

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

December 9, 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 EA25004-03

Dear Ms. Yukevich,

In reply to the Information Request (IR) letter dated October 30, 2025, Honda is submitting this response. Please let us know if there are any questions.

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. Vehicle identification number (17-character VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Subject component part number and design version installed as original equipment;
 - f. Date of manufacture (MM/DD/YYYY);
 - g. Part number, design version, and internal reduction ratio of starter installed as original equipment;
 - h. Part number and design version of vehicle battery installed as original equipment;
 - i. Date warranty coverage commenced (MM/DD/YYYY); and
 - j. The State in the United States where the vehicle was originally sold, leased, or delivered for sale or lease (postal abbreviation).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."

Response:

For the production data, including items "a" through "j," please see the following included file:

- EA25004-3_R1_PRODUCTION DATA_CONFIDENTIAL.xlsx

NOTE: The first tab/sheet in the Excel file contains the production volume information and the other included tabs contain the VIN list and related requested 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, 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:

Please see our response to the same request for EA25004-01 and EA25004-02 for data up to those submissions in response to this question.

The data being provided below represents complaints from our previous response and is incremental to the previous response.

	Quantity
a. Consumer complaints, including those from fleet operators;	146
b. Field reports, including dealer field reports;	745
c. Reports involving a crash, injury, or fatality;	0
d. Property damage claims; and	0
e. Third-party arbitration proceedings where American Honda Motor Co. is or was a party to the arbitration; and	0
f. Lawsuits, both pending and closed, in which American Honda Motor Co. is or was a defendant or codefendant.	95

Source	(1) CR database, (2) Techline database (3) Field Report database & (4) Legal database (ALMA)
Last date the information was gathered	(1) 11/14/2025 (2) 11/7/2025 (3) 11/7/2025 (4) 11/14/2025

For summaries of additional information for items “c” through “f”, please see the attached file titled:

- *EA25-004-3_R2_Legal Additional Information_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 (numeric data type);
- 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 this information in Microsoft Access 2010, or a compatible format, entitled “REQUEST NUMBER TWO DATA.”

Response:

For the table of complaints with items “a” through “m”, please see the included file titled:

- *EA25004-3_REQUEST NUMBER TWO DATA_CONFIDENTIAL.xlsx*

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.

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 Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

Response:

Please see the included file titled:

