

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
Nov-17-2017
John Turley

573.6(c)(1)

Name of manufacturer: Honda Manufacturing of Alabama, LLC

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 Odyssey	Certain 2011 model year	TBD
Honda Odyssey	Certain 2012 model year	TBD
Honda Odyssey	Certain 2013 model year	TBD
Honda Odyssey	Certain 2014 model year	TBD
Honda Odyssey	Certain 2015 model year	TBD
Honda Odyssey	Certain 2016 model year	TBD
Honda Odyssey	Certain 2017 model year	TBD

573.6(c)(2)(iv)

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.

Description of how the vehicles being recalled differ from similar vehicles not included in the recall:

All 2011-2017 model year Odyssey vehicles are being recalled. Prior and later model year Odyssey vehicles have different second row seat attachment mechanisms.

573.6(c)(3)

Total number of potentially affected vehicles: TBD

573.6(c)(4)

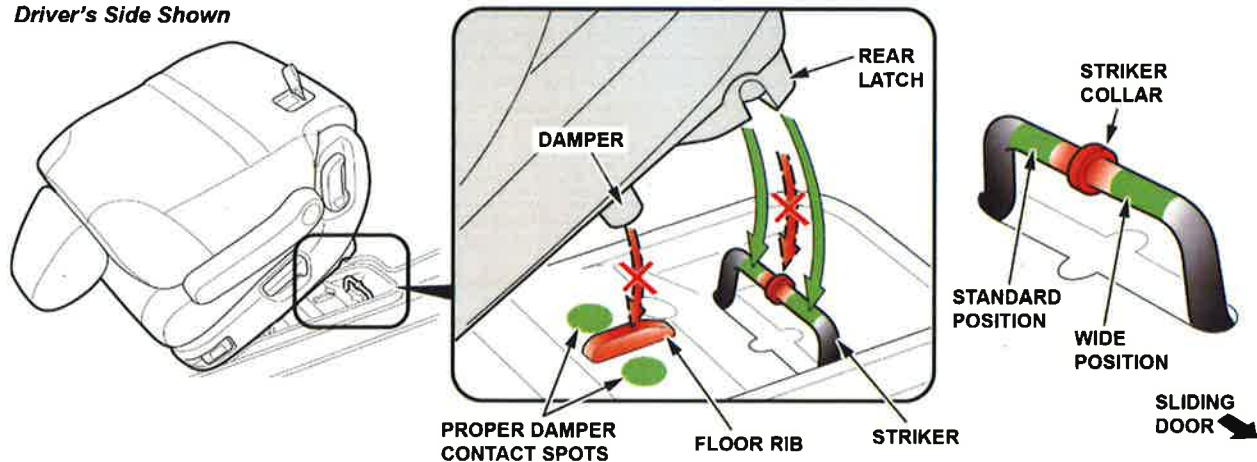
Percentage of affected vehicles that contain the defect: 100%

573.6(c)(5)

Defect description:

The second row outboard (outer) seats can be placed in two positions, standard and wide. The rear outboard seat strikers have a collar to define the two set positions. If an outboard seat is positioned over the collar while attaching the seat to the vehicle floor, the seat will not latch properly to the seat striker. An unlatched second row outboard seat could tip forward during moderate to heavy braking increasing the risk of injury to an occupant, including a child seated in a LATCH child seat.

Driver's Side Shown



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.

573.6(c)(8)(i)

Program for remedying the defect:

Registered owners of affected vehicles will receive a notification letter in the mail that will contain detailed instructions for installing/positioning second row outer seats and confirming that they are securely latched. Similar information will be provided via online and social media channels prior to the notification. Once a final remedy is determined and the necessary parts are available, Honda will send a second letter to registered owners asking them to bring their vehicles to a dealership for a free repair.

573.6(c)(8)(ii)

The estimated date to start notification to dealers: Nov. 18, 2017

The estimated date to start notifications to owners: Dec. 18, 2017

573.6(c)(9)

Representative copies of all notices, bulletins and other communications:

A copy of the dealer service bulletin, the interim 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: TBD