

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
FEB-6-2020
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 Passport	2020	11/26/2019 to 01/16/2020	2,193
Honda Pilot	2020	08/19/2019 to 01/17/2020	7,857

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:

Similar vehicles not included in the recall were affixed with certification labels printed with the appropriate ink.

Identification of affected component:

Component: Label, Certification
Part No.: 42763-TJZ-A003

573.6(c)(3)

Total number of potentially affected vehicles: 10,050

573.6(c)(4)

Percentage of affected vehicles that contain the defect: 100%

573.6(c)(5)

Defect description:

The certification label was inadvertently printed with ink that may be wiped away with a solvent. If the label information can be wiped away, the operator may not be able to refer to the Gross Axle Weight Rating (GAWR) or Gross Vehicle Weight Rating (GVWR) information. Illegible GAWR or GVWR information could result in the vehicle becoming overloaded. An overloaded vehicle could increase the risk of a crash.

573.6(c)(6)

Chronology:

January 17, 2020

Routine quality checks identified that the ink printed on a certification label was smudged after it was exposed to a solvent. Investigation confirmed that an incorrect printer ribbon was installed into the Certification Label printer on December 17, 2019.

January 30, 2020

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

As of January 30, 2020, Honda has not received any warranty claims or field reports, nor any reports of crashes or injuries related to this issue.

573.6(c)(8)(i)

Program for remedying the defect:

Registered owners of all affected vehicles will be contacted by mail (and other contact methods if available) and asked to take their vehicle to a Honda automobile dealer. The dealer will replace the certification label 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.

573.6(c)(8)(ii)

The estimated date to start notification to dealers: February 7, 2020

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

573.6(c)(10)

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.

573.6(c)(11)

Manufacturer's campaign number: B6T