

Part 573 Safety Recall Report

24V-384

Manufacturer Name : Honda (American Honda Motor Co.)

Submission Date : MAY 30, 2024

NHTSA Recall No. : 24V-384

Manufacturer Recall No. : TIQ, DIR



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 : 114,686

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2020 Honda Fit

Vehicle Type : LIGHT VEHICLES

Body Style : HATCHBACK

Power Train : GAS

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

Production Dates : JUN 12, 2017 - NOV 30, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2019-2022 Honda HR-V

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

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

Production Dates : JUL 07, 2018 - APR 25, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The power circuit in the display audio unit was improperly designed. When the engine is started with an ignition key, the cranking can cause the battery's state of charge to drop, which may prevent the display audio from booting up, resulting in the failure to display the rearview camera image.

Additionally, vehicles previously repaired with the initial software update received a version that insufficiently corrected the display audio unit boot up procedure, resulting in the failure to display the rearview camera image.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : If the display audio unit does not boot up, the rearview camera image will not display, which may affect the driver's view and increase the risk of a crash or injury.

Description of the Cause : The power circuit in the display audio unit was improperly designed.

Identification of Any Warning
that can Occur : NR

Involved Components :

Component Name 1 : Unit Assy, Display Audio

Component Description : Audio Unit Assembly

Component Part Number : 39100-T5A-A21

Component Name 2 : Unit Assy, Display Audio

Component Description : Audio Unit Assembly

Component Part Number : 39100-T5A-L21

Component Name 3 : Unit Assy, Display Audio

Component Description : Audio Unit Assembly

Component Part Number : 39100-T5R-A21

Component Name 4 : Unit Assy, Display Audio

Component Description : Audio Unit Assembly

Component Part Number : 39100-T5R-L21

Component Name 5 : Unit Assy, Display Audio

Component Description : Audio Unit Assembly

Component Part Number : 39100-T7A-A21

Supplier Identification :

Component Manufacturer

Name : Denso Ten America, Limited

Address : 30155 Hudson Drive
Novi Michigan 48377

Country : United States

Chronology :

January 27, 2023

Honda determined that a defect related to motor vehicle safety existed and decided to conduct a safety recall (NHTSA ID no. 23V-046). Honda received 205 warranty claims related to the issue between March 20, 2018 and January 6, 2023 with no reports of injuries or deaths related to this issue.

February 10, 2023

Honda received the first warranty claim for the issue from a previously repaired vehicle.

July 25, 2023

Honda received a quality report on the warranty claim and began to investigate the issue.

January 11, 2024

Honda continued to investigate the issue, considering the potential of a software error in the countermeasure repair.

May 7, 2024

Honda continued to investigate and analyze the potential software error.

May 23, 2024

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

As of May 23, 2024, Honda has received 92 warranty claims related to the issue between February 10, 2023, and April 27, 2024, with no reports of injuries or deaths related to this issue.

Description of Remedy :

Description of Remedy Program : Registered owners of all affected vehicles (including previously repaired vehicles) will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will reprogram the display audio unit with updated software containing the proper boot up procedure.

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 : Recalled components have the incorrect display audio software program.

Identify How/When Recall Condition was Corrected in Production : The previous countermeasure software program was insufficiently verified to correct the display audio unit boot up procedure. The new countermeasure software update received a more comprehensive verification process to correct the issue.

Recall Schedule :

Description of Recall Schedule : Dealer notification is scheduled to begin and end on or about 5/31/2024. Owner notification is scheduled to begin on and end on or about 7/8/2024.

Planned Dealer Notification Date : MAY 31, 2024 - MAY 31, 2024

Planned Owner Notification Date : JUL 08, 2024 - JUL 08, 2024

* NR - Not Reported