

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
APR-11-2019
John Turley

573.6(c)(1)

Name of manufacturer: Honda Manufacturing of Alabama 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>Model Year</u>	<u>Dates of Manufacture</u>	<u>Number of Vehicles</u>
Honda Odyssey	2018	01/19/2017 to 04/16/2018	34,607
Honda Odyssey	2019	04/12/2018 to 01/14/2019	15,897

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

The recall population was determined based on manufacturing records. The production 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:

All vehicles built from production start-up through January 14, 2019 are affected. As a process quality improvement effort, the software for the Transmission Control Unit (TCU) was updated to shift the transmission to Neutral if the TCU loses power. TCUs with the updated software were applied to mass production starting on January 15, 2019.

Identification of affected component:

Component: Control Unit, Transmission
Part No.: 28100-5MX-A512-M4
Country of Origin: U.S.
Manufacturer: DENSO Manufacturing Tennessee (DMTN)

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Total number of potentially affected vehicles: 50,504

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Percentage of affected vehicles that contain the defect: 100%

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Defect description:

Loose battery terminal connections or a degraded battery can result in low voltage conditions, causing the TCU to reboot. Upon reboot, the TCU software is designed to shift the transmission to Park. If the TCU reboots while the vehicle is underway, the transmission will engage / attempt to engage Park, which may damage the parking rod adjacent to the parking pawl. A vehicle that is shifted to Park with a damaged parking rod may not be secured unless the electronic parking brake (EPB) is set. An unsecured vehicle may result in unintended motion, increasing the risk of a crash or personal injury.

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Chronology:

September to November 2017

Honda received a claim of a vehicle losing electrical power while being driven and confirmed that the power loss was a result of loose battery terminal connections. Manufacturing processes were updated on the assembly line to ensure proper torque to the battery terminal connections.

February 2018

Honda received the first claim of a vehicle shifting to Park while being driven; the vehicle was sold and used in Mexico.

March 2018

Honda received the second claim of a vehicle shifting to Park while being driven, this time from the U.S. market. Honda launched an investigation into this phenomenon.

April to May 2018

Two additional claims of a vehicle shifting to Park while being driven were received from the U.S. market.

June to October 2018

Honda estimated that low voltage was causing the TCU to reboot and subsequent Park engagement while driving. Re-creation tests were performed and Honda suspected that the anomaly manifested during vehicle shipping and handling since the majority of claims were identified during the pre-delivery inspection at dealerships.

November 2018 to early January 2019

Three additional claims were received (total of seven claims so far). One of the claims involved a vehicle with a recently replaced transmission assembly, which eliminated the theory that vehicle shipping and handling was the suspected cause.

January 15, 2019

As a process quality improvement effort, TCUs with the updated software were applied in mass production. The updated software would shift the transmission to Neutral instead of Park during TCU rebooting.

February 2019

Honda confirmed that in low voltage situations, simultaneous power demand from both condenser fans was sufficient in depleting the available voltage, causing the TCU to reboot.

April 4, 2019

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

As of April 4, 2019, Honda has received 10 warranty claims, 53 field reports, and no reports of crashes or injuries related to this issue.

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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 ensure the battery terminal connections are secure and update the TCU with the latest software for free. If the parking gear cannot hold Park without application of the EPB, the transmission will be replaced for free.

Because the new vehicle limited warranty on all affected vehicles would have provided a free repair for the problem addressed by this recall, without any payment by the owner, reimbursement for pre-notification repairs will not be offered.

The estimated date to start notification to dealers: 04/12/2019

The estimated date to start notifications to owners: 06/01/2019

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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.

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

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Manufacturer's campaign number: Z4J, Y4K