

Confidential information contained within this document denoted by double red brackets [[]]

HONDA

American Honda Motor Co., Inc.

1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

July 18, 2025

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

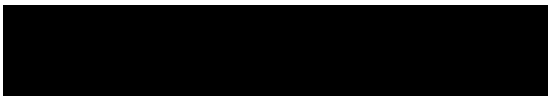
Re: Information Request ID EA25004-02

Dear Ms. Yukevich,

In reply to the Information Request (IR) letter dated June 30, 2025, Honda is submitting this response regarding your investigation (EA25-004). Please contact us if there are any questions on our submission.

Respectfully,

AMERICAN HONDA MOTOR CO., INC.


Andrea Martin
Senior Director
Product Regulatory Office

AM:tk

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. a. Vehicle identification number (17-character VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Indicate whether the **Subject System** is installed on the subject vehicles;
 - f. **Subject System** part number and design version installed as original equipment if applicable;
 - g. Engine type/displacement;
 - h. Transmission type/number of speeds;
 - i. Date of manufacture (MM/DD/YYYY);
 - j. Date warranty coverage commenced (MM/DD/YYYY);
 - k. The State in the United States where the vehicle was originally sold or leased or delivered for sale or lease (postal abbreviation).

Provide the [sic] in a tabular format entitled "PRODUCTION DATA".

Response:

For the PRODUCTION DATA, please see the file named:

• [REDACTED]

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, both pending and closed, 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 “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:

For the counts and additional information requested, please see the included file titled:

- [REDACTED]

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 property damage is alleged;
 - Number of alleged injuries, if any; and
 - Number of alleged fatalities, if any.

Provide the data in a tabular format, entitled "REQUEST NUMBER TWO DATA."

Response:

For the table of complaints, please see the included file titled:

- [REDACTED]

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 copies of complaints, please see the included files titled:

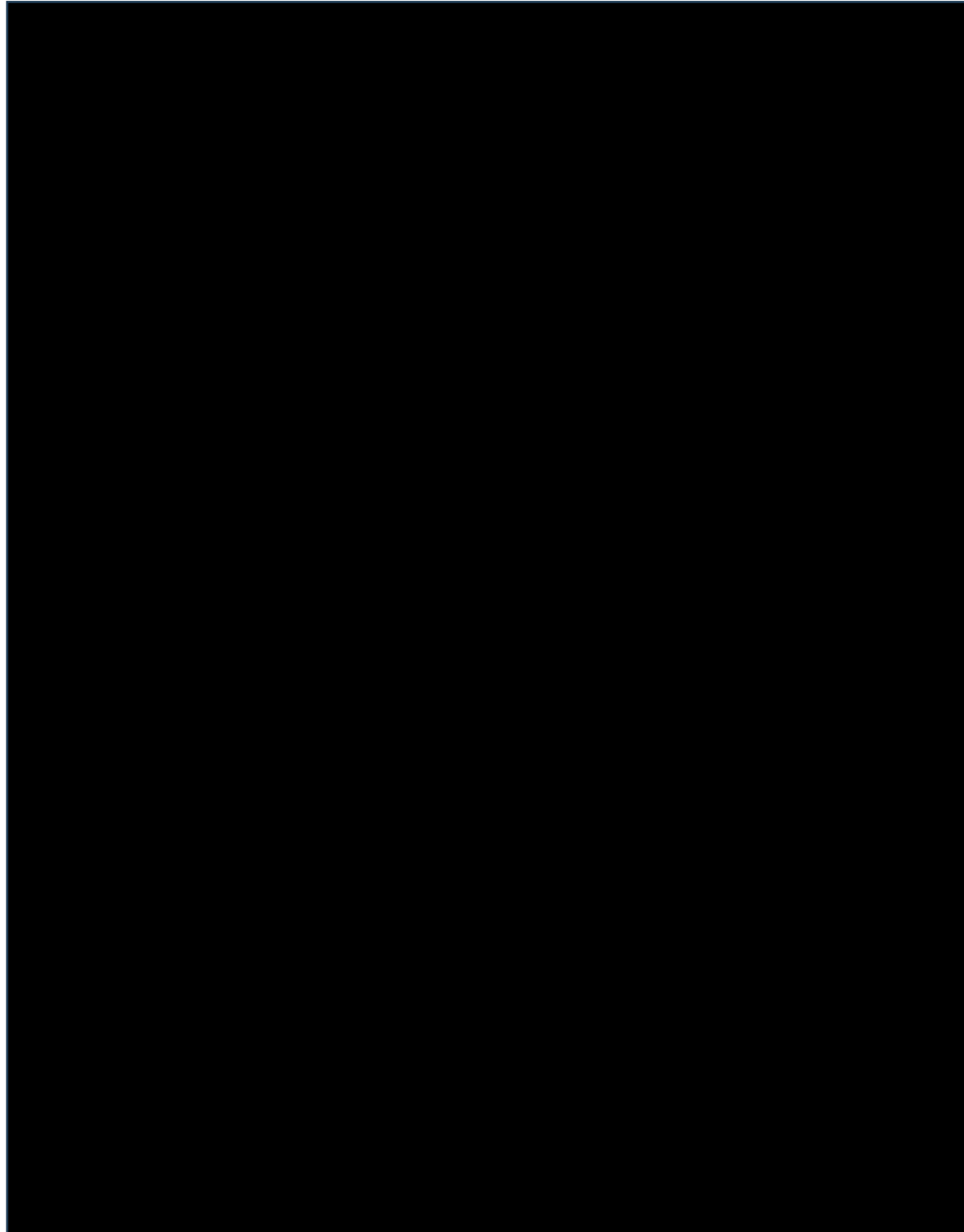
- [REDACTED]

[REDACTED]

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Detailed description of the search method and criteria used to identify the items in response to REQUEST NUMBER TWO:

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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);
- 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;
- o. Date of application of the first level countermeasure;
- p. Date of application of the second level countermeasure; and
- q. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in a tabular format, entitled "WARRANTY DATA."

Response:

Total count of warranty claims and the warranty data table, please see the included file titled:

- [REDACTED]