



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Department of Transportation
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2007 JAN 16 AM 9:40
09-NOV-2006

Repository ☐

Reference No.
10173014

OWNER INFORMATION (Type or Print)

Name

Address

City

PLAINVIEW

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/3/06

☒ YES

☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HGCM6648

Make

HONDA

Model

FIT

Model Year

2007

Date Purchased
02-NOV-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

131000 VISIBILITY:WINDSHIELD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-NOV-2006

Failure Mileage

11

Failure Speed

30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED WHEN DRIVING AT 30 MPH, THERE WAS A LOUD POPING SOUND FROM THE FRONT LEFT SIDE OF THE WINDSHIELD. THE SOUND ALSO OCCURRED WHEN DRIVING ON ROUGH ROADS. THE SALES/SERVICE DEALER WAS NOTIFIED AND THE VEHICLE WAS INSPECTED. WHEN THE CONTACT DROVE THE VEHICLE AGAIN, THE PROBLEM CONTINUED, SO THE VEHICLE WAS RETURNED TO THE SALES/SERVICE DEALER. THE SALES/SERVICE DEALER REFUSED TO PROVIDE A REFUND OR REPLACE THE VEHICLE OR TO REPLACE THE SEAL TO THE WINDSHIELD. THE MANUFACTURER WAS NOTIFIED.

Please see attached correspondence to Honda America
Motor Co., Inc dated Jan 2, 2007

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Plainview, New York [REDACTED]
[REDACTED]

January 2, 2007

VIA CERTIFIED-RETURN RECEIPT MAIL

Mr. Koichi Amemiya
President
Honda North America Inc.
700 Van Ness Avenue
Torrance, CA 90501-1486

With copy to:
Honda America Motor Co., Inc.
Automobile Customer Service
1919 Torrance Blvd.
MS: 500-2N-7A
Torrance, CA 90501-2746

De: [REDACTED]

Re: 2007 Honda Accord SE-V6 – VIN#: 1HGCM6648 [REDACTED]

This letter serves to confirm in writing the complaint I filed with Honda America Motor Co., Inc.'s customer service office verbally on Monday, November 6, 2006 concerning my purchase of a new 2007 Honda Accord SE-V6 from Huntington, Honda, 1055 E. Jericho Turnpike, Huntington, NY 11743, on Thursday, November 2, 2006. Based on the facts set forth below, I request a prompt refund of the full purchase price of the vehicle.

Thursday, November 2, 2006 - Approximately 2:30 pm Eastern

I signed the contract for my new vehicle at Huntington Honda with Mr. A.K. Bhuiyan, the top salesman at Huntington Honda. I left the dealership and drove my vehicle to my mother's home, approximately eight miles away, in order to pick her up so that I could take her for a ride in my new car and on the way pick up a new Long Island Railroad Parking Lot sticker for my vehicle. I traveled only on local roads (30 to 40 mph speed limit). Within a few minutes, we both heard a loud popping and persistent popping/tapping noise emanating from the driver's side windshield and side pillar. We could not believe our ears, as the noise was quite loud. I did not know what to think except that perhaps the new car was settling and this strange noise was a one-time event. I decided to go home, eat dinner, and take the car out for a ride afterwards. I took the vehicle out again and the noise persisted. At around 6:45 pm, I called the salesman at Huntington Honda, Mr. Bhuiyan, and told him I was very unhappy and wanted to return the vehicle immediately to Huntington Honda. I told him the noise the vehicle was

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making sounded as if the windshield was loose and I was also having problems with the lights and indicators on the dashboard. He said the Service Department was closed and that I should have the service technicians look at my vehicle in the morning, as the noise, etc. were probably minor problems. I told him that I could not miss work the next day and that I would bring the vehicle in first thing on Saturday morning.

Friday, November 3, 2006

I received a phone call from the Huntington Honda Customer Service Representative, Lynn. I explained the situation and told her I was very unhappy. She said it was good that I was going to bring the car in for service the next day and that she would inform the Senior Manager of the Service Department, Mr. Bob Carpenter, to give me special assistance.

Saturday, November 4, 2006 – 6:30 am Eastern

I drove my vehicle to Huntington Honda; the driver's side of the windshield and pillar creaked but not as loudly as the day before. I explained the problem to the Service Manager, Angelo Galante. He asked me to leave the car with the Service Department for a few hours so that the Service Department could have enough time to determine the problem and said he would call me when it was ready for pick up. Mr. Galante called me at 11:30 am to pick up the vehicle. He told me that the fuse box was loose and they fixed it and checked out the lights and dashboard indicators. The Service Department also fixed my alarm as it was behaving erratically; they changed it from a passive to an active alarm. I thanked Mr. Galante and left the dealership. Within five minutes of my driving the car home, I heard a persistent tapping noise and creaking sounds emanating again, although not as loudly as on November 2, from the windshield/side pillar on the driver's side of the vehicle. I drove the car all the way home to see if the noise would continue and it did. At that time, I also noticed that the vehicle had been scratched on the hood by the Honda service technicians when they had repaired the loose fuse box. I called Mr. Galante and told him that I was going to come back immediately to the dealership so that he could ride with me in the vehicle and hear the noise himself. Mr. Galante test-drove my vehicle while I was in the front passenger seat and my father was in the back seat. On smooth roads, the noise was not as noticeable but Mr. Galante did hear the creaking noise during this test drive and put his hand to the windshield and side pillar while driving the vehicle as if to see if the noise would subside when he pressed on the pillar. He asked me to leave my vehicle with Huntington Honda's service technicians so that they could test-drive it and so that his manager could look at it on Monday. I told Mr. Galante that I wanted my money back. He told me that I had signed a contract and that the dealership would not refund my money.

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Sunday, November 5, 2006 – Approximately 12:00 noon Eastern

I called the salesman, Mr. Bhuiyan and told him I wanted my money back. He said he had to speak to his supervisor, Mike Feire, on Monday, November 6. I asked Mr. Bhuiyan why he could not speak with the weekend supervisor at the Honda dealership. He led me to believe that it was better to wait until Monday so that he could speak with Mr. Feire. Mr. Bhuiyan said he would call me on Monday after he got into work at 12:00 noon.

Monday, November 6, 2006 – Approximately 2:00 pm Eastern

I had not received a phone call back from Mr. Bhuiyan. I contacted my attorney, Christopher Smith, who was conferenced on the phone line with me when I attempted to reach Mr. Bhuiyan. We kept getting Mr. Bhuiyan's voice mail. We asked for his supervisor Mike Feire. At first, the Huntington Honda operator told us that Mr. Feire was not available; we insisted that Mr. Feire pick up the phone line and he finally did. I asked him for my money back as I was sold a defective vehicle. Mr. Feire said that the purchase was now subject to the Lemon Law as the dealership had already mailed in the paperwork to New York State for the Title to the car to be issued in my name. I explained to Mr. Feire that the trouble I had with the new car commenced within the first hour of my driving the vehicle and insisted on him giving me my money back. He immediately responded that he was not going to lose money on a \$25,000 purchase and he knew exactly what was causing the problem and would speak to the Service Department about it. He said, "This problem occurred with other vehicles and had to do with the molding surrounding the windshield." I also told Mr. Feire that the Honda service technicians had also scratched my vehicle when they repaired the loose fuse box.

On November 6, I called Mr. Galante, the Honda Service Manager, to find out the status of my vehicle. He said that Huntington Honda was going to keep my vehicle to test-drive it and work on the problem. Mr. Galante explained that the gaskets surrounding the windshield contract when the weather becomes colder and that was the probable cause of the popping sound. He told me that the vehicle noise we heard was normal noise for a Honda car. I told him that I had test-driven three different Honda demonstration vehicles before making my purchase and I never heard that sound. The Honda salesman (at the Levittown dealership) permitted me to ride the vehicles for about a mile on each of the test-runs. Moreover, I told Mr. Galante that I have driven in all types of vehicles of other car manufacturers, both new and very old, for 25 plus years and have never heard that sound coming from the windshield area or side pillars of those cars. Mr. Galante told me that he drove my car accompanied by another technician and the noise could not be reproduced and whatever noise they did hear was normal Honda vehicle noise. The month of November 2006 on Long Island and in the New York area was relatively mild temperature-wise. The day I purchased my vehicle, November 2, was a sunny day but the temperature had become much colder than the previous days.

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I called Mr. Bhuiyan, the Honda salesman, the same day and asked him to try to persuade his supervisor to give me my money back. He said he could not because the title paperwork had been sent out. He also said that I should wait and see what happens because another couple he sold an Accord to had experienced this same problem and that the noise went away after a while.

I made a separate phone call on November 6, 2006 to the Honda America Motor Co., Inc. ("Honda America") office in Torrance, CA and I explained the problem and said I was very unhappy. I asked if Honda could refund the money to the dealership. The representative replied, no, and said that my vehicle was subject to the Lemon Law. I gave the representative my vehicle VIN number so that I could register a formal complaint. I told him that I recalled looking at the odometer and that the vehicle had approximately 40 miles on the car when I dropped it off at Huntington Honda's service department for the second time on Saturday, November 4. The representative was very business-like and did not express regret on behalf of Honda at my having encountered problems with my new car. At the end of our conversation, he did offer to have a Honda representative evaluate my car if the problem persisted. The funny thing is that I received no less than four phone calls from third-party representatives of Honda America polling me as to how happy I was with my vehicle and the service I received at the dealership. I responded to all of them in the same fashion - - I told them I was very unhappy with the quality of the car and that they should tell Honda America to fix their product first and not worry about how courteous the dealership employees were to me.

Thursday, November 9, 2006

I filed a complaint by phone (Exhibit A) with the National Highway Traffic Safety Administration ("NHTSA"). When I explained the problem with my car, the representative thought that maybe the windshield would have to be reset. He asked me if the Huntington Honda dealership offered to take back the car or replace it with a new one. I told him, no. He said loose windshields would constitute a safety hazard.

HOW HUNTINGTON HONDA ATTEMPTED TO RESOLVE THE PROBLEM

November 10, 2006

I was in contact every day the week of November 6 with Mr. Galante, the Huntington Honda Service Manager. He said that he needed to keep the vehicle a bit longer to test drive it, fix the windshield/pillar noise problem, and to repair the scratch to the hood. I said fine. The vehicle was with Huntington Honda's Service Department for nearly seven full days. I picked the vehicle up on Friday, November 10, at about 2:00 pm. When I drove the vehicle home, I did hear three separate taps, like sticking sounds emanating from the driver's side pillar, but the noise level in the vehicle was generally quiet. The scratch on the hood was repaired nicely, however I noticed a smaller surface scratch on the right front fender; this second scratch was not deep and did not go through

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to the bottom coat of the vehicle's paint. The outside temperature that day was above 70 degrees.

I asked Mr. Galante over the phone that week what work was done to fix the windshield/pillar noise problem. He had told me that the service technicians had pushed in the molding. In addition, he said that:

- the windshield and the pillars were sealed properly;
- the Honda service technicians did not find anything on the Honda website or in their Technical Service Bulletins regarding this problem;
- he conferred with other Honda service managers and they said that windshield replacement was not an option as that intervention could cause more rattles and problems with the car;
- it was agreed among the service managers not to replace the gaskets because essentially, they would be replaced with the same Honda parts and that the problem may persist;
- the windshield/pillar noise problem stemmed from the design of the Honda Accord.

After the repair was completed, Mr. Galante said that he thought that my vehicle was quieter than other Accords. This did not make me feel better.

I asked Mr. Galante to perform a water pressure test on the vehicle since one of the other Honda service technicians told me on November 4 that Honda had many problems with water entering vehicles through the windshield perimeter area. Mr. Galante confirmed later that the water pressure test was performed and resulted negative (EXHIBIT B).

PUBLICATIONS AIMED AT ASSISTING CONSUMERS WITH VEHICLE PURCHASES

Before purchasing my Honda Accord, I did some research at the library, reviewing the 2007 and 2006 Editions of Consumer Guide – Cars & Truck Test Monthly and Consumer Reports. I also did a couple of hours of research on the Internet. The Honda Accord received good reviews and was named "Best Buy" and rated a "10" by Consumer Guide for best value in its class. Consumer Reports "Recommended" the purchase of the Accord (EXHIBIT C).

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**ACCORD OWNERS – SIMILAR COMPLAINTS – “WINDSHIELD
VIBRATING/PILLAR CREAKING/WINDOW, DOOR & DASH RATTLING
PROBLEMS” ARE PERVASIVE AND COMMON**

After I experienced the problem with my new 2007 Accord and discussed the situation with my attorney, he directed me to some websites I was not aware of previously (i.e., edmunds.com; diautotech.com; Honda-tech.com; automotiveforum.com; alldata.com; autos.yahoo.com; usenetcars.com; drive.com; carcomplaints.com) that specifically deal with “car reviews and problems.” What I found was quite shocking and disturbing. According to comments made by owners of the Honda Accord, windshield shaking/pillar noise/door window/dash rattling problems date back to the year 1998 and prior. I have attached several of the comments I found posted on the Internet by owners of Accords who have experienced these same problems. Each consumer appears to be exasperated by the insistence of Honda America and its dealerships that these windshield/pillar/door/dash shaking/rattling problems are “NORMAL!” OR “NON-EXISTENT” (EXHIBIT D).

When recurring customer complaints relative to a particular vehicle problem reach extremely high levels (signifying the pervasiveness of a particular production problem), I understand that a car manufacturer will issue a service bulletin to instruct the Service Departments of dealerships as to how to correct the problem. This creaking problem appears to be quite common and pervasive. In fact, Honda did issue a Service Bulletin #04-056 relative to V6s (copy attached Exhibit E) entitled, “Creak or Popping from Driver’s A-Pillar,” dated October 1, 2004 which pertains to 2003 and 2004 Accords (Service Bulletin #04-057 dated November 18, 2005 – “Creak or Click at Dashboard or A-Pillar,” copy also attached, relates to several Accord models from 2003 through 2006!). Even more telling, in terms of the pervasiveness of this problem, is Honda Service Bulletin #00-064 (copy enclosed) dated May 22, 2001 which relates to “Deformed Windshield Molding” on the Accord and other Honda vehicles going back to 1998. Moreover, I found many other Honda Service Bulletins relative to “windshield/window molding problems” on the Accord and other Honda vehicles, some dating back to the early 1980s - this certainly reflects that for over 20 years an extensive number of consumers complained to Honda dealerships about “windshield/window molding” problems on their Honda vehicles! (Exhibit F - Honda Service Bulletins #s: 06-084; 06-069; 06-019; 05-069 - Honda Service Bulletin #05-069 on the Ridgeline indicates that wind noise from the windshield is due to gaps present between the windshield upper molding and the roof; it further states that if the noise persists after the remedy is effected, then the windshield should be replaced!; 04-078; 04-031; 04-030; 03-057; 03-028; 01-091; 01-028; 99-060; 98-013; 95-056; 95-032; 94-027; 88-039; 84-048; 84-020; 83-031; 83-029; I found numerous consumer complaints on the Internet relative to “windshield/window molding problems” on various Honda vehicles, most of them newly purchased (EXHIBIT G); Export Service Bulletins (Exhibit G-1) numbered: 00-097; 00-064; 00-021; 98-013; 98-068 demonstrate that Honda has had the same

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windshield molding problems with cars exported to markets other than the U.S.A. during the period from 1995 to 2000)). Windshield molding problems can lead to water leaks; I have attached customer complaints that I found on the Internet relating to windshield/dash water leaks on the Accord, Civic, Element, Odyssey and Ridgeline; Honda Service Bulletins #s 06-037; 05-045; 92-050 address dash/pillar leak problems (Exhibit G-2). Honda manufacturing technology relative to moldings for windshields and windows (and it seems from Honda Service Bulletins that there are problems with the windshields themselves) continues to be weak. Honda mentions in general in one of these Service Bulletins (#06-069) that, "...poor adhesion of windows causes them to rattle and could increase the safety hazard to traffic."

Although the aforementioned Honda Service Bulletins provide clear evidence of a long track record of problems with the molding surrounding the windshield/pillar/dash areas of Honda vehicles, I am puzzled as to why Honda America would brush off the concerns of purchasers of the Accord, as if the problems consumers have experienced with their cars are not based in fact. In addition, why does it seem that the Service Departments of Honda dealerships are not aware of these problems and have the same standard response to these complaints, "NORMAL VEHICLE NOISES!"

Many consumers who experienced these problems had to have their windshields reset and, for some, the problems persisted and worsened even after this corrective action was taken. I found a 1983 letter from the NHTSA (related to the replacement of windshields in general), which emphasizes the importance of maintaining the integrity of the windshield, "Mounting the windshield with the same method used by the vehicle manufacturer presumably would ensure that the replacement windshield had the same integrity as the original windshield installation." (EXHIBIT H). In addition, a 1991 NHTSA letter cites the National Traffic and Motor Vehicle Safety Act of 1966 which provides that, "no person may manufacture for sale or sell any motor vehicle that does not conform with all applicable Federal motor vehicle safety standards."

**CREAKING, POPPING, RATTLING, VIBRATING OF THE WINDSHIELD AND
PILLARS, WINDSHIELD/DASH WATER LEAKS AND WIND NOISE POINT
TO THE LOSS OF WINDSHIELD INTEGRITY AND CONSTITUTE AN AUTO
SAFETY HAZARD**

Ford Automotive announced a recall for two of its vehicles in 2002-2003 stating, "the vehicles fail to meet the requirements of Federal Motor Vehicle Safety Standards ("FMVSS") 212, Windshield Mounting. The windshields may exhibit increased wind noise, water leakage, squeaks and rattles. Loss of windshield retention may also reduce occupant protection in the event of an accident." The recall requires the effected vehicles to have the windshields replaced (EXHIBIT H-1).

Proper windshield mounting by a car manufacturer is crucial to occupant safety during collisions/rollover crashes. In 2005, Ralph Nader called upon the NHTSA to issue a

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consumer advisory, "detailing the importance of windshield integrity, the relationship to roof strength and rollover crashes and proper replacement procedures..." thereby calling attention to a key auto safety component, the windshield! In his letter to the NHTSA Mr. Nader stated (EXHIBIT H-2), "Notwithstanding the pressing need for a better roof crush standard, motorists should be assured that the roof strength of a vehicle on the road today is not unnecessarily compromised as a result of windshield replacement. Inappropriate adhesive applications, shortened drive-away times and improper glass handling techniques are just a few of the dangerous shortcuts plaguing the auto glass replacement industry and resulting in an unknown number of weak windshield installations which will not even protect occupants from the first impact in the first half roll." Many glass replacement associations (AGRSS, NGA, etc..) support Mr. Nader's comments and further add, "that improper replacement of a windshield can cause the windshield to detach from the vehicle and the occupants to be ejected; today's vehicles are engineered so the windshield has become a major structural component of the chassis - - it is designed to keep the passenger inside the vehicle during an accident as well as prevent the passengers from being crushed by the roof in a rollover; a properly installed windshield will stay bonded to the vehicle during an accident; air bags are useless without your windshield in place!" ABC News reported in special 20/20 television news programs that aired in 2001 and 2003 that, "A windshield can be as important to auto safety as seat belts, air bags and anti-lock brakes. More than just protection from wind, rain, and debris, auto glass can save lives by preventing the driver and passengers from being thrown out of a vehicle in a collision. And, today, more than ever, vehicles depend on the glass to add to its structure and strength as a whole. So, for example, the windshield can be an essential part of an air bag system or prevent the roof from caving in on passengers. But installation is key: The difference between a properly affixed windshield and a poor job can be the difference between life and death!"

As documented by the concerns expressed by consumers on the Internet, Honda's own Service Bulletins, and complaints filed with the NHTSA, Honda America has had trouble with its factory-installed windshields on most of its vehicles for the past 10-20 years! Whether these problems stem from: the design of the vehicles, i.e., the steepness or incline angle of the pillars; the uneven surface of flanges or protruding metal pushing against the windshield; the blockage of pillars; the type of gaskets used (including the actual material used in the manufacture of the same and its durability (Acura TSB #93-013 was issued because of customer complaints that the windshield molding was shrinking (EXHIBIT I)); the quality/strength of the adhesives or sealants used; the quality of the glass itself (including thickness and strength in case of an impact); paint surfaces coming into contact with the windshield (there was a recall on the Civic for this reason (EXHIBIT J)); the improper adhesion (seal) of the cowl to the windshield (other than molding problems, per Honda Service Bulletins, this is another cause of water leaks), the actual production process (including handling, setting and drying of the windshield), it is imperative that Honda focus on resolving these issues before their products reach consumers. Consumer safety is key!

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My question for Honda America and for all the organizations in New York and Washington dedicated to consumer protection, is why has Honda not been able to correct this windshield molding and, apparently, mounting/installation problem plaguing their vehicles for the past 10-20 years? Why does the unsuspecting consumer have to bear the burden of losing time, energy, and money in trying to resolve this problem when everything points to the poor design and engineering of the Honda Accord? What sort of "customer complaint feedback system" does Honda use to evaluate their cars? What substantial efforts has Honda America made to correct car design problems?

Honda does have a good name in the marketplace and that is why I was dismayed to find that the quality of my new vehicle is so poor. Perhaps Honda America has made efforts to correct these particular windshield/molding problems but they have not been successful.

THE WINDSHIELD SHAKING/PILLAR CREAKING/DOOR WINDOW RATTLING PROBLEM PERSISTS

Since I picked up my car on November 10, the outside temperature has been mild, mainly in the range of 60-70 degrees. However, on five occasions in the early morning or after 8:00 pm at night when the temperature had dropped to around 35 to 40 degrees I heard the windshield glass vibrating on the front passenger's side. I also had my driver's side window/door rattle on a day when it was warm outside and had opened my window halfway; the passenger side front window also rattled multiple times on days when it was colder (Honda Service Bulletin #91-010 entitled, "Window - Rattles While Partially Opened," is clear evidence that Honda has not properly addressed/resolved this problem since 1991! (EXHIBIT K). I have heard a rattle from the dashboard and another from the interior roof compartment for sunglasses. My 2007 Honda Accord is just two-months old and has less than 500 miles on it, but it sounds like it is twenty years old. The rattling/vibrating noises are intermittent and I admit that this does add to the problem of having Honda service technicians evaluate the vehicle properly. (Even though intermittent, a vibrating windshield clearly signals that something went wrong with its installation at the factory). Some days the ride will be very quiet and on other days, as described above, the windshield glass sounds as if it is vibrating/shaking. On December 3, the outside temperature dropped to 30 degrees and both the front passenger side pillar and driver's side pillar creaked several times. On December 8, the outside temperature with the wind-chill was below zero. My windshield sounded like it was banging/moving when I was traveling on local roads; I was worried that it would break. If I am experiencing these problems with a brand new vehicle, there is no doubt in my mind that these problems will worsen with the passage of time. How I am supposed to resell a new vehicle that rattles and creaks and can pose a safety hazard to a driver? Continually bringing my car to the Huntington Honda dealership for service causes me to lose time and money, and diminishes the value of my car. Like other consumers (see enclosed copies of complaints posted on the Internet) I am leery of having my car pulled apart by

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service technicians and leaving it with them for extended periods of time as there is a greater probability, due to the constant flurry of activity in the Service Department, of my vehicle being scratched or dented (it happened to me twice already). Huntington Honda does not have an organized system for processing each vehicle when it arrives at the dealership for service. On Saturday, November 4 when I brought my car to Huntington Honda to be serviced for the first time, there were three separate lines of vehicles all vying to be the first to enter the Service Check-In area. Unlike at the Volkswagen dealership when I brought my old car in for service, a technician would walk around my vehicle with me and agree on the identification of any dents or scratches, to protect both the dealership and me.

REQUEST FOR FULL REFUND

As I mentioned, I was unhappy that the dealership supervisor, Mike Feire, did not offer to refund my money or replace my vehicle even though my new car demonstrated problems within the first hour of my driving it off the Honda lot. I do not think this was a particularly ethical or fair decision, but I can understand why he would not want the dealership to lose money.

I wish to mention that the Huntington Honda Service Department (and in particular, Mr. Galante) did their best to resolve the problem according to what their experience dictated. Mr. Galante kept me informed during the repair process and did have a body shop repair the scratch to my hood in a professional manner. All the Service Department personnel did their best to be helpful and were courteous and professional at all times.

Honda America Motor Co., Inc., unfortunately, has not been successful in resolving design issues that have plagued the Accord and other Honda vehicles for over twenty years. I repeat again, why does the consumer have to pay for Honda's inability to rectify this windshield molding problem which poses serious safety issues? How many more consumers have to lose out before Honda corrects this problem once and for all. There are many aspects of my Accord which I like, including the V6 engine, however, am I worried that windshield replacement will worsen the problems I am experiencing with my car and further diminish its value? The answer is, Yes! Do I feel safe driving in a vehicle that exhibits rattling/vibrating/creaking noises from the windshield, pillars and windows? The answer is most definitely, No!

I believe that a little goodwill on the part of Honda America in acknowledging inherent vehicle design defects and quickly addressing the concerns of customers would go a long way in cementing customer loyalty. Dismissing customer complaints, as if the car problems are non-existent, will erode Honda's reputation and ultimately affect its bottom line.

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This whole experience has been quite devastating emotionally. I believe most reasonable people expect that buying a new car would be a pleasant experience. My experience with my 2007 Honda Accord purchase has been horrific and very stressful – I feel as if I have been duped. More importantly, hearing glass vibrating, or loud persistent tapping noises, or even softer rattling noises, in my ear while I am driving is a distraction and, in my opinion, a safety hazard.

In light of the foregoing, I have lost confidence in Honda vehicles. I respectfully request that Honda refund to me in full the purchase price of my car plus the other fees I paid for the title, registration and extended warranty payments.

I request a reply in writing to this correspondence within ten business days. Please call me if you have any questions. Thank you.

Sincerely,

[REDACTED]
[REDACTED]
Plainview, NY
[REDACTED]

Enclosures – EXHIBITS A-J

cc: Christopher Smith, Esq.

Mr. Mike Feire/Mr. Angelo Galante, Huntington Honda
✓Mr. Alberto A. Jimenez/Mr. David Doernberg, NHTSA
NYS Office of the Attorney General, Long Island
Mr. Michael Finney, ABC7 – Seven On Your Side
BBB – Long Island Office
NYS Consumer Protection Board
Mr. Louis Weber, Publications Int'l. Ltd. - Publisher: Consumer Guide
Mr. James Guest, Consumers Union of the United States - Publisher:
Consumer Reports



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Exhibit A

DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

09-NOV-2006

Repository ☐

Reference No.
10173014

OWNER INFORMATION (Type or Print)

Name

Address

City

PLAINVIEW

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/3/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HGCM664

Make

HONDA

Model

FIT

Model Year

2007

Date Purchased

02-NOV-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

131000 VISIBILITY: WINDSHIELD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-NOV-2006

Failure Mileage

11

Failure Speed

30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED WHEN DRIVING AT 30 MPH, THERE WAS A LOUD POPPING SOUND FROM THE FRONT LEFT SIDE OF THE WINDSHIELD. THE SOUND ALSO OCCURRED WHEN DRIVING ON ROUGH ROADS. THE SALES/SERVICE DEALER WAS NOTIFIED AND THE VEHICLE WAS INSPECTED. WHEN THE CONTACT DROVE THE VEHICLE AGAIN, THE PROBLEM CONTINUED, SO THE VEHICLE WAS RETURNED TO THE SALES/SERVICE DEALER. THE SALES/SERVICE DEALER REFUSED TO PROVIDE A REFUND OR REPLACE THE VEHICLE OR TO REPLACE THE SEAL TO THE WINDSHIELD. THE MANUFACTURER WAS NOTIFIED.

Please see attached correspondence to Honda America
Motor Co., Inc

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADD

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a safety defect exists. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your information, or a statistical summary thereof, may be used in support of the agency's action.

Exhibit A

Honda Accord



The Accord is our Top Pick family sedan. Handling is fairly agile, and the ride is steady and compliant. The cabin is roomy, and controls are intuitive. A telescoping steering column facilitates an ideal driving position. The Accord is quiet, though less so than the Toyota Camry and VW Passat because of some road noise. The automatic shifts very smoothly and responsively. The four-cylinder engine is smoother than many V6s. Curtain air bags are standard. The V6 model is very quick and relatively fuel-efficient. The hybrid version is even quicker and gets 25 mpg. Crash-test results are impressive.

SAFETY INFORMATION

Active safety features

Antilock brakes	Standard
Traction control	Standard on V6
Stability control	Not available
Daytime running lights	Not available
Tire pressure monitor	Not available

Safety belts

Center-rear belt	3-point
Pretensioners, front/rear	Yes/no

Air bags

Occupant-sensing system	Side
Side bags, front/rear	Standard/no
Inflatable curtain	Standard
Accident alert system	Not available

Crash tests

Gov't front-crash test, driver/front passenger	●/●
Gov't side-crash test, driver/rear passenger	●/●
IIHS offset crash test	Good
IIHS side crash test w/ side & curtain airbags	Good
IIHS side crash test w/o side & curtain airbags	NA

REPORT CARD

○	Predicted reliability
●	Owner satisfaction
○	Predicted depreciation
●	Accident avoidance
●	Acceleration
○	Ride
●	Front seat comfort
○	Fuel economy

THE ACCORD LINE

Body style:

coupe; sedan

Trim lines:

DX, LX, EX, Hybrid

Base price range:

\$16,295-\$30,140

SPECIFICATIONS

Drive wheels

Front

Seating

2 front, 3 rear

Engines available

2.4-liter 4 (160 hp); 3.0-liter V6 (240 hp);
3.0-liter V6 hybrid (255 hp)

Transmissions available

5-speed manual; 6-speed manual; 5-speed automatic

Fuel

Fuel type	Regular
EPA city/highway, mpg	29/37
Fuel refill capacity, gal.	17.1

Dimensions and weight

Length, in.	190
Width, in.	72
Wheelbase, in.	108
Curb weight, lb.	3,475
Percent weight, front/rear	62/38
Typical towing ability, lb.	1,000

FROM THE TEST TRACK

Tested model

2005 Hybrid sedan, 3.0-liter V6 hybrid,
5-speed automatic

Tires as tested

Michelin Energy MXV4,
P215/60R16 94V

Acceleration

0-30 mph, sec.	2.6
0-60 mph, sec.	6.9
Quarter mile, sec.	15.6
Quarter mile, mph	93
45-65 mph, sec.	4.5

Other findings

Transmission	○
Turning circle, ft.	39
Ground clearance, in.	5.0

Braking and handling

Braking	●
Braking, dry pavement, ft.	130
Routine handling	○
Emergency handling	○
Avoidance maneuver, max. mph	52.0

Convenience and comfort

Ride	○
Noise	○
Driving position	●
Access	○
Controls and displays	●
Fit and finish	●
Door top to ground, in.	51.0
Trunk	○
Luggage capacity	3+1
Max. load, lb.	850

Seating

Front-seat comfort	●
Front shoulder room, in.	57.0
Front leg room, in.	42.0
Front head room, in.	3.0
Rear-seat comfort	○
Rear shoulder room, in.	55.5
Rear leg room, in.	30.5
Rear head room, in.	3.5

Fuel economy

CU's overall mileage, mpg	25
CU's city/highway, mpg	18/37
CU's 150-mile trip, mpg	29
Annual fuel	590 gal./\$1,180
Cruising range	460

RELIABILITY HISTORY

TROUBLE SPOTS	Honda Accord V6					
	97	98	99	00	01	02
Engine	●	●	●	●	●	●
Cooling	●	●	●	●	●	●
Fuel	○	○	○	○	○	○
Ignition	○	○	○	○	○	○
Transmission	○	○	○	○	○	○
Electrical	○	○	○	○	○	○
Air conditioning	○	○	○	○	○	○
Suspension	○	○	○	○	○	○
Brakes	○	○	○	○	○	○
Exhaust	○	○	○	○	○	○
Paint/trim/rust	○	○	○	○	○	○
Body integrity	○	○	○	○	○	○
Power equipment	○	○	○	○	○	○
Body hardware	○	○	○	○	○	○
RELIABILITY VERDICT	✓	✓	✓	✓	✓	✓

GMC • HONDA

OPTIONAL EQUIPMENT (cont.)

	Retail Price	Dealer Invoice
Power-adjustable pedals, SLE, SLT	\$120	\$100
<i>Requires rear-obstacle-detection system.</i>		
2nd-row captain chairs, SLT	490	407
<i>Requires 3rd-row split folding seat.</i>		
2nd-row split folding seat, Denali	NC	NC
Heated 2nd-row seats, SLT	200	166
<i>Requires 4SB Option Pkg.</i>		
Automatic-folding 2nd-row seats, SLT	425	353
<i>Requires 4SB Option Pkg.</i>		
3rd-row 2-passenger split folding seat,		
Yukon SLE	360	299
Yukon SLT	760	631
3rd-row 3-passenger split folding seat,		
Yukon SLE	460	382
Yukon SLT	860	714
Yukon SLT w/4SB Pkg., Yukon XL	100	83
Power-deployable running boards,		
SLT, Denali	1095	909
<i>SLT requires 4SB Option Pkg., Autoride Suspension Pkg.</i>		
Power liftgate, SLT	350	291
<i>Requires 4SB Option Pkg.</i>		
Remote engine start, SLE	175	146
Universal garage door opener, SLE	105	87
Rain-sensing wipers, SLT	95	79
<i>Requires 4SB Option Pkg.</i>		
Heated washers, SLT	85	71
Cargo cover, SLE	70	58

Appearance & Special Purpose

Fog lights, SLE	140	116
Polished alloy wheels, SLE, SLT	1795	1490
<i>Includes 275/55R20 tires. SLE requires 3SB Option Pkg.</i>		
Chrome alloy wheels, Denali	1995	1656
<i>Includes 275/55R20 tires.</i>		

-temperature indicator, universal garage door opener, conversation mirror, 2nd-row sunshades, automatic-off headlights, roof rails, alloy wheels.



CLASS: Midsize car

DRIVE WHEELS: Front-wheel drive

BASE PRICE RANGE: \$18,625-\$33,090. Built in USA.

ALSO CONSIDER: Chevrolet Malibu, Nissan Altima, Toyota Camry

CG SAYS Accord is a Best Buy blend of confident road manners, precision engineering, and enviable refinement. To those virtues, add Honda's sterling record for reliability and resale value. Starting around \$32,000, the Hybrid is pricey vs. its potential fuel savings, but those fuel savings are noteworthy, considering it's the most powerful Accord.

Honda's popular midsize sedans and coupes are little changed for 2007 pending a redesign for the '08 model year. Both body styles come in LX, EX, and EX-L trim. Sedans also offer price-leader VP, step-up SE, and gas/electric Hybrid models. The base engine is a 166-hp 4-cyl. LX V6, SE V6, and EX V6 models have a 244-hp V6. The Hybrid has 253 hp from a V6 assisted by an electric motor. The system self-charges the electric batteries; there's no plug-in charging. To save fuel, the Hybrid V6 can deactivate three cylinders while cruising, and automatically stops and restarts at idle. A 5-speed automatic transmission is standard in the Hybrid and available for other Accords. A 5-speed manual is standard with the 4-cyl engine, a 6-speed manual in V6 coupes and EX V6 sedans.

All Accords come with ABS; V6 models add traction control. Front side airbags and curtain side airbags are standard. Leather upholstery, dual-zone automatic climate control, and heated front seats are standard on EX-L, EX V6, and Hybrid. Those models also offer a navigation system with voice control for some navigation, audio, and climate functions. The Hybrid has a unique grille and standard rear spoiler. It also includes Honda's Active Noise Control system, designed to electronically quell mechanical, road, and wind noise.

RATINGS

	LX sedn, auto.	EX V6 sedn w/nav. sys., auto.	Hybrid	EX V6 cpe, 6-sp. man.
--	----------------	-------------------------------	--------	-----------------------

ACCELERATION

Four-cyl models peppy enough with slick-shifting manual transmission; test EX coupe did 7.9 sec 0-60 mph. Four-cyl models with automatic transmission fine in most circumstances, but can labor in passing maneuvers and climbing steep grades; test EX-L coupe took 8.6 sec 0-60. Conventional V6 lively, satisfying. Test automatic coupe did 7.0 sec 0-60 mph; feels markedly quicker with manual. Accord's automatic lacks manual shift gate, but is smooth, responsive despite occasional hesitation to downshift.

Hybrid faster off the line than conventional V6, feels strong thereafter, though not as linear. As with Civic Hybrid, some testers note exaggerated decrease in momentum, as well as periodic driveline shudder, when slowing to a stop.

FUEL ECONOMY

In tests of 4-cyl coupes, manual-transmission EXs averaged 22.7-30.6 mpg, an automatic-transmission EX-L 25.2 mpg. Extended-use-test EX-L 4-cyl sedan averaged 26.1 mpg over 19,321 miles. Another averaged 22.4 in a separate test with more city driving. Automatic-transmission V6 EX sedans averaged 22.4 mpg in city/highway mix, 26.1 mpg in mostly highway driving. Test EX V6 coupe averaged 24.3 mpg with automatic transmission, 23.6 with manual.

Extended-use-test Hybrid averaged 27.5 mpg over 17,559 miles. Honda recommends regular-grade fuel for all Accords.

RIDE QUALITY

Generally absorbent on bumps and ruts, but all Accords have a decidedly taut ride. LX V6 and EX versions have 17-inch tires, and thump more on rough roads than other Accords, though it's seldom irksome. Hybrid seems slightly less composed overall than other sedans. V6 coupe feels sporty-car stiff.

STEERING/HANDLING

Poised and predictable on twisty roads, with a sportier feel than most class rivals. Steering quick, informative; tight turning radius eases low-speed maneuvering. V6 models are more athletic than other Accords, which come on narrower, less-grippy all-season tires. Hybrid's steering less direct feeling than other Accords. V6 manual coupe suffers significant unwanted torque steer (pulling to the side) in quick acceleration, and test example drifted annoyingly with the crown of the road. Simulated panic stops with ABS test models were stable, progressive, but not super short.

QUIETNESS

A bit thumpy on sharp bumps and washboard pavement, but little coarse-surface tire drone. Wind rush generally modest. Some 4-cyl idle shake, but all engines otherwise smooth and unobtrusive even at high rpm. Despite anti-noise system, Hybrid not noticeably quieter than regular V6s.

CONTROLS/MATERIALS

Exemplary. Clear, legible gauges. Simple, handy minor controls. Available navigation system easy enough to learn. Its voice activation is an upscale, user-friendly touch, but requires precise wording and a clear voice. Cabin materials sturdy, tasteful, with overall workmanship to Honda's usual standard, but few test models had unexpected creaks, minor trim gaps, slightly misaligned dash/top panels.

