

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

December 10, 2020

Mr. Jeffrey Giuseppe
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Re: Part 573, Noncompliance Information Report
2018-2020 Honda Accord, Accord Hybrid, and Insight
Body Control Module

Dear Mr. Giuseppe:

In accordance with the National Traffic and Motor Vehicle Safety Act and 49 CFR Part 573 Defect and Noncompliance and Responsibility Reports, Honda is submitting the enclosed Noncompliance Information Report regarding a safety recall of certain 2018-2020 model year Honda Accord, Accord Hybrid, and Insight vehicles to address a noncompliance with the body control module.

If you have any questions about this report, please feel free to contact me.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



Jeff Chang
Senior Manager
Product Regulatory Office

JC:wt

Noncompliance Information Report

573.6(c)(1)

Name of manufacturer: Honda of America Mfg., Inc.
Honda Manufacturing of Indiana, LLC

Manufacturer's agent: Jeff Chang
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 Accord Sedan	2018	11/17/2016 to 11/09/2018	323,142
Honda Accord Sedan	2019	10/26/2018 to 09/24/2019	214,075
Honda Accord Sedan	2020	02/20/2019 to 03/20/2020	101,817
Honda Accord Hybrid	2018	05/18/2017 to 11/07/2018	17,225
Honda Accord Hybrid	2019	11/01/2018 to 09/24/2019	22,389
Honda Accord Hybrid	2020	02/25/2019 to 03/20/2020	10,657
Honda Insight	2019	10/26/2017 to 06/20/2019	34,769
Honda Insight	2020	07/16/2019 to 03/20/2020	13,159

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:

All vehicles built from production start-up through March 20, 2020 are affected. As a process improvement effort, the Body Control Module (BCM) software programming was improved to prevent communication disruptions beginning in April 2020 (production of similar vehicles in between this period were halted due to the pandemic).

Identification of affected component:

Component: Module Unit, Body Control

Part No.:	Accord Sedan	38800-TVA-A01	38800-TVA-A41	38800-TVA-AA1
		38800-TVA-A02	38800-TVA-A42	38800-TVA-AB1
		38800-TVA-A11	38800-TVA-A51	38800-TVA-AC1
		38800-TVA-A12	38800-TVA-A52	38800-TVA-AD1
		38800-TVA-A21	38800-TVA-A61	38800-TVA-AE1
		38800-TVA-A22	38800-TVA-A62	38800-TVA-AF1
		38800-TVA-A31	38800-TVA-A91	38800-TVA-AG1
		38800-TVA-A32	38800-TVA-A92	38800-TVA-AH1
Accord Hybrid	38800-TWA-A12	38800-TWA-A22	38800-TWA-AA1	
	38800-TWA-AB1			
Insight	38800-TXM-A01	38800-TXM-A11	38800-TXM-AA1	
	38800-TXM-AB1			

Country of Origin: USA

Manufacturer: Sumitomo Electric Wiring Systems, Inc.

573.6(c)(3)

Total number of potentially affected vehicles: 737,233

573.6(c)(4)

Percentage of affected vehicles that contain the noncompliance: 100%

573.6(c)(5)

Noncompliance description:

Due to inappropriate software programming, a certain combination of driver actions and vehicle conditions may intermittently or continuously disrupt communication between the BCM and other components, resulting in illumination of several warning indicators and malfunction of one or more electronic components. Inoperative systems may not comply with the following Federal Motor Vehicle Safety Standards (FMVSS), increasing the risk of a crash:

- FMVSS 103 Windshield Defrosting and Defogging Systems – window defroster
- FMVSS 104 Windshield Wiping and Washing Systems – windshield wiper
- FMVSS 108 Lamps, Reflective Devices and Associated Equipment – headlight automatic lighting control and illumination of turning/lighting indicators
- FMVSS 111 Rear Visibility – rearview camera display
- FMVSS 114 Theft Protection and 305 Electric-powered Vehicles: Electrolyte Spillage and Electrical Shock Protection – audible warning of a stopped vehicle and placing the vehicle into the parking gear
- FMVSS 118 Power-operated Window, Partition and Roof Panel Systems – power window operation

573.6(c)(7)

Determination of noncompliance:

September to December 2019

Honda launched an investigation into the BCM based on reports of market failure. Failed parts returned from the field were sent to the supplier for analysis; however, no abnormalities were found.

January to February 2020

Investigations confirmed that CAN (controller area network) bus communications between certain vehicle systems were being disrupted.

March 2020

Separately, similar reports of disrupted vehicle system communications were being investigated in the Japanese market. This investigation concluded that no market action was necessary in Japan, and the experienced phenomena was not the root cause of the issue being investigated in the U.S. market.

April 2020

Improved BCM software programming to countermeasure the problems identified in the Japanese market was implemented throughout Honda production as a process improvement effort.

June to November 2020

Honda conducted re-creation testing, root cause analysis, and investigated the potential consequences of communication disruptions between vehicle systems, including the potential for FMVSS noncompliances.

December 3, 2020

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

573.6(c)(8)(i)

Program for remedying the noncompliance:

Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will update the BCM software program for free. Owners who have paid to have these repairs completed at their own expense will be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA.

573.6(c)(8)(ii)

The estimated date to start notification to dealers: December 11, 2020

The estimated date to start notifications to owners: January 18, 2021

573.6(c)(10)

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.

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: X95