

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
DEC. 5. 2019
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>Model Year</u> | <u>Dates of Manufacture</u> | <u>Number of Vehicles</u> |
|-------------------|-------------------|-----------------------------|---------------------------|
| Honda CR-V | 2019 | 10/18/2019 to 10/25/2019 | 356 |
| Honda CR-V | 2020 | 10/23/2019 | 2 |

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 vehicles that could potentially experience the problem.

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

Manufacturing records identified the bolt rotation angle settings for the rear subframe bolts installed on certain vehicles were out-of-specification.

Identification of affected component:

Component: Bolt, Flange
Part No.: 90176-THA-000
Country of Origin: USA
Manufacturer: Cold Heading Company

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Total number of potentially affected vehicles: 358

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Percentage of affected vehicles that contain the defect: 100%

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Defect description:

Improperly manufactured bolts that were not treated with a wax solution were used to secure the rear subframe to the vehicle. Bolts without the wax solution cannot achieve the targeted clamp load to properly secure the rear subframe. Over time, the rear subframe bolts could become unseated and allow for rear subframe separation. A separated rear subframe reduces vehicle handling and may disable the vehicle, increasing the risk of a crash.

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Chronology:

October 22, 2019

A Honda manufacturing facility detected rear subframe bolts that were not installed to specification. An investigation was immediately launched.

October 24, 2019

The rear subframe bolt supplier confirmed the suspect bolts could not achieve the targeted clamp load during installation; therefore, the minimum axial force required to secure the rear subframe bolts cannot be guaranteed.

November 12, 2019

The supplier confirmed that some rear subframe bolts from one specific production lot were not applied with a wax solution, which is used to improve lubrication between the thread and bearing seat to achieve the target clamp load.

November 28, 2019

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

As of November 28, 2019, Honda has not received any warranty claims or field reports, nor any 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. If the front bolts on the rear subframe are torqued to specification, the front bolts on the rear subframe will be replaced and the rear bolts on the rear subframe will be torqued to specification, for free. If the front bolts on the rear subframe are not torqued to specification or are missing, then all rear subframe bolts 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: December 6, 2019

The estimated date to start notifications to owners: January 17, 2020

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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: R6M