

Part 573 Safety Recall Report

21V-901

Manufacturer Name : Honda (American Honda Motor Co.)

Submission Date : JAN 11, 2022

NHTSA Recall No. : 21V-901

Manufacturer Recall No. : KNO



Manufacturer Information :

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

Population :

Number of potentially involved : 357

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Honda NC750XD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The production range reflects all possible vehicles that could potentially experience the problem. All vehicles built from production start-up through August 30, 2021 equipped with a 6-speed Dual Clutch Transmission (DCT) type automatic transmission are affected. As a quality improvement effort, the Fuel Injection Electronic Control Unit (FI-ECU) and Dual Clutch Transmission Electronic Control Unit (DCT-ECU) have been reprogrammed to prevent the stalling condition in mass production vehicles built starting on November 12, 2021. The number of affected units is 357.

Production Dates : MAR 18, 2021 - AUG 30, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Due to improper fuel injection control programming, the FI-ECU of vehicles equipped with a 6-speed DCT type automatic transmission may not provide sufficient fuel during low, quick throttle application.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, the vehicle may potentially stall when accelerating from a stopped position or right before the vehicle stops, increasing the risk of crash or injury.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Fuel Injection Electronic Control Unit

Component Description : NC750XD

Component Part Number : 38770-MKW-A12

Supplier Identification :

Component Manufacturer

Name : Honda Motor Co., Ltd.

Address : 3-15-1 Senzui

Asaka City Saitama Prefecture Foreign States 351-0024

Country : Japan

Chronology :

February 2021

The first occurrence of the issue took place on a Honda fleet vehicle in Japan. The vehicle stalled while starting from a stop, however the symptom could not be reproduced.

April 21, 2021

The first market occurrence of the issue took place on a vehicle in Japan. The customer's vehicle was later repurchased on July 4, 2021 for engine stalling issues.

June/July 2021

After additional occurrences of the issue in the European market, Honda began to investigate and analyze the issue.

July 28, 2021

The investigation and analysis verified the vehicle stall occurs when the vehicle is starting from a stop or right before the vehicle stops. However, the engine can be restarted immediately.

August 1, 2021

Honda received the first report of an occurrence in the US market. Two dealers were unable to duplicate an intermittent stalling issue with the vehicle. The customer then traded in the vehicle to a non-Honda motorcycle

dealer. No crash or injuries were reported for the occurrence.

August 2021

After analyzing the information available, Honda Europe conducted a risk assessment of the stalling issue and the initial findings were that there was not a safety issue based on the occurrences.

September/October 2021

After additional occurrences in Europe and Asia, some of which involved injury claims, the risk assessment was reconsidered.

November 8, 2021

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

As of November 8, 2021, Honda has received no warranty claims, field reports, or reports of crashes or injuries 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 a Honda Powersports dealer. The dealer will reprogram the FI-ECU and DCT-ECU, 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 began on November 18, 2021. Owner notification began on January 10, 2022.

Planned Dealer Notification Date : NOV 18, 2021 - NR

Planned Owner Notification Date : JAN 10, 2022 - NR

* NR - Not Reported