

**HONDA**

**American Honda Motor Co., Inc.**  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

July 28, 2020

Mr. Jeffrey Giuseppe  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Re: Part 573, Defect Information Report  
2018 – 2020 Model Year Honda Odyssey  
Power Sliding Door Outer Handle

Dear Mr. Giuseppe:

In accordance with the National Traffic and Motor Vehicle Safety Act and 49 CFR Part 573 Defect and Noncompliance and Responsibility Reports, Honda is submitting the enclosed Defect Information Report regarding a safety recall of 2018 – 2020 model year Honda Odyssey vehicles to address a defect with the power sliding door outer handle.

If you have any questions about this report, please feel free to contact me.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

A handwritten signature in black ink, appearing to read 'Jeff Chang', written in a cursive style.

Jeff Chang  
Senior Manager  
Product Regulatory Office

## Defect Information Report

573.6(c)(1)

**Name of manufacturer:** Honda of America Mfg., Inc.

**Manufacturer's agent:** Jeff Chang  
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 Odyssey	2018	01/19/2017 to 04/17/2018	112,126
Honda Odyssey	2019	04/12/2018 to 08/13/2019	138,594
Honda Odyssey	2020	09/11/2018 to 07/16/2020	73,474

**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 built on or after July 20, 2020 are not included in the recall, as these vehicles were installed with power sliding door outer handle cables with improved moisture protection. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

**Identification of affected component:**

Component: Cable Assy, Slide Door Handle (Outer)  
Part No.: Left: 72681-THR-A11  
Right: 72641-THR-A11  
Country of Origin: Mexico  
Manufacturer: Hi-Lex America Inc.

573.6(c)(3)

**Total number of potentially affected vehicles:** 324,194

573.6(c)(4)

**Percentage of affected vehicles that contain the defect:** 100%

573.6(c)(5)

**Defect description:**

Moisture entering the body lines between the power sliding door and outer door handle may leak onto the plastic boot protecting the outer door handle cable. When operating the outer door handle, the plastic boot can flex and form small gaps that allow for moisture intrusion. The moisture intrusion can freeze in low ambient temperature conditions, causing the outer door handle cable to stick in the open position, and restrict the front and rear latches from securely latching to the door strikers. An improperly latched power sliding door can unintentionally open during vehicle operation, increasing the risk of injury for occupants.

573.6(c)(6)

**Chronology:**

November 9, 2018

Honda filed a Defect Information Report (NHTSA Recall ID 18V-795) for power sliding doors opening while driving due to failure in the rear latch assembly.

January – February 2019

Honda received a report from the dealer technician hotline of a vehicle exhibiting similar symptoms even after the recall remedy for NHTSA Recall ID 18V-795 was performed. Honda field personnel visited the dealer and noted the outer door handle cable was frozen. Honda immediately launched an investigation, including the collection and analysis of parts returned from the field.

March 2019

The supplier for the outer door handle conducted testing and could not re-create the failure mode of a frozen outer door handle cable.

April – July 2019

Honda regularly meets with the supplier as part of the investigation. Additional testing was performed on field return parts, which did not reveal any deviation from design specifications.

September 2019 – July 2020

Since the testing concluded that field return parts met design specifications, Honda begins to investigate opportunity and likelihood for occurrences in the field, including further analysis of field return parts and Fault Tree Analysis verification. Based on these analyses, Honda investigates whether modifications to the design specifications are appropriate.

July 21, 2020

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

As of July 16, 2020, Honda has received 113 warranty claims, 31 field reports, and no reports of injuries or crashes 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 asked to take their vehicle to an authorized Honda dealer. The dealer will replace the power sliding door outer handle cables with redesigned cables for free.

573.6(c)(8)(ii)

**The estimated date to start notification to dealers:** July 29, 2020  
**The estimated date to start notifications to owners:** September 23, 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:** A88