ROOM/COMFORT (FRONT)

Ample space on comfortable, well-shaped seats, though some testers complain padding too firm for long-distance comfort. All models have tilt/telescoping steering column; all but VP have height-adjustable driver seat. Headrests on rear deck, rear-pillar shape impede visibility aft and over the shoulder, especially in coupes. Windshield reflections a problem with lighter interior colors.

ROOM/COMFORT (REAR)

Not quite wide enough for three adults, but two are comfortably uncrowded. Cushion's outboard ends surprisingly squishy, though, and some may find backrest too reclined. Head room is six-footer adequate. Leg and toe room good to generous, depending on front-seat positioning. No-strain entry/exit in coupes as usual, demand a crouching position in sedans.

Ratings: Maximum 10 points

Exhibit C

CONSUMER

RATINGS (cont.)

	LX sedn, auto.	EX V6 sedn w/nav. sys., auto.	Hybrid	EX V6 spe. 6-sp. man.
LOAD ROOM	4	4	4	3
Spacious flat-floor trunks have low liftover but not much height under rear shelf, and sickle-shaped trunklid hinges intrude. Note that Hybrid has 6 cu ft less cargo space than other sedans and no folding rear seatback, which is otherwise standard. Ample small-item cabin storage, plus bottle-holding door map pockets.				
VALUE IN CLASS	10	10	8	7
TOTAL	70	70	68	62

Average total for midsize cars: 69.4

EXTENDED-USE TEST UPDATE

Extended-use Hybrid required no unscheduled maintenance during its 15,559-mi. test.

At 7,500 mi., extended-use Accord EX-L sedan suffered a slight brake vibration when slowing from highway speeds. The front brake rotors were resurfaced and the pads replaced under warranty. It required no other unscheduled service during its 19,321-mi. test. However, the engine gradually developed a vibration at idle when in Drive. Our test ended before the vibration could be addressed, but Honda said the test car was subsequently repaired in accordance with a factory service bulletin. The bulletin recommends replacing the motor mounts and radiator mounts in Accords that develop the idle-vibration problem.

ENGINES

	4-cyl 1.8	4-cyl V6	4-cyl V6/electric
Size, liters/cu. in.	2.4/144	3.0/183	3.0/183
Horsepower @ rpm	166 @ 5800	244 @ 6250	253 @ 6000
Torque (lb-ft) @ rpm	160 @ 4000	211 @ 5000	232 @ 5000
Availability	S ¹	S ²	S ³

EPA city/highway mpg

5-speed manual	26/34		
6-speed manual		21/30	
5-speed automatic	24/34	20/29	28/35

1. VP, LX, SE, EX, EX-L. 2. SE V6, LX V6, EX V6. 3. Hybrid.

PRICES

Honda Accord

	Retail Price	Dealer Invoice
VP 4-door sedan, manual	\$18625	\$16797
VP 4-door sedan, automatic	19425	17516
LX 2-door coupe, manual	20475	18460
LX 2-door coupe, automatic	21275	19178
LX 4-door sedan, manual	20125	18145
LX 4-door sedan, automatic	20925	18864
SE 4-door sedan, manual	20825	18774
SE 4-door sedan, automatic	21625	19483
SE V6 4-door sedan, automatic	23350	21043
LX V6 2-door coupe, automatic	25300	22795
LX V6 4-door sedan, automatic	25200	22706
EX 2-door coupe, manual	22650	20414
EX 2-door coupe, automatic	23450	21133
EX 4-door sedan, manual	22550	20324
EX 4-door sedan, automatic	23350	21043
EX-L 2-door coupe, manual	24350	21942
EX-L 2-door coupe, automatic	25150	22651
EX-L 2-door coupe w/navigation and satellite radio, manual	26350	23739
EX-L 2-door coupe w/navigation and satellite radio, automatic	27150	24458
EX-L 4-door sedan, manual	24250	21852
EX-L 4-door sedan, automatic	25050	22571
EX-L 4-door sedan w/navigation and satellite radio, manual	26250	23649
EX-L 4-door sedan w/navigation and satellite radio, automatic	27050	24358
EX V6 2-door coupe, manual	27500	24772
EX V6 2-door coupe, automatic	27500	24772
EX V6 2-door coupe w/navigation and satellite radio, manual	29500	26570

PRICES (cont.)

	Retail Price	Dealer Invoice
EX V6 2-door coupe w/navigation and satellite radio, automatic	\$29500	\$26570
EX V6 4-door sedan, manual	27400	24683
EX V6 4-door sedan, automatic	27400	24683
EX V6 4-door sedan w/navigation and satellite radio, manual	29400	26480
EX V6 4-door sedan w/navigation and satellite radio, automatic	29400	26480
Hybrid 4-door sedan, automatic	31090	27999
Hybrid 4-door sedan w/navigation and satellite radio, automatic	33090	29796
Destination charge	595	595

STANDARD EQUIPMENT

VP: 2.4-liter 4-cylinder engine, 5-speed manual or 5-speed automatic transmission, dual front airbags, front side airbags, curtain side airbags, antilock brakes, emergency inside trunklid release, daytime running lights, air conditioning, interior air filter, power steering, tilt/telescope steering wheel, cruise control, cloth upholstery, front bucket seats, center console, cupholders, folding rear seat, power windows, power door locks, remote keyless entry, AM/FM/CD player, digital clock, tachometer, intermittent wipers, rear defogger, vision mirrors, floor mats, theft-deterrent system, 195/65HR15 tires, wheel covers.

LX adds: illuminated visor mirrors, height-adjustable driver seat, folding rear-seat w/trunk pass-through (sedan), split folding rear seat (coupe), power mirrors, variable-intermittent wipers, map lights, automatic-off headlights, 205/65HR15 tires (sedan), 205/60VR16 tires (coupe), alloy wheels (coupe).

SE adds: antilock 4-wheel disc brakes, AM/FM radio w/in-dash 6-disc CD changer, steering wheel radio controls, 205/60VR16 tires, alloy wheels.

SE V6 adds: 3.0-liter V6 engine, 5-speed automatic transmission, traction control, brake assist, antiskid system, 217/50VR17 tires.

LX V6 adds: 8-way power driver seat, heated power mirrors, power sunroof.

EX adds to SE: driver seat w/power height adjustment and lumbar adjustment, heated power mirrors, power sunroof.

EX-L adds: dual-zone automatic climate controls, leather upholstery, leather-wrapped steering wheel, heated front seats, 8-way power driver seat, satellite radio, outside-temperature indicator.

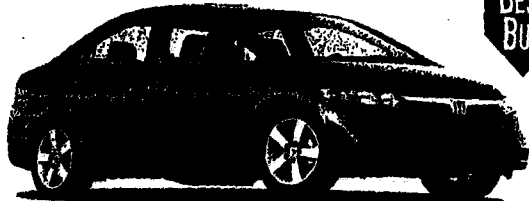
EX V6 adds: 3.0-liter V6 engine, 6-speed manual or 5-speed automatic transmission, traction control, brake assist, antiskid system, 4-way power passenger seat (sedan), universal garage door opener, 215/50VR17 tires.

Hybrid adds: 3.0-liter V6 w/cylinder deactivation/electric motor, mirror-mounted turn signals, active-noise control, rear spoiler, 215/60R16 tires.

Deletes: 4-way power passenger seat, folding rear seat w/trunk pass-through.

Options are available as dealer-installed accessories.

HONDA CIVIC



CLASS: Compact car

DRIVE WHEELS: Front-wheel drive

BASE PRICE RANGE: \$14,810-\$24,350. Built in USA.

ALSO CONSIDER: Chevrolet Cobalt, Ford Focus, Mazda 3

CG SAYS Dynamically, Civic matches the class-leading Volkswagen Jetta and Mazda 3. That's high praise, even if the Honda isn't quite as substantial-feeling as the Jetta, or, except for the Si, quite as athletic as the Mazda. Civic is more comfortable than most rivals, despite being only as big inside as it absolutely needs to be. With its two-tiered instrument layout and some futuristic shapes, the interior is innovative, entertaining even, without sacrificing functionality. What no competitor matches is the particular fusion of reliability, engineering, style, and value Honda brings to this market segment. That makes Civic a Best Buy pick.

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1 ... 48 49 50 51 52 53 54 ...

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#

[Search This Discussion](#)#497 of 1737 Re: Help! '04 LX Windows Creaks driving me NUTS
[alumi90] by dhh32 Mar 16, 2006 (8:43 pm)[Reply](#) | [E-mail Msg](#)Replying to: [alumi90](#) (Mar 10, 2006 1:09 pm)

Alumi90:

My two cents on fixing this annoying window creak problem. I have an 05 Accord Coupe and soon after purchase experienced two annoying creaking sounds. First was the driver's side windshield creak previously reported on this site. Fix required windshield to be reset (problem was cold-weather related). Drivers-side window creak was more problematic to both isolate and fix. Tired lubricants (didn't last long). Had window channels replaced per Honda service bulletin for this problem (fix lasted one week before creaking returned). Creak can be silenced when window is rowed down a bit. After much work with local Honda Portland OR service reps, found problem wasn't the window at all, but rather the seal that goes around the door and body of door. After seals were replaced, no sound at all and still silent after three months. Replacing door/body seals should only take techs a half hour or so. Problem is a pain as noise is right against your ear. Goos luck with fix.

#498 of 1737 Re: Electronic Control Module was broken [ural9982] by user777 Mar 17, 2006 (9:01 am)

[Reply](#) | [E-mail Msg](#)Replying to: [ural9982](#) (Mar 15, 2006 5:38 pm)

call honda corporate (phone number on the website - or in the owner's manual which you don't have). you have no idea if what they are telling you is true. perhaps they did not use appropriate precautions before hooking up their instrumentation - perhaps even zapping something with excessive static build up.

you brought it in, it was working, then they broke it while it was in the shop. i don't get how they could even ask you to pay for it with a straight face.

#499 of 1737 Accord oil filter by [kodachrome56](#) Mar 18, 2006 (7:11 am)[Reply](#) | [E-mail Msg](#)

It is impossible to find the "better" Accord oil filter, PLM-A01, on Long Island. I know that the "other"

Accord OEM filter is made by Fram in Canada, PLM-A02. There is a local parts dealer who stocks Denso filters and says that they are Accord OEM in Japan. I have the 120m EWC and do the oil/filters/tranny service myself. I keep excellent records and save and date the oil filters. I do not want any trouble if I need to use the EWC down the road.

#500 of 1737 Re: cruise control [dob3] by [52hg](#) Mar 18, 2006 (11:25 am)

Exhibit D

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#16404 of 19393 **Re: Creaking sound [bucksull]** by [fredfarfinkel](#) Dec 18, 2004 (7:05 pm)

[Reply](#) | [E-mail Msg](#)Replying to: [bucksull](#) (Dec 16, 2004 3:26 am)

My '04 EX creak from the passenger side "a" pillar drove me kwazy. The dealer finally removed the windshield. smoothed the spot welds and replaced the windshield with a new one. Much quieter now. Silicone spray and foam insulation actually made it worse.

Replies to this message:

• [ktnr](#) (Dec 18, 2004 7:21 pm)

#16405 of 19393 **Re: Creaking sound [fredfarfinkel]** by [ktnr](#) Dec 18, 2004 (7:21 pm)

[Reply](#) | [E-mail Msg](#)Replying to: [fredfarfinkel](#) (Dec 18, 2004 7:05 pm)

I'd love to see a copy of **Honda Service Bulletin 04-057, Creak or Click at Dashboard or A-Pillar.**

I've searched online and couldn't find it though.

#16406 of 19393 **Re: Accord vs TSX [lmacmil]** by [jmaxe](#) Dec 19, 2004 (2:03 am)

[Reply](#) | [E-mail Msg](#)Replying to: [lmacmil](#) (Dec 17, 2004 5:17 pm)

I don't know, the TSX rear end reminds me of an older generation Camry. To each his own I guess.

#16407 of 19393 **Re: decision on 4cyl. or v-6 engine [gregoryc1]** by [deemike](#) Dec 19, 2004 (10:48 am)

[Reply](#) | [E-mail Msg](#)Replying to: [gregoryc1](#) (Dec 18, 2004 6:36 am)

Yes! Honda prides itself on "QUALITY PRODUCT", and YES they are fixing the problem at no cost to the customer. I an Accord EXV6, my sister have one, my brother have one, and we all have the transmission issue. It's fixed we have no problem, and even if we did, we would still buy another Honda, will keep buying Hondas.

Mercedes, BMW and other high luxury car makers prides on "QUALITY PRODUCT" too, and they have issues too. One would think buying a luxury car you wouldn't or shouldn't have any of these problems, but guess what? you're wrong, they're no better than a Honda product, just cost more.

Replies to this message:

• [ktnr](#) (Dec 19, 2004 4:46 pm)

#16408 of 19393 **Re: decision on 4cyl. or v-6 engine [deemike]** by [ktnr](#)

Exhibit D

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#18680 of 19393 **Re: Driver Front Window and Driver Side Rear Window Creaking on '04 LX [alumi90]** by [jfox2](#) Mar 11, 2006 (1:20 pm)

[Reply](#) | [E-mail Msg](#)Replying to: [alumi90](#) (Mar 10, 2006 12:45 pm)

Is the noise from the door windows or the windshield? I just purchased a new 2006 Accord EX and the noise from the front windshield and dash is horrible. Makes the car unbearable! The dealer will try to fix (they say). We'll see. I'm not so sure I would keep the car if the problem is not fixed (or maybe use the lemon law route as a last resort). Also, the car was delivered with poorly repaired body damage on the back bumper and scratches in the paint. Owned numerous Hondas in the past but i think that quality is dropping fast.

Replies to this message:

• [thegraduate](#) (Mar 11, 2006 10:31 pm)

#18681 of 19393 **Question about putting alloy wheels on a 96 LX** by [jeffinak](#) Mar 11, 2006 (6:20 pm)

[Reply](#) | [E-mail Msg](#)

Will it be okay to put the OEM 15 inch 4 hole aluminum alloy wheels from a 97 EX on a 96 LX? I notice that in the owners book it says to use 195 tires on EX's and to use 185 tires on LX. So if I put the EX wheels on the LX should I also use 195 tires, or will that be bad. The LX is a 4 cyl 5 speed. I could use the advice. Thanks

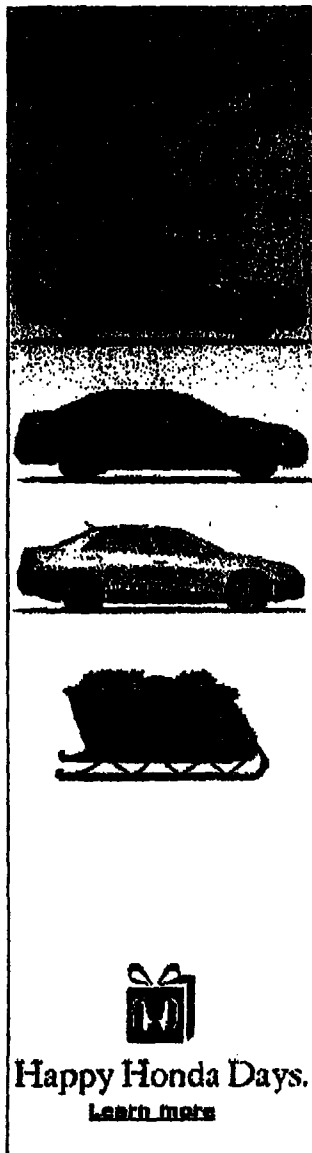
#18682 of 19393 **Re: Driver Front Window and Driver Side Rear Window Creaking on '04 LX [jfox2]** by [thegraduate](#) Mar 11, 2006 (10:31 pm)

[Reply](#) | [E-mail Msg](#)Replying to: [jfox2](#) (Mar 11, 2006 1:20 pm)

Many Hondas we've had since 1993 (since then, its been more than ten!) have had a scratch here or a mismatch there; I don't think they've ever been perfect.

2006
Accord
EX

Exhibit D



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Today's Chats

almost 40 miles onto the car while it was in the shop.

Anyway, the noises started right away when I left the dealership. I had some major business going on Tuesday and could not return it until Wed Morn. I called my service agent and let him know my plans.

Feb 2nd: The service agent comments, Is it groundhog day, the movie or what?? I drop it off for them to take another look at it. I tell my service agent that if you don't fix it this time, I am going to want either my money back or a new Vehicle.

Feb 3rd: In the Afternoon, I call to check up on the car. They say it will be ready by closing. I get there to pick it up and I get the same thing as the 2nd repair. There is an open ticket on it and they will mail me the repair ticket. Everyone from the Sales Mgr, tech, service agent and Service Mgr drove the vehicle to make sure the noise was gone. When I drove it out there was no noise, I was a happy camper. Oh, they put almost 100 miles on the vehicle. Not to mention that 40% of the miles (738 total) were either going to and from the dealership or them driving it to figure out the problem.

They told me that they did major surgery on the Vehicle. They had to remove the dash and did a side-by-side comparison with another vehicle to try to identify and fix the problem. Again, I will post the Tech notes, when I get them.

Feb 4th: It in the mid 30s this morning and no noise, I was a happy camper. The Temps warmed up to the mid 50s, still no noise at lunch time. After work, it goes all down hill again. The noise is about 40% as loud as the original noise, yet the noise is happening all the time. I don't even have to go over a bump. I'm riding down the road smooth payment and the a continous rattling, popping and crackling is happening. I made up my mind to that I am going to take it to the dealership in the morning and demand a new vehicle.

Today: Feb 5th: I get up and go for donuts to make sure that the noise is still occuring. It is!!! Temps are in the mid 50s. After breakfast, I start getting my stuff together to take the vehicle back to the dealer. Prior to leaving, I decide to take my License Plate and put it in the back window dash for the trip to the dealership. The garage door is up. I head back into the house to put up the wrench and grab the papers for the car. I open the garage door with keys in my pocket. Then Oh My Goodness!!!

The car is rolling backwards halfway across the cove. I take off running as fast as I can to try and stop it. It is heading toward a work van parked at the mouth of the circular part of the cove. I reach the car and grab the driver side handle. As soon as I grab the handle and started to pull, the door opens and the left rear part of the bumper impacts with the left front fender of the work van. The van was an 89 GMC Safari. Needless to say there was more damage to my vehicle than to the van.

The car must have jumped out of gear shortly after I closed the rear driver

Exhibit D

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2006 Honda Accord Coupe



EX 5-Spd AT shown

MSRP:
\$20,375-\$29,400

Invoice:
\$18,345-\$26,455

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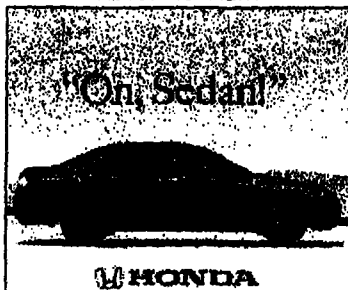
Pros:

Acceleration (V6 models),
Quietness, Instruments,
Controls, Steering, Handling,
Build quality

Cons:

Rear-seat entry, Exit (coupes),
Rear-seat room (coupes)

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★★★★☆ by Steven from Santa Clara, CA (7/04/06)

20 out of 22 people found this review helpful

Overall Satisfaction	★★★★☆
Appearance	★★★★☆
Comfort	★★★★☆
Performance	★★★★☆
Value	★★★★☆

2006

Pros: fuel economy, acceleration, everything you expect from an accord

Cons: rattling noise!!!!

Everything is as expected when it comes to the Accord's performance, ride, fuel economy, etc.

The most disappointment is the rattling noise. It's located under the steering wheel, sides of the door panel, and near the rear window panels. The noise located in the steering wheel is this metal rattling noise. It's loud and sadly intermittent. I guess

Exhibit D

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you have to expect now that the Accords are manufactured in America. Love this but the people that assembled the cars dont care much about their job. Let's bring Japan and have them build it!! Those who know about cars should know about Age."

Was this review helpful to you? [Yes](#) | [No](#)
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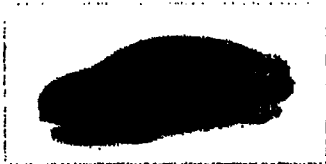
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#1728 of 1737 **Re: Rattles and Squeaks [jack47]** by [elroy5](#) Nov 05, 2006
 (11:10 am)

[Reply](#) | [E-mail Msg](#)Replying to: [jack47](#) (Nov 05, 2006 9:26 am)

Don't dealers give out free ear plugs anymore with each new car?

I don't need any. Do you?

#1729 of 1737 **Re: Rattles and Squeaks** by [kingr](#) Nov 05, 2006 (6:35 pm)

[Reply](#) | [E-mail Msg](#)

I have to admit I am disappointed in the number of rattles in my 2006 Accord. Though I really like driving the car I'm surprised at all the rattles in a Honda. I will not take it back to the dealership to try to correct them because I don't want them taking off door panels or Dashboard sections. I'm afraid they may create more rattles in the process. I guess it could be worse.

Replies to this message:

- [elroy5](#) (Nov 05, 2006 7:24 pm)

#1730 of 1737 **Re: Rattles and Squeaks [kingr]** by [elroy5](#) Nov 05, 2006
 (7:24 pm)

[Reply](#) | [E-mail Msg](#)Replying to: [kingr](#) (Nov 05, 2006 6:35 pm)

The dealer would have to find the rattles, until the warranty ran out. After the warranty is over, I would try to find it myself. Most rattles can be found, and eliminated. To find a rattle, it's usually just a matter of removing parts until the rattle stops, then devising a remedy for it. Exterior rattles are harder to find.

#1731 of 1737 **Re: Rattles and Squeaks [kjfnjy]** by [tallman1](#) Nov 06, 2006 (5:08 am)

[Reply](#) | [E-mail Msg](#)Replying to: [kjfnjy](#) (Nov 05, 2006 5:36 am)

I agree that you should take it back to the dealer and insist that they fix the rattles. Tell them that you know others have the same issues.

As for the rattle in the center console, try leaving the compartment door open while you drive. That's how I figured where my rattle was coming from.

#1732 of 1737 **Re: Rattles and Squeaks [kjfnjy]** by [amao](#) Nov 06, 2006
 (10:56 am)

[Reply](#) | [E-mail Msg](#)Replying to: [kjfnjy](#) (Nov 05, 2006 5:36 am)

My one-month-old SE has had some squeaking noises since day one and I have taken it to two different dealers. Each time they claimed the problem was fixed. But the noise came back either after a few miles (1st time) or after a few days (2nd time). It broke my heart each time when I saw how the tech.

2006
 Car
 developed
 when brought
 12 for
 Service

Important

Exhibit D

19.

Problems from car one.

guys treat my brand new car. One time they took it out for a test drive and came back with mud around my wheels! Not that I wanted to, but I have decided to live with that noise due to the time and effort I have put in and it has been futile. I just don't have faith that they can fix the problem.

- elroy5 (Nov 06, 2006 12:11 pm)
- ray_h1 (Nov 06, 2006 5:52 pm)

Reply | E-mail Msg

Know nothing "Service Managers" and lazy ruthless techs are only two of the reasons why I always buy a service manual for every car I own. You can do a lot of maintenance and repairs on your own car, with the important information in a service manual.

Reply | E-mail Msg

And stick with the manufacturers' factory service manuals. They're costlier, but they cover *your* year car. The Haynes and Chilton manuals are better than nothing, but since they cover a range of model years, there can be confusion if you run into apparent discrepancies between your car and what the manual describes. Much of the price of the factory manual can often be recovered by selling it on eBay after you and your pride and joy eventually part company. I just wish Honda would make their periodic TSBs freely available on line as Hyundai does.

Reply | E-mail Msg

My car is 2005 Accord 4 cyc

Thanks,

Reply | E-mail Msg

Replying to: ray_h1 (Nov 05, 2006 10:54 am)

Ray is 100% correct. I had the exact same problem in my passenger door (2004 Accord EX V-6 Coupe) and ultimately traced it to several pieces in the door tapping against the plastic and the frame of the door. Some strategically located foam and glue fixed it.

However, I have a different rattle that I've been unable to fix. It's a hard plastic on plastic rattle that comes from the dashboard & sounds like its just under the flat bottom of the dash gauge binnacle. It only happens when I hit a bump and, if I'm pressing down on the bottom of the binnacle it doesn't happen. My mechanic removed the clear binnacle cover on the gauges and looked inside, but could not find anything to tighten or pad. The only other

Today's Chats

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(Pretty obvious - dealers aren't honest!) I read about added insulation in Car and Driver, and some Accord reviews. If you want to check it out on your own, test drive it. I also have a friend who has a 06 Accord, and another with a 04, and the 06 has less engine and road noise.

Replies to this message:

- oldjoe (Feb 19, 2006 1:21 pm)
- master1 (Feb 23, 2006 7:40 pm)
- harryliuusa (Mar 14, 2006 10:20 am) and 2 more...

#18581 of 19393 Re: info [oac3] by traccord Feb 18, 2006 (3:25 pm)

Reply | E-mail Msg

Replying to: oac3 (Oct 31, 2001 11:15 pm)

What are the pros and cons of getting a used 2005 accord vs a brand new 2006 civic?

Replies to this message:

- blane (Feb 18, 2006 5:07 pm)

#18582 of 19393 Re: info [traccord] by blane Feb 18, 2006 (5:07 pm)

Reply | E-mail Msg

Replying to: traccord (Feb 18, 2006 3:25 pm)

traccord,

If you get the used '05, the original owner has already taken the biggest hit on depreciation. You'll save some money and have a virtually identical vehicle.

Obviously, you must have the vehicle checked carefully by a mechanic before making an offer.

#18583 of 19393 Re: To some people, [carrman] by wds1 Feb 18, 2006 (7:57 pm)

Reply | E-mail Msg

Replying to: carrman (Feb 16, 2006 8:01 pm)

I agree with you!!! I just bought a 2006 Accord EX-V6 in Nov. 05. This is my fourth Honda. I have not had any problems previously that I found to be troubling. This 06 Honda has been a whole different matter. I had a significant cut by a sharp instrument on the interior plastic by the shift lock release. The service dept. had to replace the part. I had finish problems on the exterior paint that would not wash out and had to be taken to the dealership to be buffed out by the service dept. My windows creak as well. I haven't even mentioned that problem to the service dept. My XM radio was not activated correctly by the dealership (they did not have the radio on when service was requested) and I lost the free trial period between the time the dealership requested activation and the time I corrected the problem by calling XM Radio. Customer service at XM said it was my responsibility to correct Honda's mistakes and stated I would not be able to retrieve the lost time. Lastly, the trunk leaked water and the board is bucked up on either side of the embedded tire. The service dept. said they could not find any water problems. I don't know if they really didn't find a problem or they just lied and corrected the problem! They also did not want to give me a loaner car when the trunk leaked even though the dealership is a 160 mile round trip! Each trip to the dealership for problems I was met with no offer of gas or anything free for the trouble. I also had to take off from work without pay each time I went to the dealership. Through all of this, I never once even

2006
Accord
EX

Exhibit D

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TSBs

LEMON LAW

[switch models]
[switch years]

2003 Honda Accord

WINDOW MOTOR STOPPED WORKING

8.0 PRETTY BAD	TYPICAL REPAIR COST: NO DATA AVERAGE MILEAGE: 25,000 MILES NUMBER OF COMPLAINTS: 1 COMPLAINTS	MOST COMMON SOLUTIONS: 1. not sure (1 reports) WIN **This problem may be covered under warranty. Ask your Honda dealer
<u>Honda Accord Recalls</u> Car news, reviews, tips & advice you can trust from MSN Autos. Honda.Autos.MSN.com <u>New Car Window Regulators</u> Lifetime Warranty Express shipping is available. www.directauto.com <u>Evanston</u> Auto Glass while you wait www.evanston.com Ads by Goooooogle		
[Accord EX with 25,000 miles, reported Feb 04 2005] After owning my car for almost two years, among the other problems, a few minor ones happened also. For one, my motor for my passenger window quit on me. My passenger door lock that pops up and down became loose and danced around til it was fixed. <u>The whole car is plastic and justs pops together and apart when it wants. I am beginning to hate Honda and their crap!</u> 2005 samara] Wichita Falls, TX, USA SEND A COMMENT »		

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BACK TO WINDOWS / WINDSHIELD

COMPLAINTS

RECALLS

INVESTIGATIONS

TSBs

LEMON LA

[switch models]
[switch years]

2004 Honda Accord

POWER WINDOWS GRIND AND RATTLE



10.0 REALLY AWFUL	TYPICAL REPAIR COST: NO DATA AVERAGE MILEAGE: 500 MILES NUMBER OF COMPLAINTS: 1 COMPLAINTS	MOST COMMON SOLUTIONS: 1. not sure (1 reports) **This problem may be covered under warranty. Ask your Honda dealer.
----------------------	---	---

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 Car news, reviews, tips & advice
 you can trust from MSN Autos.
Honda.Autos.MSN.com

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 Free Extended Auto Warranty
 Quotes. 30 Days Risk-Free. Save
 60% Now!
www.ExtendMyCarWarranty.com

New Window Regulators
 For Hundreds Of Domestic &
 Imports Buy Online Now or Call
 Toll Free!
ZBRA.com

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[Accord with 500 miles, reported Nov 16 2005]

After buying a Brand New Accord I had window problems withing the first 2-3 weeks... Its been a year now and the problem still exists. First it was a grinding noise, then a screeching noise and now the windows rattle, especially when I power them down? The dealership has replaced the regulators and every part inside both driver and passenger doors and the problems still persist! It also started making scraping noises from the window. I've brought my car in over 8 times, still waiting for repair. The loaner car the dealership gave me was an Accord as well, and as I left the dealership, their loaner car was having the same noise problems with the windows.

suer
 Hamilton, Ontario, Canada

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2005 Brand New Accord

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Accord EX

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#18575 of 19393 Re: To some people, [gee35coupe] by [carrman](#) Feb 16, 2006 (8:01 pm)

[Reply](#) | [E-mail Msg](#)Replying to: [gee35coupe](#) (Feb 14, 2006 7:47 am)

They are more comfortable with the control you feel with the Accord over the pillowy ride of the Camry. Just because it's not your cup of tea doesn't mean that the other point of view is wrong. The excellent resale on the Accord you hate will show you the someone will be happy to take it off your hands.

Really? How much will you give me for my '04 EX, 31K on the odo? Has issues with creaking windows, cd player went out (don't worry the dealer replaced it but the mechanic left his "mark" on the surrounding plastic), windshield had to be resealed, windshield washer hoses routed wrong, poor flow from washer nozzle (corrected by dealer) and minor imperfections in the clear coat, but hey it's a HONDA and someone will buy it. Pretty sad track record for a "new" car. I've paid 1/2 as much for so called lesser vehicles that continue to be defect free. Been owning Accords since '98 and Honda motorcycles since the early 80's and I am willing to stand up and say honda just ain't what they used to be. Oh yeah, mine was assembled wholly in Japan.

Replies to this message:

- [blane](#) (Feb 17, 2006 6:00 am)
- [wds1](#) (Feb 18, 2006 7:57 pm)
- [djm2](#) (Feb 19, 2006 4:00 am)
- [osuae](#) (Mar 21, 2006 11:27 am)
- [breckco](#) (Feb 19, 2006 10:04 am)
- [grandaddy](#) (Feb 19, 2006 8:01 pm)
- [philoscifer](#) (Mar 09, 2006 3:55 pm)
- [oldjoe](#) (Feb 19, 2006 1:30 pm)
- [wds1](#) (Feb 19, 2006 2:40 pm)
- [bimmer4me](#) (Feb 19, 2006 1:58 pm)
- [jhinsc](#) (Feb 19, 2006 6:48 pm)
- [wds1](#) (Feb 19, 2006 9:22 pm) and 1 more...
- [oldjoe](#) (Feb 19, 2006 1:13 pm)
- [carrman](#) (Feb 19, 2006 4:06 pm)
- [wds1](#) (Feb 19, 2006 4:28 pm)

#18576 of 19393 Re: To some people, [carrman] by [blane](#) Feb 17, 2006 (6:00 am)

[Reply](#) | [E-mail Msg](#)Replying to: [carrman](#) (Feb 16, 2006 8:01 pm)

Exhibit D

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Usenet Cars > > > 2004 Accord rattles

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View Full Version : 2004 Accord rattles

Indirecto 05-10-2004, 04:03 AM
Hi,
I just bought an Accord, replacing a Nissan Pathfinder (I really liked the truck, but became tired of bleeding money at the pump).
Nice car, but my problem is that the car seems full of squeaks and rattles.
Is this common?
My last "Honda" was a 1990 Acura Integra, which even though was a lot cheaper, it felt much better put together.
-Indirecto

Warning: include (/home/lamnotag/www/google_ad_square.htm) [function.include]: failed to open stream: No such file or directory in /archive/topic.php on line 414
Warning: include() [function.include]: Failed opening '/home/lamnotag/www/google_ad_square.htm' for inclusion (include_path='.:usr/lib/php:usr/local/lib/php') in /archive/topic.php on line 414

← Accord

← 2004

Exhibit D

BACK TO ACCESSORIES - INTERIOR

COMPLAINTS

RECALLS

TSBS

LEMON LAW

[switch models]	
[switch years]	

2003 Honda Accord

RATTLING IN PASSENGER SIDE DASH AREA

6.0 FAIRLY SIGNIFICANT	TYPICAL REPAIR COST: NO DATA AVERAGE MILEAGE: 18,000 MILES NUMBER OF COMPLAINTS: 1 COMPLAINTS	MOST COMMON SOLUTIONS: 1. must replace air bags plastic cover insert (1 reports) ACCI
	<u>Honda Accord Accessories</u> Car news, reviews, tips & advice you can trust from MSN Autos. Honda.Autos.MSN.com <u>Ask A Honda Question Now</u> Mechanics, Technicians & Honda Specialists Answer You Online ASAP! www.JustAnswer.com <u>Accord H</u> Save up to Back Guar www.Exter <u>Ads by Goooooogle</u> [Accord EX V6 with 18,000 miles, reported May 13 2004] Dashboards rattles when first driving car near the passenger side air bag cover. Cheap plastic components do not have any sound or rattle deadening insulation or molding. Very cheap construction and poor engineering. David M. Richardson, TX, USA SEND A COMMENT »	

2004 Accord EX V6

Exhibit D



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#[13015](#) of 13114 [New Goodyear Tires - not all same](#) by [edrosario](#) Dec 03, 2005 (7:35 pm)

[E-mail Msg](#)

Hoping to get a little help from those in the know. When it comes to cars - that ain't me. Had car inspected today and was told I needed new tires. Have 2002 Accord with 33K miles and OEM Michelins. 3 of 4 tires definitely in distress - serious cracking, one had a screw buried in the sidewall, a couple other nails. Running through Philly & New York will pick up some trash. Anyway decided to get 4 new. Questions:

1 - Goodyear store was out of stock on the 195's so they told me that the 205's were an upgrade because the wider tires would give me better traction. Is this true?

2 - When I got home I checked the tires out and found that I got three 205/60/r15's and one 205/65/r15. Common sense tells me that they should all be the same size. Should I be concerned???

3 - Paid \$65 + \$10 (balancing, valves, etc) for the Kelly tires that Goodyear promotes. Does this sound about right?

Appreciate your help.

Replies to this message:

- [gee35coupe](#) (Dec 04, 2005 8:47 am)
- [haefr](#) (Dec 04, 2005 8:23 pm)

#[13016](#) of 13114 [Re: 2004 Accord window creaking \[chucko3\]](#) by [tth](#) Dec 03, 2005 (7:41 pm)

[E-mail Msg](#)

Replying to: [chucko3](#) (Nov 07, 2005 9:32 am)

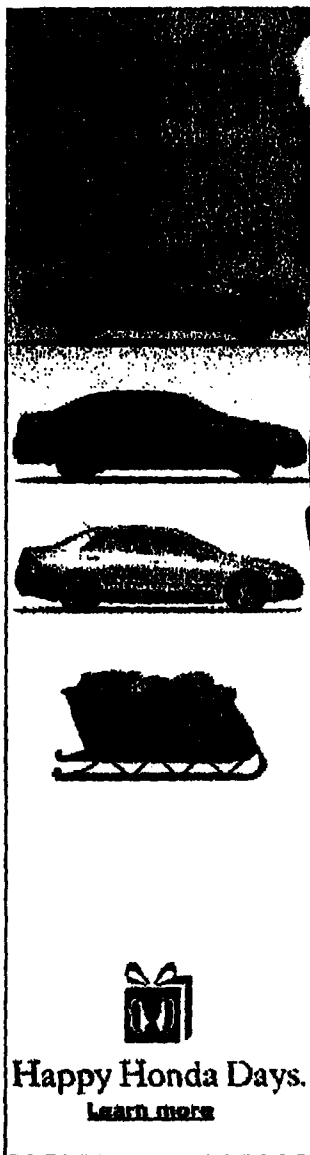
I'm pretty cheap. I tried it out with some kleenex first to see if this is my problem. For the first couple of days, it seemed to work. Then the noise came back. Maybe kleenex is not good for this purpose.

I still want the dealer to fix it, so I took it to the dealer Friday morning. After 1.5 days, they said they couldn't figure it out and blamed the cold weather, and said it's "NORMAL". Excuse me, the same noise was also there in summer.

2004 →
Accord
Window
Creaking →

continued →
Exhibit D

2004 Accord



When I picked up my car this afternoon, I refused to sign the work order, because they wrote on it that this noise is "NORMAL". I said "What!! Your mechanic heard the noise, and spent 1.5 days to try to figure it out. Then the mechanic couldn't figure it out and concluded it's normal. If it's normal, why you spent 1.5 days on it. Are you self contradicting??".

This dealer is really BS. 🤔 They then changed the work order and removed the conclusion that this noise is normal, but still blamed the cold weather. I'm not going to argue with them anymore.

Another thing I want them to check is the rattle from the center console near the cd-changer. As expected, it's "NORMAL", even though the mechanic heard it and tried to fix it. Another BS.

I didn't ask the dealer to do any regular maintenance, and they did a type A for me and wanted me to pay!!! I refused to pay, and they made it a freebie.

Actually, mine needs more than just a type A, should be type C service. First, I didn't ask, and they did a type A for my car. Second, the mileage indicates my car needs a type C, and they screwed it up with a type A. What a service advisor. 🤔

I'm going to put a foam tape into the run channel and hope this is the ultimate cure. I'm sure foam tape is much much better then kleenex.

#13017 of 13114 Re: Engine filter and brakes? [pinky2] by atlantabenny
Dec 03, 2005 (9:55 pm)

| E-mail Msg

Replying to: pinky2 (Dec 03, 2005 5:57 am)

Here are the filters that need changing in your Accord: engine oil filter @ 2 oil changes (I'm conservative here: oil filter is new every oil change), engine air filter @ 30k miles, and cabin pollen & dust filter @ 30k miles (Accords before 1998 may not have this).

Your mechanic may have been refering to the engine air filter, a \$20 part that takes 5 minutes to replace.

