

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, 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:

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 Noncompliance Information Report regarding a safety recall of 2018 – 2020 model year Honda Odyssey, 2019 – 2020 model year Honda Passport, and 2019 – 2021 model year Honda Pilot vehicles to address a noncompliance with FMVSS 101; Controls and Display, and FMVSS 111; Rear Visibility.

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

Noncompliance 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	108,435
Honda Odyssey	2019	04/12/2018 to 08/13/2019	131,729
Honda Odyssey	2020	09/11/2018 to 07/16/2020	70,860
Honda Passport	2019	11/06/2017 to 10/23/2019	33,920
Honda Passport	2020	06/20/2019 to 07/16/2020	19,409
Honda Pilot	2019	09/18/2017 to 07/31/2019	138,000
Honda Pilot	2020	01/15/2019 to 06/22/2020	96,429
Honda Pilot	2021	10/15/2019 to 07/16/2020	9,002

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 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.

Identification of affected component:

Component: Meter Assy., Combination
Part No.: See attached document
Country of Origin: USA
Manufacturer: DENSO International America, Inc.

573.6(c)(3)

Total number of potentially affected vehicles: 607,784

573.6(c)(4)

Percentage of affected vehicles that contain the noncompliance: 100%

573.6(c)(5)

Noncompliance description:

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

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.

July 21, 2020

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

573.6(c)(8)(i)

Program for remedying the noncompliance:

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.

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 owner 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: T89