

INFORMATION REDACTED
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INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

HONDA

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

December 18, 2024

Sharon Yukevich
Division Chief – Vehicle Defect Division A
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Re: Information Request ID RQ24013-01

Dear Ms. Yukevich,

In reply to the Information Request (IR) letter dated November 13, 2024, Honda is submitting this second response regarding your investigation (RQ24-013) to assess the scope of recall 23V-751. This submission contains the responses to questions 2, 3, 4, 5 & 7 of the IR letter, per the due date extension request that was granted (with the extended due date being December 20, 2024).

Respectfully,

AMERICAN HONDA MOTOR CO., INC.

Andrea Martin
Senior Director
Product Regulatory Office

AM:tk

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

For subparts "a" through "g" 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 "g," 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:

	Quantity
a. Consumer complaints, including those from fleet operators;	** 1,728
b. Field reports, including dealer field reports;	295
c. Reports involving a crash, injury, or fatality;	0
d. Reports involving a fire;	3
e. Property damage claims; and	2
f. Third-party arbitration proceedings where American Honda Motor Co. is or was a party to the arbitration; and	0
g. Lawsuits, both pending and closed, in which American Honda Motor Co. is or was a defendant or codefendant.	128

**** NOTE:** Due to the lack of clarity in the ACS cases as to the potential connection to the Alleged Defect, the search resulted in a large quantity of cases that Honda anticipates are mostly NOT related to the rod bearing issue. But, since the ACS cases are not clear, and there is a possibility that the ACS case could, however small, have some relation to the Alleged Defect, they have been included in the results compiled with this IR letter response.

For the table of additional information for items "c" through "g", please see the attached file titled:

- "RQ24-013 - Q2 data_CONFIDENTIAL.xlsx"

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:
- Honda's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
 - Vehicle Identification Number (17-character VIN);
 - Vehicle's make, model, and model year (please use distinct fields for each data type);
 - Vehicle's mileage at time of incident;
 - Incident date (MM/DD/YYYY);
 - Report or claim date (MM/DD/YYYY);
 - Whether a crash is alleged;
 - Whether a fire is alleged;
 - Whether property damage is alleged;
 - Number of alleged injuries, if any; and
 - Number of alleged fatalities, if any.

Response:

For the table of complaints with items "a" through "n", please see the included file titled:

- "RQ24-013 REQUEST 2 DATA_CONFIDENTIAL.xlsx"

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, field reports, etc.) and describe the method Honda used for organizing the documents. Describe in detail the search methods and search criteria used by Honda to identify the items in response to Request No. 2.

Response:

For the copies of complaints, please see the included files titled:

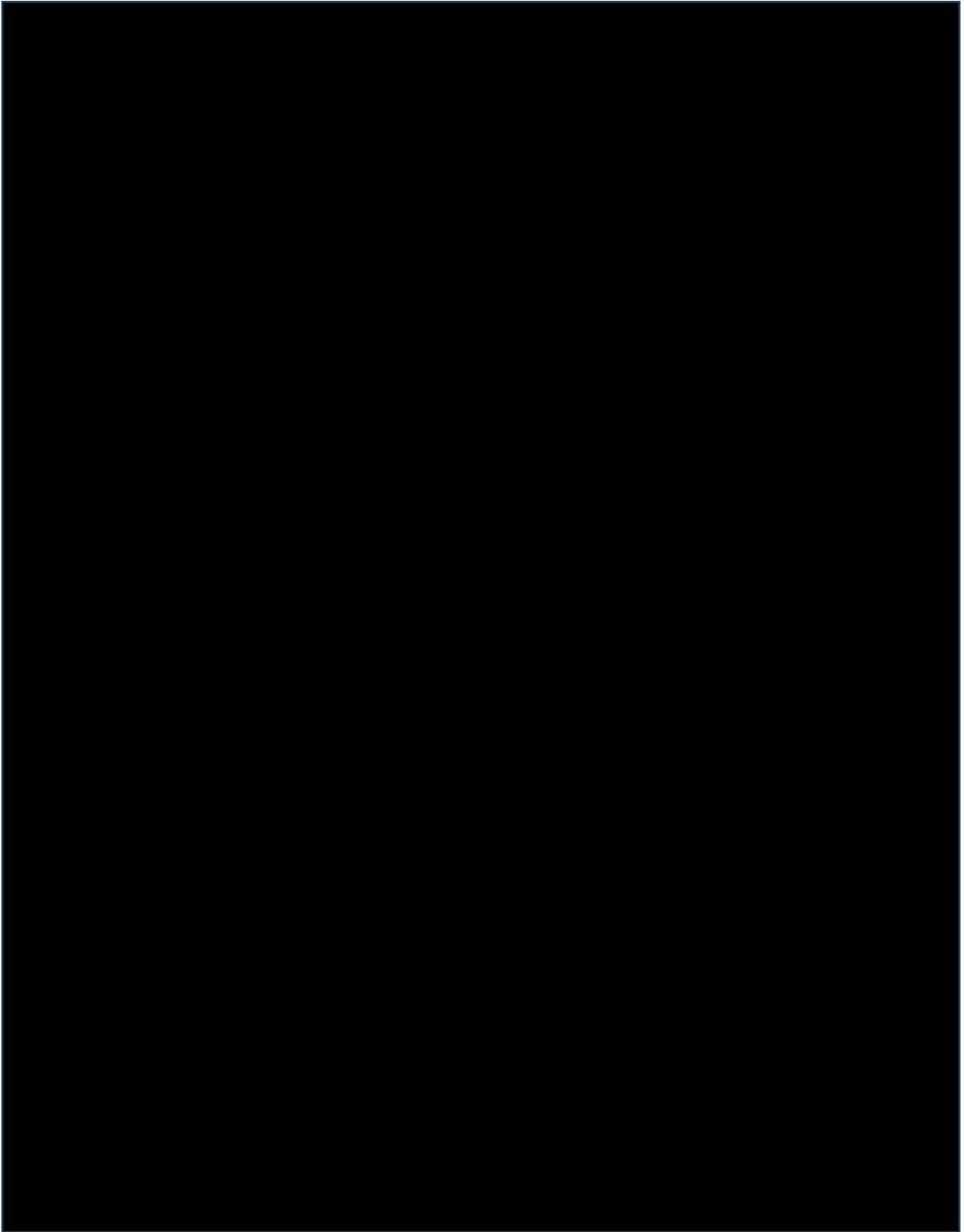
- "RQ24-013 - Legal_CONFIDENTIAL.pdf"
- "RQ24-013 - Tech Line_CONFIDENTIAL.pdf"
- "RQ24-013 - FQR_CONFIDENTIAL.pdf"
- "RQ24-013 - ACS_CONFIDENTIAL.pdf"

