

**HONDA**

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

July 13, 2020

Dr. Stephen A. Ridella, Director  
Office of Defects Investigation  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Re: EA19-005

Dear Dr. Ridella:

In reply to your letter dated May 18, 2020, Honda is submitting our peer letter information request related to the alleged failure of the windshield wiper module ball joints, resulting in one or both windshield wipers becoming inoperative.

As agreed between Honda and NHTSA, the subject vehicles were defined as:

- CR-V (2012 – 2016)
- Odyssey (2011 – 2017)
- RDX (2013 – 2018)

Should any questions arise after either submission, please feel free to contact Honda.

Respectfully,

AMERICAN HONDA MOTOR CO., INC.

  
Jeff Chang  
Senior Manager  
Product Regulatory Office

JC:gyc

cc: Greg Magno, NHTSA

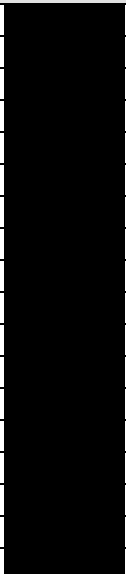
Enclosure

1. State, by model and model year, the number of subject vehicles Honda has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Honda, state the following:
  - a. Vehicle identification number (VIN);
  - b. Make;
  - c. Model;
  - d. Model Year;
  - e. Subject component part number and design version installed as original equipment;
  - f. Date of manufacture;
  - g. Date warranty coverage commenced; and
  - h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide a series of tables by vehicle model or platform in Microsoft Access 2010, or a compatible format, each entitled "MODELNAME PRODUCTION DATA."

Response:

The number of subject vehicles manufactured for sale are shown in the table below. For data elements "a" through "h", please see folder "Q1", "(Model Name) Production Data" in the attached data set. Files are separated due to the large amounts of data. The part numbers listed in response to 1e, represent the linkage (child part) to the parent assembly.

Model	Model Year	Sold Vehicles
CR-V	2012	
	2013	
	2014	
	2015	
	2016	
Odyssey	2011	
	2012	
	2013	
	2014	
	2015	
	2016	
RDX	2017	
	2013	
	2014	
	2015	
	2016	
	2017	
	2018	

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, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury or fatality;
  - d. Property damage claims
  - e. Third-party arbitration proceedings where Honda is or was a party to the arbitration;
  - f. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

For subparts “a” through “f,” 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” are shown in the table below. Field reports encompass technician calls for assistance, internally known as Tech Line claims. Reported events include claims with any mention of wipers becoming inoperative due to a failed linkage assembly. Claims related to Odyssey recall 11V-180 for stuck/frozen wipers, causing an unrelated failure, were omitted.

Model	Model Year	A Owner/ Fleet Reports	B Field/ Dealer Reports	C Reports of Crash, Injury, Fatality	D Property Damage Claims	E 3 <sup>rd</sup> Party Arbitration	F Lawsuits where Honda is or was codefendant
CR-V	2012						
	2013						
	2014						
	2015						
	2016						
Odyssey	2011						
	2012						
	2013						
	2014						
	2015						
	2016						
RDX	2013						
	2014						
	2015						
	2016						
	2017						
	2018						

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 or fleet name (and fleet contact person), street address, email address and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. Whether a crash is alleged;
  - j. Whether property damage is alleged;
  - k. Number of alleged injuries, if any; and
  - l. Number of alleged fatalities, if any.Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

Response:

*For data elements "a" through "l", please see folder "Q3", "Request Number Two Data" in the attached data set.*

4. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date 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; field, zone, 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.
  - a. Separately, for each such claim, state the following information:
  - b. Honda’s claim number;
  - c. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
  - d. VIN;
  - e. Repair date;
  - f. Vehicle mileage at time of repair;
  - g. Repairing dealer’s or facility’s name, telephone number, city and state or ZIP code;
  - h. Labor operation number(s);
  - i. Problem code(s);
  - j. Replacement part number(s) and description(s);
  - k. Concern stated by customer;
  - l. Cause as stated on the repair order;
  - m. Correction as stated on the repair order; and
  - n. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Response:

The total claims are shown the table below. Claims shown below do not include those related to Odyssey recall 11V-180 for stuck/frozen wipers. Warranty extensions were not offered for the subject component for the subject vehicles.

Model	Model Year	Warranty Claims	Extended Warranty Claims	Goodwill	Campaign-related
CR-V	2012				
	2013				
	2014				
	2015				
	2016				
Odyssey	2011				
	2012				
	2013				
	2014				
	2015				
	2016				
RDX	2013				
	2014				
	2015				
	2016				
	2017				
	2018				

- 5. Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."**

Response:

*For a details of claims listed in Question 4, please see folder "Q5", "Warranty Claims" in the attached data set.*

6. 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
  - b. Any kits that have been released, or developed, by Honda for use in service repairs to the subject component/assembly.

Response:

6a. The following linkage part numbers are used in the subject vehicles. The listed part numbers apply through the model's generation and also include any superseded part numbers.

Model	Model Year	Linkage Part Numbers
CR-V	2012	76530-T0A-A01
	2013	
	2014	
	2015	
	2016	
Odyssey	2011	76530-TK8-A02 76530-TK8-A03 76540-TK8-A01 76540-TK8-A02 76550-TK8-A01
	2012	
	2013	
	2014	
	2015	
	2016	
RDX	2013	76530-TX4-A01
	2014	
	2015	
	2016	
	2017	
	2018	

For sales by part number, please see folder "Q6", "Parts Sales by Part Number" in the attached data set. Monthly demand is only available for the 8 prior years. Demand beyond this is provided in aggregate, annual counts. The quantities listed include demand related to Odyssey recall 11V-180 for stuck/frozen wipers.

6b. [REDACTED]

- 7. Describe cowl- region water management techniques for the subject vehicles. Include any related design and production 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.**

Response:

*A description of water management techniques can be found in folder "Q7", "Water Management Strategy" in the attached data set.*