



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 15, 2020

Mr. Jeff Chang
Senior Manager
Honda (American Honda Motor Co.)
1919 Torrance Blvd.
Mail Stop 500-2C-10A
Torrance, CA 90501-2746

NEF-150JK
20V-771

Subject: BCM Software Malfunction/FMVSS 103/111

Dear Mr. Chang:

This letter serves to acknowledge Honda (American Honda Motor Co.)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HONDA/ACCORD/2018-2020
HONDA/ACCORD HYBRID/2018-2020
HONDA/INSIGHT/2019-2020

Mfr's Report Date: December 10, 2020

NHTSA Campaign Number: 20V-771

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA
ELECTRICAL SYSTEM: BODY CONTROL MODULE: SOFTWARE
EXTERIOR LIGHTING
VISIBILITY/WIPER
VISIBILITY: DEFROSTER/DEFOGGER/HVAC SYSTEM
VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Potential Number of Units Affected: 737,233

Problem Description:

Honda (American Honda Motor Co.) is recalling certain 2018-2020 Accord Sedan, Accord Hybrid, and 2019-2020 Insight vehicles. A software error may cause intermittent or continuous disruptions in communication between the Body Control Module (BCM) and other components. This may result in malfunctions of various systems such as the windshield wipers and defroster, rearview camera, exterior lights, audible warning of a stopped vehicle, and power window operation. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 103, "Windshield Defrosting and Defogging Systems" and number 111, "Rear Visibility" as well as FMVSS numbers 104, 108, 114, 118, and 305.

Consequence:

Various system malfunctions such as inoperative windshield wipers, defroster, rearview camera, or exterior lighting can increase the risk of a crash.

Remedy:

Honda will notify owners, and dealers will update the BCM software, free of charge. The recall is expected to begin January 18, 2021. Owners may contact Honda customer service at 1-888-234-2138. Honda's number for this recall is X95.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement