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NVS-200

EXECUTIVE SECRETARIAT

2005 DEC 12 P 12:43

[Redacted]
Beavercreek, OH [Redacted]

5 Dec, 2005

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW,
Washington, DC 20590

Subject: Complaint Honda Accord V-6 (VIN 1HGCG2[Redacted]) Insufficient EGR
Flow Indicator light code P0401 Technical Service Bulletin 99-085

2005 DEC 19 11 18 AM PST

Dear Sir/Madam,

1. Appreciate the guidance from your Hotline representative to file a formal complaint with your office. I am the owner of a 98 Honda Accord, V-6, 2 Door Coupe VIN 1HGCG2[Redacted]. Six weeks ago, the indicator light came in (code 0401 insufficient EGR flow). After reviewing the recall and service Bulletin 99-085 data, I concluded the EGR system clogging linked to a design deficiency in the EGR service port. This is supposedly part of the long lasting Emission System. We approached Honda Motors customer service with a formal representation that we were never informed of the recall notice and we found it via internet two weeks ago. The three customer representatives (Terrell, Dan and Ron) contacted keep on harping the vehicle has exceeded 80,000miles. Our assertion remains we as car owners were never told of the silent recall on the design deficiency of EGR system, which a manufacturing defect. It has not been fixed and # Honda motor expects us to pay \$520 for the design deficiency MODIFICATION. Furthermore, the bulletin 99-085 states it is a design deficiency part of the long lasting emission system (Copy enclosed for reference)

2. I am very disappointed and frustrated with the Honda motors approach not to fix the deficiency under silent recall extended warranty and the car is not 8 years old. I am a very loyal Honda customer and own three Honda Accords.

3. Please assist us in enforcing the EGR MOD be accomplished by Honda under silent recall notice -to maintain great Honda prestige of customer satisfaction.

4. I can be reached at [Redacted] (H) for any additional questions.

Thanking you for your assistance.

Sincerely yours

[Redacted Signature]

Encl:
Bulletin/Recall notices.

Mama
12/21/05

Tennel

Copy

Beavercreek, OH

25 October, 2005

Honda Automobile Customer Relations Office
American Honda Motor Inc
1919 Torrance Blvd.
Torrance, CA 90501-2746

CASE NO N 032005-10-190-110

Subject: Honda Accord V-6 (VIN 1HGCG2) Insufficient EGR Flow
Indicator light code P0401 Technical Service Bulletin 99-085 (RECALL NOTICE)

Dear Sir/Madam,

1. I am the proud owner of a 98 Honda Accord, V-6, 2 Door Coupe VIN 1HGCG2. The car has been a great vehicle with no problems except three weeks ago when the indicator light came in (code 0401 insufficient EGR flow). After reviewing the recall and service Bulletin 99-085 data, I concluded the EGR system clogging linked to a design deficiency in the EGR service port. This is supposedly part of the long lasting Emission System. We approached Honda dealer in Cleveland, Ohio and were told that repairs on our car is not covered under this extended warranty recall. We were never informed of the recall notice and we found it via internet two weeks ago. We received recall notices on the Transmission Park and electrical ignition switch and plan to investigate the compliance.
2. I am disappointed with the dealer claim that the repairs in recall/service bulletin are not covered. I disagree with his assertion since we were not aware of the warranty extension notice and the car is not 8 years old as yet. I am a very loyal Honda customer and own three Honda Accords and have been satisfied customers.
3. I firmly believe Honda Motors (Marysville, OH) builds excellent cars and always stand behind its products. Also a company is as good as its products and the customer satisfaction it provides. The EGR system clogging is a design deficiency and part of the Emission System which ought to last for a longtime. The design deficiency in the recall bulletin is attributed to inadequate EGR Port which is not big enough and needs to be drilled, cleaned using special kit, tools and parts. *Honda Motor Co is to correct the Emission System and EGR issues.*
4. I purchased Honda cars based on the excellent consumer survey that American Honda motors is widely considered as one of the finest company in the world with an attitude towards innovation, excellent craftsmanship and ultimate customer satisfaction. Hope the company still believes in ultimate customer satisfaction, fine workmanship and repeat business. I am very dissatisfied the way this repair has been handled and should be covered under recall. Request a resolution of this EGR repair issue by authorizing the work defined in the Bulletin 99-085. Moreover all service bulletins/recalls are written to correct long standing design deficiencies such as this!!