On brakes: the Accord's, including most if not all other cars', brakes give off a scratchy but non-damaging noise when backing up if the brake pads need imminent replacement. One has between 500 to 1,000 miles before the pads totally wear down to bare metal, at which time they'll damage the brake rotors.

Unless they're making that noise, there's no need to replace them early. An exception is when, before making a long 800 mile or so roadtrip, the car has about 45k miles just like yours: you'd want to just change the pads before the trip.

Hope this helps.

#13018 of 13114 Re: New Goodyear Tires - not all same [edrosario] by gee35coupe Dec 04, 2005 (8:47 am)

Exhibit D

BACK TO WINDOWS / WINDSHIELD

COMPLAINTS

RECALLS

TSBs

LEMON LAW

[switch models]
[switch years]

2003 Honda Accord

WINDOWS RATTLING

6.0 FAIRLY SIGNIFICANT	TYPICAL REPAIR COST: NO DATA AVERAGE MILEAGE: 31,000 MILES NUMBER OF COMPLAINTS: 1 COMPLAINTS	MOST COMMON SOLUTIONS: 1. not sure (1 reports) WIN **This problem may be covered under warranty. Ask your Honda dealer
---------------------------	--	--

Honda Accord

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Accord Honda Warranty

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Ads by Goooooogle**[Accord EX with 31,000 miles, reported May 13 2004]**

The sunroof and 2 other windows are rattling for no reason! I've had this fixed once already! I am just VERY disappointed with my Honda. I have heard so many good things about it, but I can't add to it.

I am mad b/c I didn't get the extended warranty b/c it's a Honda and I would never use it! Now, at 31,000 miles, I'm regretting it. I've called and written letters to everyone I can think of and no one is concerned. Any suggestions would be great!

Stephanie S.

Baltimore, MD, USA

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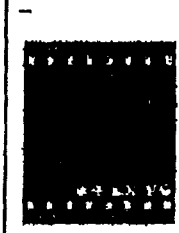
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Worst day of my Honda life.....long story follows.

May 26th, 2005, 09:17 PM

0430Steve



0430Steve is Offline:
Join Date: Mar 2004

Worst day of my Honda life.....long story follows.

2004 AUG

Poway Honda and I had a falling out today.

So my car was finally "finished" and ready to go today. 2 weeks later. Seric today just to have some stuff checked out.

I wanted them to fix the rattles, creaks, hums, scratching....the usual 7gen transmission whine, windshield creaking, door seal and molding wrinkle, br. windshield squirters, rough idle, windows creaking, and I'm sure I'm forget

So anyways, they end up having to keep it 2 weekends and almost 2 weeks: windshield, new dash, new transmission, "fixed" the weather stripping and brakes, "couldn't identify" the rear shelf rattle.

Exhibit D

30.

Anyone know what that is or what it is for? Look familiar? I figure it had some upgraded system or alarm. I bought the car new at this dealership. They had it at the dealership, and I'm thinking it had some upgraded things on it, that they had before they sold it to me.

The night I got my car (after 3 hours of waiting after signing and being a no to wait to see my car, hours after I bought it) I immediately started noticing it in the next day to have scratches on the doors checked out; they tried to but came back after the first wash.

Anyways, moving along here, car sucked from the beginning.

I ended up having to take it in 4 times since then for more problems and re

1. for paint touch up
2. alarm and bumper patching
3. brakes, tranny issue
4. this time for all that junk, brakes and tranny again

So for the past 2 weeks it has been a game. Me calling in to check on the p that it will be a couple more days, the transmission didn't get delivered yet, issue, the windshield didn't come now, still haven't put the tranny in, blah, on saying it was almost ready, when in reality nothing had been done. I sw without doing a single thing.

As if all this experience wasn't bad enough, today was the boiling point.

Charles Davis (the service manager that went as far as to call my car, "the one point that "every possible thing that could go wrong has") he calls me done, although they couldn't hear the rear shelf rattle.

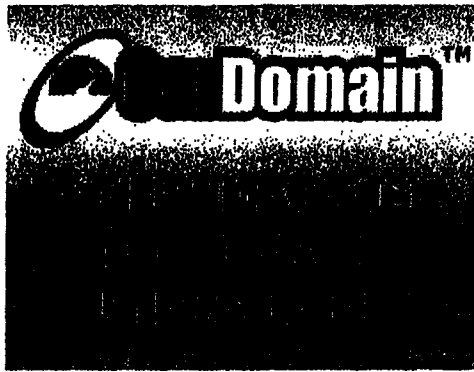
So I go in, excited to pick my car up and to drive it for the first time in 2 w go outside, and wait for my car. It comes around and the guy gets out and bye" and I thought it be a good idea to visually inspect the car before I tool

I turn the car off, start walking around to look for scratches and such. Sure was all messed up. Looks like they left the door open against a wall or back touching a wall, or getting in and out with it against a wall. Sand paper effe metal. Looky.



→
Damage
to
Vehicles
at
Service
Dept

Exhibit D



And the passenger side had some scratches too. Looky again.



Pics aren't the best, but you can see what I am talking about. Scratches are there, they did it, and I wanted them to see it before I drove off the lot. This is what

I go back in a politely tell Charles there was a problem and asked if he could look at it and I showed him both the scratches. He says, "hold on I want to go and do about this."

Big-wig service director guy named Mark Payne comes out and looks at the scratches. He didn't do it. I said I knew for sure that they did and I would like it to be fixed. He was convinced that they did it, despite the obvious freshness of the wounds. So he took my car back yet because they damaged it and I wanted it to be fixed. He had doubts that they had anything to do with it and walks around my car pointing out the scratches and says "your car is all scratched up; I'm not convinced that we did this,

I told him I knew my car very well and could point out all the places that marked the scratches. He said that I knew 100% that this was done at the dealership sometime during the test drive.

He then decides to walk away telling me the conversation was over and that he was done with it. I told him I wasn't going to take the car back and that they would have to fix it. He told me that if I left the car they would have it towed. We basically got all frustrated and then he asked me to leave because he was done talking to me. I told him I wasn't leaving until the issue was resolved and I wouldn't take my car off the lot. He says "as far as I'm concerned, the issue is resolved and I am done talking to you and you need to leave. So he decides to trespassing since he asked me to leave.

So I call my dad down there and he gets the guy to come out again and look at the scratches. He was a punk. He said we are not responsible for that, it could have been the previous owner that I was familiar with my car and knew what was and wasn't there. Nothing was done.

So my dad collects some names and numbers and contacts all the necessary people to get the car fixed.

Exhibit D

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News

Drive doctor

Bill McKinnon, Sydney Morning Herald, 25/02/05



A Thai built Honda's rattles, squeaks and gremlins let the car maker's quality reputation down in the eyes of one owner.



The car: 2004 Honda Accord V6 Luxury. //

The owner: Sher Khan.

What seems to be the problem? The owner says that the car had "many faults" from new which were "beyond what you would normally expect from a Honda".

→ These included a cupholder button which didn't work, squeaking noises from one of the audio system speakers, a rattling driver's side window and a blocked right windscreen washer jet. More recently, the owner says that the air-conditioning is not cooling the car as efficiently as when it was new.

"Considering Honda has bulletproof reliability, I find these problems a pain," says Khan. However, it has been the selling dealer's response to his problems which prompted him to contact us.

The treatment: The car was bought from Larke Hoskins Honda at Rosebery.

Exhibit D

<http://www.drive.com.au/Editorial/ArticleDetail.aspx?ArticleID=9304&vf=23>

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#1817 of 1826 Re: How to increase the gas mileage [ol07] by [ezshift5](#)
Nov 28, 2006 (8:56 am)

[Reply](#) | [E-mail Msg](#)

Replying to: [ol07](#) (Nov 27, 2006 8:51 pm)
...can't help you with the crowbar sound, 07...

..but hang in there for better mileage. My AV6 6M coupe at 23k gets 25 - 29 in mixed driving. Specifically, last tank covering 180 miles works out to 130 freeway 50 urban (29.3).

..ez...(still saving for those Exalto A/S Michelins)

#1818 of 1826 Re: How to increase the gas mileage [ol07] by [thegraduate](#)
Nov 28, 2006 (9:51 am)

[Reply](#) | [E-mail Msg](#)

Replying to: [ol07](#) (Nov 27, 2006 8:51 pm)

My dad had the same type sound in the rear of the car. He spent weeks riding around in half in the trunk with me driving it trying to figure out where it was. Turns out, it was a loose weld or bolt in the strut tower of the rear-passenger side suspension. It sounded like it was coming from where the passenger side rear passenger's right ear was hearing it behind him. A metallic rattle that almost sounds like your trunk is loose; right?

Replies to this message:

- [ol07](#) (Nov 28, 2006 6:55 pm)
- [easye2](#) (Nov 28, 2006 7:02 pm)
- [thegraduate](#) (Nov 28, 2006 7:12 pm)
- [easye2](#) (Nov 28, 2006 7:22 pm)
- [user777](#) (Nov 29, 2006 3:00 am)
- [ol07](#) (Nov 29, 2006 8:28 am)

#1819 of 1826 Re: 2005 ACCORD WINDOW NOISE [chucko3] by [bmr123](#)
Nov 28, 2006 (6:26 pm)

[Reply](#) | [E-mail Msg](#)

Replying to: [chucko3](#) (Nov 19, 2006 4:03 pm)

chuck03.. can you explain to me like i'm 2 years old how you fixed the window noise with the window placed all the way up.. thats the same issue i'm having..email me at bmr123@gmail.com or leave the reply here.. thank you very much

#1820 of 1826 Re: How to increase the gas mileage [thegraduate] by [ol07](#)
Nov 28, 2006 (6:55 pm)

[Reply](#) | [E-mail Msg](#)

Replying to: [thegraduate](#) (Nov 28, 2006 9:51 am)

Yep, that's it just on the driver's side (or so I think). I'll mention it when I get the rack and pinion fixed. Made in America, gotta luv it...

2003

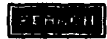
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#6441 of 13114 AUBURN63 Please Email notwor@aol.com by notwor
Dec 13, 2003 (5:50 pm)

[E-mail M:](#)

I have the Dash at windshield/A pillar rattle in an 04' Accord Coupe. Back in August you posted a fix:

"Creak or Click at Dashboard
or A-Pillar: '03 Accord

If you've got owners of '03 Accords complaining of a creaking or clicking from the dashboard or A-pillar when driving over rough roads, the problem may be a loose clip on the windshield portion of the roof molding.

You can check if this is the problem by sticking a piece of cardboard between the molding and the windshield glass and test-driving the vehicle. If the noise goes away, a loose roof molding clip is the culprit.

To fix this problem, remove the inner fender, and look up at the roof molding clip. If the clip isn't fully engaged, just slide the clip down to the end of the molding, and push it into the hole.

Have a try at this and if it is your problem have your dealer fix it for you..good luck"

This rattle is driving me nuts and if you have the time please email Dan at notwor@aol.com for further clarification. It would be greatly appreciated.
#6442 of 13114 4-cyl vibration (msgs#6437-6348) by rcc8179 Dec 13, 2003 (10:22 pm)

[E-mail M:](#)

I, too, have a 2003 4-cylinder Accord. I noticed this problem about a week after I bought the car. The service manager at my dealership said that they have received numerous complaints about the problem and that all the new ones on the lot have the same vibration.

Exhibit D

2004
Accord
Coupe

Problem
Pervasive



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work only when they get the notion.. which isnt that often...the driver seat runs back and forth when i apply the brakes and accelerate..the dealer told me that they all did that..hmmm... they are really cheaply built cars.. plastic radiator it looks to me like.. the under carriage is very slightly built.. since i've owned this car i've taken notice that i see an awful lot of honda's crippled on the road side.. i wish i had been more observant earlier.. i take really good care of my honda.. oil changes etc.. if i can keep it running til i get it paid for wont make the mistake of buying another honda.. yours truly jjaxon

#6622 of 13114 Reply to maxpower02 by bojo2 Jan 07, 2004 (12:53 pm)

| [E-mail Me](#)

No worries maxpower02. I am just trying to see what my options are. I have seen or read somewhere that Lexus had similar problems too.

#6623 of 13114 bojo2 by pj23 Jan 07, 2004 (1:31 pm)

| [E-mail Me](#)

Sorry about the misunderstanding. The only 2 popping sounds I was aware of were the weld-fix issue and the mohawk-clip issue around the windshield.

Anyway, good luck to you.

#6624 of 13114 Re: LCD display is slow in cold weather by altimavr by chucko3 Jan 07, 2004 (2:08 pm)

| [E-mail Me](#)

My work involves with LCD display.

Most LCDs have an operating temperature between 0 and 50 degrees Celsius. There are a few which can go to -10.

So if the temperature falls below 32F, you will experience a slow response.

#6625 of 13114 1993 Cold Start problems by kratas101 Jan 07, 2004 (2:20 pm)

| [E-mail Me](#)

I have a 1993 Accord with 119k. When it gets really cold like around 30 or below, it doesn't start up the first couple of cranks. During these first couple cranks, the engine check light comes on and the D4 light on the gauge flashes. After it turns over and I keep the engine revs up and turn the car off and on again, both lights disappear and it runs normally. Although, one time I was driving after I had done this "warming up" process and it started to shudder a little and the engine check light and D4 light came on again.

Any ideas on what this could be? Just too damn cold? I've checked the battery and it's fine, the car is garaged and I'm thinking it might be the fuel filter or something, don't think I've changed that ever. Also, does anyone know what the flashing D4 means? Rather curious.

#6626 of 13114 To pj 23 by bojo2 Jan 07, 2004 (3:51 pm)

| [E-mail Me](#)

No sweat pj23.

BTW I just installed leather seats in my car. Looks great. I told you guys I want to like this car. I noticed that metal panel inside the back seat (back rest) was totally rusty. Amazing but true! Guy that was doing that for me said that all Japanese and US made cars are like mine. European cars are different. Check on yours it is easy, there is a velcro on the back rest on the trunk side of the seat.

#6627 of 13114 Preventive maintenance needed for brake dust in 2003 Accord? by adelcoll Jan 07, 2004 (5:55 pm)

Exhibit D

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My 04 LX 4 cyl has produced the rotten egg smell on a couple of occasions now, but the engine is always smooth once it is warmed up.

#6448 of 13114 vibration by rcc8179 Dec 14, 2003 (4:03 pm)

| E-mail M

In fairness, I should say that the vibration is not too bad with temperatures above 40-deg F with the A/C (or defrost) off. I live near Indianapolis, and temperatures drop well below freezing in the winter and it is usually hot and humid in the summer. So I do notice the vibration about half the year.

#6449 of 13114 Re. 6445 above by ebartl Dec 14, 2003 (5:04 pm)

| E-mail M

Seeing that this is my first Accord---having bought it on the assumption that would have zero 'problems' right from the start---on account of the acknowledged 'quality' ratings on record over the years---and the positive experience with our '95 Civic---I am rather disappointed! My Rabbit, Mazda 323, and '90 Jetta all had 'start-up' problems; I certainly did not anticipate any problems with the Accord---even though it was an early '03 production model. What am I suppose to think? Will Honda eventually 'come clean' on this condition?

What exactly is their 'track record' on matters such as this? I am willing to learn.

Looking forward to any and all for 'answers'.

#6450 of 13114 Another question about the A/C filters by greggo1 Dec 15, 2003 (1:59 pm)

| E-mail M

What would happen if I removed the A/C filters and did not replace them?

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Like me I did not anticipate problems with Honda
Exhibit D

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#6619 of 13114 **Hi bojo2, I posted here about the popping noise on .. by maxpower02** Jan 07, 2004 (12:20 pm)

[E-mail Me](#)

my 03EXV6 Sedan. They ran me around a few times, they tried what bdymer said, they fooled around with the suspension and such. Finally, they said it needed to be welded. My car was made 11/02. Sent to their bodyshop for 2 days, came back with No noise at all.

I see you said you have the I4 Sedan. I thought this was only a problem with the V6 models?

Anyway, be persistent, or try another dealership, and my important, stay rational.

#6620 of 13114 **Reply to pj23 by bojo2** Jan 07, 2004 (12:26 pm)

[E-mail Me](#)

As far as I understand there are two possible causes of that popping sound. That is my dilemma now.

One that I believe you are talking about there is a permanent fix. That one is described in TSB 03-58 dated September 23, 2003 by American Honda. However, jonesok1 mentioned the other one that is located in the area that is just below the windshield, in an area that cannot be accessed because it is enclosed by welds, below the windshield and in front of the door. The A frame pillar descends into the lower front fender area. You need to strip the car to the chassis to get there.

How they gonna fix it by taking car to a body shop and weld steel bar(s) under the driver side floorboard to keep the body from flexing???

I have to figure that out first.

* Maybe the cheapest way to fix the problem is to trade it in for Toyota or something before they screw things up so badly that cannot be fixed any more.

Very unfortunate I like the new engine for now.

* Thanks for your reply pj23.

#6621 of 13114 **gimme back my yugo...** by jjaxon Jan 07, 2004 (12:29 pm)

[E-mail Me](#)

honda problems.. i have a long list.. warning lights that seem to come on randomly.. wind noise is awful.. it burns oil at 23,000 miles.. the right hand outside mirror fell off when i hit a small chuck hole.. the power windows

2003
EX
V6
Accord

Exhibit D

38.

<http://townhall-talk.edmunds.com/direct/view/ee997a9/6618>

12/3/2006

BACK TO WINDOWS / WINDSHIELD

COMPLAINTS

RECALLS

INVESTIGATIONS

TSBs

LEMON LA

[switch models]

[switch years]

1998 Honda Accord

NOISE FROM WINDSHIELD & REAR WINDOW



4.0 DEFINITELY ANNOYING	TYPICAL REPAIR COST: NO DATA AVERAGE MILEAGE: 55,000 MILES NUMBER OF COMPLAINTS: 1 COMPLAINTS	MOST COMMON SOLUTIONS: 1. install padding & adjust fasteners (1 reports) WIN
	Chicago Windshield Repair Get 3 Illinois Auto Glass Quotes in 10 Seconds. Compare Local Prices www.Glass.net/Illinois Ads by Goooooogle Gerber Collision & Glass Has your car had an accident? 23 Chicago locations to serve you www.gerbercollision.com Affordable Auto Glass We will not be under sold. Over 50 years of experience. www.aaronglass.com → [Accord with 55,000 miles, reported Apr 04 2001] Noises come from the top of the windshield and rear window because the teeth for the glass fasteners aren't engaged. To fix it, the teeth must be trimmed and a wool felt installed. B M. Vancouver, BC, Canada SEND A COMMENT »	

2001 Accord

Exhibit D



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http://www.carcomplaints.com/Honda/Accord/1998/windows_windshield/noise_from_win... 11/9/2006

39.

All times are GMT -5. The time now is 09:08 AM.

-- Default

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#19 of 2358 2001 Accord V6 Wind Noise by phelpsg May 27, 2001 (6:51 pm)
I bought my 1st Accord about a month ago because of the reputation for quality. I've always owned GM so I thought this would be a step up. It's still too early to say it's not, but my Accord has a wind noise that's been driving me crazy at highway speeds. I found out that there is a TSB about the problem which apparently is due to a faulty windshield seal so it's going back to the dealer for repair. This seems like a basic quality control issue if you ask me.

2001 Accord V6

Exhibit D

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This book identifies the purpose, trigger and effect of each emotion.

www.theoriginofemotions.com[Awards](#)You are here: [Experts](#) > [Shopping](#) > [Cars](#) > [Honda](#) > Honda Accord 2000[About Us](#)[Tell friends](#)[Link to Us](#)[Disclaimer](#)Expert: [Bill Sachs](#)

Date: 1/28/2005

Subject: Honda Accord 2000

Question

I just bought a used Honda Accord 2000 (2-door) in May of 2004. I have three quest

1. I am very aware of noises and have noticed a popping noise on the driver's side, I go over bumps. I took it in because it is still under warranty, and they replaced the seatbelt. I thought that had fixed it, but it has started again. I don't exactly know where from since I can't really investigate it while driving. Have you heard of this before?

2. I can feel my car shaking through the steering wheel when the car is in drive, but the brake on (at a light or stop sign). The shaking only gets worse when I turn the A/C is on, I heard the A/C motor running and it becomes louder when the shaking have taken it in a couple of times, and the last time they replaced a broke rear motor the shaking would stop, but it hasn't. They keep telling me a certain amount of shaking this doesn't feel normal. I had to recently drive a rental car while my rear bumper got Ford Focus. When I was stopped and the car was in drive, it didn't shake one bit. Is this for Honda's?

About Bill Sachs**Expertise**

I am a backyard mechanic working on several Honda Accords. I have worked on '87, '89, and two '00 Accords. I have been working on Accords since 1993.

Experience

I have experience in electrical, basic mechanical

Exhibit D

and maintenance. I have kept two Accords alive for over 230,000 miles ('87 & '89).

I also own two 2000 Accords and a 1995 Integra along with a 1993 Toyota Corolla. I do a lot of the work and all the maintenance on these cars.

3. I also have a rattling noise in the driver's side door. It is hard to hear, but of course I know if it is the window or the door. It is close to where the door and window come together on the far left, where the door closes.

Any suggestions would be helpful. These ongoing issues have really discouraged me but I keep hearing what great cars they are.

Thanks so much!

Get the answer below

Answer

Amy:

The popping noise could be a lot of different things, I assume it is coming from the interior. I do not understand why someone would change the seatbelt and not verify the problem. Since it is still under warranty take it back and ask to ride with the mechanic or service technician. They can hear the noise themselves.

As for the shaking, it sounds like you still have a motor mount that is broken. I have a 2000 and I can tell you they are very smooth at idle. Ask them to let you ride in a different car to see if it is the same way. If they don't have a 2000, find something close or go to another dealership and find a 2000 and test drive. I know it is a hassle, but it will give you the proof you need to fix the problem. The rattling noise could be anything inside the door that has become loose. They should be able to take the inside door panel off and tighten up everything. Honda's are great cars, I have owned five, I still have four, but I do most of the work and what I can't do I have a mechanic I trust to do the work. I'm not sure if I would trust a mechanic that is why you have to go back to them with some knowledge. Good luck Amy.

[Add to this Answer](#) [Ask a Question](#)

Rate this Answer

Was this answer helpful?

Not at all ☐ ☐ ☐ ☐ ☐ Definitely
1 2 3 4 5

Related Articles

- [Honda Accord Driver Door Won't Open](#)
- [Honda Accord Cruise And Door Locks](#)
- [Honda Accord Power Door Lock Stuck](#)
- [Nissan 300-ZX Keyless Entry](#)
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Exhibit D

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HONDA Service Bulletin**04-056**Applies To: **2003 Accord V6 – ALL****2004 Accord V6 2-Door – From VIN 1HGCM8...4A000001 thru 1HGCM8...4A014290****2004 Accord V6 4-Door – From VIN 1HGCM8...4A000001 thru 1HGCM8...4A056937****October 1, 2004****Creaking or Popping From Driver's A-Pillar****SYMPTOM**

A creaking or popping from the driver's A-pillar or the upper-left dash area when accelerating and decelerating.

PROBABLE CAUSE

Body panels are rubbing against each other at the upper bulkhead and the shock tower.

CORRECTIVE ACTION

Adjust the clearance of the body panels so they do not rub against each other.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 857015

Flat Rate Time: 0.7 hour

Failed Part: P/N 51602-SDB-A16
H/C 7461742

Defect Code: 03217

Symptom Code: 04201

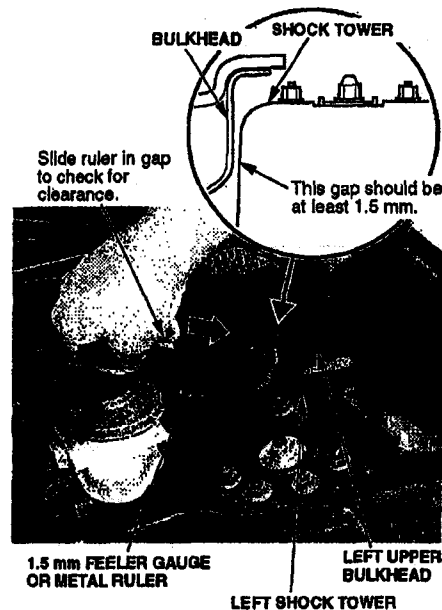
Template ID: 04-056A

Skill Level: Repair Technician

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

DIAGNOSIS

1. Test-drive the vehicle under the same conditions as stated by the customer, and attempt to duplicate the creaking or popping from the driver's A-pillar or the upper-left dash area when accelerating and decelerating.
2. Open the hood, and slide a long 1.5 mm feeler gauge or a similar thickness metal ruler between the left upper bulkhead and the left shock tower:
 - If there is 1.5 mm or more of clearance, refer to:
 - S/B 04-057, *Creak or Click at Dashboard or A-Pillar.*
 - S/B 04-055, *Ticking, Popping, or Creaking From Driver's A-Pillar (2-door only).*
 - If there is an obstruction or less than 1.5 mm of clearance, go to **REPAIR PROCEDURE**.



ATB 27809 (0410)

1 of 2



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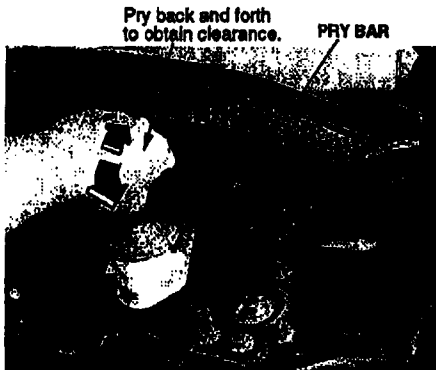
44.

Exhibit E

Refer to S/B 04-057 (2-door only)

REPAIR PROCEDURE

1. Insert a pry bar wrapped with a shop towel between the left upper bulkhead and the left shock tower.



2. Gently pry back and forth to obtain 1.5 mm clearance between the body panels.
3. Test-drive the vehicle while accelerating and decelerating to make sure the creaking or popping is not heard:
 - If you no longer hear the creaking or popping, the repair is complete. Return the vehicle to the customer.
 - If you still hear the creaking or popping, ensure there is 1.5 mm of clearance between the left upper bulkhead and the left shock tower, and refer to:
 - S/B 04-057, *Creak or Click at Dashboard or A-Pillar.*
 - S/B 04-055, *Ticking, Popping, or Creaking From Driver's A-Pillar (2-door only).*

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04-058

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HONDA Service Bulletin**04-057**

Applies To: 2003-05 Accord - ALL

November 18, 2005

2005 Accord 2-Door L4 - From VIN 1HGCN7...6A000001 thru 1HGCN7...6A000189
 2005 Accord 2-Door V6 - From VIN 1HGCN8...6A000001 thru 1HGCN8...6A000302
 2005 Accord 4-Door L4 - From VIN 1HGCN5...6A000001 thru 1HGCN5...6A000258
 2005 Accord 4-Door V6 - From VIN 1HGCN8...6A000001 thru 1HGCN8...6A001844

Creak or Click at Dashboard or A-Pillar

(Supersedes 04-057, dated June 10, 2005, to update the information indicated by the black bars)

SYMPTOM

When driving on rough or uneven roads, an intermittent creak or click is heard from either A-pillar or from either side of the dashboard.

PROBABLE CAUSE

The roof molding rubber trim taps on the lower corner of the windshield.

CORRECTIVE ACTION

Make sure the roof molding clips at the lower corner of the windshield are engaged, and seal the lower part of the roof molding rubber trim to the windshield.

TOOL INFORMATION

KTC Trim Tool, T/N AP201-N

(This tool is in the KTC Trim Tool Set, T/N SOJATP2014. To order additional sets, call the Honda Tool and Equipment Program at 888-424-0857.)

REQUIRED MATERIALS

3M Black Super Silicone Sealant:
 3M P/N 051135-08802
 (One tube repairs about 10 vehicles.)

3M General Purpose Adhesive Cleaner:
 3M P/N 051135-08884 or 051135-08887
 (One can repairs about 25 vehicles.)

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 841008

Flat Rate Time: 0.8 hour

Failed Part: P/N 73182-SDA-A01
 H/C 7156334

Defect Code: 03217

Symptom Code: 04205

Template ID: 04-057A

Skill Level: Repair Technician

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

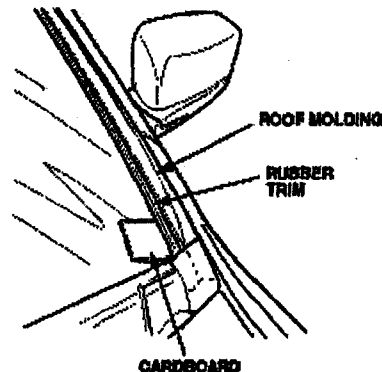
DIAGNOSIS

1. Test-drive the vehicle under the same conditions your customer heard the creak or click.

NOTE: The noise can be intermittent, and it's usually heard when the outside temperature is below 60° F.

- If you hear a creak or click, note which side it's coming from, then go to step 2.
- If you don't hear a creak or click, disregard this bulletin and continue with normal troubleshooting procedures.

2. On the side you heard the noise, stick a piece of cardboard (at least 0.4 mm thick) between the roof molding rubber trim and the lower corner of the windshield.



3. Continue with your test-drive.

- If the noise is gone, go to REPAIR PROCEDURE.
- If you still hear the noise, choose the appropriate option:
 - On V6 models, refer to S/B 04-056, *Creaking or Popping From Driver's A-Pillar*.
 - On 2-door models, refer to S/B 04-055, *Ticking, Popping, or Creaking From Driver's A-Pillar*.
 - On all other models, continue with normal troubleshooting procedures.

ATS 20102-31045 (05/11)

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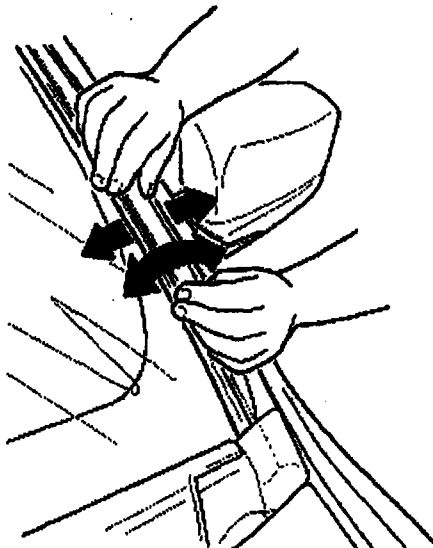
46.

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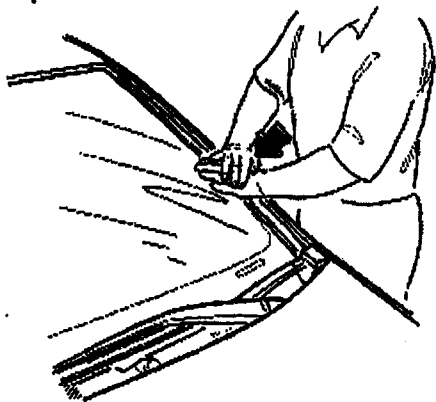
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REPAIR PROCEDURE

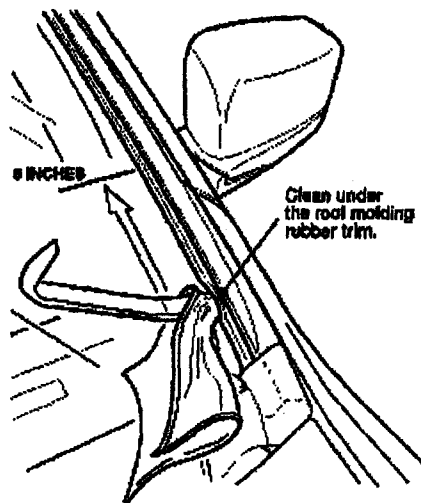
1. Make sure the roof molding clips at the lower corner of the windshield are fully engaged by gently rotating the molding edge up and down while pulling inward across the glass.
 - If there is only a little movement in the molding, the clips are fully engaged. Go to step 3.
 - If you can turn up the molding or move it inward, one or more of the clips are broken or are not engaged. Go to step 2.



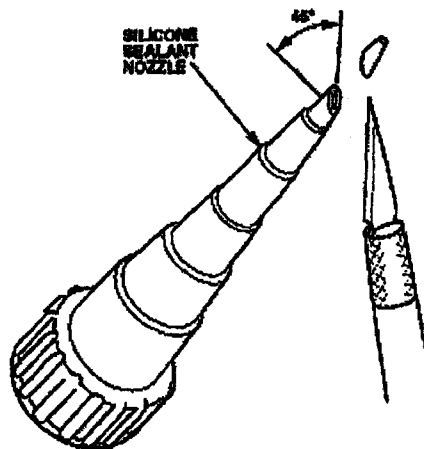
2. Press down on the molding to engage the clips.
 - If the clips engage, go to step 3.
 - If the clips do not engage, remove the roof molding, replace the broken clips, then go to step 3.



3. Clean the area between the roof molding rubber trim and the windshield:
 - Squirt some 3M General Purpose Adhesive Cleaner on the corner of a clean shop towel.
 - Wrap the corner of the towel over the end of the KTC trim tool.
 - Carefully lift the bottom of the molding rubber trim 1/8th inch (3-4 mm), insert the trim tool between the rubber and the windshield, then slide the trim tool up about 8 inches (200 mm).
 - Wrap another area of the towel over the end of the trim tool, and slide the tool under the rubber trim again to remove any residual cleaner.



4. Cut off the tip of the silicone sealant nozzle at a 45 degree angle, then screw the nozzle onto the silicone tube.



2 of 3

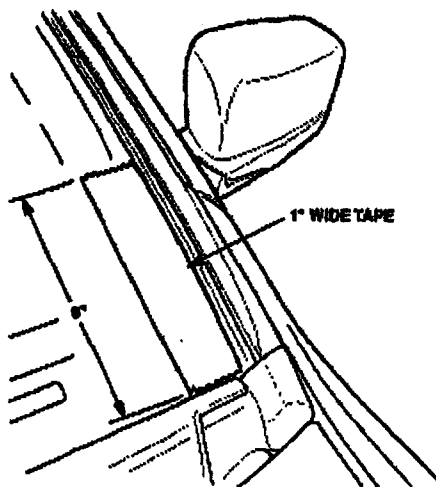
04-057

47.

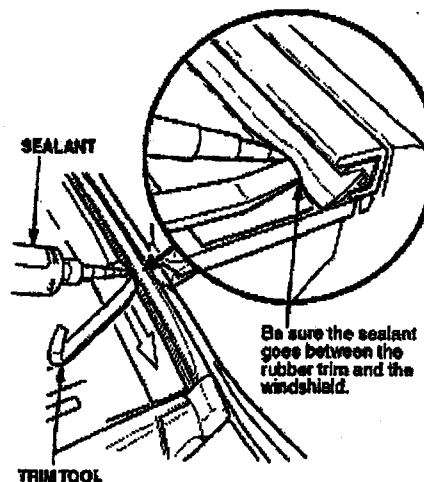
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5. Apply an 8-inch (200 mm) piece of 1-inch-wide masking tape to the lower corner of the windshield, along the roof molding rubber trim.



6. At the top of the tape, insert the trim tool under the rubber trim, and then insert the sealant nozzle above the trim tool. Carefully squeeze out a small amount of sealant as you move the tool and nozzle down to the bottom of the windshield.



7. Smooth over the rubber trim with your finger, then remove any excess sealant from the roof molding with a shop towel and the cleaner.
8. Reposition the tape over the trim you just sealed, and leave it on for 25 minutes.
9. Carefully remove the tape, then remove any excess sealant with the cleaner.
10. Clean the windshield with glass cleaner.

04-057

3 of 3

Y8-

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Domestic

H HONDA Service Bulletin

00-064



May 22, 2001

Applies To: 1999-01 Accord - ALL
 1999-01 Civic - ALL
 1999-01 Odyssey - ALL
 1999-01 Prelude - ALL
 2000-01 S2000 - ALL



Deformed Windshield Molding

(Supersedes 00-064, dated August 18, 2000)

SYMPTOM

The windshield molding is warped or deformed.

PROBABLE CAUSE

The inner lip is folded, causing a poor fit against the body.

CORRECTIVE ACTION

Remove the entire inner lip, and fill the channel between the molding and the body with silicone sealant.

REQUIRED MATERIALS

Masking tape (at least 2 inches wide)

3M Black Super Silicone Sealant:
 3M P/N 051135-08982

3M General Purpose Adhesive Cleaner:
 3M P/N 051135-08984

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 831004

Flat Rate Time: 0.7 hour

Failed Part: P/N 73150-S84-A01
 H/C 5443387

Defect Code: 004

Contention Code: A01

Template ID: 00-064A

Skill Level: Repair Technician

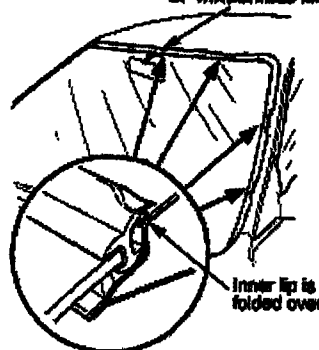
Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

DIAGNOSIS

Pull up the outer edge of the windshield molding. Check if the inner lip is folded over anywhere.

- If the inner lip is folded over, go to REPAIR PROCEDURE.
- If the inner lip is not folded, disregard this bulletin, and look for other possible causes.

DEFORMED AREAS
OF WINDSHIELD MOLDING

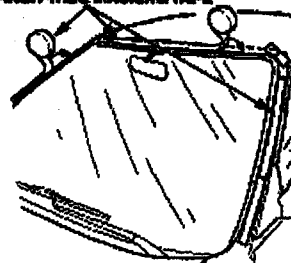


Inner lip is
folded over.

REPAIR PROCEDURE

1. Protect the roof by applying a strip of 2-inch-wide masking tape along the outer edge of the windshield molding.

2-INCH-WIDE MASKING TAPE



ATB 2000-22673 (0104)

1 of 2



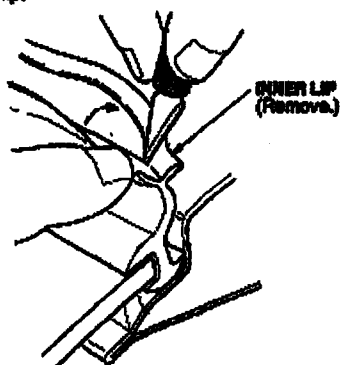
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49.

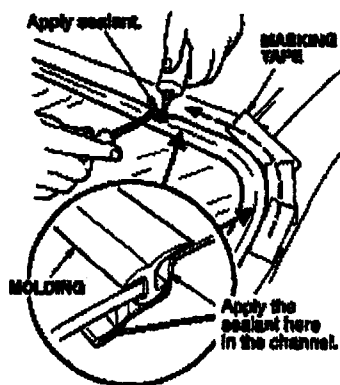
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2. Pull up the outer edge of the molding, and use scissors or an X-Acto knife to remove its entire inner lip.



