

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
NOV-9-2018
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>Dates of Manufacture</u>
Honda Odyssey	Certain 2018 model year	01/19/2017 to 04/16/2018
Honda Odyssey	Certain 2019 model year	04/12/2018 to 04/12/2018

573.6(c)(2)(iv)

Identification of affected component:

Component:	Latch Assy., Slide Door (Power)	
Part No.:	Left	Right
	72650-THR-A11	72610-THR-A11

Country of Origin: U.S.
Manufacturer: Gecom Corporation
Address: 1025 Barachel Lane
Greensburg, IN 47240

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

The recall population was determined based on manufacturing records. The production 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 vehicles built from production start-up through April 16, 2018 are affected. As a process quality improvement effort, the supplier redesigned the power sliding door rear latch assembly. The redesigned part was used in mass production vehicles built starting on April 17, 2018.

573.6(c)(3)

Total number of potentially affected vehicles: 107,774

<u>Make/Model</u>	<u>Model Year</u>	<u>Number of Vehicles</u>
Honda Odyssey	2018	107,744
Honda Odyssey	2019	30

573.6(c)(4)

Percentage of affected vehicles that contain the defect: 100%

573.6(c)(5)

Defect description:

Certain mechanical components in the power sliding door's rear latch assembly are prone to sticking and can restrict the front and rear latches from securely latching to the door strikers. An improperly latched power sliding door can unintentionally open during vehicle operation, increasing the risk of injury for occupants.

573.6(c)(6)

Chronology:

May to July 2017

Honda received a report of a power sliding door not fully closing. Honda launched an investigation and analyzed the returned failed parts from the affected vehicle. However, Honda was unable to duplicate the claimed symptoms.

August 2017

Honda continued its investigation and conducted a dealer visit. Working with the supplier of the power sliding door's rear latch assembly, Honda was able to re-create the unlatched power sliding door symptom. Honda and the supplier suspected that the gears and levers that actuate the rear latch were sticking and preventing proper latching to the door strikers.

September 2017

Honda conducted another dealer visit after receiving a claim that a power sliding door opened while the vehicle was underway. Honda confirmed that the affected vehicle's front and rear latches in the power sliding door would not latch.

October 2017

After studying the suspect parts from the affected vehicles, the supplier focused on improving the application of grease to the rear latch assembly.

February 2018

While improved grease application procedures appeared to substantially reduce claims of improperly latched rear sliding power doors, because grease application could vary and thus affect production quality, the rear latch design specifications were enhanced to minimize the potential for gears and levers to become stuck.

April 16, 2018

As a quality improvement effort, the redesigned rear latch assembly was applied to mass production.

May to June 2018

After conducting a survey of vehicle owners, Honda learned that in some circumstances a vehicle could begin moving with an open power sliding door without the driver being notified via an audible warning (chime), as was intended. After confirming this failure mode, Honda reviewed warranty claim data to see if the claim data reflected the survey results. The data showed that Honda received related warranty claims after initiation of the improved grease application process in October 2017. Honda began to reexamine the cause of sticky door latches.

July to October 2018

Following a renewed investigation with the rear latch assembly supplier, Honda's analysis of returned parts confirmed that factors beyond insufficient grease application could result in sticky power sliding door rear latch gears and levers.

November 2, 2018

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

As of November 2, 2018, Honda has received 3,814 warranty claims, 182 field reports, and no reports of crashes or injuries related to this issue.

573.6(c)(8)(i)

Program for remedying the defect:

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 replace the left and right power sliding door rear latch assemblies for free. Prior to owner notification, if the vehicle owner is unable to receive the recall repair due to remedy parts unavailability, the owner will be given the option to temporarily disable the power sliding feature on the sliding doors until remedy parts become available. Manual operation of the sliding doors will continue being an option in the event the power sliding feature is disabled.

Because the new vehicle warranty on 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.

573.6(c)(8)(ii)

The estimated date to start notification to dealers: November 10, 2018

The estimated date to start notifications to owners: December 20, 2018

573.6(c)(9)

Representative copies of all notices, bulletins and other communications:

A copy of the dealer service bulletin, the final owner 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: Z33