5. I can be reached at [REDACTED] (H) for any additional questions.

Thanking you for your assistance.

Sincerely yours

Encl:
Bulletin/Recall notices.

[REDACTED]



Applies To: 1998-00 Accord V6 - ALL

October 28, 2001

2001 Accord V6 - 4-door from VIN 1HGCG1...1A000001 thru 1HGCG1...1A058564
 - 2-door from VIN 1HGCG2...1A000001 thru 1HGCG2...1A023388

Accord Warranty Extension: EGR Port Clogging

(Supersedes 99-085, Product Update Campaign: PCV Hose Routing, dated March 21, 2000)

BACKGROUND

In some areas of the U.S., certain basic chemical properties of gasoline (regardless of brand) may cause the intake manifold EGR port to clog or the EGR valve to fail. If this happens, the MIL comes on with a DTC P0401 (Insufficient EGR flow) or P1491 (insufficient EGR lift) stored.

WARRANTY EXTENSION INFORMATION

This warranty extension cancels the PCV hose routing Product Update Campaign. You should no longer install the PCV hose routing kit.

American Honda is extending the warranty on EGR system problems in the affected vehicles to 8 years or 80,000 miles, whichever comes first. To be eligible for coverage under this extended warranty, the MIL must be on with one of the above DTCs stored. Install the EGR pipe kit, and file a claim using the information in this service bulletin.

CUSTOMER NOTIFICATION

1998-99 vehicles - Owners of vehicles that were subject to the PUD will be mailed a letter explaining that the PUD has been cancelled, and detailing the 8 year, 80,000 mile warranty extension covering EGR system clogging.

1999-01 vehicles - The original PUD applied to V6 Accords through the first part of the 1999 model year. This warranty extension adds the remainder of the 1999 model year, all of 2000, and part of the 2001 model year. Owners of vehicles that were not involved in the original PUD will be mailed a letter detailing the 8 year, 80,000 mile warranty extension covering EGR system clogging.

Examples of the customer notifications are at the end of this service bulletin.

CORRECTIVE ACTION

Clean the EGR port, and install the EGR pipe kit.

PARTS INFORMATION

EGR Pipe Kit: P/N 06176-P8A-A00, H/C 8912125

TOOL INFORMATION

EGR Pipe Installation Kit: T/N 07ZAD-P8AA000

Kit Contents:

