

# Part 573 Safety Recall Report

# 20V-768

**Manufacturer Name :** Honda (American Honda Motor Co.)**Submission Date :** DEC 15, 2020**NHTSA Recall No. :** 20V-768**Manufacturer Recall No. :** P9D**Manufacturer Information :****Population :**

Manufacturer Name : Honda (American Honda Motor Co.)

Number of potentially involved : 268,655

Address : 1919 Torrance Blvd.

Estimated percentage with defect : 100 %

Torrance CA 90501

Company phone : 1-888-234-2138

**Vehicle Information :**

Vehicle 1 : 2002-2002 Honda CR-V

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 at manufacturing factories other than HUM had power window master switches installed from a different supplier, whose switches are not susceptible to moisture entry. The number of affected units is 16,005.

Production Dates : FEB 18, 2002 - SEP 26, 2002

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2003-2003 Honda CR-V

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 at manufacturing factories other than HUM had power window master switches installed from a different supplier, whose switches are not susceptible to moisture entry. The number of affected units is 70,550.

Production Dates : SEP 30, 2002 - SEP 04, 2003

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2004-2004 Honda CR-V

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 at manufacturing factories other than HUM had power window master switches installed from a different supplier, whose switches are not susceptible to moisture entry. The number of affected units is 68,391.

**Production Dates :** SEP 05, 2003 - SEP 09, 2004

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 4 : 2005-2005 Honda CR-V

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 at manufacturing factories other than HUM had power window master switches installed from a different supplier, whose switches are not susceptible to moisture entry. The number of affected units is 57,440.

**Production Dates :** SEP 07, 2004 - SEP 02, 2005

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 5 : 2006-2006 Honda CR-V

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 at manufacturing factories other than HUM had power window master switches installed from a different supplier, whose switches are not susceptible to moisture entry. The number of affected units is 56,269.

**Production Dates :** SEP 02, 2005 - JUL 28, 2006

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

Description of the Defect : The recall remedy for NHTSA recall ID number 12V-486 of applying butyl tape to seal the power window master switch (PWMS) from moisture was insufficient. The butyl tape could separate from the PWMS if improperly applied. Under certain conditions, moisture may enter through an open driver's window and reach the PWMS on the door. Over time, exposure to moisture can cause electrical resistance in the switch, which ultimately can cause the switch to overheat and melt, damaging the switch and potentially damaging an associated wire harness.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Additionally, if a switch melts, it could produce smoke and increase the risk of a fire.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Involved Components :

Component Name 1 : Kit, Sw Assy , P/W Master

Component Description : CR-V

Component Part Number : 06357-S9A-509

## Supplier Identification :

### Component Manufacturer

Name : Nidec Mobility Corporation

Address : 2254-28 Kiribayashi Iida  
Nagano Foreign States 399-2565

Country : Japan

## Chronology :

October 4, 2012

Honda submitted a defect information report for NHTSA recall ID number 12V-486.

May 2013 to December 2016

Honda launched an investigation after receiving reports of thermal events involving vehicles remedied under 12V-486. In these cases, it was determined the servicing dealer performed an improper recall repair or the customer accidentally spilled liquid near the PWMS.

February 2017 to October 2017

Honda analyzed data from each of its global regions and learned that the thermal event occurrence rate was higher after the recall remedy was performed than before.

February 2018

The investigation was relaunched and failed parts were collected from the field for analysis.

September 2020

Re-creation tests confirmed improper butyl tape application during the recall repair could separate from the PWMS, exposing the PWMS to moisture entry.

December 3, 2020

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

As of November 24, 2020, Honda has received 104 warranty claims (16 involving fire), 13 field reports (seven involving fire), and 87 reports of thermal events related to this issue.

## 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 replace the PWMS with a redesigned unit that is not susceptible to moisture entry. The dealer also will inspect the associated wire harness for damage and replace if necessary. The inspection and repairs will be performed for free. Owners who have paid to have these repairs completed at their own expense will be eligible for reimbursement, in accord with 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 around December 11, 2020. Owner notification is expected to begin on or around January 18, 2021.

Planned Dealer Notification Date : DEC 11, 2020 - NR

Planned Owner Notification Date : JAN 18, 2021 - NR

\* NR - Not Reported