

HONDA

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

November 29, 2021

Ms. Anne Collins
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
2016-2020 Model Year Honda Passport, Pilot, and Ridgeline
Hood Latch Striker

Dear Ms. Collins:

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 2016-2020 model year Honda Passport, Pilot, and Ridgeline vehicles to address a defect with the hood latch striker.

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 Development and Manufacturing of America, LLC

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 Passport	2019	11/08/2017 – 04/09/2019	18,704
Honda Pilot	2016	05/21/2014 – 11/07/2016	185,832
Honda Pilot	2017	10/20/2016 – 12/05/2017	153,503
Honda Pilot	2018	12/05/2017 – 07/16/2018	107,321
Honda Pilot	2019	09/18/2017 – 04/09/2019	110,653
Honda Ridgeline	2017	05/08/2015 – 08/31/2017	49,490
Honda Ridgeline	2018	07/27/2017 – 03/07/2018	21,381
Honda Ridgeline	2019	01/09/2018 – 11/19/2019	58,235
Honda Ridgeline	2020	04/02/2019 – 08/27/2020	19,707

Description of the basis for the determination of the recall population:

The recall population was determined based on manufacturing records. The production range reflects all possible vehicles that could experience the problem.

Description of how the vehicles being recalled differ from similar vehicles not included in the recall:

Similar vehicles produced outside the specified manufacturing range above had adhesive applied to the hood latch striker and the hood latch height and front seal were set to specification.

Identification of affected components:

Component: Hood Comp., Engine
Part No.: 60100-TG7-A91
Country of Origin: U.S.

573.6(c)(3)

Total number of potentially affected vehicles: 724,826

573.6(c)(4)

Percentage of affected vehicles that contain the defect: 100%

573.6(c)(5)

Defect description:

Gaps in the front seal between the hood and grill allow for air entry, potentially resulting in hood vibration at highway speeds. Over time the hood vibration could form stress fractures along the hood latch striker and separate the hood latch striker from the hood. A separated hood latch striker may allow the hood to open, obstructing the driver's view and increasing the risk of a crash. Hood vibration noises or a loose hood are potential warnings of a failing hood latch striker.

573.6(c)(6)

Chronology:

July 2016

Stress fractures were found on the hood latch striker during durability testing of a prototype Ridgeline. After adhesive was applied to a prototype vehicle's hood latch striker, the vehicle passed durability testing; thereafter, adhesive was applied to the hood latch striker in mass production of similarly designed vehicles as a quality improvement effort. No quality investigations were initiated as there were no market concerns of hood latch striker durability from similarly designed vehicles.

April 2017

After receiving some non-safety related market concerns, Honda launched an investigation for hood vibration/noises and/or loose hood.

December 2017

A technical service bulletin (17-083) was launched to address hood vibration and/or loose hood by adjusting the hood alignment.

February 2019

Corrosion was found in the engine compartment during corrosion testing of the upcoming Passport. Salt water intrusion indicated gaps between the hood and grill.

April 2019

On-line checks and adjustments were implemented to Passport and Pilot mass production to ensure hood latch height and that the front seal between hood and grill was set to specification.

August 2019

Online checks and adjustments were implemented to Ridgeline mass production to ensure hood latch height and that the front seal between hood and grill was set to specification.

September 2019

Honda initiated another investigation into hood vibration/noises due to stress fractures in hood latch strikers.

March 2021

Honda confirmed complete hood latch striker separation in the field.

August 2021

Re-creation testing confirmed progressive stress fractures in the hood latch striker can result in separation from the hood.

October 2021

Review of previous mass production quality improvement efforts (adhesive application in July 2016 and checks/adjustments of the hood latch height and front seal in April – August 2019) judged enough toughness to prevent separation of the hood latch striker from stress fractures. Vehicles built prior to the implementation of both these mass production quality improvement efforts may not have enough toughness to prevent hood latch striker separation.

November 19, 2021

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

As of November 19, 2021, Honda has received 116 warranty claims and no reports of crashes or injuries 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 bring their vehicle to an authorized Honda dealer. Depending on the condition of the hood latch striker, the dealer may repair the hood and install a striker support plate, or completely replace the hood with a new part. The hood repair or replacement 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 notification date to dealers:

November 30, 2021

The estimated date to start notifications to owners:

January 17, 2022

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 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: PBV