

# Part 573 Safety Recall Report

# 24V-825

**Manufacturer Name :** Honda (American Honda Motor Co.)**Submission Date :** NOV 07, 2024**NHTSA Recall No. :** 24V-825**Manufacturer Recall No. :** KRO**Manufacturer Information :**

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

**Population :**

Number of potentially involved : 23,483

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2016-2025 Honda Metropolitan Scooter

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** The recall population was determined based on manufacturing records and supplier part production records. The production range reflects all possible vehicles that could experience the problem.

Production Dates : DEC 15, 2015 - SEP 02, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** Due to poor sealing of the transmission case to the left crankcase mating surfaces, transmission oil may leak. If the vehicle continues to be ridden with an oil leak, the transmission may run out of oil, resulting in the increase of friction in the driveshaft bearings, potentially leading to bearing failure.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If a bearing fails, the vehicle may suddenly decelerate and become difficult or unable to move, increasing the risk of a crash or injury.

**Description of the Cause :** The cause of the oil leaks was determined to be from three areas. During production, deteriorating left crankcase diecast molds produced overly rough mating surfaces. Worn cutting tools for the transmission case and left crankcase inadequately machined the mating surfaces within flatness specifications. The gasket seal was contaminated after application when an operator or foreign object contacted the gasket material.

Identification of Any Warning that can Occur : Abnormal sounds coming from the rear wheel area and/or unintended deceleration while the vehicle is ridden.

## Involved Components :

Component Name 1 : Crank Case Comp, L

Component Description : Crank Case Comp, L

Component Part Number : 11200-GGZ-J01

Component Name 2 : Case Comp, Mission

Component Description : Case Comp, Mission

Component Part Number : 21200-GGZ-J01

## Supplier Identification :

### Component Manufacturer

Name : American Honda Motor Co., Inc.

Address : 1919 Torrance Blvd.

Torrance California 90501

Country : United States

## Chronology :

April 12, 2017

Honda received a quality report of oil leaking for a Japanese market vehicle but were unable to obtain parts to investigate and the cause was undetermined.

October 16, 2018

Honda received a quality report of rear wheel lockup for a Japanese market vehicle and investigated the issue.

November 2019 – April 2021

Honda received additional reports of oil leaking for Japanese market vehicles. Honda investigated and analyzed the returned parts (6 transmission cases – 4 of the cases had flatness within specifications, 2 of the cases were not measured due to left crankcases not being returned together) and observed sealing adhesive failure with no conclusion of the cause.

January 31, 2022

Honda received a quality report of the issue in a Japanese market vehicle with returned parts (left crankcase and transmission case) and investigated.

January 2022 – September 2024

Honda continued to investigate and analyze the returned parts, focusing on the potential of a flatness issue with the transmission case and left crankcase mating surfaces.

April 18, 2024

Honda received the first warranty claim of the issue in the US market and continued to investigate the issue.

July 30, 2024 – August 2024

Honda received additional reports of the issue in non-US vehicles.

September 9, 2024

Honda discovered transmission case bolts were improperly torqued due to the left crankcase mating surface being out of specification, resulting in an oil leak.

September 30, 2024

Honda received the final quality report on the issue. The report identified the potential for a rider to fall when the vehicle is operated in low-speed conditions with an abnormal sound from the rear-wheel area.

October 24, 2024

Honda determined that a defect related to motor vehicle safety existed and decided to conduct a safety recall.

As of 10/24/2024 Honda has had 2 warranty claims in the US market and no reports of injuries or deaths related to this issue from December 15, 2015, through October 24, 2024

## Description of Remedy :

Description of Remedy Program : Registered owners of all affected motorcycles will be contacted by mail and asked to take their motorcycle to an authorized Honda Powersports dealer. The dealer will inspect and repair the transmission case.

Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Remedy parts have improved mating surfaces which provide adequate sealing between the transmission case and left crankcase.

Identify How/When Recall Condition was Corrected in Production : Production and quality improvement measures for the application of the gasket to the left crankcase were applied from November 2019 through May 2024. Production improvements for the flatness of the transmission case and left crankcase were applied from October 2022 through January 2024. Production improvements for the roughness of the left crankcases were implemented into parts production in July 2024.

## Recall Schedule :

Description of Recall Schedule : Dealer notification began and ended on or about 10/24/2024. Owner notification is scheduled to begin and end on or about 12/20/2024.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : DEC 20, 2024 - DEC 20, 2024

\* NR - Not Reported