

**HONDA**

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

August 6, 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: NHTSA Recall No. 20V-439  
Part 573, Amended Noncompliance Information Report  
2018 – 2020 Model Year Honda Odyssey, 2019 – 2020 Model Year Honda Passport,  
and 2019 – 2021 Model Year Honda Pilot  
Instrument Panel

Dear Mr. Giuseppe:

Honda is submitting the enclosed amended Noncompliance Information Report pursuant to a request from the Office of Defects Investigations, Recall Management Division, regarding detailed information used to determine the existence of the noncompliance as required in Part 573.6(c)(7).

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

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



Jeff Chang  
Senior Manager  
Product Regulatory Office

## Amended Noncompliance Information Report

573.6(c)(7)

### **Determination of noncompliance:**

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.