

NONCOMPLIANCE INFORMATION REPORT

REVIEWED BY:
JOHN TURLEY
SEP-26-2019
John Turley

573.6(c)(1)

Name of manufacturer: Honda of America Mfg., Inc.
Honda of Canada Mfg.
Honda Manufacturing of Indiana, LLC
Honda Motor Co., 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>Model Year</u>	<u>Dates of Manufacture</u>	<u>Number of Vehicles</u>
Honda CR-V	2019	10/03/2018 to 09/18/2019	336,468

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

The recall population was determined based on manufacturing records. The manufacturing 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:

Similar vehicles built after September 18, 2019 come with an owner's guide properly describing the Passenger Airbag Off Indicator.

573.6(c)(3)

Total number of potentially affected vehicles: 336,468

573.6(c)(4)

Percentage of affected vehicles that contain the noncompliance: 100%

573.6(c)(5)

Noncompliance description:

The owner's guide incorrectly describes when the Passenger Airbag Off Indicator should illuminate and therefore is noncompliant with FMVSS 208, Occupant Crash Protection, S4.5.1 Labeling and Owner's Manual Information. A vehicle occupant reviewing the owner's guide information may misunderstand when the Passenger Airbag Off Indicator should be illuminated.

Incorrect Page

SAFETY INFORMATION

Passenger Airbag Off Indicator

The indicator comes on to alert you that the front passenger's front airbag has been turned off. This occurs when the front passenger's weight sensors detect 65 lbs (29 kg) or less, the weight of an infant or small child, on the seat. Children age 12 or under should always ride properly restrained in a back seat. Objects placed on the seat can also cause the indicator to come on.


If the front passenger's seat is empty, the indicator will not come on and, in the event of a crash, the front passenger's airbag will not deploy.

If the indicator comes on with no occupant or objects in the front passenger's seat, something may be interfering with the weight sensors, such as:

- An object hanging on the seat or in the seat-back pocket.
- A child seat or other object pressing against the rear of the seat-back.
- A rear passenger pushing or pulling on the back of the front passenger's seat.
- The front seat or seat-back is forced against an object on the seat or floor behind it.
- An object placed under the front passenger's seat.

If none of these conditions exist, have your vehicle checked by a dealer as soon as possible.

The passenger airbag off indicator may come on and go off repeatedly if the total weight on the seat is near the airbag cutoff threshold.



Corrected Page

SAFETY INFORMATION

Passenger Airbag Off Indicator

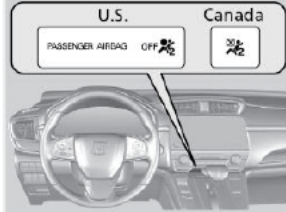
The indicator comes on to alert you that the front passenger's front airbag has been turned off. This occurs when the front passenger's weight sensors detect 65 lbs (29 kg) or less, the weight of an infant or small child, on the seat. Children age 12 or under should always ride properly restrained in a back seat. If the front passenger's seat is empty, the indicator will come on and, in the event of a crash, the front passenger's airbag will not deploy.

To ensure the passenger is detected properly, confirm that:

- There is no child seat or other object pressing against the rear of the seat-back.
- There is no rear passenger pushing or pulling on the back of the front passenger's seat.
- The front seat or seat-back is not forced back against an object on the seat or floor behind it.
- There is no object placed under or beside the front passenger's seat.
- The occupant is sitting in an upright position and the seat-back is not excessively reclined.
- The occupant is not leaning against the door or center console.
- The occupant's feet are placed on the floor in front of them.
- There are no objects hanging from the front passenger's seat.
- Only small, lightweight objects are in the seat-back pocket.

If none of these conditions exist, have your vehicle checked by a dealer as soon as possible.

The passenger airbag off indicator may come on and go off repeatedly if the total weight on the seat is near the airbag cutoff threshold.



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Determination of noncompliance:

Honda was notified by a customer that the information for the Passenger Airbag Off Indicator may be incorrect in the owner's guide. Honda conducted its own investigation and concluded the information was incorrect. After discussing the topic with the NHTSA, on September 26, 2019, Honda determined that FMVSS noncompliance existed and decided to conduct a noncompliance recall.

573.6(c)(8)

Program for remedying the noncompliance:

Registered owners of all affected vehicles will be mailed a sticker containing the correct information for the Passenger Airbag Off Indicator and instructions on how to apply the sticker.

The estimated date to start notification to dealers: September 27, 2019

The estimated date to start notifications to owners: November 15, 2019

573.6(c)(10)

Representative copies of all notices, bulletins and other communications:

A copy of the dealer service bulletin, the final customer notification letter and other dealer communication will be submitted to your office as soon as possible.

A draft of the owner notification letter will be submitted to your office as soon as possible.

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Manufacturer's campaign number: X6G