INFORMATION REDACTED PURSUANT TO THE FREEDOM OF 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

October 14, 2026

Office of the Chief Counsel
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 New Jersey Ave., SE
Washington, DC 20590

Re: Honda's IR Letter Response to EA26006-02

Dear Chief Counsel:

In reply to the Information Request (IR) letter dated September 15, 2026, Honda is submitting this response.

Respectfully,

AMERICAN HONDA MOTOR CO., INC.

[redacted]

Andrea Martin
Senior Director
Product Regulatory Office

am:vc

1. 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; and
   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:

	Quantity
a. Consumer complaints, including those from fleet operators;	22
b. Field reports, including dealer field reports;	442
c. Reports involving a crash, injury, or fatality;	8
d. Property damage claims; and	4
e. Third-party arbitration proceedings where American Honda Motor Co. is or was a party to the arbitration; and	1
f. Lawsuits, both pending and closed, in which American Honda Motor Co. is or was a defendant or codefendant.	30

Source	Field quality report database, Legal database Techline database. Automobile customer service database
Last date the information was gathered	9/24/2026

For summaries of additional information "c" through "f", please see the attached file titled:

- *EA26006_R01_LEGAL_CLAIMS_ADDITIONAL_INFORMATION_CONFIDENTIAL.xlsx*
- *EA26006_R01_TECHLINE_CLAIMS_ADDITIONAL_INFORMATION_CONFIDENTIAL.xlsx*

2. 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), email address and telephone number (please use distinct fields for each data type);
   d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
   e. Vehicle's 17-character VIN;
   f. Vehicle's make, model and model year (please use distinct fields for each data type);
   g. Vehicle's mileage at time of incident (numeric data type);
   h. Incident date (MM/DD/YYYY);
   i. Report or claim date (MM/DD/YYYY);
   j. Whether a crash is alleged;
   k. Whether property damage is alleged;
   l. Number of alleged injuries, if any;
   m. Number of alleged fatalities if any; and
   n. Vehicle's speed at time of incident, if known (numerical data type).

Provide this information in Microsoft Excel, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

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

- *EA26006_R02_REQUEST_NUMBER_TWO_DATA_CONFIDENTIAL.xlsx*

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

- *EA26006_R03_REQUEST_NUMBER_TWO_DATA_SEARCH_CONFIDENTIAL.xlsx*
- *EA26006_R03_TECHLINE_REQUEST NO 2 DATA_CONFIDENTIAL.pdf*
- *EA26006_R03_FQR_REQUEST NO 2 DATA_CONFIDENTIAL.pdf*
- *EA26006_R03_ACS_REQUEST NO 2 DATA_CONFIDENTIAL.pdf*
- *EA26006_R03_LEGAL_REQUEST NO 2 DATA_CONFIDENTIAL.pdf*

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. 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; and
o. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Excel, or a compatible format, entitled "WARRANTY DATA."

Response:
For the table of claims with items "a" through "o" please see the included file titled:

- *EA26006_R04_WARRANTY_DATA_CONFIDENTIAL.xlsx*

5. Describe in detail the search methods and search criteria used by Honda to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

Response:

- *EA26006_R05_ SEARCH_CRITERIA__CONFIDENTIAL.xlsx*

6. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

Response

For subject system operation details please see the included file titled

- *EA26006_R06_LABOR_OPERATIONS_CONFIDENTIAL.xlsx*
- *EA26006_R06_DTC_CONFIDENTIAL.xlsx*