

# Part 573 Safety Recall Report

# 18V-817

**Manufacturer Name :** Honda (American Honda Motor Co.)**Submission Date :** NOV 16, 2018**NHTSA Recall No. :** 18V-817**Manufacturer Recall No. :** 03A**Manufacturer Information :**

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

**Population :**

Number of potentially involved : 7,016

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 Honda Civic Hatchback

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based on manufacturing records, which confirmed whether an incorrect owner's guide was placed in the vehicle, or if the tracking data for the owner's guide was never recorded. The production range reflects all possible vehicles that could potentially experience the problem.

Process improvements were implemented by March 29, 2018 to ensure that the correct owner's guide was placed in all similar vehicles built after that date. Certain similar vehicles built before March 29, 2018 were not included in the recall because manufacturing records confirmed that the correct owner's guide was placed in the vehicle.

The number of affected units is 3,676.

Production Dates : JUL 19, 2016 - AUG 02, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2017 Honda Civic Type R

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based on manufacturing records, which confirmed whether an incorrect owner's guide was placed in the vehicle, or if the tracking data for the owner's guide was never recorded. The production range reflects all possible vehicles that could potentially experience the problem.

Process improvements were implemented by March 29, 2018 to ensure that the correct owner's guide was placed in all similar vehicles built after that date. Certain

similar vehicles built before March 29, 2018 were not included in the recall because manufacturing records confirmed that the correct owner's guide was placed in the vehicle.

Number of affected units is 79.

Production Dates : MAR 29, 2017 - JUL 28, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 3 : 2018-2018 Honda Civic Hatchback

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records, which confirmed whether an incorrect owner's guide was placed in the vehicle, or if the tracking data for the owner's guide was never recorded. The production range reflects all possible vehicles that could potentially experience the problem.

Process improvements were implemented by March 29, 2018 to ensure that the correct owner's guide was placed in all similar vehicles built after that date. Certain similar vehicles built before March 29, 2018 were not included in the recall because manufacturing records confirmed that the correct owner's guide was placed in the vehicle.

Number of affected units is 3,140.

Production Dates : AUG 03, 2017 - MAR 27, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2018-2018 Honda Civic Type R

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records, which confirmed whether an incorrect owner's guide was placed in the vehicle, or if the tracking data for the owner's guide was never recorded. The production range reflects all possible vehicles that could potentially experience the problem.

Process improvements were implemented by March 29, 2018 to ensure that the correct owner's guide was placed in all similar vehicles built after that date. Certain similar vehicles built before March 29, 2018 were not included in the recall because manufacturing records confirmed that the correct owner's guide was placed in the vehicle.

Number of affected units is 121.

Production Dates : AUG 07, 2017 - MAR 10, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

## Description of Noncompliance :

Description of the Noncompliance : Affected vehicles may not have included an owner's guide or may have included an incorrect guide; in either instance, the vehicle owner would not have received written information required by the Federal Motor Vehicle Safety Standards (FMVSS).

FMVSS 1 : 225 - Child restraint anchorage systems

FMVSS 2 : NR

Description of the Safety Risk : Noncompliance with the written information requirements contained in certain FMVSS, such as Standard No. 225, Child restraint anchorage systems, may increase the risk of crash or injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

February 2018

Honda received a global market report that an incorrect owner's guide was found in a vehicle during a routine port quality inspection, and an investigation was launched.

March 29, 2018

Honda identified deficiencies at one manufacturing facility related to data processing and record keeping for owner's guide installation. Countermeasures were enacted to ensure accurate identification and tracking.

April to October 2018

Honda confirmed that in 2016, when the involved manufacturing facility had expanded responsibilities for additional export markets, the systems for managing the identification, processing, and tracking of owner's guides were inadequate to handle the increased volume. Honda began to investigate the scope and range of potentially affected vehicles.

November 9, 2018

Honda completed the investigation and determined that a potential for FMVSS noncompliance existed and decided to conduct a safety recall.

As of November 9, 2018 Honda has received 16 warranty claims, and no field reports nor reports of crashes or injuries related to this issue.

## Description of Remedy :

**Description of Remedy Program :** Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to a Honda automobile dealer. The dealer will install or replace the owner's information kit for free.

Because owner's information kits are not available from third party sources and the limited new vehicle warranty for all affected vehicles would have provided a free repair for the problem addressed by this recall, without any payment by the owner, reimbursement for pre-notification repairs will not be offered.

**How Remedy Component Differs from Recalled Component :** Owner's Information Kit, includes Owner's Guide, Consumer Info Book, and Owner's Info CD (2017MY) or Warranty Info CD (2018MY), part number: 2017MY - K31TGGG07AH, 2018MY - K31TGGG11AH

**Identify How/When Recall Condition was Corrected in Production :** NR

## Recall Schedule :

**Description of Recall Schedule :** Dealer notification is scheduled to begin on or about November 17, 2018.  
Owner notification is scheduled to begin on or about January 8, 2019.

**Planned Dealer Notification Date :** NOV 17, 2018 - NR

**Planned Owner Notification Date :** JAN 08, 2019 - NR

\* NR - Not Reported