

Part 573 Safety Recall Report

19V-383

Manufacturer Name : Honda (American Honda Motor Co.)**Submission Date :** JUN 28, 2019**NHTSA Recall No. :** 19V-383**Manufacturer Recall No. :** R4S**Manufacturer Information :**

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

Population :

Number of potentially involved : 161,252

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Honda CR-V

Vehicle Type :

Body Style :

Power Train : NR

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

Vehicles built from production start-up through April 2, 2019 are affected. As a process quality improvement effort, the supplier and Honda manufacturing manually confirmed steering wheel cores were free of burrs, which was applied to mass production starting on April 2, 2019.

The number of affected units is 161,252.

Production Dates : OCT 03, 2018 - APR 02, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The metal core of the steering wheel assembled on affected vehicles may contain burrs. These burrs can damage the cable reel sub-harness and cause a short-circuit, potentially resulting in inoperative steering wheel-mounted control buttons (including the horn), illumination of the Supplemental Restraint System (SRS) warning indicator, and/or an uncommanded deployment of the driver's airbag.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle is involved in a crash, the SRS may not function as intended, increasing the risk of injury. An uncommanded deployment of the driver's

airbag also increases the risk of crash and injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Autoliv ASP

Address : Michigan SN, Del Norte, Parque Industria
Tamaulipas, MX FOREIGN STATES 87316

Country : Mexico

Chronology :

January 24, 2019

A warning indicator illuminated on a new production vehicle at the manufacturing facility. Troubleshooting confirmed that a fuse blew from a short-circuit in the cable reel sub-harness. The cause of the short-circuit was suspected to be from a misrouted cable reel sub-harness damaged by burrs on the steering wheel core.

After suspecting that a misrouted cable reel sub-harness could sustain damage from burrs in the steering wheel core, all North American manufacturing facilities established and implemented quality process improvements.

January 25, 2019

Honda and the steering wheel supplier launched a joint investigation into the cause of cable reel sub-harness damage and potential consequences.

January 31, 2019

The supplier modified the steering wheel core trim tool to eliminate the potential for burring.

Late February to early March 2019

Honda received the first and second market claims of uncommanded driver's airbag deployment and failed parts were collected for root cause analysis.

March 19, 2019

Analysis confirmed that a properly routed cable reel sub-harness was susceptible to damage from burrs on the steering wheel core.

April to early May 2019

Four additional market claims of uncommanded driver's airbag deployment were received (total of six claims) and failed parts were collected and analyzed.

May 14, 2019

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

As of May 14, 2019, Honda has received 41 warranty claims, 20 field reports, three reports of injuries, and no reports of crashes related to this issue.

See attached amendment for chronology entries related to the recall expansion.

Description of Remedy :

Description of Remedy Program : 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 replace the cable reel and cable reel sub-harness, and install a protective cover on the steering wheel core 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.

How Remedy Component Differs from Recalled Component : Steering wheel assembly, steering wheel assembly, part number: 78500-TLB-A312, 78500-TLB-A320, 78500-TLB-A412, 78500-TLB-A420, 78500-TLB-A620, 78500-TLB-C112, 78500-TLB-C120, 78500-TLB-A312, 78500-TLB-A612, 78500-TLB-C012, 78500-TLB-C212.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to begin on or about May 22, 2019. Owner notification is expected to begin on or about July 8, 2019.

Dealer notification for the expanded population is expected to begin on or about June 29, 2019. Owner notification for the expanded population is expected to begin on or about August 12, 2019.

Planned Dealer Notification Date : MAY 22, 2019 - NR

Planned Owner Notification Date : JUL 08, 2019 - NR

* NR - Not Reported