3. With an O-ring pick or similar tool, pull up the outer edge of the molding and apply 3M Black Super Silicone Sealant under it, along the A-pillars and the upper edge of the windshield.



4. Push down on the molding, and smooth it out until it sits flush with the roof.
5. Wait 5 minutes, then remove the masking tape.
6. Clean up any excess sealant with 3M General Purpose Adhesive Cleaner.

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00-084

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Exhibit E

Make : HONDA

Model : ACCORD

Year : 2005

Manufacturer : HONDA (AMERICAN HONDA
MOTOR CO.)

Service Bulletin Num : 205

Date of Bulletin: FEB 16,
2005

NHTSA Item Number: 10015306

Component: STRUCTURE:BODY

Summary:

DEALER VISIT REQUEST FOR NOISE OR RATTLE COMING FROM THE
DRIVER SIDE A-PILLAR. *TT

Accord
2005

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TSB #04012005 -- SCRATCHES AROUND SHIFT LOCK RELEASE SLOT. HONDA SERVICENEWS. *TT (NHTSA ID #10016339, APRIL 01 2005)

TSB #603 -- A CONDITION MAY EXIST WHERE THE IGNITION KEY GETS WARM. *TT (NHTSA ID #10003204, JUNE 16 2003)

ELECTRICAL SYSTEM:IGNITION:MODULE

TSB #802 -- SUBJECT REGARDING ENGINE CONTROL MODULE / POWER TRAIN CONTROL MODULE (ECM/PCM) REMOVAL AND REPLACEMENT. *TT (NHTSA ID #637972, AUGUST 16 2002)

EXTERIOR LIGHTING:FOG LIGHTS

TSB #100102 -- FOG LIGHT INSTALLATION. HONDA SERVICENEWS. *TT (NHTSA ID #10005899, OCTOBER 01 2002)

VISIBILITY

TSB #06012005 -- ALWAYS USE CORRECT REPLACEMENT SUNVISORS. HONDA SERVICENEWS. *TT (NHTSA ID #10018035, JUNE 01 2005)

TSB #205 -- DEALER VISIT REQUEST ON REAR WINDOW REGULATOR NOISE. *TT (NHTSA ID #10015305, FEBRUARY 16 2005)

TSB #02012005 -- DOOR GLASS WEATHERSTRIP DAMAGE FROM TINTING. *TT (NHTSA ID #10015289, FEBRUARY 01 2005)

TSB #1204 -- REAR WINDOW REGULATOR NOISE. DEALER VISIT REQUEST. *TT (NHTSA ID #10018095, DECEMBER 16 2004)

TSB #100102 -- BUFFETING NOISE WITH REAR WINDOW(S) OPEN IS NORMAL. HONDA SERVICENEWS. *TT (NHTSA ID #10005903, OCTOBER 01 2002)

VISIBILITY:WINDSHIELD

TSB #072103 -- CRACKED WINDSHIELD INSPECTION . VINS STARTS WITH 1HG. *TT (NHTSA ID #10002982, JULY 21 2003)

VISIBILITY:GLASS, SIDE/REAR

TSB #03057 -- WIND NOISE AT THE FRONT WINDOW. *TT (NHTSA ID #10004700, SEPTEMBER 09 2003)

VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

TSB #01162005 -- REAR WINDOW REGULATOR NOISE. *EH (NHTSA ID #10014760, JANUARY 16 2005)

TSB #11012003 -- POWER WINDOW MASTER SWITCH INPUT TEST. SERVICE MANUAL FIX. HONDA. SERVICENEWS. *TT (NHTSA ID #10009275, NOVEMBER 01 2003)

TSB #010603 -- INSPECT DIGITAL PHOTOS OF VEHICLES WITH WINDOW RUN CHANNELS BECOMING DEFORMED. *TT (NHTSA ID #10000982, JANUARY 06 2003)

VISIBILITY:SUN ROOF ASSEMBLY

TSB #03003 -- MOONROOF DOES NOT CLOSE COMPLETELY. THIS BULLETIN DATED 06/24/2003 SUPERSEDES 03-003 (TSB ID 100000995), DATED JANUARY 14, 2003. *TT SUPERSEDES 03-003 DATED JUNE 24, 2003. *TT (NHTSA ID #10002095, JULY 02 2004)

TSB #032204 -- SUNROOF OPEN/CLOSE FUNCTION. REQUEST FOR VISIT. *TT (NHTSA ID #10006774, MARCH 22 2004)

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2003 Accord
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Service Bulletin**06-084**

Applies To: 2003-04 Element - ALL

November 22, 2006

Warranty Extension: 2003-04 Element Windshield

(Replaces 06-028, 2003 Element: Windshield is Cracked at the Lower Corners, dated May 5, 2003)

BACKGROUND

Under the terms of a class action settlement, American Honda is announcing a warranty extension for 2003-04 Element windshields. The windshields on these vehicles are now covered for cracking (under most conditions) for 6 years or 60,000 miles, whichever occurs first.

VEHICLES AFFECTED

In addition to the windshield warranty extension on all 2003-04 Elements, the vehicles listed below may require windshield flange modification if the windshield is ever replaced.

2003 Element 2WD -
From VIN 5J6YH1...8L000001 thru
5J6YH1...8L008972

2003 Element 4WD -
From VIN 5J6YH2...3L000001 thru
5J6YH2...8L022888

CUSTOMER NOTIFICATION

Customers were notified of the warranty extension through a letter sent to them by Gilardi Co., LLC. The text of the letter is at the end of this service bulletin. Customer reimbursement forms are only available at the Gilardi website, www.gilardi.com/hondaelement. Customers must send their request for reimbursement directly to Gilardi Co. within the timeline set by the court. Under the terms of the settlement, Honda dealerships cannot make reimbursements.

CORRECTIVE ACTION

Replace the windshield and, if needed, remove the high spots on the windshield flange (see VEHICLES AFFECTED).

PARTS INFORMATION

Windshield:
P/N 73111-SCV-A00, H/C 7285471
Windshield Moldings:
P/N 73150-SCV-A01, H/C 7285505
Rubber Dam Set:
P/N 04731-SCV-A00, H/C 7310774

WARRANTY CLAIM INFORMATION

Operation Number: 831120
Flat Rate Time: 1.7 hours
Failed Part: P/N 04731-SCV-A00
H/C 7310774
Defect Code: 5EM00
Contention Code: Q2600
Template ID: 06-084A
Skill Level: Repair Technician

DIAGNOSIS

The only diagnosis is to ensure that the windshield crack(s) were not the obvious result of a large object (such as a rock or a baseball) hitting the glass.

REPAIR PROCEDURE

1. Remove the windshield:
 - Refer to pages 20-37 and 20-38 of the 2003-2006 Element Service Manual, steps 1 thru 8, or
 - Online, enter keyword WINDSHIELD, select Windshield Replacement from the list, and do steps 1 thru 8.
2. Check to see if the VIN is within the range listed under VEHICLES AFFECTED.
 - If the VIN is within the listed range, go to step 3.
 - If the VIN is not within the listed range, go to step 5.

ATS 54078 (06/11)

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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 the 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.

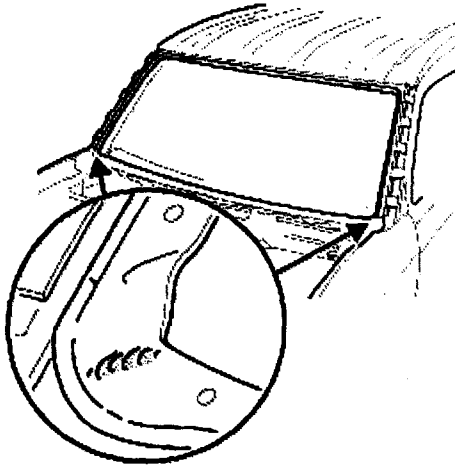
53

Exhibit F

3. Inspect the mounting flange for any high spots, especially at the base of the A-pillar where the dashboard attaches.

NOTE: You may need to remove some of the adhesive to inspect the area.

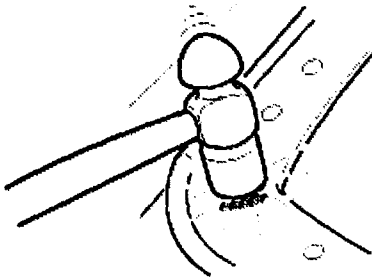
- If you find any high spots, go to step 4.
- If you don't find any high spots, go to step 5.



4. Using a hammer, carefully flatten the high spots so they are even with the rest of the area. If needed, apply touch-up paint to the flattened areas.

NOTICE

To prevent damage to the A-pillar and the surrounding area, do not use too much force with the hammer.



5. Install the new windshield:
- Refer to pages 20-38 thru 20-42 of the service manual, steps 10 thru 25, or
 - Online, enter keyword WINDSHIELD, select Windshield Replacement from the list, and do steps 10 thru 25.

TEXT OF CUSTOMER LETTER

NOTE: This letter was sent to 2003-04 Element owners by Gilardi Co., LLC.

**WINDSHIELD CRACKING COVERAGE
2003 AND 2004 HONDA ELEMENTS**

(Place this notice in the glove compartment of your Element)

Special coverage for certain windshield cracks exists for 2003 and 2004 Honda Elements. The coverage extends to 60,000 miles or 8 years from the original sale or lease, whichever first occurs. During this period, Honda will pay for the cost of labor and materials associated with the replacement of certain cracked windshields, provided the replacement is performed by an authorized Honda dealer. Contact an authorized Honda dealer if you have a windshield crack to determine if it qualifies for a replacement. For additional information about the special coverage, please visit the following website: www.gilardi.com/hondaelement, or call Honda's customer service department at 1-800-999-1009.

Exhibit F

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Service Bulletin

06-069



Applies To: 2006 Civic 2-Door - From VIN 2HGFG1...6H501169 thru 2HGFG1...6H503839 September 16, 2006

Safety Recall: Rear Window or Quarter Glass Rattle or Looseness

BACKGROUND

Because of improper window opening preparation, the quarter glass windows and the rear window may not be properly adhered to the body. While driving, this can cause the rear window and/or either quarter glass to become loose, to rattle, to lift up, or to separate from the body, increasing the safety hazard to traffic.

CUSTOMER NOTIFICATION

All owners of affected vehicles will be sent a notification of this campaign. An example of the customer notification is at the end of this service bulletin.

Only about 600 vehicles within the affected VIN range actually have the window problem. Before working on a vehicle, you must verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown on your campaign responsibility report.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition to these verification items, check for a punch mark below the third character of the engine compartment VIN. A punch mark in that location means this campaign has already been completed.

A few of the vehicles affected by this campaign may be in your new car inventory. These vehicles must be repaired before they are sold or leased. To see if a vehicle is affected by this campaign, do a VIN status inquiry.

CORRECTIVE ACTION

Remove, reseal, and reinstall the rear window and both quarter glass windows.

PARTS INFORMATION

NOTE: If you subcontract the repair, make sure to supply your auto glass shop with all required parts.

Rear Window Dam Set (required):

P/N 04733-SVA-A00, H/C 8107344

Left Quarter Glass Front Seal (required):

P/N 73850-SVA-A01, H/C 8064040

Right Quarter Glass Front Seal (required):

P/N 73810-SVA-A01, H/C 8064032

Rear Window (order only if needed):

P/N 73211-SVA-A01, H/C 8063745

Left Quarter Glass (order only if needed):

P/N 73551-SVA-A01, H/C 8064024

Right Quarter Glass (order only if needed):

P/N 73501-SVA-A01, H/C 8064016

WARRANTY CLAIM INFORMATION

Operation Number: 8321B0

Flat Rate Time: 2.9 hours

Failed Part: P/N 73211-SVA-A01

H/C 8063745

Defect Code: 5RG00

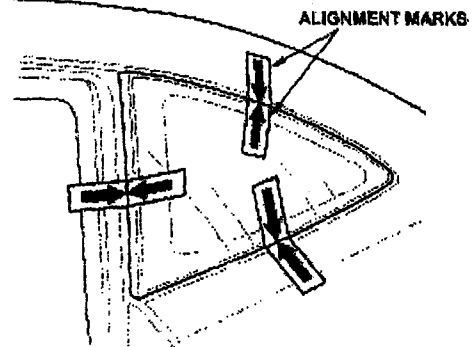
Symptom Code: Q2200

Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE: If you subcontract this repair to an auto glass shop, make sure they have a copy of this procedure.

1. To ensure proper alignment for reinstallation, apply tape to each side of the quarter glass and the body as shown.



ATB 83614 (1/04/06)

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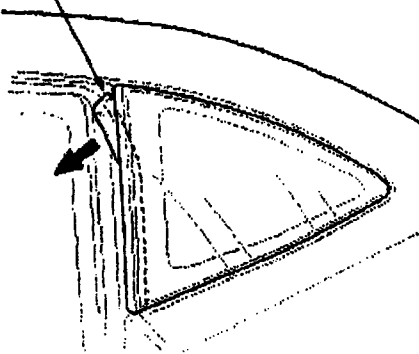
CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin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

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Exhibit F

2. Remove the front seal from the front edge of the quarter glass. If needed, cut the front seal with a utility knife.

FRONT SEAL



3. Remove the quarter glass with a pull-handle type windshield removal tool:

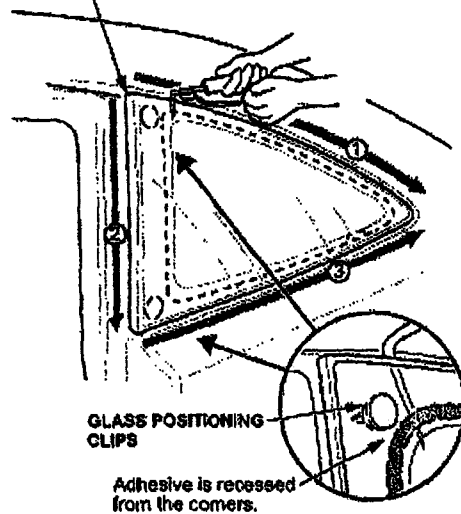
NOTE: On some vehicles with poorly adhered glass, the initial cut you make into the adhesive is enough to release the glass and adhesive from the body.

- From outside the vehicle, lift the thin weatherstrip at the top corner of the glass, then insert the tool's blade into the adhesive, between the glass and the body. Do not allow the blade to scratch the body.
- Carefully cut through the adhesive, first along the top of the glass, then along the front of the glass, and finally, along the bottom of the glass.

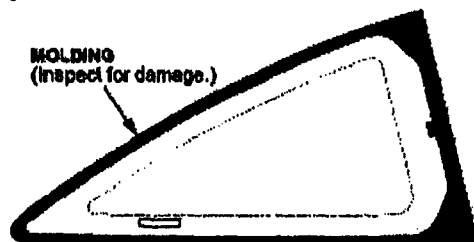
NOTE: Because the adhesive is recessed from the corners of the glass, you may need to cut through the corners with a longer blade, or cut the corners from inside the vehicle. Be careful not to scratch the body with the blade.

- Carefully lift the glass out of the window opening.

Start here.



4. Inspect the molding attached to the quarter glass. If any of the molding is damaged, use a new quarter glass.



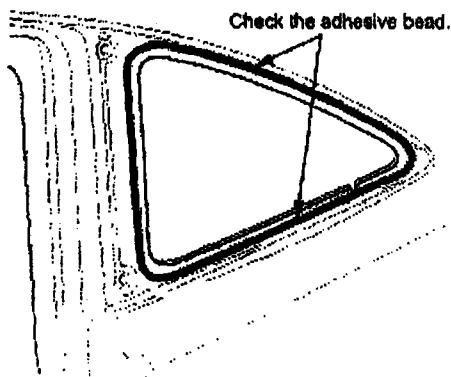
5. Check the glass positioning clips. If either clip is damaged, remove both clips, prime the body around the clip holes, then fill the holes with adhesive. (The clips are not required for reinstalling the glass.)

6. Clean the body flange around the window opening with isopropyl alcohol.

7. Make sure the adhesive around the entire window opening is securely glued to the body by pulling it and by rolling it side-to-side.

NOTE: In most cases of adhesive primer failure, the entire bead of adhesive sticks to the quarter glass.

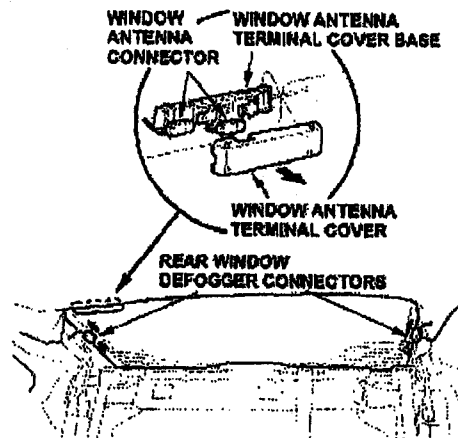
- If the adhesive is still secured to the body, go to step 9.
- If any area of the adhesive has pulled away from the body, go to step 8.



8. Clean and prime the window opening using the replacement adhesive's instructions.
9. If you scratched the body while removing the glass, apply touch-up paint to the scratched areas.
10. Install a new front seal onto the quarter glass.
11. Reinstall the quarter glass using the replacement adhesive's instructions. If you are installing a new quarter glass, prime it according to those instructions.

12. Repeat steps 1 thru 11 on the opposite side.

13. Remove the window antenna terminal cover, then disconnect the antenna connector.



14. Disconnect the rear window defogger connectors.

15. Remove the rear window with a pull-handle type windshield removal tool:

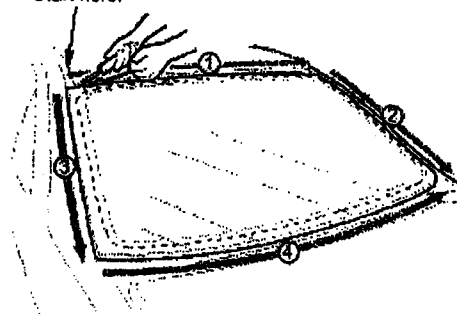
NOTE: On some vehicles, your initial cut into the adhesive is enough to release the window and adhesive from the body.

- At the top edge of the glass, insert the tool's blade into the adhesive, between the glass and the body. Do not allow the blade to scratch the body.
- Carefully cut through the adhesive, first along the top of the glass, then along each side of the glass, and finally, along the bottom of the glass.

NOTE: Because the adhesive is recessed from the bottom of the window, you may need to cut through the bottom with a longer blade, or cut the bottom from inside the vehicle. Be careful not to scratch the body with the blade.

- Carefully lift the glass out of the window opening.

Start here.



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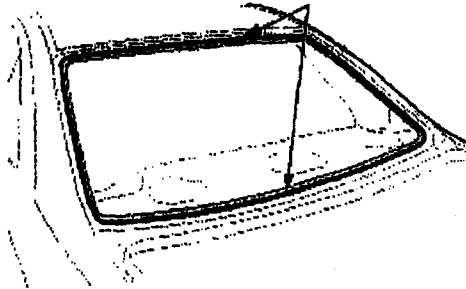
Exhibit F

16. Clean the body flange around the window opening with isopropyl alcohol.
17. Make sure the adhesive around the entire window opening is securely glued to the body by pulling it and by rolling it side-to-side.

NOTE: In most cases of adhesive primer failure, the entire bead of adhesive sticks to the window.

- If the adhesive is still secure, go to step 19.
- If any area of the adhesive has pulled away from the body, go to step 18.

Check the adhesive bead.



18. Clean and prime the window opening using the replacement adhesive's instructions.
19. If you scratched the body while removing the window, apply touch-up paint to the scratched areas.
20. Attach the lower molding (lower dam) to the bottom of the window, then reinstall the window using the replacement adhesive's instructions. If you are installing a new rear window, prime it according to those instructions.
21. Reconnect the rear window defogger connectors and the antenna connector. Reinstall the antenna terminal cover.
22. Let the adhesive cure according to the adhesive manufacturer's instructions.
23. Center-punch a completion mark below the third character of the engine compartment VIN:
 - Slide open the FRAME NUMBER door on the center cowl cover.
 - Use a long punch to reach the VIN.

2HGFG1XXX6HXXXXXX

Center-punch here.

September 2006

Safety Recall: Rattle or Looseness of Rear Window or Quarter Glass

Dear Civic Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has decided that a defect related to motor vehicle safety exists in certain 2006 Civic 2-door models. The rear windshield or rear quarter glass panels do not properly adhere to the body of the car due to improper window opening preparation. The rear windshield or rear quarter glass panels may become loose, rattle, lift from the window opening, or separate from the window while driving, increasing the safety hazard to traffic.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will remove and properly reinstall the rear window and both quarter glass windows, *free of charge*. Please plan to leave your vehicle at the dealer for a full day, to allow the window adhesive to cure and to give the dealer some flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

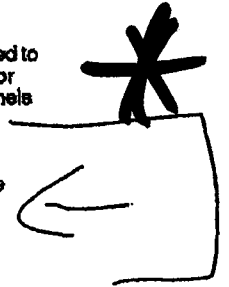
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

You can also call the toll-free Safety Hotline at (888) 327-4236 [TTY (800) 424-9153], or go to www.safercar.gov.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2006 Civic involved in this campaign. If this is not the case, or if the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have the rear window or a quarter glass window replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* for eligibility requirements and the reimbursement procedure.



September 16, 2006

Dear Service Manager:

Honda Motor Co., LTD is announcing a safety recall campaign for certain 2006 Civic 2-door models.

On affected vehicles, improper window opening preparation can cause poor adhesion of the quarter glass windows and the rear window. While driving, this can cause the rear window and/or either quarter glass to become loose, to rattle, to lift up, or to separate from the body, increasing the safety hazard to traffic.

Repair Strategy

The repair is to remove, reseal, and reinstall the rear window and both quarter glass windows. For VIN, parts, repair, and warranty information, refer to Service Bulletin 06-069, *Safety Recall: Rear Window or Quarter Glass Rattle or Looseness*. If you submit the repair to an auto glass shop, make sure to give them a copy of the repair procedure.

NOTE:

This safety recall affects only 756 vehicles. Since these vehicles are also affected by Service Bulletin 06-070, *Product Update: SRS Indicator Stays On, and DTC 86-25 Is Stored*, you should also complete the product update when a vehicle is returned for the safety recall.

Customer Notification

Notifications to owners of affected vehicles will be mailed the week of September 25. Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown on your campaign responsibility report.
- The vehicle is shown as eligible on a VIN status inquiry.

Parts Information

When carefully removed, the rear window and quarter glass windows can be reused. When reusing the windows, the only parts needed, besides window sealing materials, are the quarter glass front seals and the rear window dam set. These parts, as well as the window glass, are available through the controlled parts ordering system.

NOTE: Because the number of affected vehicles is very small (on average, less than one per dealer), do not order parts until a qualified owner requests the repair. This will help us to maintain a sufficient inventory.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

59.

Exhibit F



Applies To: 2007 Fit – From VIN JHMGD3....S000001 thru JHMGD3....S008480

April 20, 2006

2007 Fit: Wind Noise at the Top of the Windshield

Fit

SYMPTOM

Wind noise may be heard from the top of the windshield at highway speeds.

PROBABLE CAUSE

Due to variations in windshield placement, airflow over the windshield molding may cause it to vibrate.

CORRECTIVE ACTION

Fill the channel above the upper windshield molding with silicone sealant.

REQUIRED MATERIALS

3M Black Super Silicone Sealant:
3M P/N 051135-08662
(One tube repairs three vehicles.)

3M General Purpose Adhesive Cleaner:
3M P/N 051135-08984
(One container repairs six vehicles.)

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 831004

Flat Rate Time: 0.5 hour

Failed Part: P/N 73150-SLN-003
H/C 8325664

Defect Code: 00401

Symptom Code: 00101

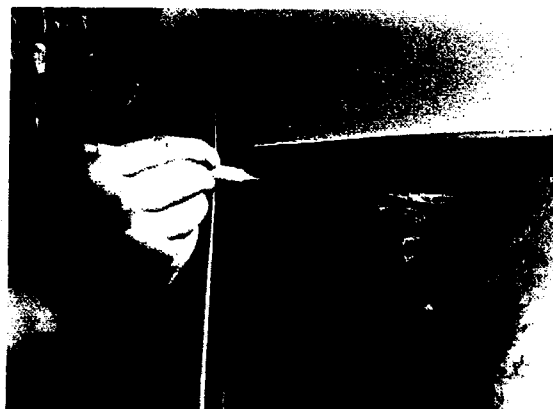
Template ID: 06-019A

Skill Level: Repair Technician

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

REPAIR PROCEDURE

1. Look at the upper, right-hand corner of the windshield for a small round sticker. This sticker was applied at the port to indicate that the vehicle has been inspected, and a repair is not required.



- If the vehicle does not have this sticker, go to step 2.
- If the vehicle has this sticker, the vehicle is OK, and no further action is required.

2. To protect the paint, apply a 2-inch strip of masking tape to the roof next to the edge of the upper windshield molding.



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Exhibit F

ATB 32382 (0604)

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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.



THERE'S A FINE
LINE BETWEEN WANT...



Ridge line

[Home](#) ▶ [Technical Notes](#) ▶ [Maintenance & Fixes](#) ▶ Service Bulletin - 05-069 - Wind Noise From the Windshield

Monday, 18 December 2006

SERVICE BULLETIN - 05-069 - WIND NOISE FROM THE WINDSHIELD



search...

Written by Site Admin

Tuesday, 21 March 2006

2006 Ridgeline - From VIN 2HJYK1...6H500001 thru 2HJYK1...6H528290

- From VIN 2HJYK1...6H500001 thru 2HJYK1...6H528290

Date: Dec 7, 2005

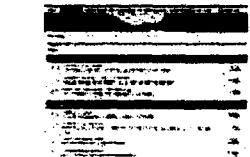
Observation: At higher speeds (55mph), a considerable amount of wind noise can be heard from the upper half of the windshield.

Problem: There might be a gap present between the windshield upper molding and the roof.

Fix: Apply EPT foam under the windshield upper molding. Replace the windshield if sound is still present.

This problem seems to plague quite a few Honda models including the Pilots and CR-Vs. The issue is annoying as the sound is quite obvious at highway speeds. Bring your vehicle to the dealer for diagnosis and fix under warranty if applicable.

Last Updated (Tuesday, 21 March 2006)



Visit forums



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We have 1 guest online

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2006
Ridgeline

Exhibit F

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Service Bulletin**04-078**

Applies To: 2005-06 Odyssey - See VEHICLES AFFECTED

October 10, 2006

**Wind Noise From the Windshield**

(Supersedes 04-078, dated April 11, 2006, to update the information marked by the black bars)

SYMPTOM

Wind noise from the windshield area while driving the vehicle.

PROBABLE CAUSE

A gap between the cowl and the windshield, or a gap between the windshield side trim and the windshield.

VEHICLES AFFECTED**Repair Procedure A**

2005 Odyssey - ALL

2006 Odyssey (Assembly Line 1) -

From VIN 5FNRL3...6B000001 thru
5FNRL3...6B074505

2006 Odyssey (Assembly Line 2) -

From VIN 5FNRL3...6B400001 thru
5FNRL3...6B424074**Repair Procedure B**

2005 Odyssey - ALL

2006 Odyssey (Assembly Line 1) -

From VIN 5FNRL3...6B000001 thru
5FNRL3...6B013633

2006 Odyssey (Assembly Line 2) -

From VIN 5FNRL3...6B400001 thru
5FNRL3...6B404166**CORRECTIVE ACTION****NOTE:** Complete the entire diagnosis to determine which repair procedure to use.**Repair Procedure A**

Replace the cowl cover.

Repair Procedure B

Replace the windshield side trim.

PARTS INFORMATION**Repair Procedure A**

Cowl Top Assembly:

P/N 74200-SHJ-A01, H/C 8425894

Repair Procedure B

Windshield Side Trim Assembly:

P/N 73152-SHJ-A01, H/C 7716301 (right side)

P/N 73162-SHJ-A01, H/C 7716319 (left side)

Clip:

P/N 91570-SHJ-A01, H/C 7734759

REQUIRED MATERIALS

3M Structural Adhesive: 3M P/N 051135-08101

TOOL INFORMATION

KTC Trim Tool Set: T/N SOJATP014

ATS 28556-32388 (0610)

1 of 5

**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.

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2006
Odyssey
Exhibit F

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WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Repair Procedure A

OP#	Description	FRT	Template ID
812105	Replace the cowl cover.	0.7	04-078B
812002	Test-drive.	0.3	

Failed Part: P/N 74200-SHJ-A00
H/C 7716616

Defect Code: 07407

Symptom Code: 07302

Skill Level: Repair Technician

Repair Procedure B

OP#	Description	FRT
8311A3	Replace the windshield side trim (left side). NOTE: Submit this claim separately.	0.2
8311A4	Replace the windshield side trim (right side). NOTE: Submit this claim separately.	0.2
8311B1	Replace both side trims. NOTE: Submit this claim separately.	0.4
812002	Test-drive.	0.3

Failed Part: P/N 73162-SHJ-A00 (left side)
H/C 7716319
P/N 73162-SHJ-A00 (right side)
H/C 7716301

Defect Code: 07407

Symptom Code: 07302

Skill Level: Repair Technician

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

DIAGNOSIS

- Verify the noise by driving the vehicle at highway speeds.
 - If you hear wind noise coming from the windshield area, go to step 2.
 - If there is no wind noise, or the noise is coming from a different location, this service bulletin does not apply.
- Cover all the edges of the windshield side trim on the driver's side with masking tape, as shown.

MASKING TAPE



- Test-drive the vehicle under the same conditions as in step 1.
 - If the wind noise is gone, do Repair Procedure B to the driver's side.
 - If you still hear wind noise, go to step 4.
- Cover all the edges of the windshield trim on the passenger's side with masking tape.
- Test-drive the vehicle under the same conditions as in step 1.
 - If the wind noise is gone, do Repair Procedure B to the passenger's side.
 - If you still hear wind noise, do Repair Procedure A.

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Exhibit F

04-078

Applies To: **See VEHICLES AFFECTED****May 28, 2004****Rattle From the A-Pillar Trim or the Dashboard Corner****SYMPTOM**

A rattle comes from the A-pillar trim or the dashboard corner area when driving on a rough or bumpy road.

PROBABLE CAUSE

Too much clearance between the A-pillar trim and the dashboard.

VEHICLES AFFECTED**2001 Civic:**

- 2-door – ALL
- 4-door – ALL

2002 Civic:

- 2-door – ALL
- 4-door – From VIN 1HGES....2L000001 thru 1HGES....2L062072
- 4-door – VIN begins with 2HGES – ALL
- 4-door – VIN begins with JHMES – ALL

2003 Civic:

- 2-door – From VIN 1HGEM....3L000001 thru 1HGEM....3L014850
- 4-door – From VIN 2HGES....3H500001 thru 2HGES....3H563989
- 4-door – VIN begins with JHMES – ALL

2004 Civic:

- 4-door – VIN begins with JHMES – ALL

2003–04 Civic Hybrid: – ALL

CORRECTIVE ACTION

Apply wool felt to the A-pillar trim.

REQUIRED MATERIALS

Wool Felt (100 mm x 1,000 mm):

P/N 06993-SA5-000, H/C 2086676

(One piece is enough to repair 8 to 10 A-pillar trim pieces.)

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

OP#	Description	FRT	Template#
857701	Repair A-pillar trim (one side)	0.2	04-031A
857092	Test-drive vehicle	0.3	
857701A	Repair A-pillar trim (both sides)	0.2 0.2	04-031B
857092	Test-drive vehicle	0.3	

Failed Part: P/N 84151-S5A-003ZB
H/C 6482485

Defect Code: 07404

Symptom Code: 04201

Skill Level: Repair Technician

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

DIAGNOSIS

Test-drive the vehicle on a rough or bumpy road, and listen for a rattle. If a rattle comes from the lower A-pillar trim area (driver's side, passenger's side, or both), apply pressure to the trim.

- If the rattle goes away, proceed with **REPAIR PROCEDURE**.
- If the rattle continues, look for other causes.



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. The 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.

Exhibit F

REPAIR PROCEDURE

1. Remove the front door opening trim near the affected A-pillar trim.

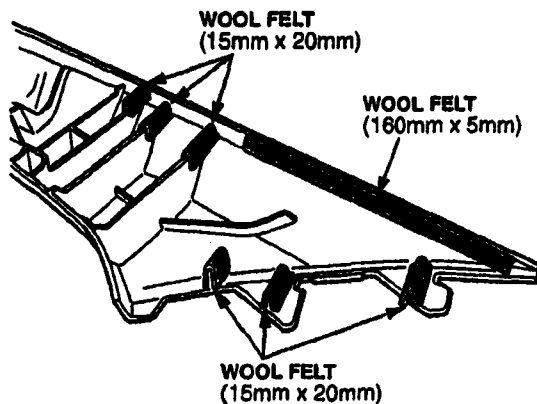
A-PILLAR TRIM



FRONT DOOR OPENING TRIM

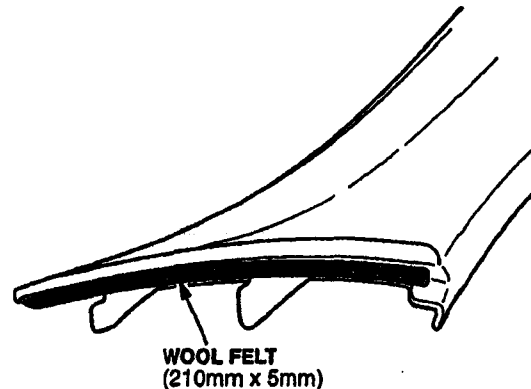
2. Remove the A-pillar trim by releasing the two clips.
3. Cut six 15 mm x 20 mm pieces of the wool felt, remove the adhesive backing, and install the felt onto the A-pillar trim ribs in the areas shown.

Passenger's side shown:



4. Cut one 160 mm x 5 mm piece of the wool felt, remove the adhesive backing, and install the felt onto the A-pillar as shown.

5. Cut one 210 mm x 5 mm piece of the wool felt, remove the adhesive backing, and install the felt onto the A-pillar as shown.



6. Reinstall the A-pillar trim and the front door opening trim.
7. Make sure the wool felt is not visible.
8. If the rattle was heard at both A-pillars, repeat steps 1 thru 7 to repair the other side.
9. Test-drive the vehicle on the same rough road to check for the rattle.
 - If the rattle is no longer present, the repair is complete.
 - If the rattle is still present, look for other causes.

65.

Applies To: **2004 Odyssey** - From VIN 5FNRL1...4B056192 thru 5FNRL1...4B072695**June 8, 2004****Creaking From the Base of the Right A-Pillar****SYMPTOM**

A creaking near the base of the right A-pillar when driving on rough or bumpy roads.

PROBABLE CAUSE

The two pieces of body sheet metal beneath the right A-pillar rub together.

CORRECTIVE ACTION

Increase the clearance between the pieces of sheet metal beneath the right A-pillar.

REQUIRED MATERIALS

Rust Fighter-1: 3M P/N 08892

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

OP#	Description	FRT	Template ID
8130A0	Increase body sheet metal clearance beneath right A-pillar	0.2	04-030A
813092	Test-drive vehicle	0.3	

Failed Part: P/N 60613-S0X-A00ZZ
H/C 5954706

Defect Code: 07404

Symptom Code: 04216

Skill Level: Repair Technician

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

DIAGNOSIS

Test-drive the vehicle on a rough or bumpy road, and listen for a creaking from the base of the right A-pillar.

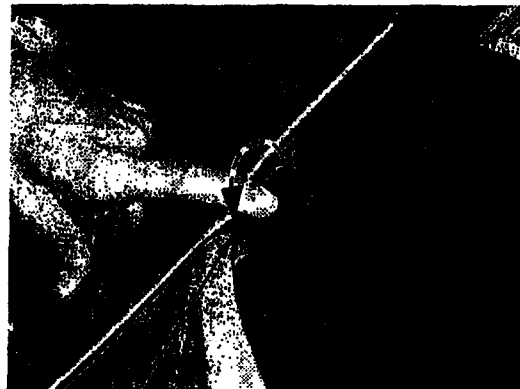
NOTE: Do not confuse this noise with any noise that may come from the strut tower area.

- If the creaking comes from the base of the right A-pillar, go to **REPAIR PROCEDURE**.
- If the creaking comes from another location, continue with normal troubleshooting.

REPAIR PROCEDURE

1. Set the windshield wiper arms so they are away from the plastic cowl.
 - Turn the ignition switch to ON (II).
 - Turn on the windshield wipers.
 - Turn the ignition switch to LOCK (0).
2. Gently peel back the edge of the right hood hinge seal.

NOTE: Do not tug or pull on the hood hinge seal to peel it back; this could distort the plastic cowl and cause wind noise problems.



**RIGHT HOOD
HINGE SEAL**

3. Carefully wedge a flat-tip screwdriver between the pieces of body sheet metal exactly as shown.



4. Pry up with the screwdriver to separate the sheet metal.

66

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ATB 27114 (0406)

1 of 2

Exhibit F


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[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#) | Component Search:

OK

Conversion Calculator

2003 Honda Accord V6-3.0L

[Vehicle Level](#) → [Windows and Glass](#) → [Window Seal](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Body - Front Window Wind Noise](#) ←

Body - Front Window Wind Noise

03-057

September 9, 2003

Applies To:

2003 Accord L4 - From VIN 1HGCM5...3A000075 thru 1HGCM5...3A010500

2003 Accord V6 - From VIN 1HGCM6...3A000072 thru 1HGCM6...3A006800

Wind Noise at the Front Window

SYMPTOM

Wind noise coming from the front of the window by the outside mirror.

PROBABLE CAUSE

The door glass is not completely sealed in the glass run channel.

CORRECTIVE ACTION

Apply a piece of wool felt behind the glass run channel.

REQUIRED MATERIALS

 Wool Felt (1T): P/N 06993-SA5-000
 H/C 2056676

OP#	Description	FRT
828005	Repair driver door	0.3
828006	Repair passenger door	0.3
828092	Test drive	0.3

Zoom

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WARRANTY CLAIM INFORMATION

In warranty:

Accord

67.

Exhibit F

The normal warranty applies.

Failed Part: P/N 73350-SDA-A10
H/C 7144652

Defect Code: 056

Contention Code: B07

Skill Level: Repair Technician

Out of warranty:

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

DIAGNOSIS

Test-drive the vehicle at highway speeds to verify the customer's complaint of wind noise.

^ If there is wind noise from the front of the window, go to REPAIR PROCEDURE.

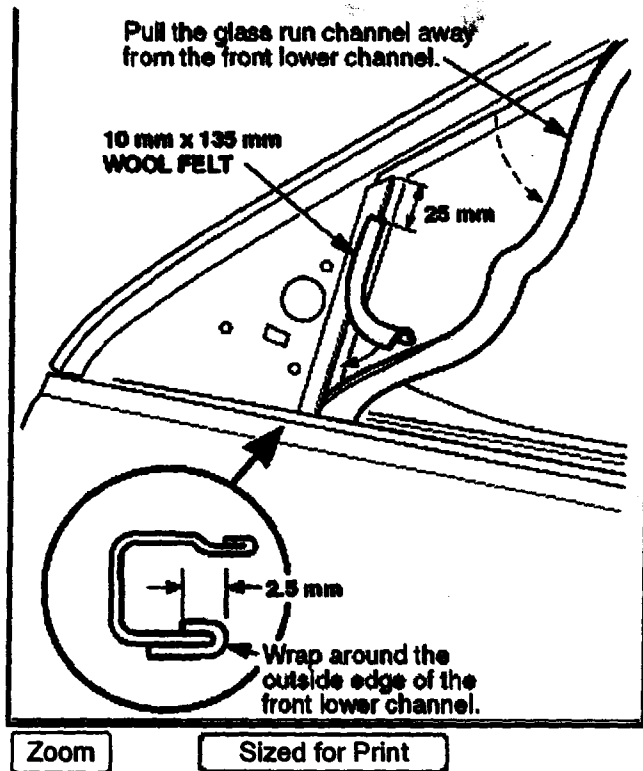
^ If the noise is coming from another location, this service bulletin does not apply.

REPAIR PROCEDURE

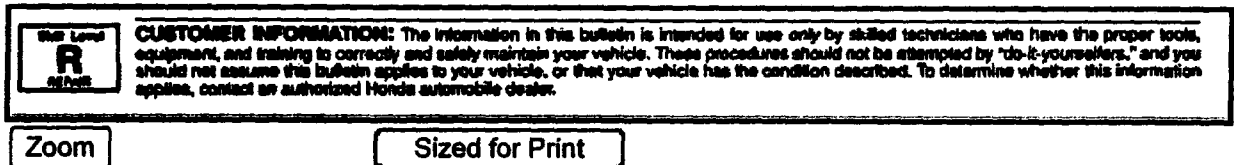
1. Remove the outside mirror (see page 20-41 of the 2003-2004 Accord Service Manual).
2. Pull the glass run channel away from the front lower channel area. Remove the glass run channel just enough to access the front lower channel; do not remove it completely.
3. Cut a 10 mm x 135 mm strip of wool felt.

68.

Exhibit F



4. Apply the wool felt along the length of the front lower channel as shown.
5. Reinstall the glass run channel. Work it around the front lower channel so it seals properly with the added thickness. Make sure the glass run channel does not pinch in the door molding.
6. Install the mirror. Make sure there are no gaps between the mirror and the run channel.
7. Raise and lower the window. Check that it does not pinch or pucker the glass run channel or window seal.
8. Drive the vehicle at highway speeds to make sure the noise is gone.



Disclaimer



Applies To: 2003 Element 2WD - From VIN 5J6YH1...3L000001 thru 5J6YH1...3L009372
2003 Element 4WD - From VIN 5J6YH2...3L000001 thru 5J6YH2...3L022888

May 6, 2003

2003 Element: Windshield is Cracked at the Lower Corners

SYMPTOM

Cracks in the windshield at the lower corner(s).

PROBABLE CAUSE

The windshield flange surface is uneven.

CORRECTIVE ACTION

Remove the high spots on the windshield flange, and replace the windshield.

PARTS INFORMATION

Windshield:

P/N 73111-SCV-A00, H/C 7285471

Windshield Moldings:

P/N 73150-SCV-A01, H/C 7285505

Rubber Dam Set:

P/N 04731-SCV-A00, H/C 7310774

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 831120

Flat Rate Time: 1.7 hours

Failed Part: P/N 73111-SCV-A00
H/C 7285471

Defect Code: 017

Contention Code: A99

Template ID: 03-028A

Skill Level: Repair Technician

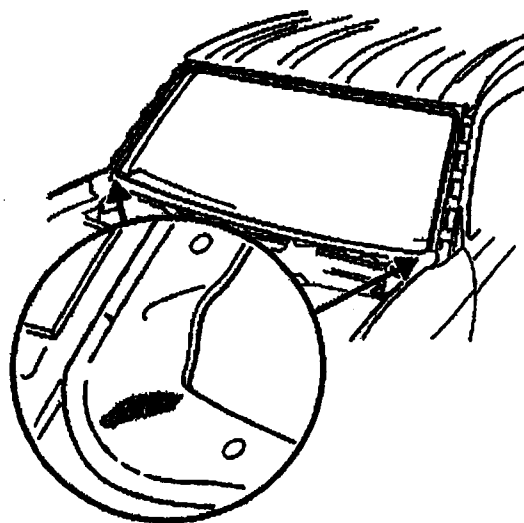
Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

REPAIR PROCEDURE

1. Remove the windshield (see page 20-37 in the 2003 Element Service Manual).

2. Inspect the mounting flange for any high spots, especially at the base of the A-pillar where the dashboard attaches.

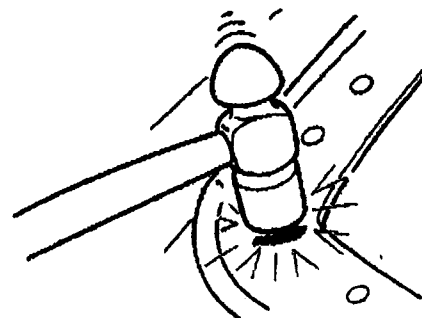
NOTE: You may need to remove some of the sealer to inspect the area.



NOTICE

To prevent damage to the A-pillar or the surrounding area, avoid using excessive force.

3. Using a hammer, carefully flatten the high spots so they are even with the rest of the area. If necessary, apply touch-up paint.



4. Install the new windshield (see page 20-37 in the service manual).

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ATS 2210 (0300)

1 of 1



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Exhibit F



Applies To: 2001-02 Civic - ALL

2003 Civic - 2-Door From VIN 1HGEM...3L000001 Thru 1HGEM...3L054319

- 4-Door From VIN 1HGES...3L000001 Thru 1HGES...3L027030

August 5, 2003

Creaking Noise From the Right Side of the Dashboard

(Supersedes 01-028, dated March 6, 2001)

SYMPTOM

A creaking noise comes from the right (passenger) side of the dashboard when driving over rough roads.

PROBABLE CAUSE

The upper cowl and the dashboard extension rub together.

CORRECTIVE ACTION

Increase the clearance between the upper cowl and the dashboard extension.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Operation Number: 841007

Flat Rate Time: 0.4 hour

Failed Part: P/N 60614-S5A-300ZZ
H/C 6456115

Defect Code: 042

Contention Code: B07

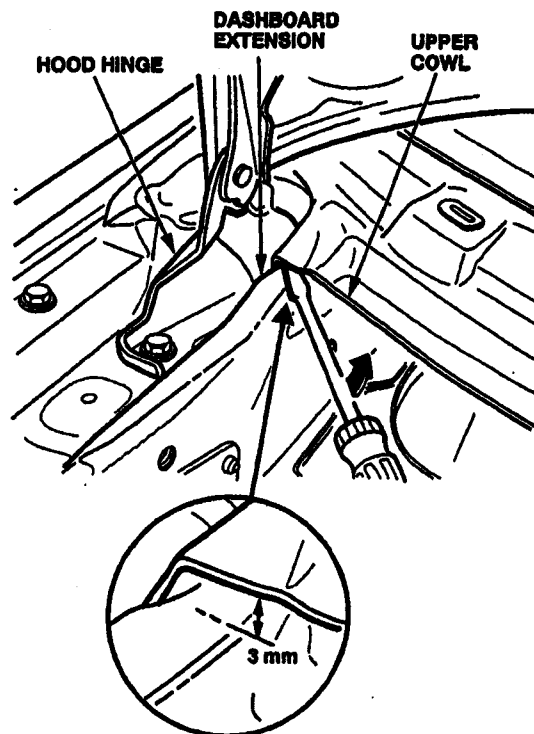
Template ID: 01-028A

Skill Level: Repair Technician

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

REPAIR PROCEDURE

1. Remove the right side cowl cover.
2. Insert a flat-tip screwdriver between the upper cowl and the dashboard extension.



3. Pry the cowl up until it is 3 mm away from the dashboard extension.
4. Reinstall the right side cowl cover.
5. Test-drive the vehicle to make sure the noise is gone. If the noise is still there, use a ChassisEAR to pinpoint and repair the source of the noise. Refer to Service Bulletin 00-063, *Steelman ChassisEAR Diagnostic Tool*, listed under Tools.

Exhibit F

**2001 Honda
Civic
TECHNICAL SERVICE
BULLETINS**

VISIBILITY:WINDSHIELD

- **TSB #00064** – CONCERNS WITH WARPED OR DEFORMED WINDSHIELD MOLDING. *TT UPDATE. *TT (NHTSA ID #10003052, AUGUST 03 2004)
- **TSB #291001** – SUBJECT PERTAINING TO LOOSE OR DEFORMED UPPER WINDSHIELD MOLDINGS. *JB (NHTSA ID #626772, OCTOBER 29 2001)
- **TSB #01091** – SUBJECT REGARDING WINDSHIELD CRACKING AT THE LOWER CORNERS. *JG (NHTSA ID #626710, OCTOBER 23 2001)
- **TSB #010101** – SUBJECT ON REGARDING: WINDSHIELD MOLDING WIND NOISE. *ET (NHTSA ID #624193, SEPTEMBER 01 2001)
- **TSB #110601** – INFORMATION REGARDING FRONT WINDSHIELD CRACKING. NLM (NHTSA ID #623359, JUNE 11 2001)

2001
Honda Civic
Windshield
Problems

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[Conversion Calculator](#)

1998 Honda Civic DX Coupe L4-1590cc 1.6L SOHC MFI

[Vehicle Level](#) → [Windows and Glass](#) → [Windshield](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Windshield - Creaking Noise](#) ←
Windshield - Creaking Noise

99-060

August 3, 1999

Applies To:

1998-99 Civic 2-door - ALL

Creaking Noise From the Top of the Windshield During Cold Weather**SYMPTOM**

During cold weather, a creaking and/or ticking noise is heard from the top of the windshield near the sun visors.

PROBABLE CAUSE

The headliner is rubbing against the windshield.

CORRECTIVE ACTION

Install rubber spacers on the roof flange, and apply wool felt to the headliner if needed.

PARTS INFORMATION

Rubber Spacer Block: P/N 83200-S02-999, H/C 6273387

REQUIRED MATERIALS

Wool Felt: P/N 06993-SA5-000, H/C 2086676 (one roll will repair 20 vehicles)

WARRANTY CLAIM INFORMATION

OP #	FRT	Description	Template ID
842105	0.4	Install rubber spacers without wool felt	99-060A
842092	0.3	Test-drive	
842105	0.4	Install and trim rubber spacers, apply wool felt	99-060B
842092	0.3	Test-drive	

Zoom

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In warranty: The normal warranty applies.

Failed part: P/N 83200-S02-A11ZA
H/C 5030374
Detect code: 042
Contention code: B07
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.

DIAGNOSIS

NOTE : Do not turn on the heater during diagnosis. Heat in the passenger cabin will affect the accuracy of the diagnosis.

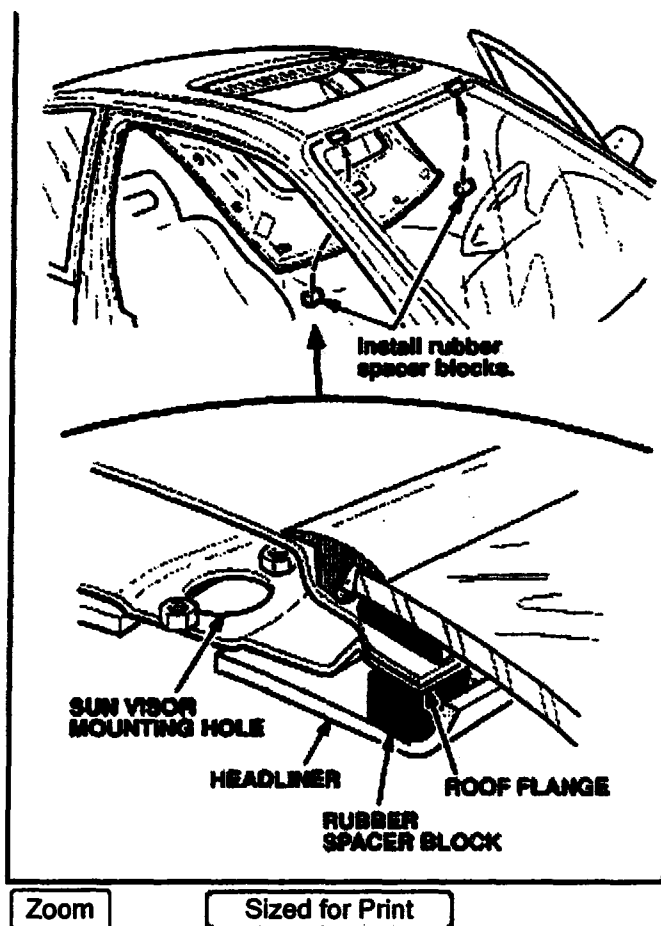
Test-drive the vehicle on uneven road surfaces. If you hear a creaking or ticking noise from the top of the windshield, press on the headliner. If the noise goes away, go to REPAIR PROCEDURE. Otherwise continue with normal troubleshooting procedures.

REPAIR PROCEDURE

1. Remove both sun visors and their holders. Refer to page 20-64 of the 1996-99 Civic Service Manual.
2. Remove the rearview mirror. Refer to page 20-25 of the 1996-99 Civic Service Manual.
3. If the vehicle has spotlights, remove them. Refer to page 23-184 of the 1996-99 Civic Service Manual.
4. Remove both A-pillar trim pieces.
5. If the vehicle has a moonroof, remove the moonroof trim.
6. If the vehicle has a passenger's grab handle, remove it.
7. Gently pull the front of the headliner down.

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Exhibit F



8. Install the rubber spacer blocks on the roof flange directly in front of the sun visor mounting holes.
9. Reinstall the sun visors and the holders.

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Exhibit F

Select Vehicle | New TSBs | Technician's Reference

Component Search:

OK

Conversion Calculator

1998 Honda Accord DX Sedan L4-2254cc 2.3L SOHC MFI

Vehicle Level → Windows and Glass → Windshield → Technical Service Bulletins → All Technical Service Bulletins → Headliner/Windshield/Moonroof - Creaking/Popping ←

Headliner/Windshield/Moonroof - Creaking/Popping

98-013

February 9, 1998

Applies To:

1998 Accord 2-Door - V6 thru VIN 1HGCG2...WA006830
1998 Accord 4-Door - L4 thru VIN 1HGCG5...WA068206 and 1HGCG6...WA063506
1998 Accord 4-Door - V6thru VIN 1HGCG1...WA015774

Creaking Noise From the Headliner, Windshield, and/or Rear Window

SYMPTOM

The vehicle may have any of these conditions:

- A creaking noise from the top of the windshield when driving over rough road surfaces
- A creaking noise from the top of the rear window when driving over rough road surfaces
- A creaking or popping noise from the moonroof area of the headliner

PROBABLE CAUSES

1. The Velcro-style fasteners used to secure the glass during the vehicle's assembly are not properly seated (2-Door and 4-Door).
2. The front and/or rear edges of the headliner are rubbing against the body (2-Door only).
3. The flex tubes attached to the underside of the headliner are rubbing against the body (2-Door only).
4. The moonroof opening molding is rubbing against the headliner (2-Door and 4-Door equipped with a moonroof).
5. The sunshade base sliders are loose in the guide rails, and/or the sunshade is not securely held by the base sliders (2-Door and 4-Door equipped with moonroof).

CORRECTIVE ACTION

1. Trim the windshield and rear window glass fasteners (2-Door and 4-Door).
2. Apply wool felt to the front and rear edges of the headliner (2-Door only).

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Exhibit F

3. Apply wool felt to the headliner flex tubes (2-Door only).
4. Apply wool felt to the corners inside the moonroof opening molding (moon roof-equipped 2-Doors and 4-Doors).
5. Expand the sunshade base slider spring clips, and apply EPT between the sunshade and its steel frame (moonroof-equipped 2-Doors and 4-Doors).

REQUIRED MATERIALS

Wool Felt: P/N 06993-SA5-000, H/C 2086676
 EPT Sealer ST: P/N 06991-SA5-000, H/C 2086650

WARRANTY CLAIM INFORMATION

OP #	Description	FRT	Template ID
842004	Remove headliner, inspect glass fasteners, and apply wool felt (2-Dr LX)	1.0	98-013A
842005	Remove headliner, inspect and trim glass fasteners, and apply wool felt (2-Dr LX)	2.1	98-013B
842006	Remove headliner, inspect glass fasteners, apply wool felt, remove sunshade, expand base slider spring clips, and apply EPT (2-Dr EX)	2.8	98-013C
842007	Remove headliner, inspect and trim glass fasteners, apply wool felt, remove sunshade, expand base slider spring clips, and apply EPT (2-Dr EX)	3.0	98-013D
842008	Remove headliner, inspect and trim glass fasteners, and reinstall headliner (4-Dr DX, LX)	2.1	98-013E
842009	Remove headliner, inspect glass fasteners, remove sunshade, expand base slider spring clips, and apply EPT (4-Dr EX)	2.8	98-013F
842011	Remove headliner, inspect and trim glass fasteners, remove sunshade, expand base slider spring clips, and apply EPT (4-Dr EX)	3.0	98-013G
842092	Test-drive	0.3	-

Zoom

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In warranty: The normal warranty applies.

Failed part: P/N 83209-SV2-A21ZA
 H/C 4551305

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Defect code: 042
Contention code: B07
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.

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[Conversion Calculator](#)

1995 Honda Civic Sedan L4-1.5L SOHC (8 valve)

[Vehicle Level](#) → [Windows and Glass](#) → [Windshield](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Body - Wind Whistle at the Top of the Windshield](#)

Body - Wind Whistle at the Top of the Windshield

Bulletin No.
95-056

Issue Date
SEP 8, 1997

Model
1995-97 [NEW]
CIVIC

Applicable To
ALL

File Under
BODY

Wind Whistle at the Top of the Windshield
(Supersedes 95-056, dated December 18, 1995)

SYMPTOM

A whistling or howling noise coming from the top, middle of the windshield at highway speeds.

PROBABLE CAUSE

Vibration of the upper windshield molding.

WARRANTY CLAIM INFORMATION

In warranty:

The normal warranty applies.

Operation number: 824003

Flat rate time: 0.5 hour

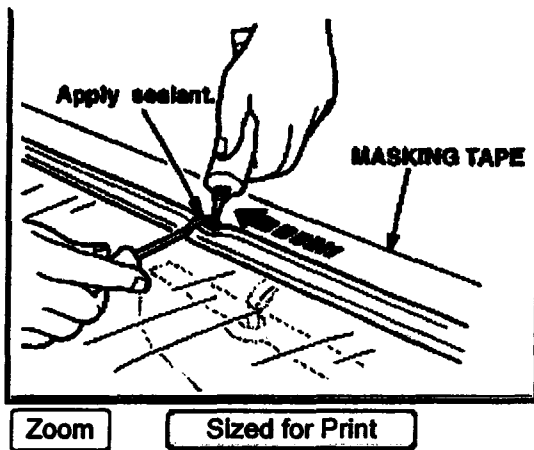
Failed part: P/N 731 50-S04-003
H/C 4779385

Defect code: 056

80.

1995
CIVIC

Exhibit F



2. Pull the rear edge of the upper windshield molding away from the roof (use a cotter pin puller or similar tool), and apply a liberal amount of 3M Black Super Silicone Sealant underneath it. Apply sealant along the entire length of the upper windshield molding.
3. Push on the molding to smooth it out and to form a good seal.
4. Remove the masking tape, then clean up any excess sealant with 3M General Purpose Adhesive Cleaner.
5. To give the sealant time to cure, tell the customer not to wash the windshield for 24 hours.

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[Conversion Calculator](#)

1995 Honda Accord Sedan L4-2.2L SOHC

[Vehicle Level](#) → [Windows and Glass](#) → [Technical Service Bulletins](#) → [Customer Interest](#) → [Body - Wind Whistle at the Top of the Windshield](#) ←**Body - Wind Whistle at the Top of the Windshield****BULLETIN NO.**
95-032**ISSUE DATE**
AUG 14, 1995**MODEL**
1995
ACCORD**APPLICABLE TO**
JAPAN PRODUCTION
ONLY (VIN begins
with JHM)**FILE UNDER: BODY****Wind Whistle at the Top of the Windshield****SYMPTOM**

A whistling or howling noise coming from the top, center area of the windshield when driving at highway speeds.

PROBABLE CAUSE

The upper windshield molding is vibrating.

Note This is the most likely cause in cars above VIN JHMCD5...SC043000. For wind noise complaints below this VIN, do not automatically assume that the upper windshield molding is the cause.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

83. Out of warranty: Any repair performed after warranty expiration may be eligible for

Exhibit F

goodwill consideration by the District Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

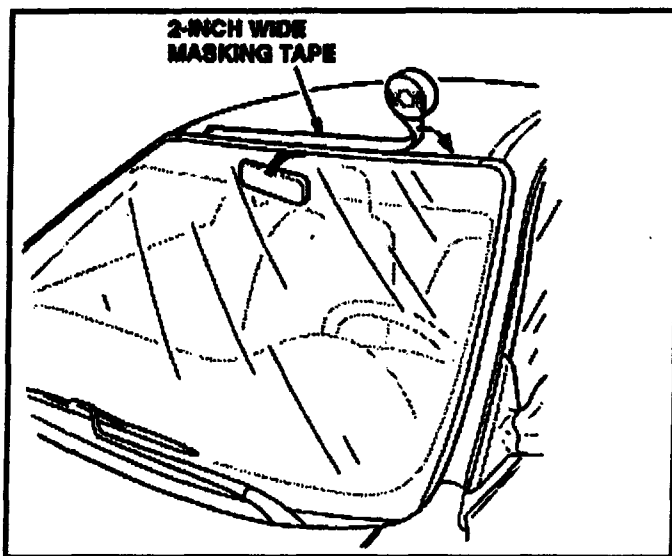
Operation number: 824002
Flat rate time: 0.5 hour
Failed part: P/N 73151-SV4-003
H/C 4273322
Defect code: 056
Contention code: B07

DIAGNOSIS

Drive the car at highway speeds and verify the noise. If the frequency or volume changes when you push on the top of the windshield in front of the rear view mirror, continue with CORRECTIVE ACTION.

CORRECTIVE ACTION

Apply sealant under the upper windshield molding.



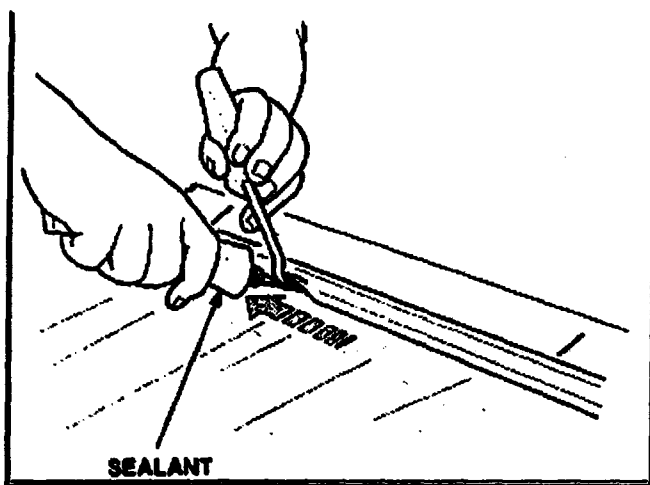
Zoom

Sized for Print

1. Protect the roof by applying 2-inch-wide masking tape along the edge of the upper windshield molding.

84.

Exhibit
#



Zoom

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4. Apply sealant between the windshield glass and the lower edge of the upper windshield molding in the same area.
5. Push on the windshield molding to smooth it out and to form a good seal.
6. Remove the masking tape. Clean up any excess sealant with 3M General Purpose Adhesive Cleaner (3M P/N 051135-08984).

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[Conversion Calculator](#)

1994 Honda Accord L4-2.2L SOHC VTEC

[Vehicle Level](#) → [Windows and Glass](#) → [Window Glass](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Body - Wind Whistle At The A Pillar](#) ←

Body - Wind Whistle At The A Pillar

Bulletin No.
94-027

Issue Date
SEP 6, 1994

Model
1994
ACCORD

Applicable To
SEDAN & WAGON

File Under
BODY

Wind Whistle at the A-Pillar

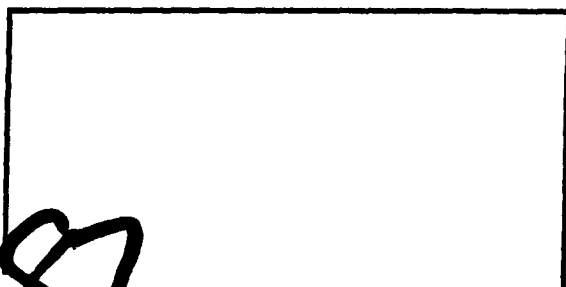
SYMPTOM

A whistling noise can be heard coming from the front edge of the glass when driving at 40 mph or higher.

PROBABLE CAUSE

→ The door glass is out of adjustment, allowing it to tilt forward and cause a gap at the leading edge.

DIAGNOSIS



87.

Exhibit
F



- 1. Lower the glass about eight inches. Place three pieces of masking tape along the edge of the glass - parallel to the A-pillar, along the top, and parallel to the B-pillar.**



2. Raise the window. Mark the tape where it contacts the run channel.
3. Open and close the window, and observe its movement. The glass, if adjusted properly, should appear to move straight up and down in the opening without tilting.
4. Remove the tape from the glass and close the window fully. Test drive the car at highway speed and use a stethoscope to confirm that the wind noise is coming from the edge of the glass (front or rear).

88.

Exhibit F

Select Vehicle | New TSBs | Technician's Reference Component Search:

OK

Conversion Calculator

1988 Honda Civic Sedan L4-1493cc 1.5L SOHC (D15B2) TBI

Vehicle Level → Windows and Glass → Windows → Technical Service Bulletins → All Technical Service Bulletins → Windows - Loose, Rattle, Wind Noise & Water Leaks ←

Windows - Loose, Rattle, Wind Noise & Water Leaks

Bulletin No.
88-039

Issue Date
JAN 13, 1992

Model
1988 - 1991 CIVIC 4-DR

Applicable To
ALL

File Under
BODY

Rear Quarter Window Noise
(Supersedes 88-039, Wind Noise from the Rear Quarter Glass, dated March 8, 1991)

SYMPTOMS

- ^ Wind noise from the rear corner of the window.
- ^ A water leak from the rear door.
- ^ The window rattles when the rear door is closed.
- ^ The window can be moved easily.

PROBABLE CAUSE

Improper fit of the rear quarter window glass.

CORRECTIVE ACTION

1. Remove the quarter glass from the door.
2. Trim and attach a piece of 10 mm wide EPT 10T sealer to the door frame.
Apply the Sealer from the top of the glass, around the back, and across the bottom as shown.

89.

Exhibit F

3. Attach a 10 mm wide piece of EPT 5T Sealer to the center channel as shown.
4. As you reinstall the quarter window, make sure the EPT forms a tight seal all around the glass.

PARTS INFORMATION

EFT-5T Sealer 06991-SA5-000

EPT-10T Sealer 06992-SA5-000

WARRANTY CLAIM INFORMATION

In warranty:

The normal warranty applies.

Out-of-warranty:

Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager. You must request consideration, and get the DSM's decision, before starting work.

Operation Number:
833029

Flat Rate Time:
0.6

Failed Part Number:
72877-SH4-000
H/C: 2717833

Defect Code:
043

Contention Code:
B99

90.

Exhibit F

Select Vehicle | New TSBs | Technician's Reference | Component Search:

OK

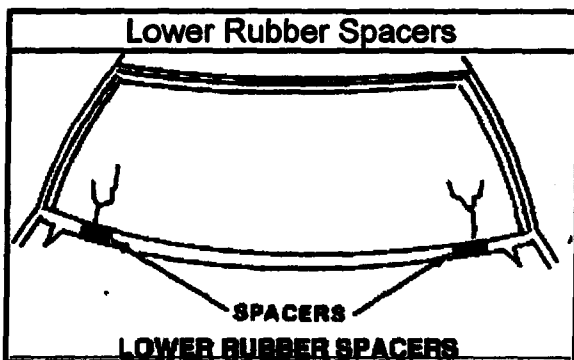
Conversion Calculator

1984 Honda Prelude L4-1829cc 1800 ES,ET

Vehicle Level → Windows and Glass → Windshield → Technical Service Bulletins → All Technical Service Bulletins → Windows - Cracked Windshield ←

Windows - Cracked Windshield

Model	Applicable To	File Under	Bulletin No.
84 PRELUDE	Up to VIN AB...ECO20736 OCT 1, '84	BODY	84-048 Issue Date

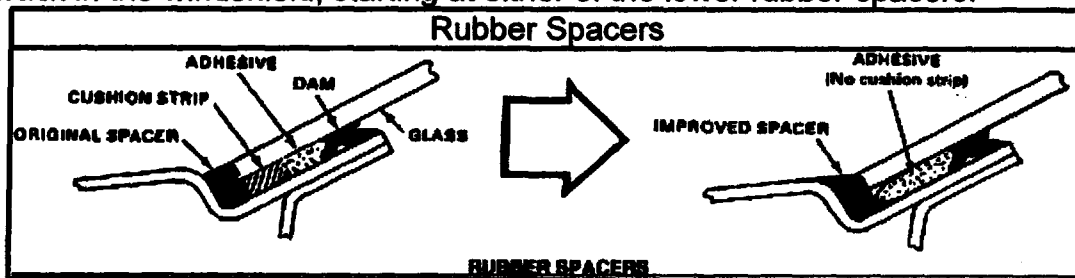


Zoom

Sized for Print

1984
Prelude**Cracked Windshield PROBLEM**

A crack in the windshield, starting at either of the lower rubber-spacers.



Zoom

Sized for Print

CORRECTIVE ACTION

When you replace the windshield:

- ^ Use improved type rubber spacers (H/C 1845163).
- ^ Do not install any cushion strips as shown in the Service Manual.

91.

Exhibit F

^ Make sure you use only an urethane sealant/adhesive.

PARTS INFORMATION

Windshield lower spacer: H/C 1845163, P/N 67806-SB0-020

WARRANTY CLAIM INFORMATION

You must get authorization from your District Service Manager before replacing a windshield.

Operation number: 831120

Flat rate time: 1.7

Defect code: 017

Failed part H/C: 1482959

Contention code: B02

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92.

Exhibit F

[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#)

Component Search:

OK

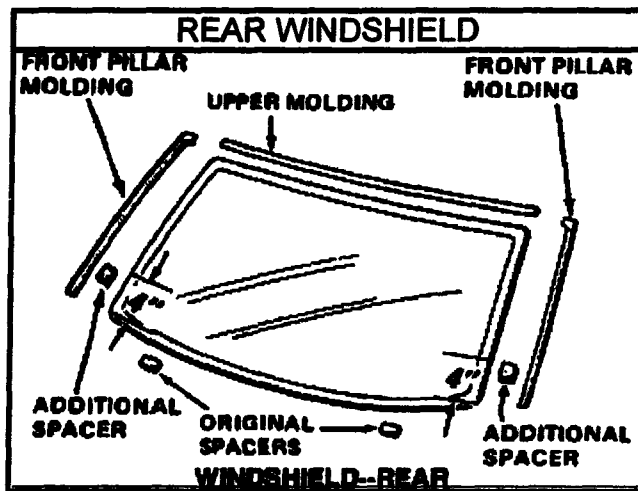
Conversion Calculator

1984 Honda Civic CVCC L4-1342cc 1.3L EV1

[Vehicle Level](#) → [Windows and Glass](#) → [Windshield](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Windows - Cracked Windshield](#) ←

Windows - Cracked Windshield

Model	Applicable To	File Under	Bulletin No.
1984 Civic	Up to the VIN numbers listed below.	BODY	84-020 Issue Date MAR. 26, '84



Zoom

Sized for Print

1984
Civic

1984 Civic Hatchback - Cracked Windshield PROBLEM

Stress cracks in the windshield. ←

CARS AFFECTED

1300 Hatchback up to AG004321 1500 Hatchback up to AH012653

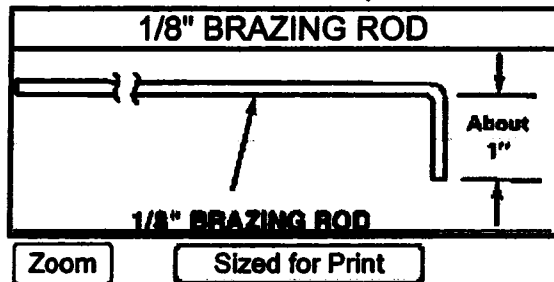
CORRECTIVE ACTION

1. Remove the damaged windshield. If the crack is on the bottom or top edge, look for protruding sheet metal. Use a hammer to tap down (away from the windshield) any protruding metal. ←
2. Remove the original spacers. Use alcohol to clean all traces of the spacer adhesive from the body, then install new spacers...

93.

Exhibit F

- 3. Install additional spacers, one on each side of the windshield, four inches up from the cowl. Remove the old windshield adhesive (down to the paint) where the additional spacers will be located. If paint is scraped off during the adhesive removal, be sure to prime any bare areas. Then, clean the area with alcohol and install the additional spacers.**



- 4. Temporarily place the windshield in position. Measure the clearance between the back edge of the windshield and the body, all the way around. There should be approximately 3 mm (1/8 in) of clearance. You can use a 1/8 inch brazing rod, with its end bent at 90, to check this clearance.**

If any spots have less than the specified clearance, remove the windshield and tap down the protruding metal with a hammer.

- 5. Review the Performance program on Windshield Replacement, then follow the windshield replacement procedure described in the 1984 Civic Service Manual, page 22-32.**

CAUTION: Be careful during installation of the side moldings. Overtightening the side moldings could result in stress cracks.

NOTE: Use a urethane sealer for the windshield.

WARRANTY CLAIM INFORMATION

Use operation 831120 for a total time of 1.7 hours. Use defect code 017.

PARTS INFORMATION

Windshield:

1300 H/C 1623297 P/N 67201-SB3-700 1500 H/C 1623289 P/N 67201-SB3-660

Spacer: H/C 1623412 P/N 67806-SB3-000

94.

Exhibit F

Select Vehicle | New TSBs | Technician's Reference

Component Search:

OK

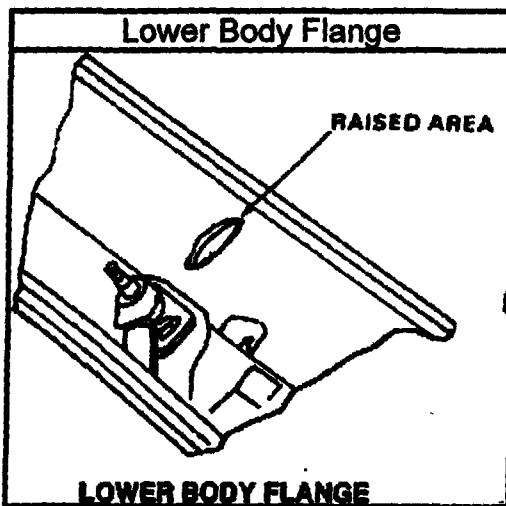
Conversion Calculator

1983 Honda Prelude L4-1829cc 1800 ES,ET

[Vehicle Level](#) → [Windows and Glass](#) → [Windshield](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Window - Cracked Windshield](#) ←

Window - Cracked Windshield

Model	Applicable To	File Under	Bulletin No.
1983			83-031
PRELUDE	ALL	BODY	Issue Date
Prelude Cracked Windshield			NOV. 1983



Zoom

Sized for Print

1983
Prelude

PROBLEM

A crack in the windshield caused by the glass pressing against a raised area or "bump" in the lower body flange.

CORRECTIVE ACTION

Remove the windshield and check the flange just behind the passenger's-side windshield wiper pivot; you may find a 40 mm x 15 mm bump in it. If so, carefully hammer the raised area flat so it won't touch the glass.

When installing the new windshield, make sure you use only a urethane sealant/adhesive, and follow the procedure shown in Bulletin 83-022 dated August

95.

Exhibit F

1983.

WARRANTY CLAIM INFORMATION

Use operation 831120 with a total time of 1.7 hours.

PARTS INFORMATION

Windshield H/C 1482959

Rubber dam H/C 1471127

Rubber cushion set H/C 1511898

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96.

Exhibit F

Select Vehicle | New TSBs | Technician's Reference

Component Search:

OK

Conversion Calculator

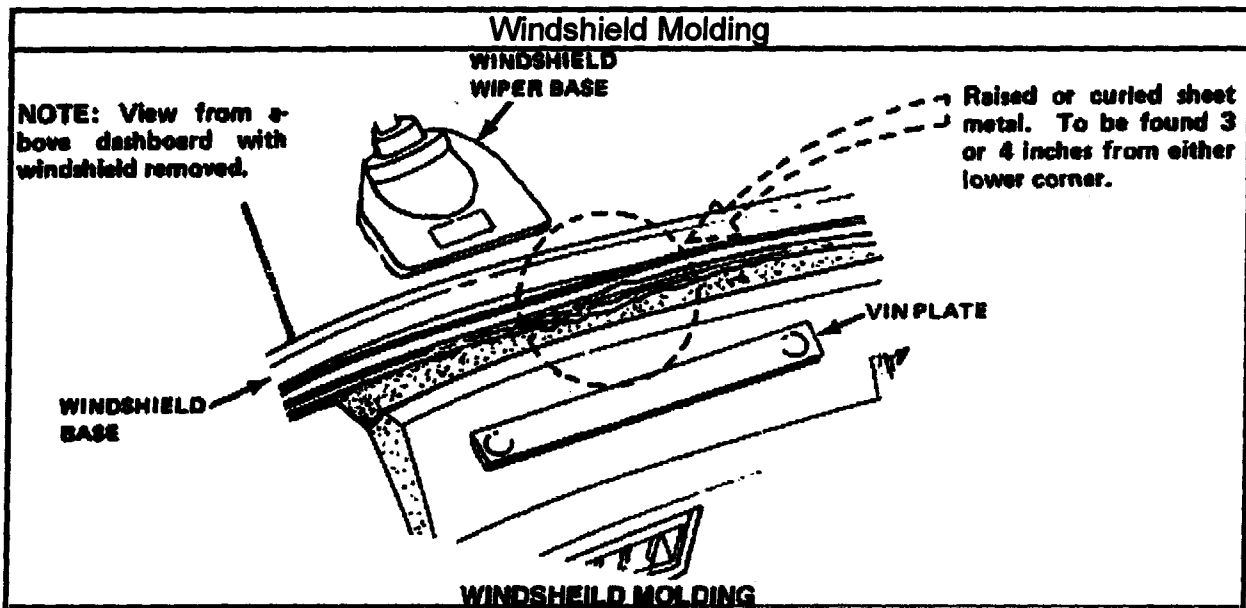
1983 Honda Accord L4-1751cc 1800 EK1

Vehicle Level → Windows and Glass → Windshield → Technical Service Bulletins → All Technical Service Bulletins → Window - Cracked Windshield ←

Window - Cracked Windshield

Model	Applicable To	File Under	Bulletin No.
ACCORD	'84 up to	BODY	83-029
4-DOOR	VIN....0031288		Issue Date
			OCT 1983

**Accord
1983**



Zoom

Sized for Print

CRACKED WINDSHIELD PROBLEM

Windshield cracking because of raised or curled sheet metal contacting the glass along the lower windshield base.

CORRECTIVE ACTION

1. Remove the windshield molding and then the windshield.
2. Thoroughly clean the windshield sealing surface on the body.
3. Inspect the base just above the sealing surface for raised or curled sheet metal. These will most likely be found 3 or 4 inches in from the lower corners.

97.

Exhibit F

4. Carefully flatten the raised or curled sheet metal with a hammer until it is smooth and even.
5. Make sure the sheet metal will not touch the windshield, then install the new windshield using only a urethane sealer.

WARRANTY CLAIM INFORMATION

Use operation number 831120 with a total time of 1.7 hours.

PARTS INFORMATION

Windshield: H/C 1575265 P/N 67201-SA6-661

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98.

Exhibit F

BACK TO HONDA CIVIC COMPLAINTS

RECALLS

TSBS

LEMON LAW

1995 Honda Civic TECHNICAL SERVICE BULLETINS

There are also 9 recalls » for this vehicle.

Please note: The TSB information displayed below are summaries. Unfortunately we do not have access to the full information about a particular TSB, write down the TSB number & contact your local dealer.

Ask Your Honda Question

Mechanics, Technicians & Honda Specialists
Answer You Online ASAP!
www.JustAnswer.com

Michelin Optimum Blades

All weather wiper blades with a new,
frameless design. Visit us at
www.michelinwiperblade.com

Honda Civic Warrant

Free Extended Auto War
Days Risk-Free. Save 60
www.ExtendMyCarWarr

Ads by Goooooogle

SUSPENSION:REAR

TSB #00006 – CONCERNS WITH A CLUNK OR SQUEAK FROM THE REAR SUSPENSION WHEN GOING OVER ROUGH OR BUMPY ROADS. *TT (NHTSA ID #629065, DECEMBER 11 2001)

TSB #00006 – EXPERIENCING A CLUNK FROM THE REAR SUSPENSION WHEN GOING OVER ROUGH OR BUMPY ROADS. *TT (NHTSA ID #610611, MARCH 28 2000)

ENGINE AND ENGINE COOLING:ENGINE

TSB #97111097047 – PROBLEMS WITH HEAD GASKET LEAKS. *YC (NHTSA ID #54041, NOVEMBER 10 1997)

ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

TSB #010402 – SUBJECT REGARDING CUSTOMER COMPLAINTS THAT THE ENGINE HESITATES BRIEFLY WHEN ACCELERATING. *TT (NHTSA ID #636738, APRIL 01 2002)

TSB #302 – CUSTOMERS MAY COMPLAIN OF A BRIEF HESITATION WHEN ACCELERATING AT HIGH ENGINE SPEEDS. *TT (NHTSA ID #631027, MARCH 16 2002)

ENGINE AND ENGINE COOLING:COOLING SYSTEM

TSB #11012003 – HEATER BLOWER MOTOR GETS HOT OR BLOWS A FUSE. HONDA. SERVICENEWS. *TT (NHTSA ID #10009278, NOVEMBER 01 2003)

VISIBILITY:WINDSHIELD

TSB #00021 – EXPERIENCING A WHISTLING OR HOWLING NOISE COMING FROM THE TOP, MIDDLE OF THE WINDSHIELD AT HIGHWAY SPEEDS. *TT (NHTSA ID #610303, FEBRUARY 01 2000)

TSB #95056 – VEHICLES WITHIN VARIOUS VINS MAY EXPERIENCE A WHISTLING OR HOWLING NOISE COMING FROM THE TOP, MIDDLE OF THE WINDSHIELD AT HIGHWAY SPEEDS. *TT (NHTSA ID #604553, MARCH 02 1999)

99.

Exhibit F



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Genuine Honda Fit Accessories at Discount Prices
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► FitTuners.com - Community forums for Honda Fit Owners > Fit Discussions > Problems and Fixes

 [REPLY](#)  [NEW TOPIC](#)

2007 Fit: Wind Noise at the Top of the Windshield, Service Bulletin 06-019 - April 20 2006 Options ▼

bing

Administrator
■ ■ ■
Group: Root Admin
Posts: 348
Joined: 13-January 06
Member No.: 1

☐ May 14 2006, 12:02 AM Post #1

Just read about noise issues with some Honda Fits. Apparently there is a gap on the top leading edge of the windshield that causes whinning.

Dealers have been advised to use silicone adhesive to close up the gap to eliminate noise.



 [QUOTE](#)  [REPLY](#)  [TOP](#)  [QUOTE](#)  [REPLY](#)

edstroyer
☐ Jul 24 2006, 02:09 PM Post #2

Newbie
■
Group: Members
Posts: 1
Joined: 24-July 06
Member No.: 147

QUOTE(bing @ May 13 2006, 08:02 PM) ☒

Just read about noise issues with some Honda Fits. Apparently there is a gap on the top leading edge of the windshield that causes whinning.

Dealers have been advised to use silicone adhesive to close up the gap to eliminate noise.

100.

Exhibit 6

Do you know if there was a TSB issued for this problem?



My Honda Fit developed a high pitch noise at the top center of the windshield when driving at highway speeds. I can make the noise stop if I apply slight outward pressure with my hand on the windshield.

I called Honda Service and they haven't gotten any TSB's for the FIT. Many times there would be one issued and the reps wouldn't even know about it. That's why I ask!

Anyway...

I have a scheduled an appointment to have the issue looked at. I'll post the outcome...



martbooze

□ Sep 25 2006, 09:51 AM

Post #3

try this.....<http://www.tonsa.com/catalogimages/FIT2007.pdf>

Newbie



Group: Members

Posts: 3

Joined: 25-September 06

Member No.: 202



sam

♥ □ Sep 25 2006, 07:24 PM

Post #4



Advanced Member



Group: Moderators

Posts: 53

Joined: 13-July 06

From: Indiana USA

Member No.: 126

QUOTE(martbooze @ Sep 25 2006, 05:51 AM) [E]

try this.....<http://www.tonsa.com/catalogimages/FIT2007.pdf>

excellent resource, thanks martbooze. I've modified it slightly in my quote to make it a clickable link (just gives me something to do besides say thanks (IMG:style_emoticons/default/smile.gif))

The link is very descriptive of the problem and solution. It also provides the affected VIN numbers. Looks like this was taken care of on some cars when they arrived too.

101.

Exhibit G

you'll be
joining the
#1 Honda
Ridgeline
owner and
enthusiast
club in the
world!
You'll also
be
removing
this ad, so
please join
the
Ridgeline
Owners
Club today!

Honda Ridgeline Deals

Never Pay Retail Again. We Will Show You
Dealers Secret Price.
SecretAutoPrice.com

Manufacturer Car Audio

Speakers-Tweeters-Woofers-Equalizer
Amplifiers-Rca Cables-Install Kits
www.mclarenaudio.com

The All-Ne

Discover the
Arriving earl
www.Toyota

Ads by Goooooogle

03-07-2006, 10:54 PM

#2



CBRidgeJockey ●

Senior Member
2006 Billet Silver / Gray RTL

Join Date: Nov 2005
Location: Cloverdale
Posts: 253

Re: My Windshield problem gets worse

that is pretty fugly mess.... I would not want to look at that for the next 5- 10 years...
hope they clean it up and do a better job and finishing off the seams on the seal. ☺
Makes me kinda paranoid ... I wait to hear, see and leak each day... mmmm Hopefully
my Ridge stays perfect...

Silver EX-L w/MR]Full nose bra, Moonroof deflector, Rear mud guards, Body side moulding, Block
heater, locking lug nuts. Cargo net...



03-08-2006, 10:38 AM

#3

BillB ●

Senior Member
2006 Steel Blue / Gray RTS

Join Date: Jul 2005
Location: NYC
Posts: 1,352

Re: My Windshield problem gets worse

That is completely unacceptable and I hope you do not have to clean this up yourself.
However, if this is what my dealer did to my truck, I would be looking for another dealer.
I too have a similar problem with multiple windshield attempts and also with some dealer
sloppiness that led me to have a heart to heart with the technical manager and the
dealer now knows exactly what I mean by neat. It is amazing what some people will try
to get away with because some consumers just do not speak out. Be strong and stick to
your guns.

On the bad side is that no matter how well a windshield is sealed, the noise will probably
never completely go away. The level of noise coming from the windshield seal and trim is
relative to how you tolerate it. Some members claim their truck is silent. Well that is just
impossible. Silent means NO noise. Some noise exists in every vehicle on the road, not
just Ridgelines. Some like us may be more sensitive to this particular noise and we are
not the lucky ones to have that sensitivity. As soon as it warms up, I am going to do

102.

Exhibit G



05-03-2005, 10:49 AM

#5

Ridge

Senior Member

2006 Steel Blue / Gray RTL

Join Date: Feb 2005

Posts: 812

Re: Useless Information from Honda Customer Relations

Honda corp. told me they are aware and are working on a resolution. The best thing is just test drive off the lot and not order one. It's the shortest path to Ridgeline bliss.

www.karynwhittemore.com

Visit here for my full Honda Ridgeline & Fit experience

<http://www.rottentomatoes.com/vine/j...01&view=public>



05-03-2005, 11:05 AM

#6



LadyRidge

ROC Sponsor

2006 Billet Silver / Gray RTL

Join Date: Mar 2005

Location: Brecksville, Ohio

Posts: 6,837



Re: Useless Information from Honda Customer Relations

Quote:

Originally Posted by **Ridge**

Honda corp. told me they are aware and are working on a resolution. The best thing is just test drive off the lot and not order one. It's the shortest path to Ridgeline bliss.

I don't know what to think.

When I spoke to Teresa yesterday, she gave me no indication whatsoever that they had a clue about all the issues here.

Honda..if you are listening...

WE NEED POSITIVE RESULTS!! HONEST ANSWERS!! STRAIGHT FORWARDNESS!!

KNOWLEDGE THAT YOU KNOW OF THESE PROBLEMS AND INTEND TO REMEDY THEM!!

INFORM ALL YOUR CALLERS REGARDING SAID ISSUES THAT YOU ARE AWARE!!

WE are the reason your Ridgeline will succeed or fail!! This club is your BEST resource to the information highway of your buyers!!

LISTEN UP!!

Have a nice day!!

Loma Linda Charity Drive

DuraShield and Body Graphics for your Ridgeline

Ridgeline

Exhibit G

103.

Posts: 127

making sounds ON
 Acura a Honda Car 2005
 has some

05-04-2005, 05:05 PM

newcar

#4

Join Date: Apr 2005
 Location: Putnam Co. NY
 Posts: 27

problem common

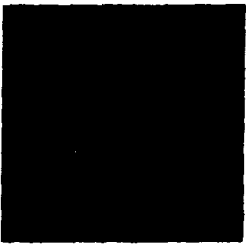
Hi folks. My first post here, so I'm sorry it's a complaint. I have an '05 "S" and I'm very happy with the car. It's really quiet especially when compared with my other car which is an '03 S2000. I've had this car for less than a month with about 1000 miles and it's been making this creaking sound since day one. I find it's worse when it's below 50 degrees. My service guy heard it and wanted to try sticking some insulation between the dash and the windshield. I've done that, but what I hear seems to be coming from the top of the windshield. I'm still in the process of trying to isolate the rattle but it's subtle. I'm calling Acura again tomorrow. I think they have to re-seat the windshield. Can't see where else the noise could be coming from. Anyway, this is a really nice car, but this noise is killing all the enjoyment for me. I've done searches here and found some similar threads, but no definitive solutions. It seems fairly common so it's hard to believe there's noat a TSB yet. I'd like to hear from anyone else that has a similar problem and what has happened.

Thanks,
 Frank

#4

05-04-2005, 09:41 PM

creep3
 I <3 honda



Join Date: Aug 2004
 Location: CC Texas
 Posts: 4,906
 ITrader: (15)

Exhibit G

Guys my hole damn car rattles, sounds like its rattling apart. It use to piss me off now i just deal with it by turning up my music heh. Good luck.

Creep3's feedback thread
Pictures of my 2002 rsx-s
Pictures of my new 2005 rsx-s

#5

05-04-2005, 09:48 PM

josolanes
 I <3 this smiley

104.

Quote:
 Originally Posted by **creep3**

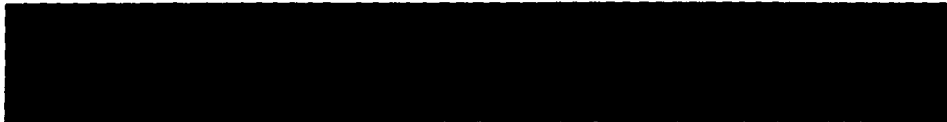
#6



[Honda Ridgeline Owners Club Forums](#) > [Accessories, Care and Mods](#) > [Exterior](#)
[Useless Information from Honda Customer Relations](#)

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Page 1 of 2 1 2 > ▾

Thread Tools ▾ Search this Thread ▾ Display Modes ▾

05-03-2005, 08:44 AM #1

maybearidge ● Join Date: Mar 2005
Posts: 491
 Senior Member

Useless Information from Honda Customer Relations

I got a call back from Honda... finally... about 2 major issues effecting many Ridgeline owners.

Here is what I heard.

Exhibit 6

- There is no info at all on any wind noise reported to them...not true.
- The trip computer can not be just turned on by software ...as reported on ROC- I find that hard to believe.

I really got 0 satisfaction out of talking with them. They do not say anything about others problems reported.

Hey Guest!
 Not Registered with the ROC? Join

Ridgeline Windshield Noise problems

105. 2005



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Start writing now!



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Opinion Summary

Yeah, it's ugly, but then again, you're reading this review!
by superskunk | Jan 01 '03
Pros: Fun, unique styling, functional interior, great ride, MP3 jack (EX), nice stock radio (EX)
Cons: Rear windows don't roll down, no standard remote keyless entry, side airbags are not standard

[Return to opinion](#)

OVERALL RATING



Have something to say?

[Write your own comment on this review!](#)

Comments on "Yeah, it's ugly, but then again, you're reading this review!" (21 total)

Comment

Incredible Review/Updates! (Reply to this comment)

by blswartwood

Thanks for the awesome review- makes me very glad that I bought my Element!!!

Re: Great review (Reply to this comment)

by terrypittsford

I found some after-market seat covers that were PERFECT for my Element unfortunately they wouldn't fit for two reasons: a) The seats are too tall, and b) The armrest gets in the way. Too there is no consideration that any retro-fitted seat covers will not work because of the side-air bags should you have those installed.

Re: Window fixed under warranty (Reply to this comment)

by terrypittsford

I bought my EX in July of 2003 and love it dearly with the exception of the windshield problems. Driving it home THE FIRST DAY, a miniscule pebble took out a small chip, right in my field of vision of course. Since that time I have two additional "stars" both from road pebbles. Also, since I am driving into the sun each morning on my way to work, I have noticed that the whole windshield has become pitted, a condition that not only wears out wipers, but creates a driving hazard. I have subsequently spoken to several automotive glass experts and they maintain that a) the glass is too thin, and b) that it is of inferior quality to begin with, barely meeting government safety standards. I am nearly 60 years old and have owned a lot of vehicles but NEVER have I seen a windscreen chip, crack, and pit so easily. It is my fervent hope that Honda will own up to the problem and correct this design fault before I trade it in for a 2006.

Re: Great review (Reply to this comment)

by superskunk

Thanks...

Keep in mind if you get the model with side impact airbags next year (which I HIGHLY RECOMMEND), most seat covers will interfere with the bags stored in the sides of the seats.

I hope this doesn't ruin your plans to buy an Element.

Derek

Great review (Reply to this comment)

by bigkahunafl

I really appreciate all the detail you wrote up on the Element. I am planning on buying an 04 around the first of the year. It might be ugly, but it sure grows on you. I hope the seats have gotten better for you. That is the only thing my wife doesn't like about the vehicle. She also wants to put some type of seat cover on them since they are so hot and living in South Florida doesn't help it.

Thanks again for the detailed review.

14,000 miles in 7 months (Reply to this comment)

by superskunk

14,000 miles and my Element has loosened up quite nicely. The seats aren't stiff anymore, and the whole vehicle just feels smoother.

No real dings, but a couple of slight impressions. I'm lucky I guess.

Mileage is static at 23mpg.

Other than the window crack, which was replaced under warranty, the car has been trouble free. I am

107.

Exhibit G

Element

by superskunk

Apparently there is an issue that may be causing or assisting windshield breakage. Honda has posted TSB 03-028, a tech advisory indicating two flange areas that assist in holding the window in place may be exerting undue pressure on the window, thus causing stress cracks. The solution is to grind down the flanges. The bulletin does not directly advise the dealerships to replace broken windows under warranty. We'll see how the dealer handles this. I'm not looking forward to the conversation.

There is a VIN range, so I imagine it is fixed on all new builds.

<http://www.derekknight.com/element/tsb03-028windshield.gif>

Possible windshield quality/design issue (Reply to this comment)

by superskunk

Yup, you read that right. There may be a quality/design issue with the Element with regard to the windshield.

The tiniest of rocks nicked my window 1/2" in and half way up the driver's pillar. The nick was so slight I had to zoom in with my eyes and squint to see it. The rock, which I never heard or saw, caused the glass to immediately crack to 4" straight in. I think the crack actually occurred when I closed my door. Within hours, the crack spread to 13". I was surprised that such an insignificant scratch could do this much damage so quickly, but I shrugged it off and dropped the \$70 to have it glued. Geico agreed to reimburse me (without a deductible), bless their hearts. However, on such a long crack I can still see it, and it is, unfortunately, in my line of vision.

Well, after reading some Element forums, glass breakage appears to be WIDESPREAD problem for the Element. I say widespread because the car has only been in the US four months and there are already a LARGE number of folks with damage. Here are a few forums that discuss the issue:

<http://www.hondaelement.org/showthread.php?s=&threadid=833>

<http://www.hondaelement.org/showthread.php?s=&threadid=1345>

I do not know where the problem lies, if indeed there is a quality/design problem. Some folks hypothesize that the problems are stress cracks, or as a result of thin windows, or even the angle of the pillars. I am not a window expert and have decided to withhold my verdict until Honda speaks on the issue. I am very concerned with the issue for several reasons:

1) The rock cracked the window too easily. In my sixteen years of driving, I've never had a windshield crack this easily. Sure, my experience could be the 1 in 100, but it's a gut level feeling that there's something wrong.

2) Getting an Element windshield right now, reportedly, is somewhat difficult as there is a nationwide backorder on the part. As we all know, if the only part is available at the dealer, it is going to be exorbitantly expensive.

3) My confidence in the replacement part is not high. It's not like just replacing a headlight or lens cover. This can get costly very quick, and then there's the worry about installation issues such as leakage, finish, and noise. Grade A hassle in my book.

I absolutely love my Element -- just crazy about it -- and it kills me that there may be a problem that can nickel and dime me each time I choose to fix it, or annoy me every time I look forward if I choose to leave it. But in the interest of honesty and fairness to folks truly looking for an objective opinion about the car, I'm forced to recommend they take a 'wait and see' approach when it comes to buying the Element. Nobody wants to buy a new car only to have the windshield crack every six months. I will give Honda a fair chance to address the problem this month. Let's hope they nail it and treat the early adopters of this first year run car fairly -- because this truly is a wonderful car.

-Derek

Re: Graet review.A word of caution about All Honda's. (Reply to this comment)

by superskunk

In response to my mileage, so far I get between 20 and 24 miles to the gallon, with the average being 22. I have the 2WD. I would imagine the 4WD gets slightly worse, but I'm no expert.

Derek

Graet review.A word of caution about All Honda's. (Reply to this comment)

by nofreemoney

Thank you for all the info about your new Element.

I am curious about your gas mileage especially it's difference to a four wheel drive model.

A word of caution to all new owners of Honda vehicles.

flange
exerting
undue
pressure
on
windshield
→
The
angle
of
the
pillars
Honda
design
problem
108.



Exhibit G



Office of Defects Investigation

Complaints - Search Results

265 Records Displayed.

Report Date : December 3, 2006 at 12:14 PM
SEARCH TYPE : VEHICLE
YEAR : 2003
Make : HONDA
Model : ELEMENT

Make : HONDA

Model : ELEMENT

Year : 2003

Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10021065

Number of Deaths: 0

Date of Failure: June 3, 2003

VIN : 5J6YH28553L...

Component: VISIBILITY:WINDSHIELD

Summary:

DEFECTIVE WINDSHIELD IS NOW CRACKING. THE DEALER, CLASSIC HONDA, REFUSES TO CORRECT THE PROBLEM, STATING THAT THE MANUFACTURER, HONDA, DOES NOT WARRANTY GLASS. I HAVE FILED A COMPLAINT WITH THE MANUFACTURER, AMERICAN HONDA, CASE # N01200-06-0401190. THE VEHICLE IS A NEW 2003 HONDA ELEMENT. THE ODOMETER READING IS 147 MILES.*AK

2003 Element

Make : HONDA

Model : ELEMENT

Year : 2003

Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)

Crash : Yes

Fire : No

Number of Injuries: 0

ODI ID Number : 10023213

Number of Deaths: 0

Date of Failure: May 6, 2003

VIN : 5J6YH28593L...

Component: STRUCTURE:BODY:BUMPERS

Summary:

WE PURCHASED A HONDA ELEMENT AND WITHIN 6 HOURS I FOOLISHLY REAR-ENDED A VEHICLE FROM A COMPLETE STOP AT A TRAFFIC SIGNAL WHEN THE LIGHT TURNED GREEN. IT WAS A VERY LOW SPEED (3-5 MPH MAXIMUM) COLLISION HOWEVER THE SUBSEQUENT DAMAGE WAS ASTOUNDING, MY ELEMENT BASICALLY DOES NOT SEEM TO HAVE ANY FRONT BUMPER SUPPORT, RATHER APPEARS TO HAVE TWO BEAMS PROTRUDING FROM THE FRONT OF THE CAR, THAT LOOK LIKE THEY SHOULD HAVE SOMETHING HORIZONTAL BETWEEN THEM BUT THEY DO NOT. ONE OF THE BEAMS IMPALED THE REAR OF ME STARTING THRU ITS BUMPER INTO THE VEHICLE SLIGHTLY BENDING THE META

109.

Exhibit G

Make : HONDA**Model :** ELEMENT**Year :** 2003**Manufacturer :** HONDA (AMERICAN HONDA MOTOR CO.)**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10026478**Number of Deaths:** 0**Date of Failure:****VIN :** 5J6YH18593L...**Component:** STRUCTURE:BODY:DOOR**Summary:**

DRIVER'S SIDE DOOR HAS ABOUT A HALF AN INCH OPENING BETWEEN THE RUBBER AND THE DOOR. THIS LETS AIR AND DEBRIS IN. *AK

Make : HONDA**Model :** ELEMENT**Year :** 2003**Manufacturer :** HONDA (AMERICAN HONDA MOTOR CO.)**Crash :** No**Fire :** No**Number of Injuries:****ODI ID Number :** 10028380**Number of Deaths:** 0**Date of Failure:** July 3, 2003**VIN :** 5J6YH28543L...**Component:** VISIBILITY:WINDSHIELD**Summary:**

* MY WINDSHIELD HAS A TINY 1MM SPOT WHERE A TINY PEBBLE MUST HAVE HIT IT AND FROM THAT I NOW HAVE A 18" CRACK STRETCHING FROM THE LOWER LEFT HAND CORNER TO THE CENTER OF THE WINDSHIELD. I'M CERTAIN THAT THE TINY SPOT WOULD NOT HAVE SPREAD INTO THAT SIZE OF A CRACK IF THERE WASN'T SO MUCH STRESS PLACED ON THE WINDSHIELD BY THE "UNEVEN WINDSHIELD FLANGE SURFACE" THAT HONDA ITSELF ADMITS TO ON THEIR SERVICE BULLETIN 03-028. MY ELEMENT VIN #FALLS INTO THE RANGE ON THE SERVICE BULLETIN BUT HONDA WILL NOT COVER IT BECAUSE OF THE IMPACT THAT STARTED THE CRACK. I'VE HAD ROCKS HIT OTHER VEHICLES I'VE OWNED AND THEY HAVE NEVER SPREAD INTO A CRACK, MUCH LESS ONE THIS SIZE. IF HONDA ELEMENT OWNERS HAVE TO REPLACE THEIR WINDSHIELD EVERYTIME A PEBBLE HITS IT, OUR INSURANCE COMPANIES WILL END UP RAISING OUR RATES. HONDA NEEDS TO COME TO A RESOLUTION TO THIS PROBLEM. *AK

UNEVEN
windshield
flange

2003 Element

Make : HONDA**Model :** ELEMENT**Year :** 2003**Manufacturer :** HONDA (AMERICAN HONDA MOTOR CO.)**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10028914**Number of Deaths:** 0**Date of Failure:** July 17, 2003**VIN :** JA4MR51M1SJ...**Component:** SUSPENSION:REAR**Summary:**

LESS THAN 100 MILES A BANGING SOUND BEGAN INTERMITTENTLY COMING FROM THE REAR OF THE VEHICLE. I GOT UNDER THE REAR OF THE VEHICLE AND THE NUT WHICH HOLDS THE REAR TORSION BAR ON WAS ABOUT TO FALL OFF. LOOKS LIKE IT MIGHT BE A SELF LOCKING NUT BUT COULD FASTEN WITH MY FINGERS. PAINT OVERSPRAY CAN BE FOUND ON THE REAR PASSENGER SIDE W INDICATING AN AFTER FACTORY PAINT JOB ON AT LEAST THIS SECTION OF THE VEHICLE

110.

Exhibit G

THE BUMPER. MY ELEMENT ENDED UP WITH \$1786.00 IN DAMAGE. THE PLASTIC BUMPER COVER (THAT HAS NO BUMPER SUPPORT BENEATH IT) SHATTERED AND THE SINGLE POINT IMPACT ALLOWED MY CAR TO SOMEHOW DESTROY THE CONDENSER, RADIATOR, AND FRAME THAT SUPPORTS THE CONDENSER. I HAVE INVOLVED HONDA OF MY CONCERNS AND THEY ARE TELLING ME THAT THE ELEMENT IS DESIGNED TO NOT HAVE A HORIZONTAL BUMPER SUPPORT IN THE FRONT OF THE CAR. MY QUESTION REMAINS HOW IS THE VEHICLE ENGINEERED TO BE SAFE IF THERE IS NOT SUPPOSED TO BE ANYTHING THERE TO DISTRIBUTE THE FORCE IN THE CASE OF A HIGHER-THAN-3-5MPH COLLISION? I NOTICED THAT YOU HAVE RELEASED STELLER FRONT COLLISION RATINGS ON THIS VEHICLE, IT WOULD HELP ME TREMENDOUSLY IF YOU COULD CONFIRM THAT THIS PARTICULAR DESIGN MAKES SENSE. I AM CURRENTLY TOO NERVOUS TO DRIVE THE VEHICLE AND HAVE LEFT IT (REPAIRED BACK TO IT'S ORIGINAL NO BUMPER SUPPORT FORM) AT THE DEALERSHIP. PLEASE OH PLEASE OH PLEASE RESPOND SO WE CAN PUT THIS BEHIND US AND MOVE ON. WE DO HAVE PHOTOS ON DISC IF THAT WOULD HELP MY WORDS MAKE SENSE. THANK YOU SO MUCH, DIANE MUNIZZA GOODNIGHT. *JB

Make : HONDA**Model :** ELEMENT**Year :** 2003**Manufacturer :** HONDA (AMERICAN HONDA MOTOR CO.)**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10024726**Number of Deaths:** 0**Date of Failure:****VIN :** Not Available**Component:** LATCHES/LOCKS/LINKAGES:DOORS:LATCH**Summary:**

CONSUMER IS UNABLE TO UNLOCK AND OPEN THE BACK DOORS, UNLESS THE FRONT DOORS ARE UNLOCKED AND OPENED WHICH COULD CAUSE A SAFETY ISSUE IF VEHICLE IS IN AN ACCIDENT.*AK

Make : HONDA**Model :** ELEMENT**Year :** 2003**Manufacturer :** HONDA (AMERICAN HONDA MOTOR CO.)**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10025934**Number of Deaths:** 0**Date of Failure:** July 9, 2003**VIN :** 5J6YH28553L...**Component:** VISIBILITY:WINDSHIELD**Summary:**

THIS IS A 2003 HONDA ELEMENT, PURCHASED MAY 22ND, 2003. THE MILEAGE IS NOW 752 MILES. I AM CURRENTLY IN THE PROCESS OF HAVING THE WINDSHIELD REPLACED FOR THE SECOND TIME. THE FIRST REPLACEMENT WAS AT 150 MILES ON THE ODOMETER. BOTH WERE BECAUSE OF DAMAGE FROM SMALL STONE CHIPS THAT WOULD NOT NORMALLY DAMAGE THE GLASS ON MOST OTHER VEHICLES. THE 733 MILES I HAVE DRIVEN THIS CAR WAS ON PAVED URBAN LOCAL ROADS AT SPEEDS BETWEEN 35 AND 50 MPH. IT APPEARS TO ME THAT ONE OF, OR BOTH OF, THE FOLLOWING, COULD BE RESPONSIBLE FACTORS: A) THE WINDSHIELD GLASS IS POSSIBLY THINNER AND MOR FRAGILE THAN OTHERS. B) THE AERODYNAMICS OF THIS VEHICLE POSSIBLY CAUSES A HIGHER RATE OF DEBRIS HITS TO THE WINDSHIELD AREA THAN OTHER VEHICLES. WHATEVER THE CAUSE, I WOULD CONSIDER IT A SAFETY ISSUE WARRANTING INVESTIGATION. ADDITIONALLY, IF THE TREND WERE TO CONTINUE, REQUIRING WINDSHIELD REPLACEMENTS, WHO COULD AFFORD THE MAINTENANCE ON THIS VEHICLE? *AK

2003 Element**MM.****Exhibit G**

of the "impact" mark indicated by the service manager) on the windshield since the crack spontaneously appeared and they have not spread a millimeter. Explain that Honda!

Even if a tiny pit could have caused a 12-inch crack in a tempered windshield (which is supposedly designed to protect passengers from harm resulting from minor impact), anyone familiar with the physical properties of glass can tell you that there is a serious manufacturing defect at play when something no larger than the head of a pin can snake spontaneously over twelve inches of tempered glass.

I absolutely refuse to pay for the replacement of the windshield and I will gladly bring the burden of law on Honda and the dealer if any bodily harm results from this careless defect and their resultant lack of accountability.

I filed a report with the IVOQ in December 2003 but nothing has come of it.

Thanks for doing this Rob. Let me know if there's anything I can do. I have some time on my hands this summer and I would love to see this settled.

Rob B.

Website created and managed by: Greg Taylor
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113.

View Full Version : Plastic molding around front windshield

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Sumomo

06-28-2003, 06:52 PM

Hi, today was very windy and finally when I arrived home I look at my front windshield and noticed that the plastic moulding around my front windshield had pop out. To be more specific it is on the left hand side. I pushed it back in and around the side, but noticed that it is a little loose and can be pulled out again very easily. Do anyone know how to fix this? Is it glue that hold it in place? My car is a Civic 2000 2 door.

Thanks

2000 Civic Moulding problem

Harold

06-30-2003, 08:33 PM

2001 Civic
We had the same problem. The 2001 Civic had a 3 year warranty and the entire moulding was replaced + glued in. This has made a big difference in cutting wind noise. But so strange that we were complaining that this re-certified car was much too noisy and no-one at the dealership noticed the virtually falling out moulding till we brought it to their attention.

Harold

"Sumomo" <ranma@writeme.com> wrote in message [news:nBNLa.656\\$eF3.124970@news20.bellglobal.com](mailto:news:nBNLa.656$eF3.124970@news20.bellglobal.com)... Hi, today was very windy and finally when I arrived home I look at my front windshield and noticed that the plastic moulding around my front windshield had pop out. To be more specific it is on the left hand side. I pushed it back in and around the side, but noticed that it is a little loose and can be pulled out again very easily. Do anyone know how to fix this? Is it glue that hold it in place? My car is a Civic 2000 2 door. Thanks

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1998-2002 Honda Accord: Reliability

Trouble Spots

Consumer Guide's® Auto Editors have scoured repair bulletins and questioned mechanics to search for commonly occurring problems for a particular vehicle. In some cases we also give possible manufacturer-suggested solutions. In many instances these trouble spots are Technical Service Bulletins posted by the manufacturer, however, we have our own expert looking at additional vehicle problems.

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Exhibit G

Airbags: The airbag warning light may come on if a cell phone or laptop computer is plugged into the accessory power socket. (2002)

Automatic transmission: On V6 models, transmissions may fail due to lack of thread-locking compound on nut for low clutch. Honda/Acura has extended warranty on affected vehicles to 7 years or 100,000 miles. (1999-2002)

Brakes: The brake light may not go off. The cause is a saturated float in the master cylinder that should be replaced under warranty or beyond. (1998)

Check-engine light: -Check Engine+ light may glow on vehicles used where salt is used on the roads because the EVAP solenoid fails. (1998-02)

Oil leak: Oil leaks from multiple locations including bolt holes on V6 engines. (1998-2001)

Paint/body: If the car is driven on rough roads, the spoiler on the trunk can rub through the paint unless spacer pads are installed between the spoiler and trunklid. (1998)

Suspension noise: Loose nuts on the rear stabilizer bar cause it to rattle. (1998)

Transmission problems: Automatic transmission problems prompted to company to extend warranty coverage to 7 years/100,000 miles. (2000-02)

Vehicle noise: Noises come from the top of the windshield and rear window because the teeth for the glass fasteners aren't engaged. The teeth must be trimmed and a wool felt installed. (1998)

Wheels: Clicking noises from the wheels can be remedied by applying special grease between the wheels and hubs. (1999-2000)

Consumer Guide® Estimated Repair Costs

This table lists costs of likely repairs for comparison with other vehicles. The dollar amount includes the cost of the part(s) and labor (based on \$50 per hour) for the typical repair without extras or add-ons. Like the pricing information, replacement costs can vary widely depending on region. Expect charges at a new-car dealership to be slightly higher.

Item Name

Air compressor	\$775
Alternator	\$460
Automatic Transmission	\$1,110
Brakes	\$520
Clutch, Pressure Plate, Bearing	\$845
Constant Velocity Joints	\$1,405
Exhaust System	\$610
Radiator	\$585
Shocks and/or Struts	\$920
Timing Chain or Belt	\$475

NHTSA Recall History

1998: Irregularity in transmission cover can allow car to roll down an incline while transmission is in "Park."

1998-99: Worn ignition switch may cause interlock to fail, allowing key to be removed without shifting into "Park."

1999-02: Ignition-switch interlock may not function properly, making it possible to turn key to -off+ position and remove it, without shifting transmission to -Park.+

2000: Airbags may not deploy correctly, due to improper welding.

2000: Rear suspension lower arms and/or control arms could break, due to improper welding.

2000-01: Certain rear seatbelt buckles were improperly manufactured and may be difficult to unfasten after a crash.

2000-01: Dimmer control for instrument panel lights on some cars could fail due to heat build-up, possibly causing instrument lights to fail.

2001: Broken plastic piece of air cleaner box cover could travel into the intake chamber. If the piece



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Problems / Solutions reported by Honda and by Owners

[Track this topic](#) | [Email this topic](#) | [Print this topic](#) **dlq04**

Posted: Feb 3 2002, 12:00 PM

Member

★★★★★



S2KI User #: 957
S2KI Age: 5 yrs 331 days
PPD Average: 3.7
Owner
2001 Silverstone/Red
Jackson, MI

I've maintained a list of items that I'm aware of and I thought it might be of value to other owners, so I thought I would share it.

First I want to make it clear the majority of owners have not experienced any major problems with the Honda S2000. Given the demands put on such a car, it's a testimony to its reliability.

However, every car has some problems to sort out and the S2000 is no exception. The following are some of the reported problems and solutions I noted as reported by Honda and by owners.

It's not my intent that this become a complaint thread. I think having the broad knowledge of what problems have surfaced is valuable to owners and it is in that spirit that I listed the items below.

HERE IS MY LATEST EDITED LISTING: UPDATED 07/29/2003

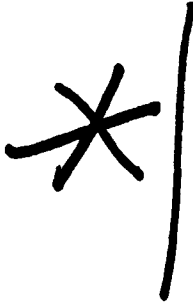
SOME PROBLEMS / SOLUTIONS REPORTED BY HONDA & BY OWNERS

The majority of owners have not experienced any major problems with the Honda S2000. Given the demands put on such a car, it's a testimony to its reliability. However, every car has some problems to sort out and the S2000 is no exception. Please keep in mind Technical Service Bulletins (TSB's) are not considered a Recall. Their purpose is to provide a source of more information for dealers.

The following is from The Center for Auto Safety (founded in 1970 by

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Exhibit 6



Consumers Union and Ralph Nader) : "When its cars have defects, Honda often uses secret warranties under which only consumers who complain loudly get reimbursement. Look for the code phrase 'Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager' in Honda Technical Service Bulletins to indicate the possible existence of a secret warranty."

The following are some of the reported problems and solutions as reported by Honda and by owners:

1 SHIFTING

A number of owners, especially the early years, reported either a notchy feeling or actual grinding when shifting in the lower gears since the car was introduced. Others report it is the smoothest shifter ever.

Soon after it's intro, Honda issued Technical Service Bulletin 00-055 (Transmission/Driveline) covers Grinding When Shifting into 2nd Gear. The fix reportedly worked for some but not everyone. The early '00 cars needed a small change to the sleeve to make the synchros work a little harder. Cars after VIN VT006255 have the new parts. Some owners believe the grinding condition may be trigger by hotter weather, i.e., 100 degrees +.

In Portugal, February 2000, owners received a letter stating Honda detected in some Honda S2000 the gearbox may malfunction. The symptom was difficulty in engaging 1st or reverse. This situation may occur due to a deficient lubrication inside the gearbox. Normally, this deficient lubrication only happens after driving for sometime at high speed. There, but not in the US, a modified gearbox was installed.

Mixed reports continued to come in on the '02 transmissions. When a new 2002 owner questioned the notchy feeling between 2nd and 3rd gear he was advised all was normal: "The transmission shift mechanism inside has very short throws with rods and detents. These shift rods are held into correct position by detent balls with stiff spring pressure to prevent transmission from slipping out of gear during acceleration. The transmission function is correct at this time and no repairs are recommend by Honda Technical Assistance."

Some owners, including myself, can report a transmission fluid change, using Honda MTF, all but eliminated 3rd gear notchiness.

Here's some background info on the demands on the S2000 syncro's, as explained by a Honda engineer, Woodwork, and his suggestions:

"Since the engine revs to 9000 rpms, it means the transmission main shaft and clutch disk are also revving to 9000 rpm. When you push in the clutch pedal to disengage the clutch and shift from 1st to 2nd the engine and the transmission are disconnected. At the same time, the engine slows down from compression as you lift off the throttle. The transmission main shaft, no longer connected to the engine, is freewheeling in the transmission. Given enough time the main shaft will slow down but not as fast as the engine. The counter shaft is connected to the rear wheels and the speed stays constant during the shift. When you shift into 2nd gear, the 2nd gear syncro must "slowdown" the

118.

Exhibit G

transmission main shaft to match the engine speed when the shift is completed and the clutch is engaged. The transmission main shaft and the clutch disk together weigh 19.75 lbs. (not including the pressure plate and flywheel that are connected to the engine). When you shift from 1st to 2nd at 9000 rpm the engine speed drops to 5900. That means that the little brass synchronizer rings have to push on the 2nd gear to slow the main shaft from 9000 rpm to 5900 rpm. It not only has to slow down the main shaft it has to do it in the time that it takes you to shift. So if you have a tendency to shift fast you may be making the sleeve blow past the syncro rings before it has a chance to do it's job and it will smash into the 2nd gear.

Grinding in any car is possible if the synchros have been damaged and now are not able to slow down the main shaft properly. Shifting without the clutch, or, shifting too quickly and not letting the synchros do their job may permanently damage the gear, sleeve and synchros and make the 2nd gear grind more often. It makes sense that if your shifting at 6000 rpm, it makes the engine speed drop 1700 rpm or 4300 rpm; so you should give the 2nd gear syncro twice the time to do the shift from 9000 rpm. If your car does grind once in a while you may not want the transmission removed, disassembled and a new 2nd gear put in. If it does it quite often, show it to the dealer and have it replaced. If you hesitate for another 1/2 second while putting constant pressure on the shifter and allowing the 2nd gear syncro to do it's job, I'll bet many of your cars would not grind any more."

Here's an excellent summary from a fellow owner:

- The first and most basic consideration is proper clutch/throttle/gear shift synchronization and coordination. Your clutch action must be choreographed fairly precise with your gear shift movement and also in consort with the throttle action.
- If your tranny fluid is getting a bit old, try changing it to some fresh stuff. This will help.
- Are you holding the shifter with pressure to the left and keeping it firmly planted on the left guide rail the whole time you are shifting? The gates on this tranny is very narrow. Keeping the shifter "forced" against the left guide on the 1-2 shift will better ensure that you are hitting 2nd gear squarely.
- If you shift at very low rpms (like below 3500-4000), you will notice that the shift can be a bit more notchy than usual, hence requiring you to slow the shift down a bit. Because of this propensity toward notchiness, it also increases the chances of getting a slight grind. Try to hold your rpm a little longer till maybe closer to 5000 rpm before shifting. I'm not saying you should do this exclusively but only as a technique to see if it makes your issues subside.
- And then there are some of the more subtle but proven items to try. Pull your seat up a couple of notches closer to the pedals so you ensure a good clutch application. Try not to "ram" your shifts but rather pull the shifter "almost" into gear and then hesitate for a split second before "helping" it the rest of the way, especially if you are in the habit of shifting at low rpms.

119.
A

2 WINDSHIELD MOLDING

Technical Service Bulletin 00-064 (Body) for Deformed Windshield Molding.

Exhibit G

This revision up to applicability to include '01 S2000s.

3 CONVERTIBLE TOP NOISE

Technical Service Bulletin 01-037 (Body) for Wind Noise or Rattle at the Convertible Top. For all '00 and '01 S2000's, replace convertible top strikers with hardtop strikers.

4 CONVERTIBLE TOP LOOSE

Technical Service Bulletin 00-064 (Body), Convertible Top Cover Comes Loose. For all '00 and '01 S2000's, adjust the convertible top lowered position stops.

5 CLUTCH SPRINGS

Some owners report Buzzing while slowing down. The complaint is that there is a "buzzing noise" noise on deceleration at 4000 RPM to 3000 RPM. The correction is to have the clutch disk changed. The springs in the disk help isolate the pulses from the engine during deceleration. The pulses "excite" the gears in the gear box which make the noise as they vibrate against each other. The quality of the spring isn't the issue, it is the strength of the springs that has been changed.

6 SEAT BELT RECALLS

There are numerous Technical Service Bulletin's on Seatbelt related issues for certain '00 S2000's. There were two recalls: One for the seat belt and another for the boot cover. The former involved stripping down the cabin and fix the seatbelt retracting mechanism, the latter replacing the cover. Reportedly 4,930 MY '00 S2000's were recalled because the belts do not retract properly with top down (00V-016).

6A SEAT BELT SQUEAKS & CHATTER

A number of owner's report squeaks caused by the seatbelt(s) rubbing on the seat leather. In some cases, the leather has been replaced. Several people have complained about the noise from the passenger side seatbelt hitting the door when driving alone. One solution is to slide the metal piece to the top of the seat and let it sit on the "shoulder" of the seat, it will stay there (even in aggressive driving) and not make a sound.

7 OIL CONSUMPTION

Honda has asked it dealers to Tell Customers About S2000 Oil Consumption. Due to the high performance nature of the '00 and '01 S2000, its engine can consume a quart of oil in 1,000 miles when driven at high rpm. So Honda suggests S2000 owners follow these guidelines:

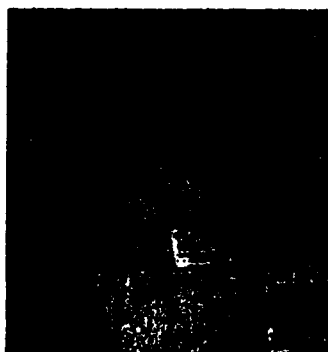
7A CHECK LEVEL. Check the engine oil level every time they fill the fuel tank.

7B READING DIPSTICK. Be aware that the oil dipstick goes through the cylinder head, so engine oil draining back into the oil pan can wet the dipstick and give deceptive readings. So look at both sides of the dipstick, and then use

120.

Exhibit G

Giammalvo Files



Mark Giammalvo specializes in driveability diagnostics at his family business, Sam Giammalvo's Auto Sales & Service, Inc. in New Bedford, MA.

Mark, who has been with the business for over 20 years, is an ASE Master Technician and Parts Specialist. He also holds the ASE L1 certification, and has an associates degree in business management.

Mark is also a writer for Motor Age Magazine and is the past secretary of the Alliance of Automotive Service Professionals, (AASP).



It's Been Said Often In The Automotive Industry That "You Learn Something Everyday"

(Printed in the Journal of The Alliance of Automotive Service Providers, AASP)

It's been said often in the automotive industry that "You learn something every day."

That brief statement sure held true for me recently. While checking the shop's email, I came across one from a Honda Civic owner in Rhode Island. The writer had stumbled on our web site while browsing the Internet. The writer gave us some compliments on our web site and then went on to question us about a trunk water leak he could not locate on two Honda Civics that he owns. In his lengthy email, he wanted to know if I could find any service bulletins or related information on IATN regarding leaking Civics. I checked our Alldata system and did not come across any bulletins regarding water leaks in the trunk area.

121.

Exhibit G

In addition, I checked IATN but that search also came up dry. I fired back a reply indicting my results and I also included Alldata's web address so that he could purchase the Honda information if he so desired. I must say that I was surprised when he sent me a response that stated that Alldata would not sell him any Honda service information. To be exact, his reply stated: *"I appreciate your checking IATN.*

Unfortunately, I had already checked alldata.com for the Honda service bulletins before I sent you the previous email and their website stated: American Honda Motor Company has requested ALLDATA to deny access to Acura and Honda repair information. Effective immediately you will not be able to register for access to Acura or Honda vehicle repair information, Technical Service Bulletins or Recalls."

Naturally, I was very concerned with the accuracy of what this guy said Alldata told him. We all know that technical information in this industry is hard enough to get now. The last thing we need is a manufacturer totally slamming the door on us. Now I decided I would go on line to the customer-order area of the Alldata web site. Sure enough, whenever I clicked on Honda or Acura as a model I got the identical disclaimer message as this customer had claimed. It was time to call Alldata directly for some answers.

As luck would have it, my Alldata representative was awaiting a call back from me this week anyway regarding our annual contract renewal. I called my representative to see if he could shed some light on this issue. Interestingly, the Alldata representative was well aware of the Honda/Acura information issue. Even more surprising to me was the fact that this information lockout had been going on for about three years now. Fortunately, he assured me that we as repairers would still have access to the information. Honda/Acura has only requested that Alldata stop selling it directly to vehicle owners. When I asked if any other companies had this odd request, he stated that BMW was the only other company that had requested they suspended sales of information to its vehicle owners.

In closing, I am not sure why Honda/Acura & BMW have decided to withhold service information from its vehicle owners. The same Some on the repair side

122

Exhibit 6

might say that this is a good thing in that it gives us the technicians a service advantage. I suppose that is true. One could also argue that a person dishing out \$30,000 on a vehicle ought to have the right to purchase factory service information for their investment.

As a side note, I did hear back from the Civic owner again. He stated that he called American Honda to inquire as to why he can not purchase the information from Alldata. He quoted the Honda representative as stating: *"Because Alldata is an outside company trying to get access to these Honda Service Bulletins for free and then reselling them for a profit."*

That excuse does not seem to wash in that they still allow Alldata to sell the information to us as repairers. Who knows? Something tells me we have not heard the last of this issue.

As they say in the automotive service industry, "You learn something every day."



123.

Exhibit 6



Applies To: 2001 Accord 4-Door - A.L.

February 2001

Windshield Molding Noise

SYMPTOM

A "hum" or "whine" comes from the windshield, usually on warm, sunny days, when the vehicle is driven at highway speeds.

PROBABLE CAUSE

Airflow over the windshield molding causes it to vibrate. At highway speeds, the vibration can sound like a hum or a whine.

CORRECTIVE ACTION

Cut off the inner lip of the windshield molding, then fill the channel under the molding with silicone sealant.

REQUIRED MATERIALS

Masking tape [at least 50 mm (2 inches) wide]

3M Black Super Silicone Sealant:

3M P/N 051135-08662

3M General Purpose Adhesive Cleaner:

3M P/N 051135-08984

WARRANTY CLAIM INFORMATION CLAIM

In warranty: The normal warranty applies.

Flat Rate Time: Repair, 0.7 hour
Test-drive, 0.3 hour

Failed Part: P/N 73101-S84-A00

Defect Code: 042

DIAGNOSIS

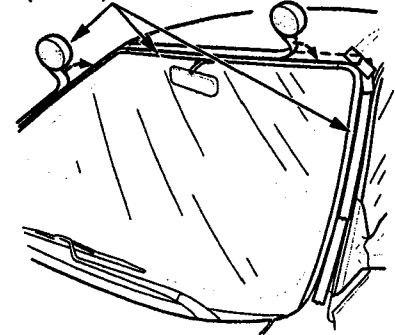
1. Test-drive the vehicle, preferably on a warm day, to verify the noise. (On cooler days, you may not hear it.)
 - If you hear the noise, go to step 2.
 - If you do not hear the noise, disregard this bulletin, and look for other possible causes.

2. Apply a 50 mm (2-inch) wide strip of masking tape over the windshield molding along the A-pillars and the roof.
3. Test-drive the vehicle.
 - If the noise is gone, remove the masking tape, then go to REPAIR PROCEDURE.
 - If the noise is still there, disregard this bulletin, and look for other possible causes.

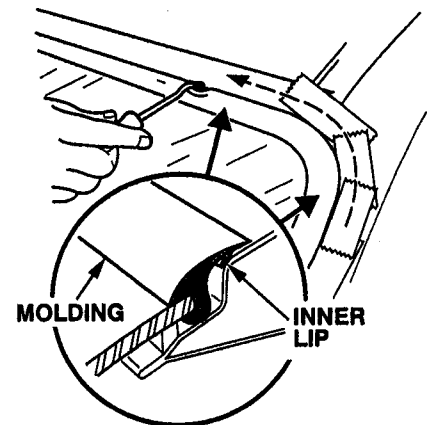
REPAIR PROCEDURE

1. Protect the paint by applying a 50 mm (2-inch) wide strip of masking tape along the edge of the molding at the roof and the A-pillars.

50 mm (2-INCH) WIDE MASKING TAPE



2. Locate the inner lip of the molding by pulling up the outer edge with an O-ring pick or similar tool.



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Exhibit G-1



Applies To: 1998–2000 Accord – ALL
1998–2000 Civic – ALL
1999–2000 Odyssey – ALL
1998–2000 Prelude – ALL

September 2000

Deformed Windshield Molding

SYMPTOM

The windshield molding is warped or deformed.

PROBABLE CAUSE

The inner lip is folded, causing a poor fit against the body.

CORRECTIVE ACTION

Remove the entire inner lip, and fill the channel between the molding and the body with silicone sealant.

REQUIRED MATERIALS

Masking tape: 50 mm wide

3M Black Super Silicone Sealant:
3M P/N 051135-08662

3M General Purpose Adhesive Cleaner:
3M P/N 051135-08984

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Flat Rate Time: 0.7 hour

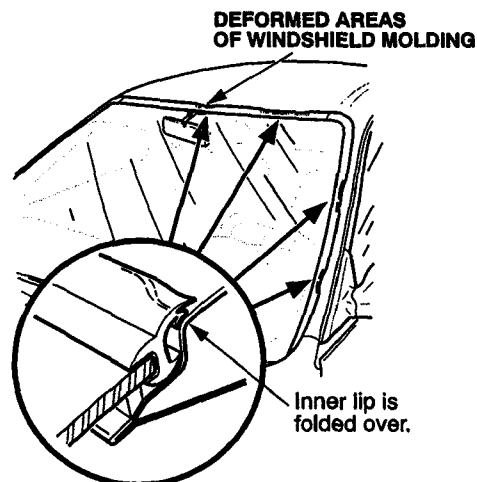
Defect Code: 004

Failed Part: P/N 73150-S84-A01

DIAGNOSIS

Pull up the outer edge of the windshield molding. Check if the inner lip is folded over.

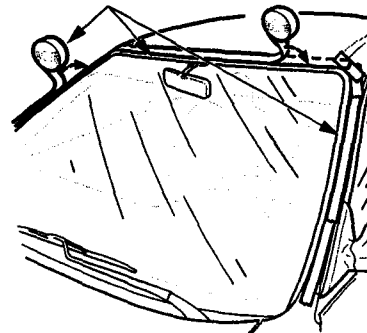
- If the inner lip is folded over, go to REPAIR PROCEDURE.
- If the inner lip is not folded, disregard this bulletin, and look for other possible causes.



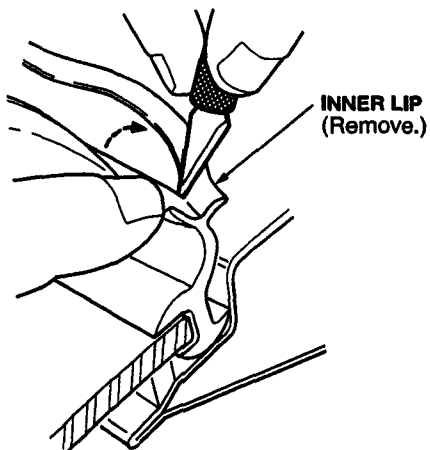
REPAIR PROCEDURE

1. Protect the roof by applying a strip of 50 mm-wide masking tape along the outer edge of the windshield molding.

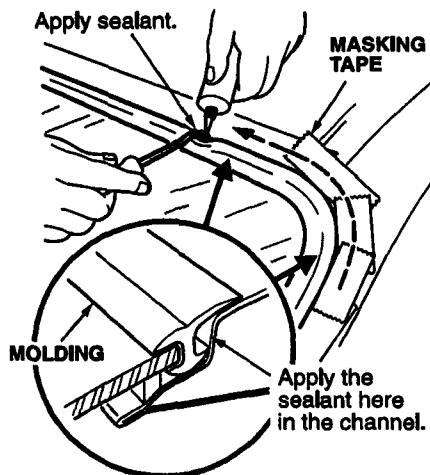
50 mm-WIDE MASKING TAPE



2. Pull up the outer edge of the molding, and use scissors or an X-acto knife to remove the entire inner lip.



3. With an O-ring pick or similar tool, pull up the outer edge of the molding and apply 3M Black Super Silicone Sealant under it, along the A-pillars and the upper edge of the windshield.



4. Push down on the molding, and smooth it out until it sits flush with the roof.
5. Wait 5 minutes, then remove the masking tape.
6. Clean up any excess sealant with 3M General Purpose Adhesive Cleaner.

126.

Exhibit F1

**Wind Whistle at the Top of the Windshield**

(Replaces 95-056, dated March 1999)

SYMPTOM

A whistling or howling noise coming from the top, middle of the windshield at highway speeds. The molding may also be deformed or loose.

PROBABLE CAUSE

Vibration of the upper windshield molding.

CORRECTIVE ACTION

Apply sealant under the entire length of the upper windshield molding.

REQUIRED MATERIALS

Masking tape [50 mm (2 inches) wide]

3M Black Super Silicone Sealant:
3M P/N 051135-08662

3M General Purpose Adhesive Cleaner:
3M P/N 051135-08984

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

Flat Rate Time: Repair - 0.5 hour
 Test-drive - 0.3 hour

Failed Part: P/N 73150-S04-003

Defect Code: 056

DIAGNOSIS

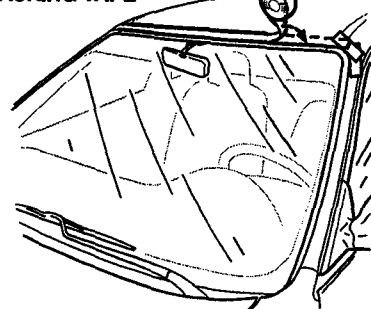
Drive the vehicle at highway speeds to verify the noise.

- If you hear the noise, and its frequency or volume changes when you push on the top of the windshield in front of the rear view mirror, go to REPAIR PROCEDURE.
- If you do *not* hear the noise, disregard this bulletin, and look for other possible causes.

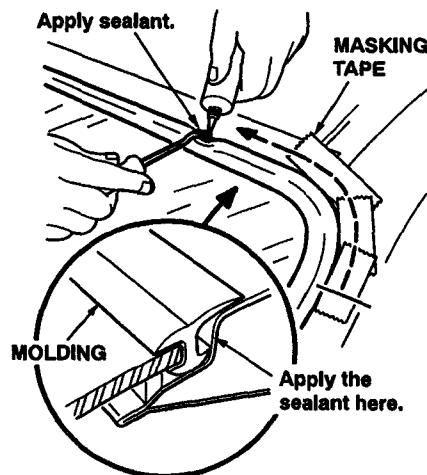
REPAIR PROCEDURE

1. Protect the roof by applying 50 mm (2-inch) wide masking tape along the edge of the upper windshield molding, and around the corners.

50 mm (2-INCH) WIDE
MASKING TAPE



2. Pull the rear edge of the upper windshield molding away from the roof (use a cotter pin puller or similar tool), and apply a liberal amount of 3M Black Super Silicone Sealant underneath it. Apply sealant along the entire masked-off area.



3. Push on the molding to smooth it out and to form a good seal.
4. After five minutes, remove the masking tape. Clean up any excess sealant with 3M General Purpose Adhesive Cleaner.
5. To give the sealant time to cure, tell your customer not to wash the windshield for 24 hours.

127.

Exhibit G-1

1998

Model

Applicable To

File Under

Bulletin No.

1998
ACCORDSee VEHICLES
AFFECTED

98-013

Issue Date
JULY 1998

Creaking Noise From the Headliner, Windshield, and/or Rear Window (Supersedes 98-013, dated February 1998)

SYMPTOM

The vehicle may have any of these conditions:

- A creaking noise from the top of the windshield and/or rear window when driving over rough road surfaces.
- A creaking or popping noise from the moonroof area of the headliner.

VEHICLES AFFECTED

KK 2-Door L4: thru VIN 1HGCG3 ... WA500036
KK 4-Door L4: thru VIN 1HGCF8 ... WA501082
KK 4-Door V6: thru VIN 1HGCG1 ... WA500161
KK 4-Door L4: thru VIN 1HGCG5 ... WA501090
KM 4-Door L4: thru VIN 1HGCF8 ... WA580181
KM 4-Door L4: thru VIN 1HGCG5 ... WA580241
KU 4-Door V6: thru VIN 1HGCG1 ... WA400591
KU 4-Door L4: thru VIN 1HGCG1 ... WA401925
KA 2-Door L4: thru VIN 1HGCG3 ... WA004896
KA 2-Door V6: thru VIN 1HGCG2 ... WA020329
KA 4-Door L4: thru VIN 1HGCG5 ... WA165368 and
1HGCG6 ... WA165167
KA 4-Door V6: thru VIN 1HGCG1 ... WA044955

PROBABLE CAUSES

1. The teeth on the front and/or rear glass fasteners are not fully engaged.
2. The front and/or rear edges of the headliner are rubbing against the body (2-door only).
3. The headliner is moving at the moonroof opening (models with a moonroof).
4. The locks for the rear hooks on the sunshade are binding (models with a moonroof).

CORRECTIVE ACTION

1. Inspect the front and rear glass fastener teeth, and trim them, if required.
2. Apply wool felt to the front and rear edges of the headliner (2-door only).
3. Apply wool felt to the four corners of the moonroof opening on the cardboard side of the headliner (models with a moonroof).
4. Repair and lubricate the sunshade rear hooks (models with a moonroof).

REQUIRED MATERIALS

Wool Felt: P/N 06993-SA5-000

Shin-Etsu Silicone Grease: P/N 08798-9013

WARRANTY CLAIM INFORMATION

The normal warranty applies.

DIAGNOSIS

Test-drive the vehicle over rough road surfaces. If a creaking noise comes from the headliner, windshield, and/or rear window, do the steps in REPAIR PROCEDURE as they apply. (In some cases, the noise may be heard only at certain temperatures.)

128.

Exhibit G-1

REPAIR PROCEDURE

1. Remove these components (refer to the Body section of the 1998 Accord Shop Manual).

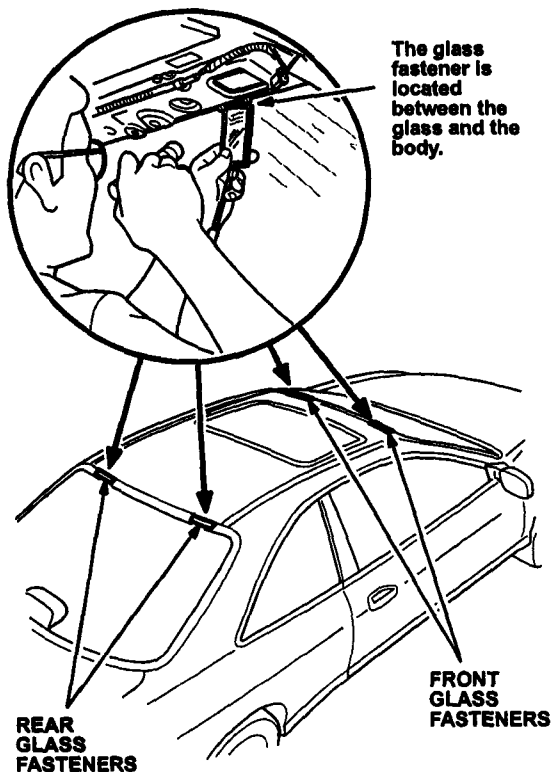
2-door:

- Sunvisors and holders
- Roof console
- Grab handles
- Door trim (pull out upper portion only)
- Front pillar trim
- Front seat belt upper anchor bolts
- Roof trim (if moonroof equipped)
- Dome light
- Coat hangers
- Quarter trim panels (pull out upper portion only)
- Cover of the rear window antenna terminal

4-door with a moonroof:

- Roof trim
- Dome light

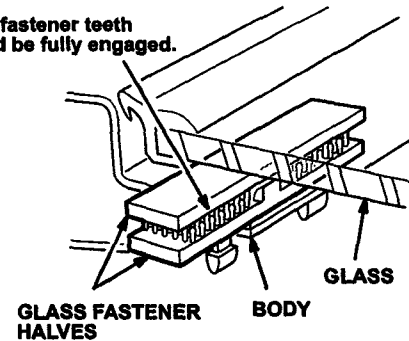
2. Use a mirror to locate the two Velcro-style glass fasteners at the top of the windshield and at the top of the rear window.



3. Make sure the glass fastener teeth are fully engaged.

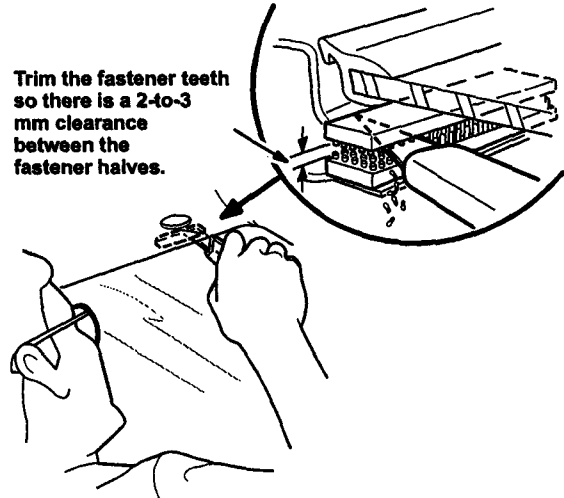
- If both fastener halves are fully engaged on all four glass fasteners, go to step 5 for a 2-door, or go to step 9 for a 4-door with a moonroof. If the vehicle is a 4-door without a moonroof, consider other possible causes for the noise.
- If the fastener halves of any of the four glass fasteners checked are not fully engaged, go to step 4.

Glass fastener teeth should be fully engaged.



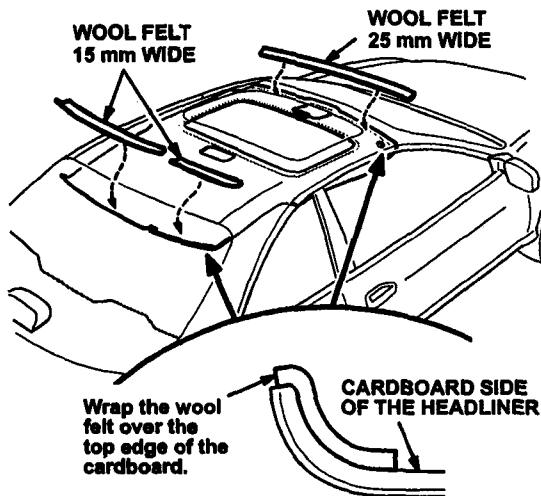
4. If the teeth are not fully engaged, use a utility knife to trim a 2-to-3 mm clearance between the fastener halves.

- 4-door without a moonroof – go to step 19.
- 4-door with a moonroof – go to step 9.
- 2-door – go to step 5.

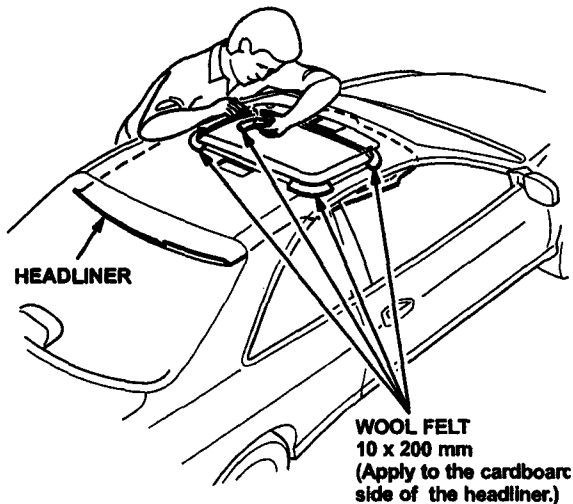


5. Cut a 25-mm-wide piece of wool felt to the same length as the front edge of the headliner.

6. Pull down the front of the headliner, and apply the wool felt to the cardboard side of the headliner along the front edge. Make sure the wool felt wraps over the top edge of the cardboard.

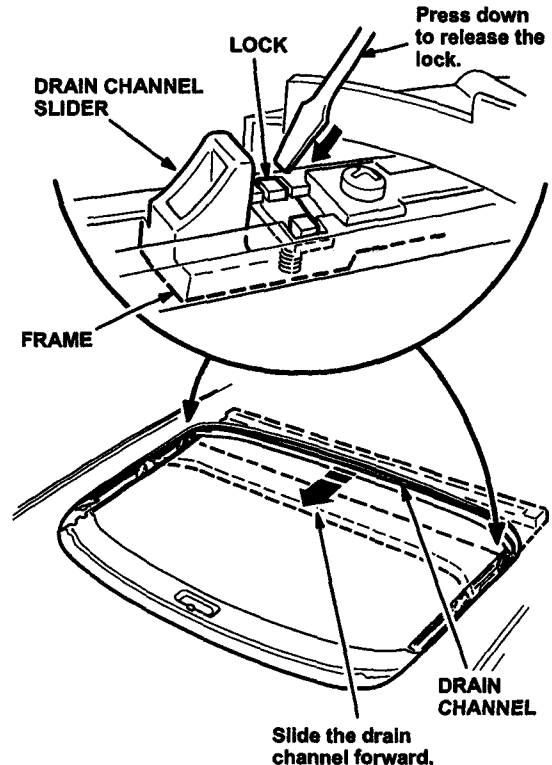


7. Cut two pieces of wool felt 15 mm wide to the same lengths as the rear edge of the headliner.
8. Pull down the rear of the headliner, and apply the wool felt to the cardboard side of the headliner along the rear edge. Make sure the wool felt wraps over the top edge of the cardboard.
- 2-door without a moonroof – go to step 18.
 - 2-door with a moonroof – go to step 9.
9. Cut four pieces of wool felt 10 x 200 mm. Apply the wool felt pieces to the cardboard side of the headliner at each corner of the moonroof opening.

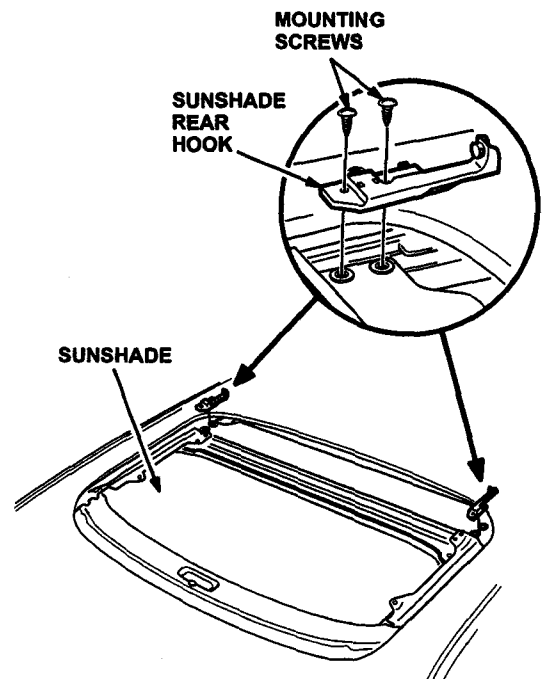


10. Move the moonroof to its open/tilt position. Note the number and location of the shims, then remove the moonroof glass as described in the Body section of the Shop Manual.

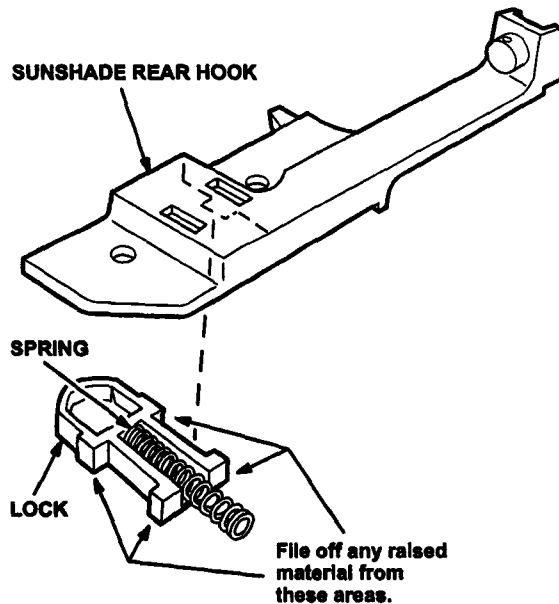
11. Release the locks on the drain channel sliders with a small flat-tip screwdriver, then slide the drain channel forward in the frame.



12. Pull the sunshade forward to access the four mounting screws on the sunshade rear hooks. Remove the screws and both sunshade rear hooks.



13. Disassemble the hooks. Use a medium file to file off any raised material from the sides of the locks.



14. Pack the hooks with Shin-Etsu silicone grease, and reassemble. Be sure the springs are properly installed.
15. Reinstall the hooks.
16. Slide the drain channel back to its proper position.
17. Clean the moonroof glass seal with a clean shop towel, then lubricate the seal with Shin-Etsu silicone grease. Reinstall the moonroof glass as described in the Body section of the Shop Manual.
18. Reinstall all components. On 2-door models, be sure to torque the front seat belt anchor bolts to 32 N·m.
19. Test-drive the vehicle, and verify that all the creaking noises are gone.



Wind Whistle From Top of Windshield

SYMPTOM

A whistle or howl from the upper middle of the windshield when driving at highway speeds.

PROBABLE CAUSE

The windshield molding is vibrating.

CORRECTIVE ACTION

Apply sealant along the top of the windshield underneath the windshield molding.

REQUIRED MATERIALS

3M Black Super Silicone Sealant:
3M P/N 051135-08662

3M General Purpose Adhesive Cleaner:
3M P/N 051135-08984

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Flat rate time: 0.5 hour

Failed part: P/N 73150-S10-023

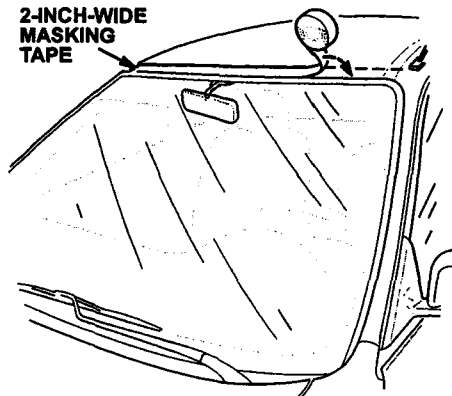
Defect code: 056

DIAGNOSIS

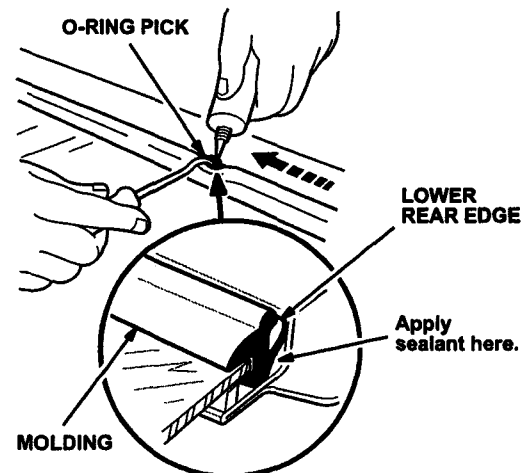
Drive the vehicle at highway speeds while an assistant presses on the windshield near the rearview mirror. If the noise changes or gets louder when the windshield is pressed, go to **REPAIR PROCEDURE**.

REPAIR PROCEDURE

1. Apply a 2-inch-wide strip of masking tape across the top of the windshield, just behind the edge of the windshield molding.



2. Pull the lower rear edge of the molding away from the roof with an O-ring pick or similar tool, and apply a liberal amount of sealant underneath the molding, along the top of the windshield.



3. Press the molding to smooth out the sealant and form a good seal.
4. Remove the masking tape, then clean up any excess sealant with adhesive cleaner.
5. To give the sealant time to cure, tell the customer not to wash the windshield for 24 hours.

132.

Exhibit G-1

today!

Registration is free and you'll be joining the #1 Honda Ridgeline owner and enthusiast club in the world! You'll also be removing this ad, so please join the Ridgeline Owners Club today!

Honda Ridgeline Accessory

Truck Bed Covers, Air Intakes, Hitches, Bug Shields, Window Visors
www.RealTruck.com

Ads by Goooooogle

2006 Honda Ridgeline

Great Selection of New Ridgelines, View Inventory & Get A Quote Now!
www.HondaRiverside.com

Auto Glass

Glass Doctor
Advertised P
www.glassdc

Honda Ridgeline

*2nd Example
Water leaks shield
around windshield
A Pillar*

05-03-2005, 09:30 AM



LadyRidge

ROC Sponsor
2006 Billet Silver / Gray RTL

Join Date: Mar 2005
Location: Brecksville, Ohio
Posts: 6,837

Re: Useless information from Honda Customer Relations

Hi gang!! Here is a few of the posts I thought were important to post together. I did some editing and some SPELL check!! Maybe it will help someone else who has this/these issues to expedite repairs. I printed them out and gave them to my dealer. If they can't fix the pond on the floor of my truck with this information, there is a problem in Houston.

The following paragraphs are from previous posts:

I just talked to my dealer about the leak under the dash. They say there is a leak around the windshield and a new windshield will need to be installed. They are ordering a new honda windshield which is expected Thursday and have a special team coming in to install it. They have really worked hard to find the leak so I've been really happy with them. They want to keep it until the repair is complete to prevent any damage from the water but they provided a rental.

Update On Soggy Carpets,just Returned From My Honda Dealer,the Leak Is Due To An Open Seam On The Passenger's Side "a" Pillar.the Service Advisor Said Honda Is Aware Of The Problem.the Right Front Fender Has To Be Removed To Effect The Repair.

