



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

JUN 1 2011

1200 New Jersey Avenue SE.  
Washington, DC 20590

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Jay Joseph, Senior Manager  
Product Regulatory Office  
American Honda Motor Company  
1919 Torrance Blvd. - Mailstop 500-2C-10A  
Torrance, CA 90501

NVS-212jfa  
PE11-017

Dear Mr. Joseph:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE11-017) to investigate allegations of simultaneous low beam headlight failure in model year (MY) 2002 through and 2004 Honda CR-V vehicles manufactured by American Honda Motor Company, Inc., and to request certain information.

This office has received 18 Vehicle Owner Questionnaire (VOQ) reports on the vehicles that are the subject of this investigation, i.e., MY 2002 through 2004 CR-V. A review of the VOQ reports indicates that 12 of the vehicles required replacement of the multifunction switch and seven of the 12 also required a repair of the wiring harness connector to the switch. ODI has also received three reports on MY 2003 Honda Pilot, one report on MY 2005 Pilot, and one report on a MY 2006 Honda Element that required switch and/or wiring harness connector repairs as well. These reports appear similar to those received on the recently recalled MY 2007 and 2008 Honda Fit vehicles (see 10V-624<sup>1</sup>) as they also indicate electrical failure from overheating/melting of the switch and/or its harness connector.

In addition to the vehicles noted above, ODI has received 30 VOQ reports on MY 2001 through 2003 Honda Civic vehicles, of which certain MY 2001 – 2002 vehicles were within the scope of safety recall 04V-086. The reports also allege simultaneous loss of low beam headlight function similar to those described in safety recall 04V-086<sup>2</sup>, and some report either a repeat failure, or that the vehicle was not included within the scope of the recall.

Finally, ODI has received 19 reports of multiple and chronic replacement of the headlight bulbs in MY 2005 and MY 2006 Honda CR-V vehicles.

<sup>1</sup> 10V-624: Overheat of the low beam electrical circuit at the switch connector

<sup>2</sup> 04V-086: Overheat of the low beam electrical circuit at the switch connector

A copy of each of the reports noted above, and whose ODI numbers are listed at the end of this letter, have been sent to your office electronically for your information.

Please note that this letter requests data on other Honda vehicles beyond MY 2002 through 2004 CR-V vehicles for ODI's comparative assessment.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2002 through 2006 CR-V, MY 2003 through 2008 Element, MY 2003 through 2008 Pilot, MY 2001 through 2005 Civic, and MY 2000-2001 S2000 vehicles equipped with incandescent headlamps and manufactured for sale or lease in the United States.
- **Subject components:** The headlight system, including all related switches, relays, control modules, associated wiring, wiring harnesses and connectors, head light bulbs, or other system components.
- **Honda:** American Honda Motor Company, Inc. Corporation, all of its past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Honda (including all business units and persons previously referred to), who are or, in or after 2002, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Any failure, or other such abnormal condition, of the subject components that result in, or are alleged to have resulted in, simultaneous loss of headlight illumination in both the left and right headlamp assemblies.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages,

notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Honda, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the Honda or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Honda has previously provided a document to ODI, Honda may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Honda's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State the number of all subject vehicles Honda has manufactured for sale in the United States. Separately, for each vehicle manufactured to date by Honda, state the following:
  - a. Vehicle identification number (VIN);
  - b. Model;
  - c. Model year;
  - d. Date of manufacture;
  - e. Date warranty coverage commenced; and
  - f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

For subparts "a" through "e," provide a table in Microsoft Access 2007, or a compatible format, entitled "PRODUCTION DATA."

2. State the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a fire, crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by the alleged defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Third-party arbitration proceedings where Honda is or was a party to the arbitration; and,
  - e. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

For subparts "a" through "e," state the total number of each item (e.g., consumer complaints, reports from retailers, etc.) separately. Multiple incidents involving the same vehicles are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for item "c" provide a summary description of the alleged problem and causal and contributing factors and Honda's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" and "e," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Honda's file number or other identifier used;

- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, report from retailer, etc.);
- c. Vehicle owner's name, address, and telephone number;
- d. Vehicle identification number (VIN);
- e. Model;
- f. Model year;
- g. Date of manufacture;
- h. Incident date;
- i. Report or claim date;
- j. Whether the report is alleging a headlight electrical circuit failure (yes/no);
- k. Whether the report is alleging simultaneous headlight bulb failure (yes/no);
- l. Number of alleged crashes;
- m. Number of alleged injuries; and
- n. Number of alleged fatalities.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, reports from retailers, etc.) and describe the method Honda used for organizing the documents.
5. State a total count for all of the following categories of claims, collectively, that have been paid by Honda that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Honda's claim number;
- b. Vehicle owner's name and telephone number;
- c. Vehicle identification number (VIN);
- d. Model Year
- e. Vehicle date of manufacture;
- f. Repair date;
- g. Repairing facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Whether the headlamp switch was replaced (yes/no);
- l. Whether the headlamp wiring harness was repaired (yes/no);
- m. Whether the headlamp bulbs were replaced (yes/no);
- n. Concern stated by customer; and

- o. Comment, if any, by the technician or person(s) making the repair, and/or the person(s) processing the claim that relate to the claim and/or repair.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State the terms of the new vehicle warranty coverage offered by Honda on the subject vehicles (i.e., the number of months for which coverage is provided and the vehicles systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Honda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles that Honda has issued to any retailers or distributors, regional or zone offices, field offices, or other such entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Honda is planning to issue within the next 120 days.
8. Provide a detailed technical description of the subject vehicle's headlight system, the features and functionality that it offers, and the components that it consists of. Include in the description a list of all components used, including but not limited to those mentioned in the subject component statement above, and describe how the components interact with each other to illuminate the headlights when the headlight switch is activated by the operator. Provide an electrical and/or mechanical schematic that shows the components, how power and ground is provided to each, and the functionality of the electrical circuits that connect them. Provide a diagram that shows where the components are located on the vehicle. Describe any optional features that are offered for the headlight system, such as auto dimming or illumination, etc.
9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Honda. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;

- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. Describe all modifications or changes made by, or on behalf of, Honda in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and,
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Honda is aware of which may be incorporated into vehicles production within the next 120 days.

11. State the number of each of the following that Honda has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
  - a. Subject component(s); and
  - b. Any kits that have been released, or developed, by Honda for use in service repairs to the subject component(s)/assemblies.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Honda is aware that contain the identical component(s), whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Honda's assessment of the alleged defect in the subject vehicles including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);

- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, that the alleged defect was occurring or that the subject component was malfunctioning; and
- f. The reports included with this inquiry.

This letter is being sent to Honda pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Honda's failure to respond promptly and fully to this letter could subject Honda to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$17,350,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If Honda cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Honda does not submit one or more requested documents or items of information in response to this information request, Honda must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Honda's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by July 12, 2011. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE10-037 in Honda's response to this letter and in any confidentiality request submitted to the Office of the Chief Counsel. If Honda finds that it is unable to provide all of the information requested within the time allotted, Honda must request an extension from me at (202) 366-0139 no later than five business days before the response due date. If Honda is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Honda then has available, even if an extension has been granted.

If Honda claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b) (4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Honda must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety

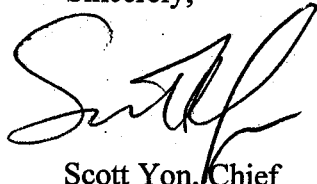


Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Honda is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the word "CONFIDENTIAL" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6.

Please send email notification to John Abbott ([John.Abbott@dot.gov](mailto:John.Abbott@dot.gov)) and to [ODI\\_IRresponse@dot.gov](mailto:ODI_IRresponse@dot.gov) when Honda sends its response to this office and indicate whether there is confidential information as part of Honda's response.

If you have any technical questions concerning this matter, please call John Abbott of my staff, at (202) 366-5221.

Sincerely,



3/31/11  
Scott Yon, Chief  
Vehicle Integrity Division  
Office of Defects Investigation

VOQ #'s: (Harness/switch related)

10389638, 10387708, 10384717, 10380117, 10368693, 10362242, 10350508, 10334737, 10306665, 10305931, 10208098, 10201928, 10398695, 10398813, 10399110, 10268919, 10401121, 10402328, 10399988, 10395219, 10393615, 10370364, 10365250, 10361190, 10355306, 10347420, 10342507, 10331107, 10325152, 10321231, 10315219, 10281713, 10276863, 10267537, 10266363, 10251832, 10245445, 10242384, 10229307, 10216577, 10212620, 10208187, 10204321, 10203186, 10180618, 10169834, 10159865, 10156307, 10111768, 10109043, 10234095, 10299059, 10312202

VOQ #'s: (Bulb related)

10398693, 10398476, 10396338, 10383134, 10382525, 10374918, 10369648, 10336360, 10330517, 10325482, 10319876, 10312888, 10296481, 10295823, 10294224, 10290531, 10231634, 10221046, 10216474