

Part 573 Safety Recall Report

20V-439

Manufacturer Name : Honda (American Honda Motor Co.)

Submission Date : AUG 28, 2020

NHTSA Recall No. : 20V-439

Manufacturer Recall No. : T89



Manufacturer Information :

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

Population :

Number of potentially involved : 607,786

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Honda Odyssey

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 108,435.

Production Dates : JAN 19, 2017 - APR 17, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2019 Honda Odyssey

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 131,729.

Production Dates : APR 12, 2018 - AUG 13, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2020-2020 Honda Odyssey

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 70,862.

Production Dates : SEP 11, 2018 - JUL 21, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2021-2021 Honda Pilot

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 9,002.

Production Dates : OCT 15, 2019 - JUL 16, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2020-2020 Honda Passport

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 19,409.

Production Dates : JUN 20, 2019 - JUL 16, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2019-2019 Honda Pilot

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 138,000.

Production Dates : SEP 18, 2017 - JUL 31, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2020-2020 Honda Pilot

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 96,429.

Production Dates : JAN 15, 2019 - JUN 22, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2019-2019 Honda Passport

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with instrument panels containing updated software that comply with all of the requirements of FMVSS No. 101 and No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery. Additionally, the base model trims (LX or Sport) of similar vehicles are not included in the recall, as the instrument panels in these vehicles do not use the same type of network system as affected vehicles. 8/28/2020 Amendment: Two MY2020 Honda Odyssey vehicles with a manufacture date of July 21, 2020 are being added to the recall. Although these vehicles completed final assembly after the date the countermeasure was applied to mass production, they were initially assembled with the recalled component prior to being taken off-line for unrelated repairs. Once repaired, vehicle assembly completed on July 21, 2020, and the vehicles were distributed into commerce. Review of manufacturing records later identified the recalled component that necessitated inclusion into the recall. Discrepancies affecting recall eligibility for two MY2021 Honda Pilot vehicles were also identified during manufacturing records review. One vehicle, in a similar scenario reflected above, was taken off-line for repairs and excluded from the recall, is now being included. The other vehicle was confirmed to be a non-U.S. market vehicle (Canadian-spec), and is being removed from the recall. This results in no net changes to the MY2021 Honda Pilot vehicle population or manufacturing date range. The number of affected units is 33,920.

Production Dates : NOV 06, 2017 - OCT 23, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : Many in-cabin system interfaces are linked to a central network, including the instrument panel, display audio, and rearview camera display. Due to inappropriate software programming, increased data traffic on the central network may exceed the computing threshold of the instrument panel control module. Once exceeded, the instrument panel cannot display certain information required by FMVSS 101; Controls and Displays, such as the engine oil pressure, speedometer, and gear selector position until the next ignition cycle. An overloaded instrument panel control module also prevents the rearview camera image from displaying, which does not comply with the requirements of FMVSS No. 111; Rear Visibility.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 111 - Rearview mirrors

Description of the Safety Risk : Vehicle operation without a functional instrument panel or rearview camera display increases the risk of a crash.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-A21

Component Name 2 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-A41

Component Name 3 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-A71

Component Name 4 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-A81

Component Name 5 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AB2

Component Name 6 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AB4

Component Name 7 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AC2

Component Name 8 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AC4

Component Name 9 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AD2

Component Name 10 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AD4

Component Name 11 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AE2

Component Name 12 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AE3

Component Name 13 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AE4

Component Name 14 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AK1

Component Name 15 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AL1

Component Name 16 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AM1

Component Name 17 : Meter Assy., Combination

Component Description : Odyssey

Component Part Number : 78100-THR-AN1

Component Name 18 : Meter Assy., Combination

Component Description : Passport

Component Part Number : 78100-TGS-AJ2

Component Name 19 : Meter Assy., Combination

Component Description : Passport

Component Part Number : 78100-TGS-AK2

Component Name 20 : Meter Assy., Combination

Component Description : Passport

Component Part Number : 78100-TGS-AP2

Component Name 21 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AJ2

Component Name 22 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AK2

Component Name 23 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AM2

Component Name 24 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AP2

Component Name 25 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AS1

Component Name 26 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AT1

Component Name 27 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AU1

Component Name 28 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AW1

Component Name 29 : Meter Assy., Combination

Component Description : Pilot

Component Part Number : 78100-TG7-AX1

Supplier Identification :

Component Manufacturer

Name : DENSO International America, Inc.

Address : 24777 DENSO Dr.
Southfield MICHIGAN 48033

Country : United States

Chronology :

May 2019

Honda identified an increased trend in warranty claims involving instrument panel failure and launched an investigation.

June 2019 – January 2020

Root cause analysis confirmed instrument panel failure was related to software rather than hardware.

January – April 2020

Joint re-creation testing with the supplier identified periods of abnormally high data traffic in the central network prior to instrument panel failure. It was suspected these data spikes could overload a component in the central network, resulting in instrument panel failure.

May 2020

A vehicle in the market that experienced similar symptoms was bought back by Honda for validation testing.

Honda confirmed the vehicle exhibited instrument panel failure when the instrument panel control module was overloaded by abnormally high data traffic from the central network. Honda continued to investigate the data spikes and frequency of market occurrences.

July 21, 2020

Honda determined that FMVSS noncompliance existed and decided to conduct a noncompliance recall.

Description of Remedy :

Description of Remedy Program : 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 reprogram the instrument panel control module for free. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, according to the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to begin on or about July 29, 2020. Owner notification is expected to begin on or about September 23, 2020.

Planned Dealer Notification Date : JUL 29, 2020 - NR

Planned Owner Notification Date : SEP 23, 2020 - NR

* NR - Not Reported