EGR Pipe Installation Tool - T/N 07ZAD-P8AA100

Drill Bit - T/N 07ZAH-P8AA100

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 120122

Flat Rate Time: 1.5 hours

Failed Part: P/N 17100-P8A-A00
H/C 5232749

Defect Code: 537

Contention Code: L37

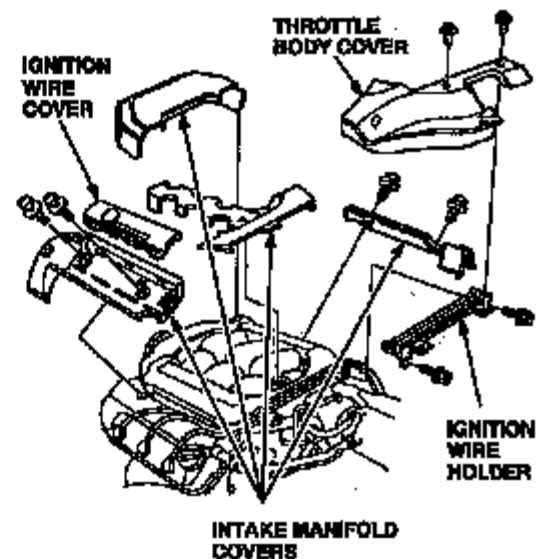
Template ID: 99-085C

Skill Level: Repair Technician

Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

REPAIR PROCEDURE

1. Remove the throttle body cover, intake manifold covers, ignition wire holder, and ignition wire cover.



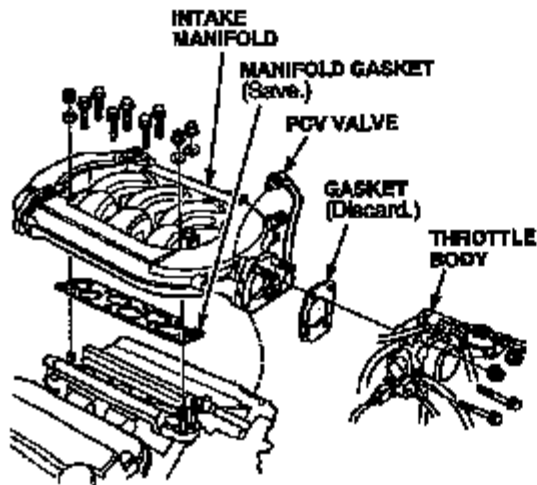
2. Disconnect the brake booster vacuum hose and the vacuum hose from the intake manifold.

Mark
8/10/99



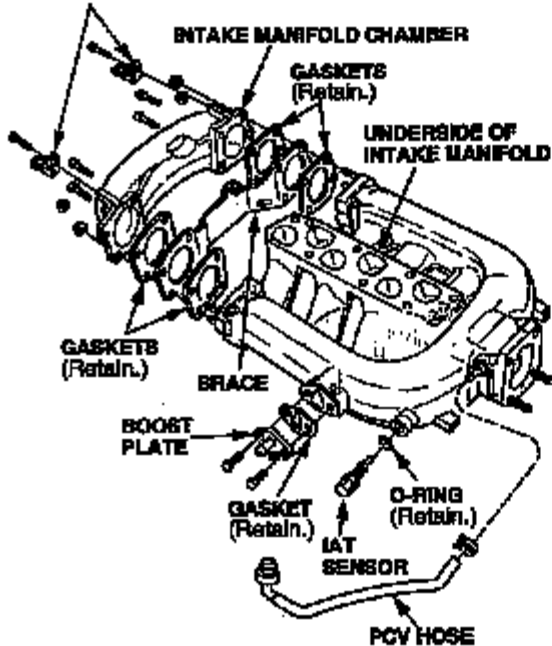
CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

- Remove the throttle body from the intake manifold (two nuts and two bolts). Leave all hoses, cables, and electrical connectors connected to the throttle body. Discard the throttle body gasket.

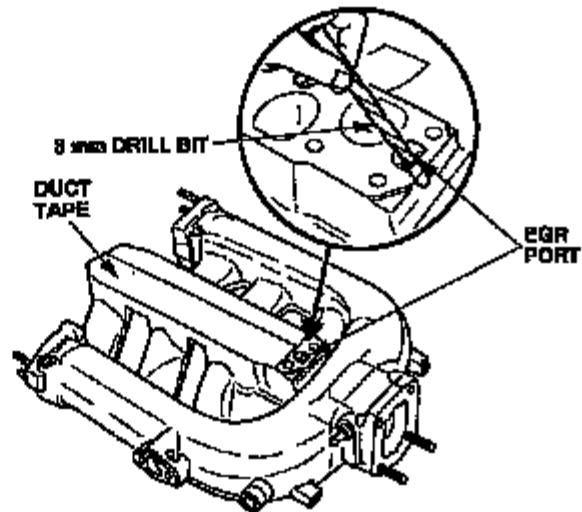


- Remove the PCV valve from the cylinder head cover. Remove the intake manifold (three nuts and six bolts).
- Remove the intake manifold chamber, IAT sensor, boost plate, and PCV hose from the intake manifold.

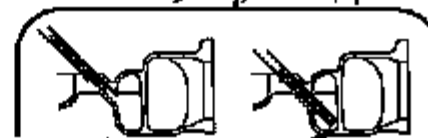
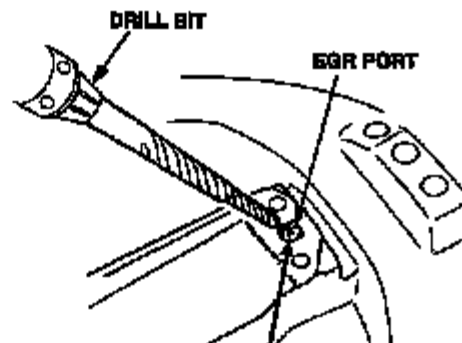
INTAKE MANIFOLD COVER BRACKETS



- Cover the six ports on the bottom of the manifold with duct tape.



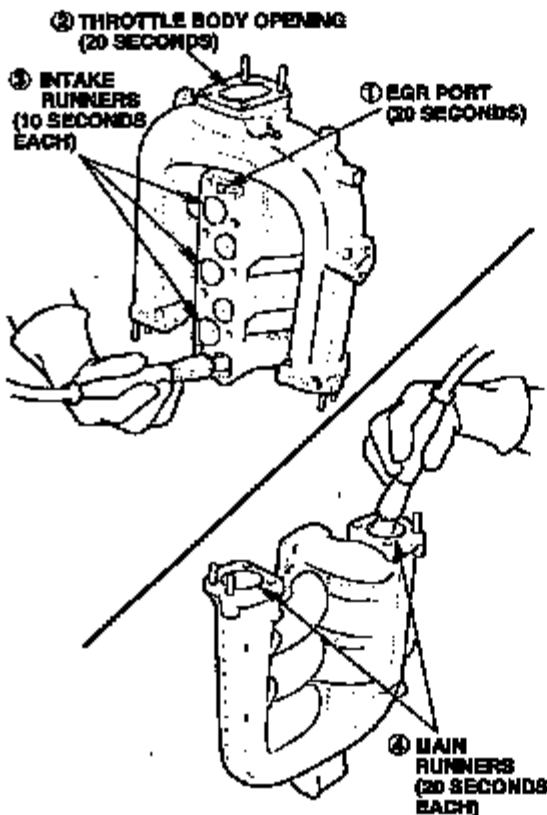
- Use an 8-mm drill bit and carburetor cleaner to clean the EGR port in the intake manifold. Turn the drill bit only by hand. Do not use a power drill.
 - Put the special drill bit from the EGR pipe installation kit in your power drill. Coat the drill bit completely with clean engine oil.
- NOTE: The oil coating is critical to drilling the hole accurately, and it contributes to drill bit life.
- Insert the guide part of the drill bit into the EGR port. Make sure it is inserted fully. Then drill out the EGR port using steady pressure on the drill. Make sure the port is drilled through completely.



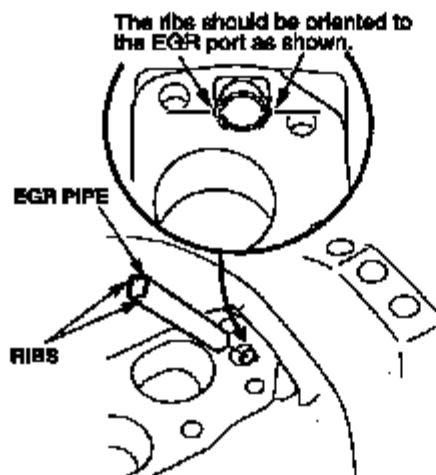
Be careful not to drill through this chamber wall.

- Clean up the aluminum chips from drilling, then remove the duct tape.

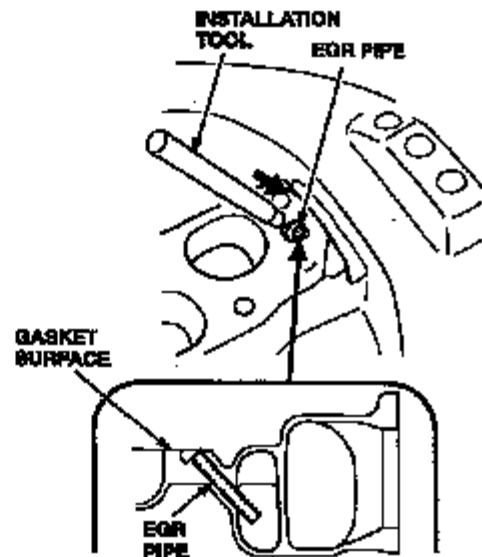
11. Put the manifold in a parts washer (solvent or soap and water) and clean it thoroughly.
 - Flush out the EGR port for 20 seconds.
 - Flush out the manifold from the throttle body opening. Run cleaner down each side for 20 seconds.
 - Flush each intake runner for 10 seconds. Start at the throttle body end and work towards the back.
 - Turn the manifold so the throttle body opening is facing down. Flush each main runner for 20 seconds.
 - Dry the manifold with compressed air and clean shop towels.



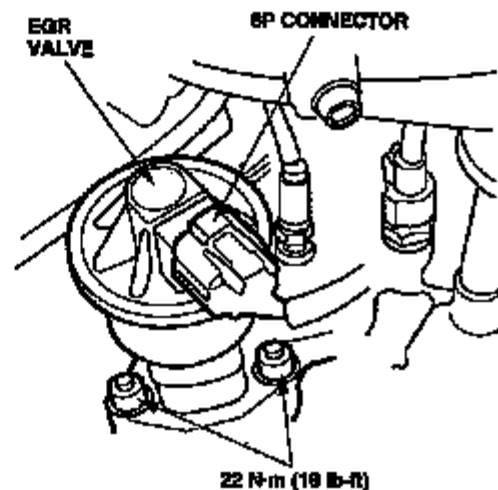
12. Place the EGR pipe from the kit into the EGR port.



13. Use the installation tool and a small hammer to drive the EGR pipe into the port until it is flush with the port. Make sure the pipe will not contact the gasket after installation.

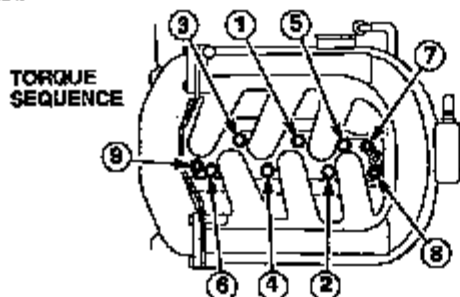


14. Install the intake manifold chamber; torque the nuts and bolts to 12 N-m (8.7 lb-ft). Install the IAT sensor; torque it to 18 N-m (13 lb-ft). Install the boost plate; torque the bolts to 12 N-m (8.7 lb-ft). Install the PCV hose.
15. Inspect the EGR port in the front of the injector base on the engine. If it is partially or fully clogged, clean the port.
16. Disconnect the 6P connector from the EGR valve. Remove the EGR valve.



17. Install the new EGR valve with a new gasket. Torque the mounting nuts to 22 N-m (16 lb-ft). Reconnect the 6P connector.

18. Install the intake manifold with the original gasket. Torque the mounting nuts and bolts to 22 N·m (16 lb-ft) sequentially in two or three steps. Route the PCV hose so it is not pinched under the intake manifold.



19. Install the PCV valve in the cylinder head cover.
 20. Install the throttle body with a new gasket. Torque the mounting nuts and bolts to 22 N·m (16 lb-ft).
 21. Reinstall the brake booster vacuum hose, vacuum hose, ignition wire holder, and all of the covers.
 22. Connect the PGM Tester (loaded with SN200 or later software). Clear any DTCs.
 23. Use the PGM Tester to override two-trip error detection.
 - From the PGM tester menu, select 1. *Honda Systems*.
 - Then select 2. *SCS*.
 24. Test-drive the vehicle to make sure no new DTCs are set.

Example of Customer Letter (1999-01 Accord subject to the original PCV Hose Routing Campaign)

November 2001

Warranty Extension: EGR System Clogging

Dear Accord Owner:

Early last year, you should have been notified of a Product Update Campaign involving the Positive Crankcase Ventilation (PCV) system and the Exhaust Gas Recirculation (EGR) system on your vehicle's engine. The EGR system could become clogged, causing the Malfunction Indicator Lamp (Check Engine light) to come on.

Warranty Extension Details

After studying the causes and frequency of EGR system clogging, American Honda has decided to cancel the Product Update Campaign. To provide protection in the unlikely event your vehicle should experience this problem, the warranty coverage for EGR system clogging is being extended to 8 years or 80,000 miles, whichever comes first. If the Check Engine light should come on, take your vehicle to any Honda dealer. If they determine that the cause is clogging of the EGR system, they will repair it at no charge for parts or labor.

What to do if you feel this notice is in error

Our records show that you are the current owner of a 1999-01 Accord. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you have questions

If you have questions about this notice, please call Honda Automobile Customer Service at (800) 999-1009.

Sincerely,

American Honda Motor Co., Inc.
 Honda Automobile Division

Example of Customer Letter (1999-01 Accord not subject to the original PCV Hose Routing Campaign)

November 2001

Warranty Extension: EGR System Clogging

Dear Accord Owner:

In some areas of the U.S., certain basic chemical properties of gasoline (regardless of brand) may cause the Exhaust Gas Recirculation (EGR) port in the engine's intake manifold to become clogged or the EGR valve to fail. If this happens, the Malfunction Indicator Lamp (Check Engine light) will come on.

Warranty Extension Details

To provide protection in the unlikely event your vehicle should experience this problem, the warranty coverage for EGR system clogging is being extended to 8 years or 80,000 miles, whichever comes first. If the Check Engine light should come on, take your vehicle to any Honda dealer. If they determine that the cause is clogging of the EGR system, they will repair it at no charge for parts or labor.

What to do if you feel this notice is in error

Our records show that you are the current owner of a 1999-01 Accord. If this is not the case, or the name/address information is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you have questions

If you have questions about this notice, or feel that you may have paid for a repair that is covered by this warranty extension, please call Honda Automobile Customer Service at (800) 999-1009.

Sincerely,

American Honda Motor Co., Inc.
 Honda Automobile Division



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RECALLS**

1998 Honda Accord LX Recalls

Search our collection of 1998 Honda Accord LX recalls to find car defects. Below is a list of recall reports from InternetAutoGuide.com and NHTSA, with detailed explanations of each 1998 Honda Accord LX defects, problems, and solutions from the manufacturer. Don't wait until the worst case scenario has happened! Be sure to check the latest 1998 Honda Accord LX recalls on a regular basis.

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1998 Honda Accord LX NHTSA Recall ID Number: 97V220000

Recall Date: DEC 15, 1997
Component: SEAT BELTS:FRONT:ANCHORAGE
Potential Units Affected: 83
Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE FRONT PASSENGER SEAT BELT RE MOUNTING BRACKET WAS IMPROPERLY WELDED.
Consequence: THIS CONDITION CAN CAUSE THE BRACKET TO SEPARATE FROM THE VEHICLE BOX
Remedy: DEALERS WILL INSPECT AND REPAIR THESE VEHICLES.
Notes: AMERICAN HONDA MOTOR CO.,

1998 Honda Accord LX NHTSA Recall ID Number: 98V018000

Recall Date: FEB 10, 1998
Component: POWER TRAIN:AUTOMATIC TRANSMISSION;PARK/NEUTRAL START SWITCH
Potential Units Affected: 33966
Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES (HONDA ACCORD SEDANS MANUFACTU SEPTEMBER 18, 1997 TO JANUARY 10, 1998; COUPES MANUFACTURED DECEMBER 11, DECEMBER : JANUARY 5, 1998; ACURA 2.3CL MANUFACTURED OCTOBER 22, 1997 THROUGH JANUARY 7, 1998). MANUFACTURING, THE CASTING DIE CAUSED AN IRREGULARITY IN THE RIGHT-SIDE TRANSMISSI THIS IRREGULARITY CAN LIMIT THE MOVEMENT OF THE PARKING PAWL ACTUATION LEVEL AND PR ADEQUATE ENGAGEMENT OF THE PARKING GEAR PAWL. THIS DOES NOT COMPLY WITH FMVSS NO. PROTECTION."
Consequence: THIS CONDITION CAN CAUSE THE VEHICLE TO ROLL DOWN AN INCLINE WHEN THE TRANSMISSION IS LOCKED IN "PARK," INCREASING THE RISK OF PERSONAL INJURY AND/OR PROF