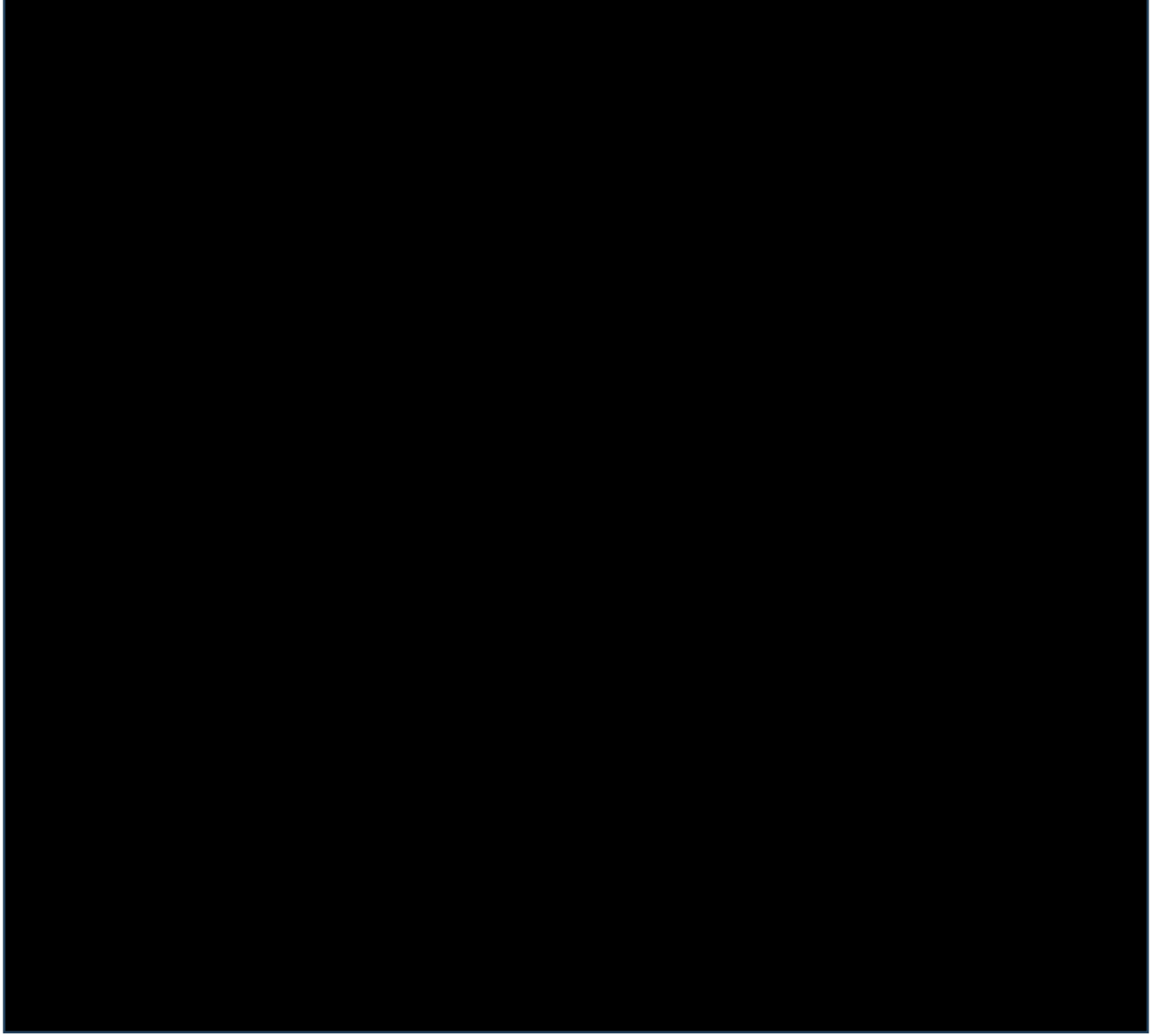
- EA25004-3_R4_WARRANTY DATA_CONFIDENTIAL.xlsx

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5. State the terms of any campaigns or extended warranties related to subject system and/or alleged defect, offered by Honda on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any campaigns or extended warranties that Honda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each. Also, any terms which may apply to repairs to the subject system after the application of any campaigns/extended warranties.

Response:

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6. Produce copies of all campaigns, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Honda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other 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. Provide the date(s) of issue and method of communication used for each document. Also include the latest draft copy of any communication that Honda is planning to issue within the next 120 days.

Response:

Please see the included file titled:

- *EA25004-3_R6_Documents Summary table_CONFIDENTIAL.xlsx*

This file is a summary of the documents being submitted in response to this request.

The following files are being submitted, per the summary table:

- *B23-002_CONFIDENTIAL.pdf*
- *B22-009_CONFIDENTIAL.pdf*
- *A23-009_CONFIDENTIAL.pdf*
- *2025.11.11 In re Honda Idle Stop - Long Form Class Notice_CONFIDENTIAL.pdf*
- *2025.11.11 In re Honda Idle Stop - Postcard Class Notice_CONFIDENTIAL.pdf*
- *Acura iN message AIS_CONFIDENTIAL.pdf*
- *Honda iN message AIS_CONFIDENTIAL.pdf*
- *2025-11-17_15-33-22_CONFIDENTIAL.pdf*
- *2025-11-17_15-33-38_CONFIDENTIAL.pdf*
- *MIB35_Acura_iN_Message_CONFIDENTIAL.pdf*
- *MIB35_Honda_iN_Message_CONFIDENTIAL.pdf*

7. For each campaign, extended warranty, or any other market action for which the cost would be covered by Honda, provide the following for vehicles initially covered by the campaign, extended warranty or other market action:
- a. Vehicle identification number (17-character VIN) for vehicles initially covered by that action.
 - b. Vehicle Identification Number (17-character VIN) for vehicles added since the release of the action.
 - c. Vehicle Identification Number (17-character VIN) for vehicles that have been removed from coverage since the release of the action and the reason for removal.

