

573.6(c)(6)

Chronology:

June 2017

Honda Canada received the first claim of a panel separating from the tonneau cover. Honda Canada reviewed the claim, found that customer misuse contributed to the failure, and decided to monitor the market for similar activity.

July 2017

Honda received another claim of a panel separating from the tonneau cover, which marked the first claim from the U.S. market. Honda reviewed the claim and performed re-creation testing, which found that the customer forcibly closed the tonneau cover on top of objects protruding from the top of the truck bed. Forcing the tonneau cover closed bent the hinges, resulting in panel separation (customer misuse). Honda decided to monitor the market for similar activity.

October to November, 2019

Honda launched an investigation into the tonneau cover panel separation issue based on increased market activity, which included interviewing customers who claimed to have experienced a failure.

December 2019

Information from the customer interviews guided Honda in re-creation testing, which identified a potential scenario for rear panel separation when the tonneau cover was not properly secured and the vehicle was operating at highway speeds. Panel separation was limited to hinge deformations on the rear panel, as the hinge design between the front and center panel was not susceptible to deformation caused by an improperly secured tonneau cover. Honda performed quality inspections at the tonneau cover's Tier-1 supplier, which did not identify any irregularities in workmanship or processes.

February 2020

A survey of customers who claimed to have experienced a failure supported the failure mode identified during the earlier interview process.

March 2020

Honda performed quality inspections at the tonneau cover's Tier-2 supplier, which did not identify any irregularities in workmanship or processes.

April to August, 2020

Honda reviewed comparable products in the market and the associated instructions for proper usage. Based on this review, Honda investigated whether modifications to the design or usage instructions were appropriate.

September 10, 2020

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

As of September 10, 2020, Honda has received 17 warranty claims, three field reports, and no reports of injuries or crashes related to this issue.