

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
MAY-21-2019
John Turley

573.6(c)(1)

Name of manufacturer: Honda Manufacturing of Indiana, LLC
Honda Motor Co., Ltd.
Honda of America Mfg., Inc.
Honda of Canada Mfg.

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

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Identification of potentially affected vehicles:

| <u>Make/Model</u> | <u>Model Year</u> | <u>Dates of Manufacture</u> | <u>Number of Vehicles</u> |
|-------------------|-------------------|-----------------------------|---------------------------|
| Honda CR-V | 2019 | 10/03/2018 to 04/01/2019 | 118,598 |

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

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

Supplier manufacturing records identified a specific production period of steering wheels that were affected by an improper manufacturing process. There is 100% traceability between the suspect parts and the VIN such that similar vehicles not included in the recall were equipped with good parts.

Identification of affected component:

Component: Steering Wheel Assembly

| | | | |
|-----------|----------------|----------------|----------------|
| Part No.: | 78500-TLB-A312 | 78500-TLB-A620 | 78500-TLB-A612 |
| | 78500-TLB-A320 | 78500-TLB-C112 | 78500-TLB-C012 |
| | 78500-TLB-A412 | 78500-TLB-C120 | 78500-TLB-C212 |
| | 78500-TLB-A420 | 78500-TLB-A312 | |

Country of Origin: Mexico
Manufacturer: Autoliv ASP

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Total number of potentially affected vehicles: 118,598

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Percentage of affected vehicles that contain the defect: 100%

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Defect description:

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. 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.

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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.

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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 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.

The estimated date to start notification to dealers: May 22, 2019

The estimated date to start notifications to owners: July 8, 2019

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Representative copies of all notices, bulletins and other communications:

A copy of the dealer service bulletin, the final customer 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: R4S