NOTE: FQR = Field Quality Report

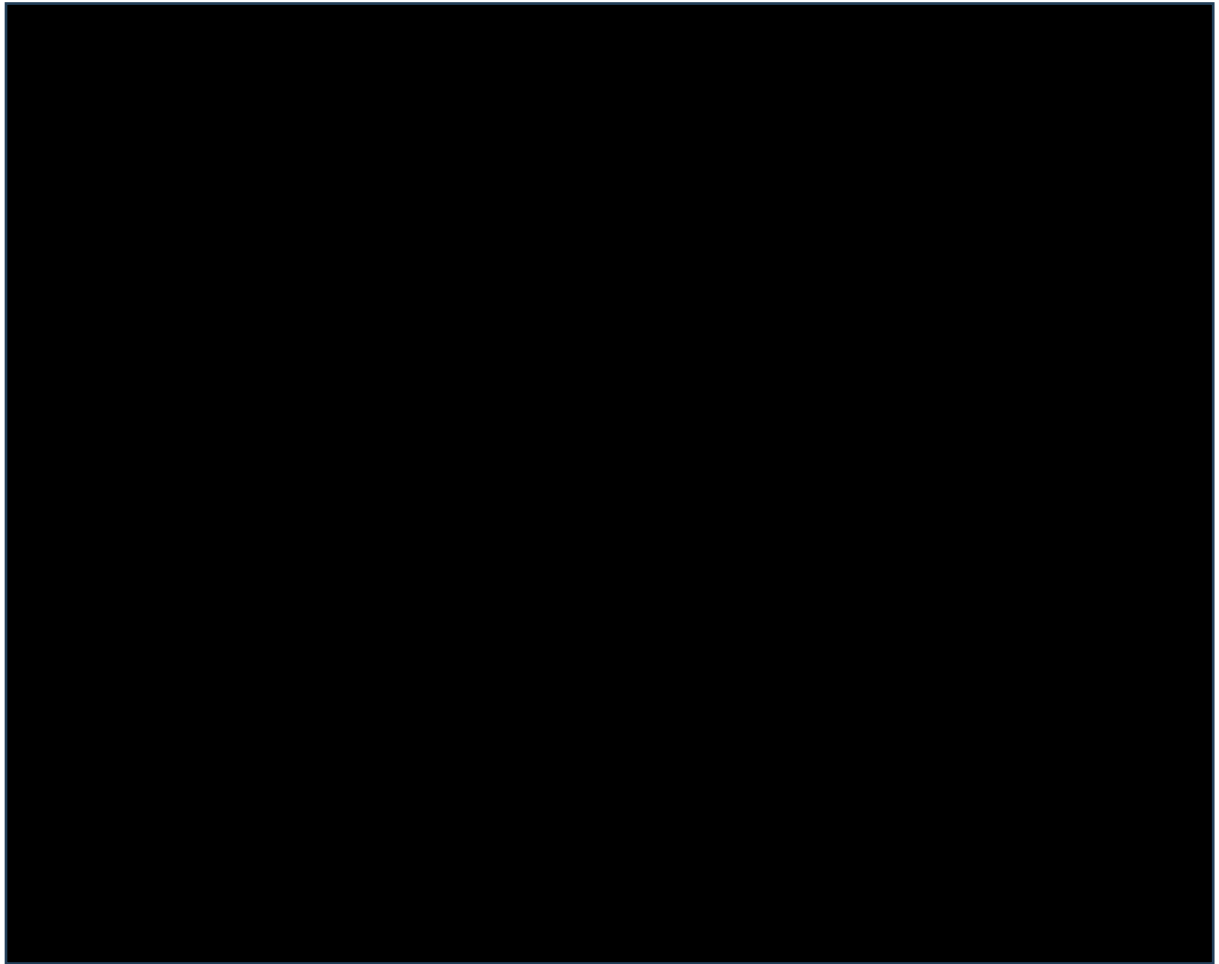
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Detailed description of the search method and criteria used to identify the items in response to Request No. 2:

