



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 22, 2020

Mr. Jeff Chang
Senior Manager
Honda (American Honda Motor Co.)
1919 Torrance Blvd.
Mail Stop 500-2C-10A
Torrance, CA 90501-2746

NEF-150JK
20V-798

Subject: Loss of Drive Power from DC-DC Converter Shutdown

Dear Mr. Chang:

This letter serves to acknowledge Honda (American Honda Motor Co.)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HONDA/ACCORD HYBRID/2020
HONDA/CR-V HYBRID/2020
HONDA/INSIGHT/2020-2021

Mfr's Report Date: December 17, 2020

NHTSA Campaign Number: 20V-798

Components:

ELECTRICAL SYSTEM:12V/24V/48V BATTERY
ELECTRICAL SYSTEM:PROPULSION SYSTEM:CHARGING:MODULE:SOFTWARE
ELECTRICAL SYSTEM:PROPULSION SYSTEM:DC/DC CONVERTER

Potential Number of Units Affected: 27,838

Problem Description:

Honda (American Honda Motor Co.) is recalling certain 2020 CR-V Hybrid, Accord Hybrid, and 2020-2021 Insight vehicles. The DC-DC converter may shut down and prevent the 12-volt battery from recharging, possibly resulting in a loss of drive power.

Consequence:

A loss of drive power can increase the risk of a crash.

Remedy:

Honda will notify owners, and dealers will update the power converter unit (PCU) software, free of charge. The recall is expected to begin February 25, 2021. Owners can contact Honda customer service at 1-888-234-2138. Honda's number for this recall is K9E.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement