

Part 573 Safety Recall Report

18V-629

Manufacturer Name : Honda (American Honda Motor Co.)**Submission Date :** SEP 13, 2018**NHTSA Recall No. :** 18V-629**Manufacturer Recall No. :** K2G, V2F**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 : 232,140

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Honda Accord

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

All vehicles built from the start-up of production through August 23, 2018 are affected. Vehicles built after this date and programmed with the inappropriate software were placed on hold until the updated software was applied (except for one vehicle built on September 4, 2018 that was shipped with the inappropriate software).

Number of affected units is 225,885.

Production Dates : NOV 17, 2016 - SEP 04, 2018

VIN Range 1 : Begin : 1HGCV1E31JA000044 End : 1HGCV1E30JA800009

 Not sequential

VIN Range 2 : Begin : 1HGCV1F36JA007277 End : 1HGCV1F54JA064711

 Not sequential

VIN Range 3 : Begin : 1HGCV2F55JA000005 End : 1HGCV2F96JA800007

 Not sequential

VIN Range 4 : Begin : 1HGCV3F90JA000034 End : 1HGCV3F5XJA011197

 Not sequential

Vehicle 2 : 2019-2019 Honda Insight

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

All vehicles built from the start-up of production through August 22, 2018 are affected. Vehicles built after this date and programmed with the inappropriate software were placed on hold until the updated software was applied.

Number of affected units is 6,255.

Production Dates : OCT 24, 2017 - AUG 22, 2018

VIN Range 1 : Begin : 19XZE4F90KE000001 End : 19XZE4F70KE400008 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Due to inappropriate software programming, the center display assembly that normally displays the rearview image may not provide the rearview image during backing events following certain usage scenarios.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : The failure to display the rearview image creates a noncompliance with the requirements of FMVSS 111, Rear visibility, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Panasonic Automotive Systems Company of

Address : 5000 Blazer Parkway
Dublin OHIO 43017

Country : United States

Chronology :

November 2017

Honda noticed a trend in rearview image complaints and began evaluation of four warranty claims, three Tech Line reports, and one field quality report.

December 2017 to January 2018

The evaluation concluded that rearview image display failure was the result of faulty hardware with a minimal frequency of future occurrence. Honda decided to continue monitoring the field.

March 2018

An additional 18 claims of rearview image display failure were received. Three of these claims were corrected with new hardware. After comprehensive troubleshooting and examination, Honda learned that the hardware was not responsible for the remaining 15 claims. Since the scope expanded beyond hardware failure, the supplier for the display audio unit on which the rearview image is displayed was requested to perform

additional analysis.

April to July 2018

The supplier re-created the failure mode, determined it was software related, and informed Honda.

August 2018

Honda conducted confirmatory testing and investigated the potential for FMVSS noncompliance and the range of potentially affected vehicles.

September 6, 2018

Honda completed the investigation and determined that FMVSS noncompliance exists and decided to conduct a safety recall.

As of September 6, 2018 Honda has received 137 warranty claims, 11 field reports, and no reports of crashes or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to a Honda automobile dealer. The dealer will reprogram the display audio unit software for free.

How Remedy Component Differs from Recalled Component : Display audio unit, Display audio unit, Accord part number: 39540-TVA-A12, 39540-TVA-A32, 39540-TVA-A42, 39540-TVA-A52, 39540-TVC-A52, 39540-TWA-A02, 39540-TWA-A12, 39540-TWA-A82, 39540-TWA-A92. Insight part number: 39540-TXM-A81, 39540-TXM-A51

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

Recall Schedule :

Description of Recall Schedule : Dealer notification is scheduled to begin on or about September 14, 2018. Owner notification is scheduled to begin on or about November 5, 2018.

Planned Dealer Notification Date : SEP 14, 2018 - NR

Planned Owner Notification Date : NOV 05, 2018 - NR

* NR - Not Reported