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5. 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.

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

- a. Honda's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- d. Vehicle identification number (17-character VIN);
- e. Repair date (MM/DD/YYYY);

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- f. Vehicle mileage at time of repair (numeric data type);
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- h. Labor operation number(s);
- i. Problem code(s);
- j. Diagnostic trouble code(s);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Cause as stated on the repair order;
- n. Correction as stated on the repair order; and
- o. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Response:

Total count of warranty claims:

Model	Model Year	CLAIM COUNTS		
		Warranty	Extended Warranty	Goodwill
2016	MDX	115	7	60
2017	MDX	58	4	28
2018	MDX	1	0	1
2020	MDX	56	2	5
2018	ODYSSEY	46	11	18
2019	ODYSSEY	23	3	3
2020	ODYSSEY	15	0	1
2016	PILOT	221	17	140
2017	PILOT	82	15	32
2018	PILOT	30	5	9
2019	PILOT	33	4	6
2020	PILOT	21	1	1
2017	RIDGELINE	47	5	22
2018	RIDGELINE	14	4	3
2019	RIDGELINE	20	0	6
2020	TLX	8	1	1

NOTE: All 2019MY MDX, 2018MY TLX & 2019MY TLX are part of the previous recall (so, no vehicles from these models and model years are within the Subject Vehicles population).

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Source & Date Gathered

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For the warranty data table, please see the included file titled:

- "RQ24-013 - Q5 warranty_CONFIDENTIAL.xlsx"

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7. 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, the operator and the other persons both inside and outside the vehicle would have that the Alleged Defect was occurring, or subject component was malfunctioning; and
- f. The reports included with this inquiry.

Response:

- a. *The causal or contributory factor(s);*

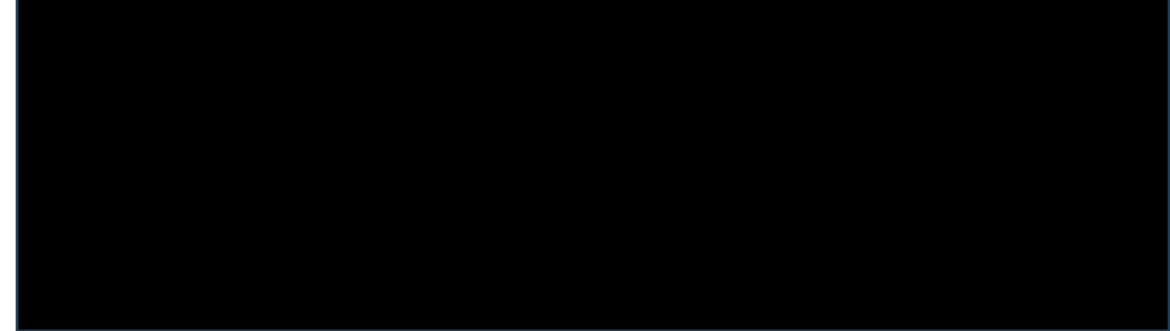
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- b. *The failure mechanism(s);*

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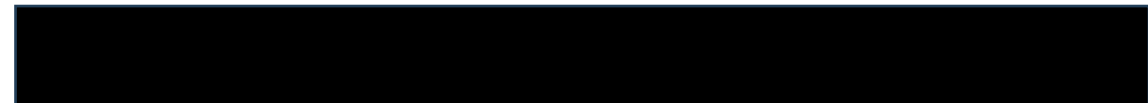


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- "RQ24-013 - Q7b_CONFIDENTIAL.pdf"

- c. *The failure mode(s);*

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d. *The risk to motor vehicle safety that it poses;*

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[REDACTED]

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e. *What warnings, if any, the operator, and the other persons both inside and outside the vehicle would have that the Alleged Defect was occurring, or Subject Component was malfunctioning; and*

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[REDACTED]

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f. *The reports included with this inquiry.*

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[REDACTED]

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- *"RQ24-013 - Q7f - reports included with inquiry_CONFIDENTIAL.pdf"*