Remedy: DEALERS WILL INSTALL A COLLAR ON THE TRANSMISSION PARKING PAWL TO ENSURE P MOVEMENT OF THE ACTUATION LEVER.
Notes: AMERICAN HONDA MOTOR CO.,

1998 Honda Accord LX NHTSA Recall ID Number: 99V059000

Recall Date: MAY 10, 1999
Component: SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Potential Units Affected: 124875
Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES. CERTAIN VEHICLES WERE MANUFACTU BALL JOINTS THAT CAN PREMATURELY WEAR OUT AND, IN THE WORSE CASE, THE BALL JOINT WO CAUSING THE FRONT SUSPENSION TO COLLAPSE.
Consequence: THIS CONDITION WOULD RESULT IN VEHICLE DECELERATION AND A SUDDEN LOS ALSO STEERING CONTROLLABILITY WOULD BE REDUCED.
Remedy: DEALERS WILL REPLACE THE FRONT SUSPENSION LOWER BALL JOINTS.
Notes: AMERICAN HONDA MOTOR CO.,

1998 Honda Accord LX NHTSA Recall ID Number: 02V120000

Recall Date: MAY 16, 2002
Component: ELECTRICAL SYSTEM:IGNITION:SWITCH
Potential Units Affected: 1000000
Summary: ON CERTAIN SEDANS, COUPES, HATCHBACKS, AND SPORT UTILITY VEHICLES, ELECTR

IN THE IGNITION SWITCH CAN DEGRADE DUE TO THE HIGH ELECTRICAL CURRENT PASSING THROUGH SWITCH WHEN THE VEHICLE IS STARTED.

Consequence: WORN CONTACTS COULD CAUSE THE ENGINE TO STALL WITHOUT WARNING, INCR RISK OF A CRASH.

Remedy: DEALERS WILL REPLACE THE IGNITION SWITCH. OWNER NOTIFICATION BEGAN JUNE 14 OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT HONDA AT 1-800 ACURA AT 1-800-382-2238.

Notes: AMERICAN HONDA MOTOR CO.,

1998 Honda Accord LX NHTSA Recall ID Number: 03V423000

Recall Date: OCT 27, 2003

Component: ELECTRICAL SYSTEM:IGNITION:SWITCH

Potential Units Affected: 563861

Summary: ON CERTAIN PASSENGER VEHICLES AND MINI VANS, THE IGNITION SWITCH MAY WEAR AND PREVENT PROPER INTERLOCK OPERATION, MAKING IT POSSIBLE TO TURN THE IGNITION KEY TO "OFF" POSITION AND REMOVE THE KEY WITHOUT SHIFTING THE TRANSMISSION TO "PARK."

Consequence: IF THE VEHICLE OPERATOR DOES NOT SHIFT TO "PARK" BEFORE REMOVING THE KEY TO ENGAGE THE PARKING BRAKE, THE VEHICLE COULD ROLL AND A CRASH COULD OCCUR.

Remedy: DEALERS WILL PERFORM AN INSPECTION PROCEDURE THAT DETERMINES THE AMOUNT OF BODY WEAR. IF SIGNIFICANT WEAR IS INDICATED, THE DEALER WILL REPLACE THE CYLINDER BODY AND LATCH PLATE. IF NO SIGNS OF WEAR ARE INDICATED, DEALERS WILL REPLACE THE LATCH PLATE WITH A REDESIGNED PART. OWNER NOTIFICATION BEGAN DECEMBER 8, 2003. OWNERS SHOULD CONTACT 800-999-1009 OR ACURA AT 1-800-382-2238.

Notes: AMERICAN HONDA MOTOR CO., 03-088/03-034

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