

## DEFECT INFORMATION REPORT

REVIEWED BY:  
JOHN TURLEY  
APR-18-2017  
*John Turley*

573.6(c)(1)

**Name of manufacturer:** Honda of America Mfg

**Manufacturer's agent:** John Turley  
American Honda Motor Co., Inc.  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

573.6(c)(2)

**Identification of potentially affected vehicles:**

<u>Make/Model</u>	<u>Description</u>	<u>VIN Range/Dates of Manufacture</u>
Honda CR-V	Certain 2017 model year	VIN - VIN Month DD, YYYY to Month DD, YYYY
Acura RDX	Certain 2017 model year	VIN - VIN Month DD, YYYY to Month DD, YYYY

573.6(c)(3)

**Total number of potentially affected vehicles:** TBD

573.6(c)(4)

**Percentage of affected vehicles that contain the defect:** Unknown

**Description of the basis for the determination of the recall population:**

The recall population was determined based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

573.6(c)(5)

**Defect description:**

An incorrect printing ribbon was inadvertently loaded in the Certification Label printer. If an alcohol solvent (or equivalent) is wiped on the Certification Label the ink could be removed. If any of the required information is missing, the vehicle will fail to comply with the requirements of 49 CFR Part 567- Certification.

573.6(c)(6)

**Chronology:**

April 3, 2017	An incorrect printer ribbon was unintentionally installed into the Certification Label printer.
April 11, 2017	An associate was changing a Certification Label affixed to the door jamb and used alcohol to clean the area and discovered that when alcohol was wiped onto the label, the ink could be removed.
April 11, 2017	A correct printer ribbon was installed into the Certification Label printer.

April 12, 2017 Investigation confirmed that an incorrect printer ribbon was loaded into the Certification Label printer on April 3, 2017.

April 18, 2017 Honda Motor Company completed the investigation and determined that non-compliance exists and a non-compliance recall will be conducted

As of April 18, 2017, Honda has not received any warranty claims, field reports and injuries related to this issue.

573.6(c)(8)(i)

**Program for remedying the defect:**

The owners of all affected vehicles will be contacted by mail and asked to take their vehicle to a Honda or Acura automobile dealer. The dealer will replace the Certification Label, free of charge.

573.6(c)(8)(ii)

<b>The estimated date to start notification to dealers:</b>	April 18, 2017
<b>The estimated date to start notifications to owners:</b>	XXX XX, XXXX
<b>The estimated date to stop notifications to owners:</b>	XXX XX, XXXX

573.6(c)(9)

**Representative copies of all notices, bulletins and other communications:**

A copy of the dealer service bulletin, the final customer notification letter and other dealer communication will be submitted to your office as soon as possible.

573.6(c)(10)

**Proposed owner notification letter submission:**

A draft of the owner notification letter will be submitted to your office as soon as possible.

573.6(c)(11)

**Manufacturer's campaign number:** XXX