



**American Honda Motor Co., Inc.**  
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December 19, 2014

Mr. Bruce York  
Medium and Heavy Duty Trucks Division  
Office of Defects Investigation  
U.S. DEPARTMENT OF TRANSPORTATION  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**Re: PE14-032  
2011-2013 CBR250R  
Engine Stall**

Dear Mr. York:

In reply to your letter dated November 12, 2014, we are submitting our response regarding the allegations of engine stalling in model year (MY) 2011 through 2013 Honda CBR250R motorcycles.

1. **State, by production year, the number of subject vehicles manufactured by Honda. Separately, for each subject vehicle manufactured to date, state the following:**
  - a) Vehicle identification number (VIN);
  - b) Model Year;
  - c) Date of Manufacture;
  - d) Warranty coverage start date;
  - e) Original purchaser first and last name; and
  - f) Selling dealer Honda number (e.g., 694784, 690354, etc.).

Provide the table in Microsoft Access 2010, entitled "PRODUCTION DATA."

Response:

*The total number of vehicles manufactured is provided in the table below. See Attachment #Q1 on enclosed CD for summary description for items "a" through "f".*

<b>Model</b>	<b>Model Year</b>	<b># Manufactured for Sales/Lease</b>
CBR250R	2011	4,640
	2012	9,984
	2013	5,504

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:**
  - a) Consumer complaints
  - b) Field reports, including dealer field reports;

- c) Reports involving a crash, injury, or fatality, based on claims against Honda involving a death or injury, notices received by Honda alleging or proving that a death or injury was caused by the alleged defect in a subject vehicle;
- d) Property damage claims;
- e) Third-party arbitration proceedings where Honda is, or was, a party to the arbitration; and
- f) Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

For subparts "a" through "d" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle 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 items "c" through "f", 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 "e" and "f" 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.

Response:

*The total number of reports for items "a" through "f" is stated in the table below. See Attachment #Q2 on enclosed CD for summary description for items "c" through "f".*

*It should be noted that in the opening resume NHTSA showed that they received information regarding one complaint alleging injury. With permission from NHTSA, Honda followed up with the owner of the vehicle regarding his complaint, at which point the owner withdrew his claim of injury.*

Model	Model Year	A Owner/ Fleet Reports	B Field/ Dealer Reports	C-1 Crash Reports	C-2 Injury Reports	C-3 Fatality Reports	D Property Damage	E Third-Party Arbitration	F Lawsuits
CBR250R	2011	13	55	0	0	0	0	0	0
	2012	14	29	1	0	0	0	0	1
	2013	2	9	0	0	0	0	0	0

*Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
 As of: December 1, 2014*

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, field report, etc.);
  - c) Vehicle owner name, address, telephone number, and e-mail address
  - d) Vehicle's VIN;
  - e) Vehicle's model year;
  - f) Vehicle's model;
  - g) Vehicle's mileage at time of incident;
  - h) Incident date;
  - i) Report or claim date;
  - j) Crash;
  - k) Whether property damage is alleged;
  - l) Number of alleged injuries;
  - m) Number of alleged fatalities;
  - n) Whether Honda has possession of any relevant replaced vehicle component;

- o) If so, identify the component(s);
- p) Number of alleged injuries;
- q) Number of alleged fatalities, and
- r) Summarize the complaint.

Provide this information in Microsoft Access 2010, entitled "COMPLAINT DATA."

Response:

*The data elements "a" through "r" is provided in the file titled "COMPLAINT DATA" on the enclosed CD.*

*Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
As of: December 1, 2014*

4. Produce copies of all documents related to each item (including, but not limited to, police reports, crash reports, Honda vehicle inspection(s)), within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, reports from dealers, etc.) and then, within each category, alphabetically by vehicle owner name.

Response:

*See Attachment #Q4 for copies of all documents on enclosed CD.*

*The documents are organized by category (i.e., consumer complaints, field reports, etc.) and within each category the documents are organized by model year then the last six digits of the VIN (not all reports have owner name available).*

*Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.  
As of: December 1, 2014*

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: warranty claims; extended warranty claims; claims for goodwill 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, telephone number, and e-mail address;
- c) VIN;
- d) Model Year;
- e) Model;
- f) Repair date;
- g) Vehicle mileage at time of repair;
- h) Repairing facility's Honda dealer number;
- i) Labor operation number;
- j) Problem code;
- k) Replacement part number(s) and description(s);
- l) Concern stated by customer; and
- m) 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 2010, entitled "WARRANTY DATA."

Response:

The total warranty counts are provided in the table below. The data elements "a" through "m" are provided in the file titled "WARRANTY DATA" on the enclosed CD.

Model	Model Year	Warranty Claims	Extended Warranty	Goodwill Claims	Warranty Claims - TSB
CBR250R	2011	12	1	2	0
	2012	6	0	0	0
	2013	5	0	1	0

Source(s): Warranty claim data.  
As of: November 11, 2014

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. State the terms of the new vehicle warranty coverage (including emissions-related component coverage) provided by Honda on the subject vehicles (i.e., the number of months for which coverage is provided and the vehicle 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 extended warranty.

