

DEFECT INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
Nov-16-2018
John Turley

573.6(c)(1)

Name of manufacturer: Honda of the UK Manufacturing Ltd.

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 Civic Hatchback	Certain 2017 model year	07/19/2016 – 08/02/2017
Honda Civic Hatchback	Certain 2018 model year	08/03/2017 – 03/27/2018
Honda Civic Type R	Certain 2017 model year	03/29/2017 – 07/28/2017
Honda Civic Type R	Certain 2018 model year	08/07/2017 – 03/10/2018

573.6(c)(2)(iv)

Identification of affected component:

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:

	Civic Hatchback & Type R
2017	K31TGGG07AH
2018	K31TGGG11AH

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

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.

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

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.

573.6(c)(3)

Total number of potentially affected vehicles: 7,016

<u>Make/Model</u>	<u>Model Year</u>	<u>Number of Vehicles</u>
Honda Civic Hatchback	2017	3,676
Honda Civic Hatchback	2018	3,140
Honda Civic Type R	2017	79
Honda Civic Type R	2018	121

573.6(c)(4)

Percentage of affected vehicles that contain the defect: 100%

573.6(c)(5)

Defect description:

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). 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.

573.6(c)(6)

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.

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 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.

573.6(c)(8)(ii)

The estimated date to start notification to dealers: November 17, 2018

The estimated date to start notifications to owners: January 8, 2019

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: O3A