

Part 573 Safety Recall Report

20V-440

Manufacturer Name : Honda (American Honda Motor Co.)**Submission Date :** AUG 28, 2020**NHTSA Recall No. :** 20V-440**Manufacturer Recall No. :** Y7Y**Manufacturer Information :****Population :**

Manufacturer Name : Honda (American Honda Motor Co.)

Number of potentially involved : 499,344

Address : 1919 Torrance Blvd.

Estimated percentage with defect : 100 %

Torrance CA 90501

Company phone : 1-888-234-2138

Vehicle Information :

Vehicle 1 : 2019-2019 Honda Odyssey

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 131,729.

Production Dates : APR 12, 2018 - AUG 13, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2020 Honda Odyssey

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 70,862.

Production Dates : SEP 11, 2018 - JUL 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2019 Honda Passport

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 33,920.

Production Dates : NOV 06, 2017 - OCT 23, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2020-2020 Honda Passport

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 19,409.

Production Dates : JUN 20, 2019 - JUL 16, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2019-2019 Honda Pilot

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 137.996.

Production Dates : SEP 18, 2017 - JUL 31, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2020-2020 Honda Pilot

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 96,427.

Production Dates : JUN 18, 2019 - JUN 22, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2021-2021 Honda Pilot

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The manufacturing range reflects all possible vehicles that could potentially experience the problem. 1) 2018MY Honda Odyssey vehicles equipped with the affected component are not included in the recall as these vehicles were not subject to the phase-in period requirements nor final requirements of FMVSS No. 111; Rear Visibility. Honda did not certify these vehicles for phase-in compliance, nor were they built on or after the date of May 1, 2018, when all FMVSS No. 111 requirements applied to all vehicles. Therefore, Honda will conduct a Product Update Campaign to notify owners of 2018MY Odyssey vehicles of the same free remedy as provided under this recall.

2) Similar vehicles built on or after July 20, 2020 are not included in the recall, as these vehicles were equipped with reprogrammed display audio systems compliant with the requirements of FMVSS No. 111 as of that date. Similar vehicles built before July 20, 2020 that were within American Honda's control were remedied prior to dealer delivery.

3) The base model trims (LX or Sport) of similar vehicles are not included in the recall, as the affected component is not equipped on these vehicles. Please see attached document, 20V-440 amendment, for updated "Description of how the vehicles being recalled differ from similar vehicles not included in the recall." The number of affected units is 9,001.

Production Dates : OCT 15, 2019 - JUL 16, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Many in-cabin system interfaces are linked to a central network, including the instrument panel, display audio, and rearview camera display. Due to inappropriate software programming, several errors in the central network may occur that either delay or prevent the rearview camera image from displaying.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : A delayed or inoperative rearview camera display does not comply with requirements of FMVSS No. 111, and can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A11

Component Name 2 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A12

Component Name 3 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A13

Component Name 4 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A14

Component Name 5 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A31

Component Name 6 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A32

Component Name 7 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A33

Component Name 8 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A34

Component Name 9 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A52

Component Name 10 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A53

Component Name 11 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A54

Component Name 12 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A55

Component Name 13 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A72

Component Name 14 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A73

Component Name 15 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A75

Component Name 16 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A82

Component Name 17 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A83

Component Name 18 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A84

Component Name 19 : Unit Assy, Infotainment Control

Component Description : Odyssey

Component Part Number : 39540-THR-A85

Component Name 20 : Unit Assy, Infotainment Control

Component Description : Passport

Component Part Number : 39540-TGS-AB1

Component Name 21 : Unit Assy, Infotainment Control

Component Description : Passport

Component Part Number : 39540-TGS-AB2

Component Name 22 : Unit Assy, Infotainment Control
Component Description : Passport
Component Part Number : 39540-TGS-AC1

Component Name 23 : Unit Assy, Infotainment Control
Component Description : Passport
Component Part Number : 39540-TGS-AC2

Component Name 24 : Unit Assy, Infotainment Control
Component Description : Passport
Component Part Number : 39540-TGS-AD1

Component Name 25 : Unit Assy, Infotainment Control
Component Description : Passport
Component Part Number : 39540-TGS-AD2

Component Name 26 : Unit Assy, Infotainment Control
Component Description : Pilot
Component Part Number : 39540-TG7-AA1

Component Name 27 : Unit Assy, Infotainment Control
Component Description : Pilot
Component Part Number : 39540-TG7-AA2

Component Name 28 : Unit Assy, Infotainment Control
Component Description : Pilot
Component Part Number : 39540-TG7-AB1

Component Name 29 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AB2

Component Name 30 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AD1

Component Name 31 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AD2

Component Name 32 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AE1

Component Name 33 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AE2

Component Name 34 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AF1

Component Name 35 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AF2

Component Name 36 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AG1

Component Name 37 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AG2

Component Name 38 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AH2

Component Name 39 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AK1

Component Name 40 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AL1

Component Name 41 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AN1

Component Name 42 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AP1

Component Name 43 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AQ1

Component Name 44 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AR1

Component Name 45 : Unit Assy, Infotainment Control

Component Description : Pilot

Component Part Number : 39540-TG7-AS1

Supplier Identification :

Component Manufacturer

Name : DENSO International America, Inc.

Address : 24777 DENSO Dr.
Southfield 48033

Country : United States

Chronology :

July 2018

Honda received internal reports of a frozen display audio screen found during vehicle testing validation, which were caused by two separate issues.

September 2018

Honda received an internal report of delayed rearview camera display found during vehicle testing validation.

November 2018

Honda received the first market claim of a frozen display audio screen, which was unrelated to the two issues identified in July 2018.

January 2019

Honda received an internal report of a frozen display audio screen found during vehicle testing validation, which was unrelated to the issues previously identified in July and November 2018.

March 2020

Honda found another, unrelated issue of a frozen display audio screen during software validation testing.

July 21, 2020

Honda determined that FMVSS noncompliance existed and decided to conduct a noncompliance recall.

Description of Remedy :

Description of Remedy Program : Registered owners of all affected vehicles will be mailed instructions on how to download and install the software programming updates for free. Registered owners may also visit an authorized Honda dealer, and the dealer will update the software programming for free. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, according to the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : NR

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

Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to begin on or about July 29, 2020. Owner notification is expected to begin on or about September 23, 2020.

Planned Dealer Notification Date : JUL 29, 2020 - NR

Planned Owner Notification Date : SEP 23, 2020 - NR

* NR - Not Reported