Response:

*Search Criteria:* Using warranty data for all subject motorcycles, claims were included based on the labor operation numbers beginning with 311 (Fuel-Exhaust, Carburetor), 111 (Engine, Upper Engine) and 614 (Electrical, Ignition System).

The contention text description was reviewed for each claim based on keyword search for the following symptoms: 1) stall, stalled, stalling; 2) dies, died; 3) won't start; 4) hesitates; 5) shut off; or 6) any other subject keywords. Reports claiming a stall when starting prior to riding and other instances of engine stall while not -moving were removed.

*Coding and Descriptions:* See Attachment #Q6

*Warranty Coverage:* All subject motorcycles are covered by a new vehicle limited warranty for 1 year and unlimited miles. Under the terms of the new vehicle limited warranty, Honda will repair or replace, at its option, any part that is proven to be defective in material or factory workmanship under normal use during the applicable warranty period. This warranty covers all systems except emission control systems, accessories, noise control, battery or replacement parts which have their own warranties.

Coverage for the components that makes up the Emission Control System for motorcycles 170-279 cc is 5 years or 11,185 miles. Coverage for the components that make up the Noise Control System for street motorcycles is 12 months or 3,728 miles. Coverage for defects in material and workmanship for replacement batteries purchased from an authorized dealer is 1 year and other replacement parts are 6 months. Coverage for defects in material and workmanship for bolt-on accessories, measured from accessory purchase date, for on-road models is 1 year.

Honda has not issued extended warranty coverage related to the alleged defect in any of the subject motorcycles.

Source(s): Warranty claim data.

*As of: November 11, 2014*

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect that Honda has issued to any dealers or distributors, regional or zone offices, or other such entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications to or for subject vehicle dealers and/or Honda customer service representatives, and/or consumers. Also include the latest draft copy of any of the above described documents (excluding Community forum postings) that Honda is planning to issue within the next 120 days.

Response: See Attachment #Q7

*Currently no communication is planned within the next 120 days.*

8. Describe all cases, assessments, analyses, FMEAs, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect 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:
- Action title or identifier;
  - The actual or planned start date;
  - The actual or expected end date;
  - Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - 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.

Response: See attachment #Q8

9. Describe all modification or changes made by, or on behalf of, Honda in the design, manufacture, or quality control of the subject vehicles which relate to, or may relate to, the alleged defect:
- For each such modification or change, provide the following information:
- The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - The reason(s) for the modification or change;

Also, provide the above information for any modification or change to the subject vehicle(s) that relates to, or may relate to, the alleged defect which may be made within the next 120 days.

Response: See attachment #Q9

10. Furnish Honda's assessment of the alleged defect in the subject vehicles including:
- The casual or contributory factor(s);
  - The failure mechanism(s);
  - The failure mode(s);
  - The risk to vehicle safety that is poses;
  - What warnings, if any, that the alleged defect is about to occur; and
  - The reports included with this inquiry.

Response: See Attachment #Q10

Attachment #Q10 includes responses to items a), b), c), and e) by symptom; as well as a table responding to item f) with an assessment of each report included with this inquiry.

In addition to Attachment #Q10, Honda provides the following response to question 10:

As described in Attachment #Q10, Honda has observed that the majority of claims involving engine stalling were occurring within the early life of the bikes, most of which were attributed to improperly set valves at the factory. The reason for improperly adjusted valves is described in the attachment for this response. The Honda recommended 600 mile service, which includes a valve adjustment, would have corrected the problem; therefore preventing stalling due to improper valve adjustment after the initial service had been performed.

Accordingly, the data table included in Attachment #Q10 shows that most occurrences were reported as happening early in the life of the bikes, and after the factory valve adjustment procedure was identified and corrected by Honda, claims of engine stall decreased dramatically.

Any instances of an engine stall, whether in motion or not, would cause the tachometer to rest at the zero RPM position. This serves as one indicator to the rider that the engine has stalled. As these bikes are powered by single-cylinder engines, both the sensation of vibration and sound of the engine would be different if the engine were to stall, both serving as additional indicators to the rider that the engine had stopped running.

In addition, engine stalls due to misadjusted valves would not inhibit the rider's ability to restart the bike, either by releasing the clutch while in gear, or by pressing the starter control with the clutch lever depressed. This is true of the other predominant causes of engine stalling, as well. Most seasoned riders are familiar with one or both of these methods of restarting a bike, and should be capable of doing so if needed.

The data table Honda is providing in response to question 10 also submitting data showing also shows that the occurrence rate of engine stalls for the CBR250R at a very low and stable rate in 2014, with only four claims received by Honda this year. This rate is within a comparable range to other models of this engine size, as shown in the comparison data.

For the reasons described above, Honda has determined that the trend for this condition will continue to diminish going into the future and therefore does not pose an unreasonable risk to safety.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



Jay Joseph  
Assistant Vice President  
Product Regulatory Office

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Attachments