remaining 15 claims. Since the scope expanded beyond hardware failure, the supplier for the display audio unit on which the rearview image is displayed was requested to perform additional analysis.

April to July 2018

The supplier re-created the failure mode, determined it was software related, and informed Honda.

August 2018

Honda conducted confirmatory testing and investigated the potential for FMVSS noncompliance and the range of potentially affected vehicles.

September 6, 2018

Honda completed the investigation and determined that FMVSS noncompliance exists and decided to conduct a safety recall.

As of September 6, 2018 Honda has received 137 warranty claims, 11 field reports, and no reports of crashes or injuries related to this issue.

573.6(c)(8)(i)

**Program for remedying the defect:**

Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to a Honda automobile dealer. The dealer will reprogram the display audio unit software for free.

573.6(c)(8)(ii)

**The estimated date to start notification to dealers:** September 14, 2018

**The estimated date to start notifications to owners:** November 5, 2018

573.6(c)(9)

**Representative copies of all notices, bulletins and other communications:**

A copy of the dealer service bulletin, the final owner notification letter and other dealer communication will be submitted to your office as soon as possible.

573.6(c)(10)

**Proposed owner notification letter submission:**

A draft of the owner notification letter will be submitted to your office as soon as possible.

573.6(c)(11)

**Manufacturer's campaign number:** K2G, V2F