

**HONDA**

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

December 10, 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  
2002-2006 Honda CR-V  
Power Window Master Switch

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 certain 2002-2006 model year Honda CR-V vehicles to address a defect with the power window master switch.

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

JC:wt

## Defect Information Report

573.6(c)(1)

**Name of manufacturer:** Honda of the UK Manufacturing Ltd. (HUM)

**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 CR-V	2002	02/19/2002 to 09/26/2002	16,005
Honda CR-V	2003	09/30/2002 to 09/04/2003	70,550
Honda CR-V	2004	09/05/2003 to 09/09/2004	68,391
Honda CR-V	2005	09/07/2004 to 09/02/2005	57,440
Honda CR-V	2006	09/02/2005 to 07/28/2006	56,266

**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 at manufacturing factories other than HUM had power window master switches installed from a different supplier, whose switches are not susceptible to moisture entry.

**Identification of affected component:**

Component: Kit, Sw Assy , P/W Master  
Part No.: 06357-S9A-509  
Country of Origin: Japan  
Manufacturer: Nidec Mobility Corporation

573.6(c)(3)

**Total number of potentially affected vehicles:** 268,652

573.6(c)(4)

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

573.6(c)(5)

**Defect description:**

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

573.6(c)(6)

**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.

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 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.

573.6(c)(8)(ii)

**The estimated date to start notification to dealers:** December 11, 2020  
**The estimated date to start notifications to owners:** January 18, 2021

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 communications 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:** P9D