Provide the information in tabular form (Microsoft Excel or a compatible format) entitled "CAMPAIGN POPULATION."

Response:

For the response to question 7 a.: Please see the included files titled:

- *EA25004-03_R7_Original PUD VIN list_CONFIDENTIAL.xls*
- *EA25004-03_R7_Original WE VIN list_CONFIDENTIAL.xls*

NOTE: The first sheet, titled "Summary", in each of the files contains a summary table for what each of the included sheets contains.

For the response to question 7 b.: Please see the included files titled:

- *EA25004-3_Expansion 1_PUD_CONFIDENTIAL.xlsx*
- *EA25004-3_Expansion 1_WE Starter_Tappet_CONFIDENTIAL.xlsx*
- *EA25004-3_Expansion 1_WE Tappet Only_CONFIDENTIAL.xlsx*
- *EA25004-3_Expansion 2_PUD_CONFIDENTIAL.xlsx*
- *EA25004-3_Expansion 2_PUD Germany(NATO)_CONFIDENTIAL.xlsx*

NOTE: The first sheet, titled "Summary", in each of the files contains a summary table for what each of the included sheets contains.

Response to question 7 c.: No VINs have been removed.

8. 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.

Response:

Please refer to the previous response to the same question in the Honda response to IR Letter ID EA25004-01 (dated May 28, 2025), which includes a summary of the documents submitted at that time (53 documents).

For a summary list of documents being submitted since our previous submissions, please see the included files titled:

- *EA25004-03_R8_Summary Table_CONFIDENTIAL.xlsx*

This table lists 48 documents which are also being submitted with this response letter.

9. 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 number(s) (service and engineering) of the original component;
 - e. The part number(s) (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 vehicle production within the next 120 days.

Response:

Please see the included file titled:

- *EA25-004-03_R9_Design change history_CONFIDENTIAL.xlsx*

This file contains three tabs/sheet:

- 1st sheet: Contains the information that was previously submitted in response to the IR letter EA25004-01 (in May 2025).
- 2nd sheet: Contains some change history related tables to show the basic areas of change.
- 3rd sheet: Contains additional change history information.

