

573.6(c)(6)

Chronology:

Dec. 21, 2016

Honda issued recall, 16V-933, regarding the second row outboard seats not locking after using the slide function. The recall remedy involved removing the seats, performing the repair and placing the seats back in the vehicle.

April 27, 2017

Honda conducted a first vehicle inspection based on a VOQ complaint. No apparent defects were found with the seat and it was concluded that the problem originated from customer use.

June 20, 2017

Honda conducted a second vehicle inspection based on a VOQ complaint and interviewed the customer. The customer described unlatching and tilting the seat to allow entry/exit to the third row in lieu of using the sliding access feature. The customer acknowledged that the seat may not have been properly placed prior to the incident.

July 11, 2017

Honda conducted a third vehicle inspection based on a VOQ complaint and interviewed the customer. The incident occurred shortly after the vehicle received the remedy for recall 16V-933. Honda concluded that the seat was improperly positioned after the recall remedy, but prior to the incident. However, Honda was unable to determine if the seat position was a result of the dealer or the customer action.

July 29, 2017

Honda revised the service bulletin for 16V-933 to include detailed instructions for reinstalling the seat and a final confirmation step was added to determine if the seat was latched properly.

Aug. 18, 2017

Honda conducted a fourth vehicle inspection based on a VOQ complaint and interviewed the customer. The customer described moving the seats prior to the incident. The customer was well-versed in seat function but acknowledged an insecure latch was a possibility prior to the incident.

Aug. 24, 2017

During a Honda/NHTSA meeting, Honda provided a summary of all dealer visits to date.

Sept. 26, 2016

During a Honda/NHTSA meeting, NHTSA expressed concern that the seat latch system created a safety issue.

Oct. 2017

Honda had three meetings with NHTSA, provided status updates and shared new information.

Nov. 16, 2017

Honda determined that a defect related to motor vehicle safety exists and decided to conduct a safety recall.

As of Nov. 16, 2017, Honda has received 6 warranty claims, 2 field reports, and 46 minor injuries related to this issue.