

573.6(c)(6)

**Chronology:**

May to July 2017

Honda received a report of a power sliding door not fully closing. Honda launched an investigation and analyzed the returned failed parts from the affected vehicle. However, Honda was unable to duplicate the claimed symptoms.

August 2017

Honda continued its investigation and conducted a dealer visit. Working with the supplier of the power sliding door's rear latch assembly, Honda was able to re-create the unlatched power sliding door symptom. Honda and the supplier suspected that the gears and levers that actuate the rear latch were sticking and preventing proper latching to the door strikers.

September 2017

Honda conducted another dealer visit after receiving a claim that a power sliding door opened while the vehicle was underway. Honda confirmed that the affected vehicle's front and rear latches in the power sliding door would not latch.

October 2017

After studying the suspect parts from the affected vehicles, the supplier focused on improving the application of grease to the rear latch assembly.

February 2018

While improved grease application procedures appeared to substantially reduce claims of improperly latched rear sliding power doors, because grease application could vary and thus affect production quality, the rear latch design specifications were enhanced to minimize the potential for gears and levers to become stuck.

April 16, 2018

As a quality improvement effort, the redesigned rear latch assembly was applied to mass production.

May to June 2018

After conducting a survey of vehicle owners, Honda learned that in some circumstances a vehicle could begin moving with an open power sliding door without the driver being notified via an audible warning (chime), as was intended. After confirming this failure mode, Honda reviewed warranty claim data to see if the claim data reflected the survey results. The data showed that Honda received related warranty claims after initiation of the improved grease application process in October 2017. Honda began to reexamine the cause of sticky door latches.

July to October 2018

Following a renewed investigation with the rear latch assembly supplier, Honda's analysis of returned parts confirmed that factors beyond insufficient grease application could result in sticky power sliding door rear latch gears and levers.

November 2, 2018

Honda determined that a defect related to motor vehicle safety exists and decided to conduct a safety recall.

As of November 2, 2018, Honda has received 3,814 warranty claims, 182 field reports, and no reports of crashes or injuries related to this issue.