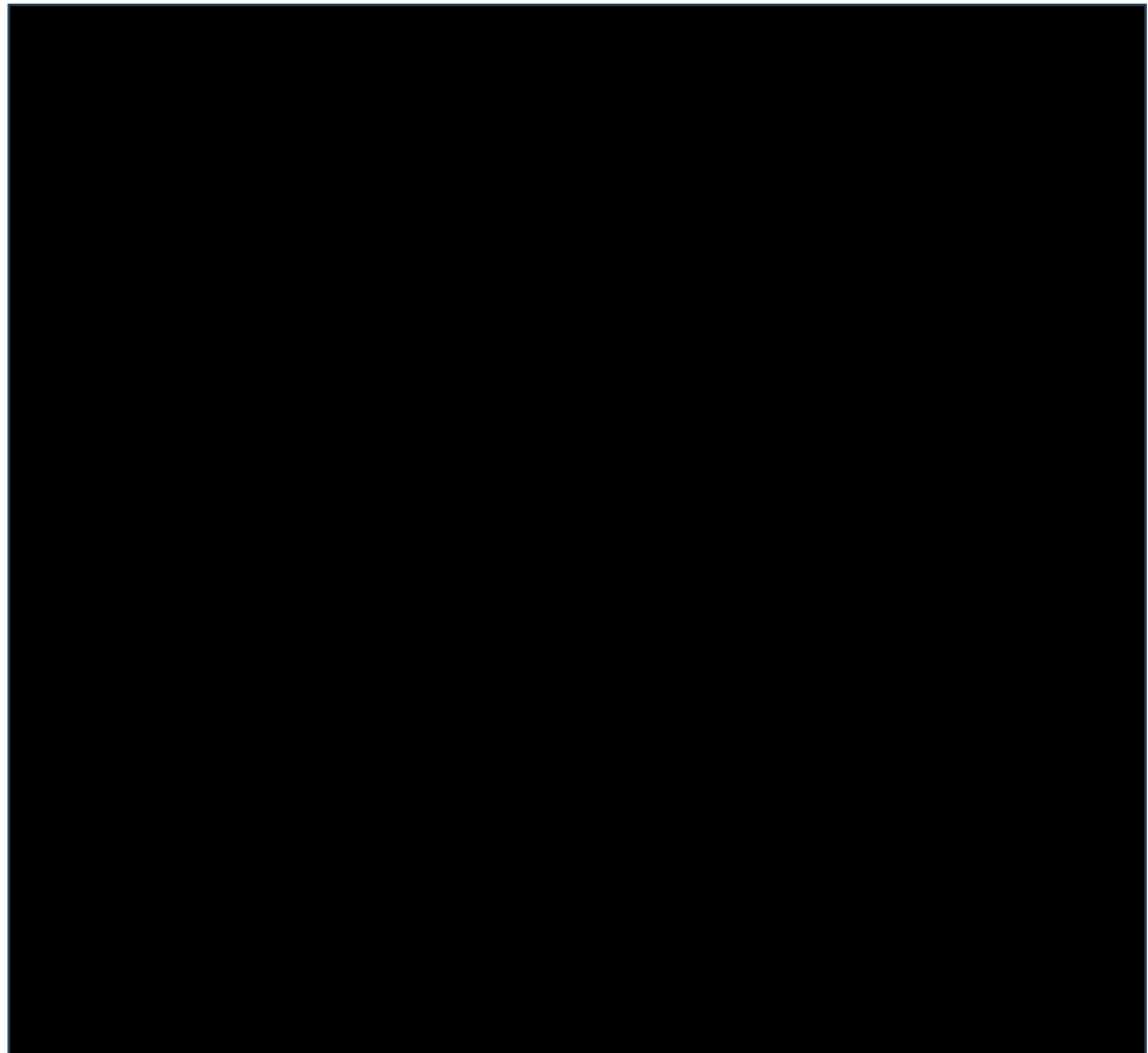
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10. Furnish Honda's assessment of the alleged defect in the subject vehicles, including:
- The causal or contributory factor(s);
 - The failure mechanism(s);
 - The failure mode(s);
 - The risk to motor vehicle safety that it poses; and
 - What warnings, 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
 - 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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c. *The failure mode(s);*

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

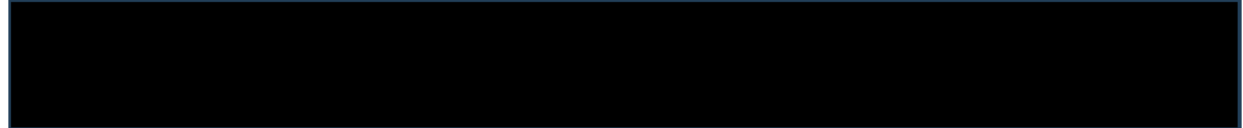
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e. *What warnings, if any, the operator, and the other persons both inside and outside the vehicle would have that the Alleged Defect was occurring, or Subject Component was malfunctioning;*

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f. *The reports included with this inquiry.*

For Honda's analysis of the VOQ reports included with this inquiry, please see the included files:

- *EA25004-3_R10f_VOQ Analysis_CONFIDENTIAL.pdf*
- *EA25004-3_R10f_VOQ Analysis_CONFIDENTIAL.xlsx*