After Finding The Leak In The Front Passenger Side,the Interior Trim Was Removed And Water Was Directed Down The "a"pillar Along The Windshield Seam.the Pillar Is Tack Welded But Not Sealed And The Water Leaked Through The Holes That The Wiring Bundle Clamps Are Attached To.the Dealership Is:

Love Honda
#352-628-9444
Ron Rowles Is The Service Advisor.

133.

Exhibit 6-2
continued

Continued

After 3 days my Service Department found 2 leaks, one on their own and one via chasam's/Tech Line's help.

They found the 1st leak behind the dash on the driver's side, much lower than the A-Pillar repair as noted above. Then today Tech Line called them to advise completing the repair above as well. I should have my RL back tomorrow. I will post anything they give me on my Invoice as to exact locations and solutions also a TSB if they have one.

My Service Department did the A Pillar repair on both the Driver and Passenger sides but the water was still coming in. They found 2 clips behind the dash that don't appear to be sealed when they sealed these the water stopped invading the interior of the truck

They took a bunch of pictures and sent them to tech line.

My Service Department asked to keep my RL over the weekend to make sure everything is dried out before replacing the carpet.

Just an update on my repairs. Both the passenger and driver's sides have been resealed. A hole on the passenger's side was also sealed. could be the cause of some wind noise complaints, leak tested ok, just waiting for the firewall carpet to come in. The Tech performing the fix is replacing all the carpeting. I can hardly wait to get my truck back.

As for the customer relations people they were more helpful and courteous than the district case manager who was a day late and a dollar short, definitely not impressed with his grasp of the situation. Will let you know when were up and running.

I got my RL back today. They sealed the snot out of the front end. Both A pillar joints were resealed as well as 2 clips that are near the bottom of the A pillar run-off area.

Unfortunately, both are inaccessible to me and my camera as they both under the fender well which needed to be taken off to seal these areas up. Honda has some very nice pictures of what needs to be repaired (I saw them today). I think they used chasam and my RLs as the models for the TSB, chasam's RL to find the A pillar leak and mine for the clips and pictures (my RL is very photogenic)

My dealer was Hyannis Honda 508-778-7878. The Tech Line Ref # on my receipt is 1560783. I took my car to the car wash today and not a drop of water came in. Wiring under the dash was very dry, so I think the windshield and gasket replacement worked. I'm still a bit uneasy as everyone keeps posting these dramatic repairs, but my problem seems fixed. Hopefully it will rain soon for a driving test. Rain is predicted tomorrow, so we'll see.

I brought the ridgeline in on Monday. They confirmed that it was leaking and gave me a 05 civic to drive. Tuesday they found the leak in the windshield gasket which they said was deformed. They ordered a windshield and gasket which came in Thursday. They kept the RL since it was raining and they didn't want any damage. Thursday afternoon I picked it up. From what the service manager said, this looks like it is a production issue, so I wouldn't be surprised if dealers start keeping the windshield gaskets in stock. It is not a windshield issue, but the gasket. Apparently the windshield usually breaks with removal so they replace both. Hope this is helpful. I've been thrilled with how my dealer approached this. I'm still a little worried that there is more to come given the posts by others, but if just replacing a windshield will correct it I am all for it. By the way, I didn't

134.

Exhibit 6-2



Honda Ridgeline Owners Club Forums > Accessories, Care and Mods > Exterior		User Name User Name	☐ Remember Me?
My Windshield problem gets worse		Password	Login
Register	FAQ	Dealers	ROC Events
ROC Merch	Today's Posts	Search ▾	

[Post Reply](#)

Page 1 of 3 1 2 3 > ▾

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03-07-2006, 09:34 PM



Ruffles ●
Senior Member
2006 Nighthawk Black / Belge RTL

water leaks on
Ridgeline

● My Windshield problem gets worse

So, I'm on my second windshield trying to get rid of the original whistle and wind rush that ca truck and see water dripping down the dash and the inside of the windshield (snowed all nigh

I'm leaving for Moab tomorrow so I called the dealership. They cancelled some other appointm We were going to do this one when I got back but the leak moved things up a bit. They gave fixed it and were done in a couple of hours. They took it thru the car wash and claimed it doe tape but the tech said he talked to Honda and they told him to double seal it...i.e. glue the tri much of this but said I'd let them know if it worked.

On the ride home, the wind rush was gone. I was crossing my fingers hoping it will still be go of hours later, I had to go pick up my kids so I'm cruising around town and I think I hear the I got home, I noticed the tape is coming off so I remove some of it and was disappointed in h trim. I called the dealer and the guy that did the repair explained that the tape wasn't suppos bring it back in. He used some solvent to remove the glue and is redoing it tonight. I'll pick it

As frustrating as this problem has been, I can't say enough good things about Smith Honda a

Here are some big pics so you can see how it looked. He claimed that the instructions to "dou the tape hadn't come off and disturbed the glue, it would look fine. I guess we'll see tomorrow tape, the wind noise WAS gone so maybe this will turn out to be a good fix. When I get back,

135.

Exhibit G-2



Hey
Guest!
Not
Registered
with the
ROC? [Join
today!](#)

Registration
is free and

136.

Warped Exhibit G-2
Molding
Ridgeline

03-08-2006, 03:04 PM

#7

**Blue**

Senior Member

2006 Redrock Pearl / Beige RTL

Join Date: Mar 2005
Location: San Jose, CA
Posts: 362**My Windshield problem gets worse**

I was on a odyssey forum and was amzed that the windshield problem has existed prior to Ridgeline. So this is not unique and Honda has a QC problem. Thank god mine is not one of them.

When: 3-1-2005, **Where:** Anderson Honda in Palo Alto, CA, **Why:** Tailgate, **Added:** Retrax, **Problems:** water leak on floor. Found 2 bolts and 3 nuts on the floor. **Also own:** 98 Toyota Sienna, 99 acura TL, bicycle



03-08-2006, 09:05 PM

#8

eshuerger

Senior Member

2006 White / Beige RTL

Join Date: Nov 2005
Location: Largo, Florida
Posts: 105**Re: My Windshield problem gets worse**

Quote:

Originally Posted by **northernlights**

I would have liked to here their explanation on why they think by removing the tape alittle early would have left a mess like that. Thats a bunch of crap. I'm surprised a dealer has their mech. even attempt to install a windshield? I've taken other trucks in under warranty and they call in a professional windshield installer to do it for them. I guess I'm one of the lucky ones with no leaks and a very faint door mirror wind noise. Hope they dont rub the hell out of your paint job and create more problems.

That work is just not acceptable! How in the world can you try to keep your Ridge clean. I can't imagine what it will look like every time you just want to get your windshield clean with gook just running all over the place during the summer. I'd be mad as hell!!!

Buzzy54

White RTL w/Moonroof

Build date 6-05

White door edge guards

White ROC window decal

In channel widow visors

Rear mud flaps

Motorola IHF1000 Blue Tooth hands free kit



03-15-2006, 03:45 PM

#9

Ruffles

Senior Member

Join Date: Aug 2005
Location: Rexburg ID
Posts: 408

have wind noise.

Loma Linda Charity Drive
DuraShield and Body Graphics for your Ridgeline
 You meet the nicest people in a Honda Ridgeline!

2005 Ridgeline



05-03-2005, 09:34 AM

#3



Ultra-HOG

Senior Member
 2006 Nighthawk Black / Beige RTL

Join Date: Mar 2005
 Location: Central Pennsylvania
 Posts: 1,626

Re: Useless Information from Honda Customer Relations

Mayberidge:

WOW! THAT IS **VERY** DISAPPOINTING AND DISCOURAGING! I really thought that Honda was more in touch with their customers concerns than that. What was the point of the call? I am very concerned that my ordered RTL-Navi that should be arriving at my dealer and day now will have the same wind noise and WATER LEAKS that many owners have been experiencing for the past month or more. Most owners that have experienced these problems seem to indicate that their dealers, and perhaps the local Honda zone reps, have been very good about trying to resolve the problems. If Honda Customer Relations position on the known issues, especially with a new model, is to deny that they exist at all, it certainly does not give me confidence in them. Frankly, I would have expected them to acknowledge the problems and be honest with you as to the current status of the corrective actions that are being taken. My confidence in Honda has been good enough that Honda is the only vehicle manufacturer that I would consider buying a first year model from. Now my confidence is not quite so high... I will be watching very carefully over the next week or so.

Last edited by Ultra-HOG : 05-03-2005 at 09:37 AM. Reason: Add "mayberidge"



05-03-2005, 10:07 AM

#4

maybearidge

Senior Member

Join Date: Mar 2005
 Posts: 491

Re: Useless Information from Honda Customer Relations

Don't get me wrong...I love my Ridgeline. I can accept certain issues as an early buyer of a product, but I would like an eventual fix. The two issues I mentioned were treated as if they were the first they have ever heard of them. Maybe the Ridgeline manufacturing issues should be brought to a different source that would get Honda's attention? I bet one published article about problems with the Ridge would do the trick. Someone else had said that Honda was looking in to the problem....Honda needs their staff to have a united message. All I wanted to hear was that Honda was working on the issues.

138.

[UPDATES](#) | [FORUMS](#) | [GALLERY](#) | [ABOUT G2IC](#) | [MEET MEDIA](#) |



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[Generation 2 Integra Club™ Forum](#) > [ASSISTANCE](#) >

[Exterior](#)

Winshield replacement and now water leak

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Name

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2004

12 Feb 2004, 00:58:07

Yellow

Thread Tools

#1

Winshield replacement and now water leak

I just had my windshield replaced. Then now it is leaking bad from the seatbelt track. But since it is from the seatbelt track, the guy who replaced it said that it is not the windshield. I am really mad, I will call them tomorrow again, but please help me how I should explain this to the guy so that he would repair it. Or if you have experience with this kind of leak, how did you fix it. Thanks!

12 Feb 2004, 10:55:30

[mav3rick478](#)

Join Date: 08 Nov 2002
Location: California, USA
Feedback Rating: [15](#)

#2

Accura Integra

12 Feb 2004, 13:43:57

[RayB](#)

Join Date: 16 Feb 2002
Location: Smyrna, Georgia, USA
Feedback Rating: [0](#)

Is cowl vent cover properly re-installed? There is a rubber seal that goes on the edge of it to seal it to the windshield. If it was not properly re-installed it can cause a leak.

#3

Exhibit G-2

139.

SERVICENEWS. *TT (NHTSA ID #10009137, FEBRUARY 01 2004)

TSB #03018 -- RATTLE FROM THE REAR SHELF. *JB (NHTSA ID #10001301, MARCH 04 2003)

TSB #020103 -- DOOR GLASS WEATHERSTRIP DAMAGE FROM TINTING. *TT *JB
(NHTSA ID #10001812, FEBRUARY 01 2003)

TSB #120102 -- CREAKING OR CLICKING AT DASHBOARD OR A-PILLAR WHEN DRIVING. *TT
*JB (NHTSA ID #10001975, DECEMBER 01 2002)

STRUCTURE:BODY

TSB #02282005 -- REQUEST FOR VISIT FRONT (CABIN) INTERIOR WATER LEAK. *TT
(NHTSA ID #10015347, FEBRUARY 28 2005)

TSB #04055 -- TICKING, POPPING, OR CREAKING FROM DRIVER'S A-PILLAR. *TT
(NHTSA ID #10012646, OCTOBER 01 2004)

TSB #04057 -- CREAK OR CLICK AT DASHBOARD OR A-PILLAR. *TT
(NHTSA ID #10012648, OCTOBER 01 2004)

TSB #04056 -- CREAKING OR POPPING FROM DRIVER'S A-PILLAR. *TT
(NHTSA ID #10012647, OCTOBER 01 2004)

TSB #704 -- NAVIGATION SYSTEM WON'T MAP MATCH OR GETS LOST. *SC
(NHTSA ID #10014109, JULY 16 2004)

TSB #105 -- SRS IMPACT SENSOR DTCS (DIAGNOSTIC TROUBLE CODE) AFTER SENSOR
REMOVED AND REPLACED. *SC (NHTSA ID #10014129, MAY 16 2004)

TSB #03085 -- WIND NOISE FROM THE UPPER REAR CORNER OF THE FRONT DOOR. *MJ
(NHTSA ID #10008363, NOVEMBER 25 2003)

TSB #03058 -- CREAKING OR POPPING WHEN ACCELERATING AND DECELERATING. *TT
(NHTSA ID #10004701, SEPTEMBER 23 2003)

TSB #02067 -- CENTER POCKET LID DOESN'T WORK PROPERLY. *TT
(NHTSA ID #10002094, JUNE 24 2003)

TSB #603 -- WATER LEAK FROM ROOF AT THE A AND/OR B PILLARS. *TT
(NHTSA ID #10003207, JUNE 16 2003)

TSB #1102 -- CREAK OR CLICK NOISE AT DASH OR A PILLAR. HONDA TECH LINE
SUMMARY. *TT (NHTSA ID #10013813, NOVEMBER 16 2002)

TSB #110102 -- MISSING REAR LICENSE PLATE BOLTS. HONDA SERVICENEWS. *TT
(NHTSA ID #10005873, NOVEMBER 01 2002)

TSB #1002 -- REAR LICENSE PLATE BOLTS MISSING. HONDA OCTOBER TECH LINE
INFORMATION. *TT (NHTSA ID #10005936, OCTOBER 16 2002)

STRUCTURE:BODY:DOOR

TSB #111703 -- REQUEST FOR VISIT. DOOR RATTLE. *TT
(NHTSA ID #10005347, NOVEMBER 17 2003)

TSB #060103 -- FRONT DOOR SILL TRIM REMOVAL. *TT
(NHTSA ID #10002712, JUNE 01 2003)

TSB #010603 -- INSPECT DIGITAL PHOTOS OF VEHICLES WITH DOOR MOLDINGS
DEFORMED. *TT (NHTSA ID #10000983, JANUARY 06 2003)

STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS

TSB #03035 -- DOOR WINDOW MOLDING IS WRINKLED. *TT
(NHTSA ID #10003059, AUGUST 05 2003)

140.

Exhibit
G-2

STRUCTURE:BODY 2003 HONDA ACCORD

- 2004 [• **TSB #02282005** -- REQUEST FOR VISIT FRONT (CABIN) INTERIOR WATER LEAK. *TT (NHTSA ID #10015347, FEBRUARY 28 2005)
- 2004 [• **TSB #04055** -- TICKING, POPPING, OR CREAKING FROM DRIVER'S A-PILLAR. *TT (NHTSA ID #10012646, OCTOBER 01 2004)
- 2004 [• **TSB #04057** -- CREAK OR CLICK AT DASHBOARD OR A-PILLAR. *TT (NHTSA ID #10012648, OCTOBER 01 2004)
- 2004 [• **TSB #04056** -- CREAKING OR POPPING FROM DRIVER'S A-PILLAR. *TT (NHTSA ID #10012647, OCTOBER 01 2004)
- **TSB #704** -- NAVIGATION SYSTEM WON'T MAP MATCH OR GETS LOST. *SC (NHTSA ID #10014109, JULY 16 2004)
- **TSB #105** -- SRS IMPACT SENSOR DTCS (DIAGNOSTIC TROUBLE CODE) AFTER SENSOR REMOVED AND REPLACED. *SC (NHTSA ID #10014129, MAY 16 2004)
- **TSB #03085** -- WIND NOISE FROM THE UPPER REAR CORNER OF THE FRONT DOOR. *MJ (NHTSA ID #10008363, NOVEMBER 25 2003)
- 2003 [• **TSB #03058** -- CREAKING OR POPPING WHEN ACCELERATING AND DECELERATING. *TT (NHTSA ID #10004701, SEPTEMBER 23 2003)
- **TSB #02067** -- CENTER POCKET LID DOESN'T WORK PROPERLY. *TT (NHTSA ID #10002094, JUNE 24 2003)
- **TSB #603** -- WATER LEAK FROM ROOF AT THE A AND/OR B PILLARS. *TT (NHTSA ID #10003207, JUNE 16 2003)
- 2002 [• **TSB #1102** -- CREAK OR CLICK NOISE AT DASH OR A PILLAR. HONDA TECH LINE SUMMARY. *TT (NHTSA ID #10013813, NOVEMBER 16 2002)
- **TSB #110102** -- MISSING REAR LICENSE PLATE BOLTS. HONDA SERVICENEWS. *TT (NHTSA ID #10005873, NOVEMBER 01 2002)
- **TSB #1002** -- REAR LICENSE PLATE BOLTS MISSING. HONDA OCTOBER TECH LINE INFORMATION. *TT (NHTSA ID #10005936, OCTOBER 16 2002)

STRUCTURE:BODY:DOOR

- **TSB #111703** -- REQUEST FOR VISIT. DOOR RATTLE. *TT (NHTSA ID #10005347, NOVEMBER 17 2003)
- **TSB #060103** -- FRONT DOOR SILL TRIM REMOVAL. *TT (NHTSA ID #10002712, JUNE 01 2003)
- **TSB #010603** -- INSPECT DIGITAL PHOTOS OF VEHICLES WITH DOOR MOLDINGS DEFORMED. *TT (NHTSA ID #10000983, JANUARY 06 2003)

STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS

- **TSB**

141.

Exhibit G-2

04-19-2003, 05:27 PM

RVDIII

EOC Rank: Lead

Join Date: Mar 2003

Posts: 66

Since my last post I have learned the following from fellow members:

Dealer or owner pressure testing the windows and car washes are useless to test for rear door window leaks it seems in most case. It appears the pressure of a car wash or a pressure washer seems to push the window against the seal and no leak occurs. In member postings and with both of my doors, the Element's windows seem to leak for while sitting out in the rain overnight the most. This is when all owners should check their rear door window seals. In time, it is my guess that as the window seals get old and dry out, everyone will experience this at some point. I hope Honda does a recall for this design defect beyond just a bulletin. American Honda has called me three times to tell me that their engineers are working on a redesign to correct this problem. All Element owners should call American Honda to request a recall. Leaks now or no leaks. When your seals dry and shrink of course, your warrantee has run out. The latching system is not the strongest either! I have faith that American Honda will do the right thing for us. I hope this helps. Thanks to all

If you give it, you live it.....

Quote

RVDIII

[View Public Profile](#)

[Find all posts by RVDIII](#)

#9

04-28-2003, 04:35 PM

Element

EOC Rank: Tin

Join Date: Mar 2003

Location: Chicago

Posts: 430

Yesturday I finally got a chance to wash the car but I have also noticed that the driver side window was leaking. I checked the side windows and there was water residue between the window and the rubber seals. Do anyone know if Honda has made better rubber seals for our beloved Element?

Quote

Element

[Post Reply](#)

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142.

Exhibit G-2
Element
Leak
Problem
rear window
due to seals

STRUCTURE:FRAME AND MEMBERS

- **TSB #010901** -- INFORMATION REGARDING WATER LEAKAGE DURING A CAR WASH. *YH (NHTSA ID #626808, SEPTEMBER 01 2001)
- **TSB #92050R** -- WATER LEAK FROM SEAM UNDER CORNER OF DASH. *TW (NHTSA ID #51123, FEBRUARY 03 1997)

Water
leak
during

Car
Wash
Honda Civic

1995

143.

Exhibit 6-2

transportation/1001_October_November/... [View Cached](#)
[More from this site](#)

148. **Neuspeed Accessories**

Electrodyne manufacturers and sells a complete line of BMW performance, BMW ... NEUSPEED ACCESSORIES ...
www.electrodyne.cc/search_engine_info/neu.html - 208k -
[Cached](#) - [More from this site](#)

149. <http://www.unm.edu/~casa/year.2004/month.11.html>
... leak on the front carpet I place the end of the water hose at the windshield ... 1965 Corvair Monza, 1990 Honda Civic, 1996 Mazda Miata and 2003 Honda Civic. ...
www.unm.edu/~casa/year.2004/month.11.html - 31k - [Cached](#) - [More from this site](#)

150. **Car Talk Bulletin Boards: Best (and worst) cars you've owned?**

... the windshield, re-sealed it, water still came in. Drilled holes in the floor to let the water leak out ... The worse car I have owned a 1995 Honda Civic. ...
cartalk.com/board/showflat.php?...&Number=250742&page=9&part=all - 301k - [Cached](#) - [More from this site](#)

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honda civic windshield water leak

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1995 Honda Civic
Windshield
reseal

Water leak

Still occurs

144.

Exhibit G-2



Custom Report on 2001 HONDA CIVIC

[\[close\]](#)

Created on: 12/20/2006
Report Type: COMPLAINTS
Prepared for: Anna Manetta
Warranty Expires On: Unknown
Sponsored in Part By: myCarStats Notification Service

CONSUMER COMPLAINT: ODI Case Number: 885900

Component: STRUCTURE:FRAME AND MEMBERS

Details: WHEN RAINING WATER COULD LEAK INSIDE OF VEHICLE THROUGH DRIVER'S SIDE AND WILL MAKE CARPET WET, AND COULD BE CAUSING CONSUMER NOT TO CONTROL PEDALS OR ELECTRICAL PROBLEMS.*AK

Occurrences: 2 **Injuries:** 0
Fail Date: 04/04/2001 **Deaths:** 0
Date added to database: 4/13/2001

[FILE] your own complaint on this model car.

2001

Manufacturer Contact Information

American Honda Motor Co., Inc.
Consumer Affairs Department
1919 Torrance Blvd.
Torrance, CA 90501-2746
310-783-2000
Toll free: 1-800-999-1009
Fax: 310-783-3273

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145. Exhibit G-2



Related to
the 1992-
95
Honda
Civic

1992-95 Honda Civic Reliability

Updated: 10.05.2006



1992-95 Honda Civic
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Value In Class: 8

Value in Class Scale

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1992-95 Honda Civic: Reliability

Trouble Spots

Consumer Guide's® Auto Editors have scoured repair bulletins and questioned mechanics to search for commonly occurring problems for a particular vehicle. In some cases we also give possible manufacturer-suggested solutions. In many instances these trouble spots are Technical Service Bulletins posted by the manufacturer, however, we have our own expert looking at additional vehicle problems.

Air conditioner: If the air-conditioner belt repeatedly comes off, the splash shield under the engine is probably knocking it off when the car goes over a parking curb, etc. (1992-95)

Audio system: If the CD changer in the trunk will not eject, the company will exchange the CD magazines with a redesigned one. (All)

Automatic transmission: Cars with high mileage may begin to shift more harshly, which may be corrected by adding a bottle of Lubeguard conditioner to the automatic-transmission fluid. (1992-95)

Trunk latch: There may not be sufficient clearance on the trunk latch making it hard to open with the key. (1992-95)

Water leak: There may be water leaking into the passenger footwell because of insufficient sealer on the seam at the firewall. Look for rust on the floor pan and run water over the right lower corner of the windshield to watch for water leaks before buying the car. (1992-95)

Consumer Guide® Estimated Repair Costs

This table lists costs of likely repairs for comparison with other vehicles. The dollar amount includes the cost of the part(s) and labor (based on \$50 per hour) for the typical repair without extras or add-ons. Like

146.

Exhibit
6-2

Water
leak
around
windshield

Technical Service Bulletins Summary

Make: HONDA
Model: ACCORD
Year: 1995
Service Bulletin Number: 100102
NHTSA Item Number: 10005913
Summary Description:
SOGGY FLOOR CARPET DURING CAR WASH. HONDA SERVICENEWS. *TT

Close Window

147.

Exhibit G-2

Service Bulletin

06-037



Applies To: 2002-06 CR-V - All UK-produced vehicles

June 27, 2006

2006 CR-V 2WD - From VIN SHSRD6...6U400001 thru SHSRD6...6U406731

2006 CR-V 4WD - From VIN SHSRD7...6U400001 thru SHSRD7...6U429536

Cowl Water Leak

SYMPTOM

Water leaks into the vehicle from behind the dashboard.

PROBABLE CAUSE

During production, part of the passenger's compartment front bulkhead may not have been properly sealed.

CORRECTIVE ACTION

Seal the outside bulkhead area with sealant.

REQUIRED MATERIALS

3M Ultrapro Autobody Sealant (or equivalent):

Caulking gun cartridge - 3M P/N 06300

Squeezable tube - 3M P/N 06301

One container repairs one vehicle.

WARRANTY CLAIM INFORMATION

Operation Number: 8410A4

Flat Rate Time: 1.0 hour

Failed Part: 61500-S9A-A00ZZ

Defect Code: 07408

Symptom Code: 05904

Skill Level: Repair Technician

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

REPAIR PROCEDURE

1. Remove the cowl cover.
 - Refer to page 20-137 of the 2005-06 CR-V Service Manual, or
 - Online, enter keyword COWL, then select Cowl Cover Replacement from the list.
2. Seal the entire exterior horizontal seam on the bulkhead. Make sure you apply the sealant above and below the vertical brackets.



Seal this seam across the entire bulkhead, and smooth the bead with a popsicle stick or similar tool.



Apply sealant above and below the attach points of these two brackets.

3. Reinstall the cowl cover.

ATB 32510 (0606)

1 of 1



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.

148.

Exhibit 6-2

Applies To: **2006 Ridgeline** – From VIN 2HJYK16..6H500001 thru 2HJYK16..6H521114**November 17, 2005****Water Leak at Right Front Floor**

(Supersedes 05-045, dated September 29, 2005, to update the information indicated by the black bars)

SYMPTOM

The right front carpet area is wet after a long rainstorm.

PROBABLE CAUSE

The A-pillar drain is restricted by a glued-in noise block.

CORRECTIVE ACTION

Drill a drain hole in the A-pillar noise block so the water can drain out of the bottom of the A-pillar.

REQUIRED MATERIALS3M Brushable Seam Sealer (or equivalent):
3M P/N 08656**WARRANTY CLAIM INFORMATION****In warranty:** The normal warranty applies.

Operation Number: 848004

Flat Rate Time: 0.5 hours

Failed Part: P/N 61500-SJC-A00ZZ
H/C 7929896

Defect Code: 03801

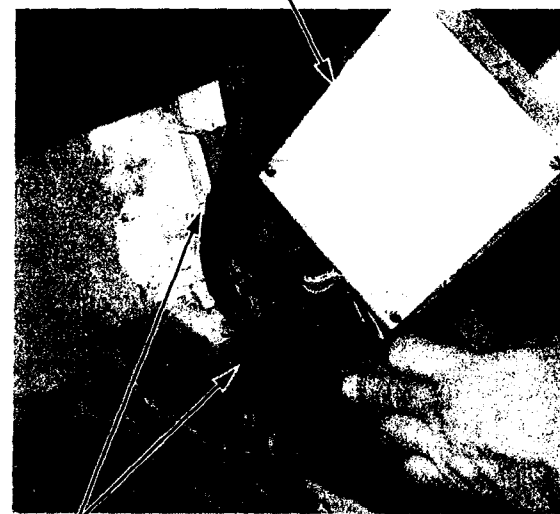
Symptom Code: 05904

Template ID: 05-045A

Skill Level: Repair Technician

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

1. Remove these components:
 - Passenger's kick panel:
 - Refer to page 20-59 of the 2006 Ridgeline Service Manual, or
 - Online, enter keyword **KICK**, and select **Interior Trim Removal/Installation - Door Areas** from the list.
 - Glove box:
 - Refer to page 20-84 of the service manual, or
 - Online, enter keyword **GLOVE**, and select **Glove Box Removal/Installation** from the list.
2. Remove the three VTM-4 controller attachment bolts.
3. Using a pry tool, detach the wire harness clips at the locations shown, then move the VTM-4 controller out of the way.

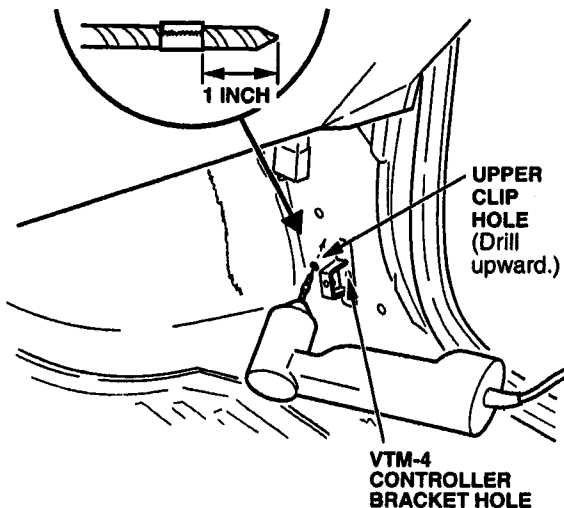
VTM-4 CONTROLLER**WIRE HARNESS CLIPS**
(Detach 2 places.)**149.****Exhibit G-2**

4. Using a chisel, remove the exposed black clip near the controller bracket.

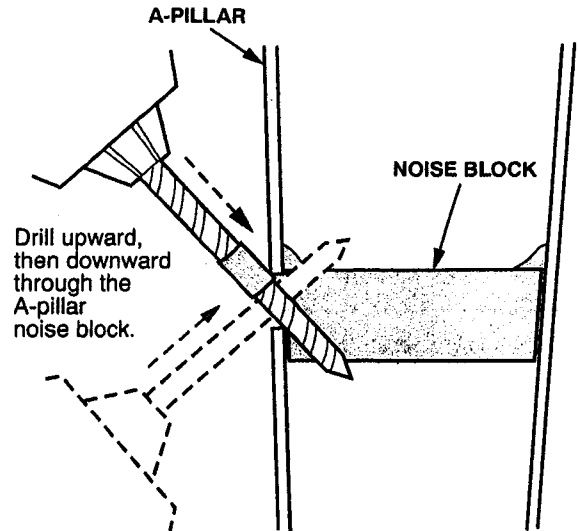


CLIP

5. Drill the new drain hole where you removed the clip.
 - Wrap a piece of tape around a 3/16 inch drill bit 1 inch from the end.
 - Position the drill so the bit is pointing at an upward angle, and drill a hole in the noise block.



- Reposition the drill so the bit is pointing at a downward angle, and drill a second hole in the noise block.

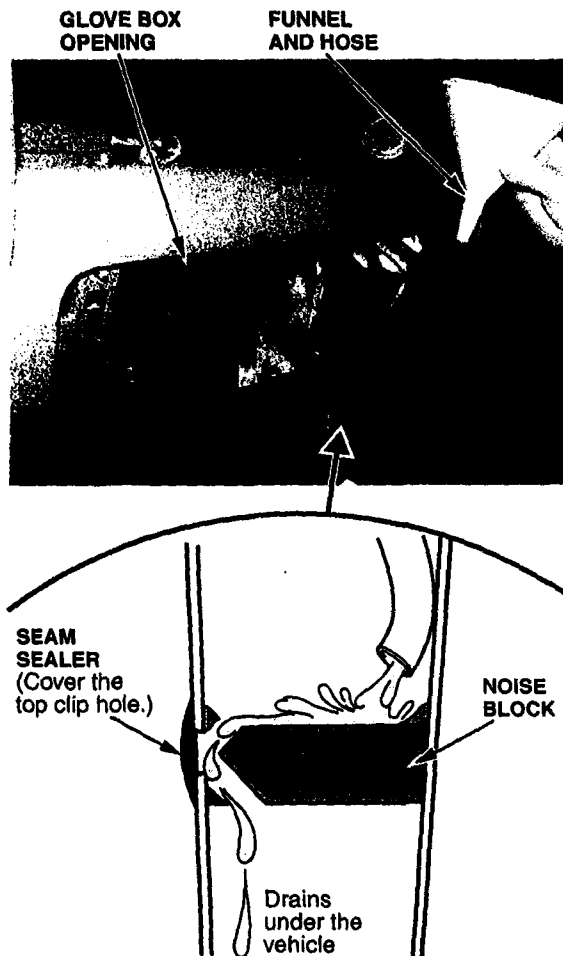


6. To prevent rusting, primer any surface area cut with the drill bit.
7. Clean the area around the clip hole and the hole under the VTM-4 controller bracket with isopropyl alcohol.
8. Coat the clip hole and the open hole under the VTM-4 controller bracket with seam sealer, and let it to dry for about 15 minutes. Use 3M Brushable Seam Sealer or equivalent.

NOTE: Do not fill the drilled hole with seam sealer. It will block the flow of water.

Exhibit G-2

9. To verify the repair, pour about 3 to 4 oz. (100 ml) of water inside the A-pillar using a funnel and hose. The water should drain out through the bottom of the A-pillar below the passenger compartment floor.



10. Reinstall the VTM-4 controller, the glove box, and the passenger's kick panel.

Exhibit G-2

Select Vehicle | New TSBs | Technician's
Reference

Component Search:

OK

Conversion Calculator

1996 Honda Civic Sedan L4-1.6L SOHC (16 Valve)

Vehicle Level → Technical Service Bulletins → All Technical Service Bulletins → Body - Water Leak From Seam Under Corner of the Dash

Body - Water Leak From Seam Under Corner of the Dash

Bulletin No.
92-050

Issue Date
FEB 3, 1997

Model [NEW]
1992 and
LATER
CIVIC

Applicable To [NEW]
ALL

File Under
BODY

Water Leak From Seam Under Corner of Dash
(Supersedes 92-050, dated May 15, 1995)

SYMPTOM

A water leak into the footwell from under the left or right corner of the dash.

PROBABLE CAUSE

Not enough sealer on the cowl side of the panel-to-bulkhead seam.

CORRECTIVE ACTION

[NEW]

Apply sealer to the seams where the side panel joins the bulkhead. Refer to section 20 of the appropriate Service Manual for removal and reinstallation of body components.

[NEW]

1. Look for a leak from the lower corners of the dashboard while an assistant runs water over the windshield and cowl. Confirm which side is leaking.

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Exhibit G-2

From the NHTSA Files

FMVSS INTERPRETATION

October 1983

NHTSA Correspondence Regarding Repairing / Replacing Windshields & rendering Inoperative of the windshield with respect to Standard No. 205

Letter to NHTSA:

Lansing Auto Glass Co.

U.S. Department of Transportation National Highway Traffic Safety Admin.
400 Seventh St. S.W. Washington D.C. 20590
Att. Mr. Frank Berndt, Chief Council

Dear Mr. Berndt:

I am in receipt of a copy of a letter you addressed to Mr. Robert W. Stanley, then Executive Vice President of the National Glass Dealers Assoc., in Sept. of 1981. It concerned the legal use of repairing damaged windshield with plasticizers or epoxy mixtures covered by the National Traffic and Motor Vehicle Safety Act as amended in 1974, Safety Standard No. 205 which established performance requirements for automotive glazing.

My question deals with the replacement of the windshield rather than the repair of it. You state that Section 108 (a)(2)(A) of the Act prohibits various concerns, but in our interest more specifically, motor vehicle repair businesses from knowingly rendering inoperative any device or element of design installed on or in a motor vehicle or item of motor vehicle equipment in compliance with an applicable Federal Standard. You also take me aware that the person repairing a damaged windshield does not render it inoperative as that was done by whatever did the original damage but that should he damage or change something else on the vehicle while make a repair he could violate the act.

I suppose that the methods used by the manufacturer of the automobile in installing the original windshield is covered and established in Safety Standard No. 205. If this is the case I would also suppose that any person who replaces broken windshield by removing the original one from the vehicle and installing a new one in its place would be required to use the same method as the original equipment manufacturer used so as to retain the integrity of the installation and meet the requirements dictated by Standard No. 205. This is to say that if the original glass was set with urethane then the replacement glass must be set with urethane. Is this indeed the case?

If this is so what effect does the law have on the replacement of a windshield for a deal" who will resell the vehicle and on the replacement of a windshield for an insurance company for one of their individual clients? In the latter case the vehicle may not be resold for several months or even years but the repairs, if not done properly would render the

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Exhibit H

automobile inoperative or better said the windshield inoperative.

I will sincerely appreciate your answer to these questions and any clarification of the law you can extend me.

Anthony M. Peterson.

Letter From NHTSA:

TYPE: INTERPRETATION-NHTSA

DATE: 10/05/83

FROM: AUTHOR UNAVAILABLE; Frank Berndt; NHTSA

TO: Lansing Auto Glass Co. -- Anthony M. Peterson

TITLE: FMVSS INTERPRETATION

Dear Mr. Peterson:

This responds to your letter concerning the application of the render inoperative provisions of section 108(a)(2)(A) of the National Traffic and Motor Vehicle Safety Act to the replacement of vehicle windshields by motor vehicle repair businesses.

As explained in my letter of September 3, 1981, to Mr. Stanley, the agency does not consider fixing a damaged windshield to constitute a rendering inoperative of the windshield with respect to Standard No. 205, Glazing Materials. That letter did caution that if a repair shop, in the course of fixing a damaged windshield, renders another part of the vehicle or element of design inoperative with respect to another applicable Federal motor vehicle safety standard, then the repair shop would violate section 108(a)(2)(A).

You specifically asked whether in replacing a windshield a repair shop must use the same method (e.g., setting the glass with urethane) the original equipment manufacturer used to maintain the integrity of the installation. The agency does not consider the replacement of a damaged windshield to constitute a rendering inoperative with respect to Standard No. 212, Windshield Mounting, which establishes windshield retention requirements for new vehicles, regardless of the method used to maintain the integrity of the windshield. 

Although section 108(a)(2)(A) of the Act would not apply to the replacement of a damaged windshield, product liability concerns dictate that a repair shop ensure that the replacement windshield is mounted securely. Mounting the windshield with the same method used by the vehicle manufacturer presumably would ensure that the replacement windshield had the same integrity as the original windshield installation.

You also asked about the effect of section 108(a)(2)(A) on a repair shop that replaces a windshield for a dealer who will resell the vehicle and a replacement of a windshield for an insurance company for one of its policyholders. Assuming that the repair shop is replacing a damaged windshield, section 108(a)(2)(A) would not apply.

I hope this discussion is of assistance to you. If you have any further questions please

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Exhibit A

From the NHTSA Files

March 1991

NHTSA Correspondence with Association of Trial Lawyers regarding clarification on NGA Glass Magazine's "Legal Advisory" article about federal safety standards as relating to windshield replacement.

Letter to NHTSA:

DATE: March 27, 1991

FROM: James E. Rooks, Jr. -- Staff Attorney, Association of Trial Lawyers of America

TO: Paul J. Rice -- Chief Counsel, NHTSA

In conjunction with a research project I am completing, I am writing to request a clarification of a NHTSA position.

I am attaching a copy of a "Legal Advisory" column that appeared in Glass magazine for November 1986. There the general counsel of the National Glass Association (NGA) wrote that NHTSA's chief counsel had advised NGA "that federal windshield safety standards are not applicable to replacement windshield installations once vehicles have left their new car dealers' lots." He goes on to state that "no kind or amount of work on a damaged windshield renders it inoperable in violation of federal law (because) it is the original damage to the windshield... that renders the windshield inoperable -- not the company that repairs or replaces the already damaged windshield." Presumably the provision of federal law referred to is Section 1397(a)(2)(A) of the National Traffic and Motor Vehicle Safety Act of 1966, as amended.

I would appreciate knowing the following:

1. Whether NHTSA currently adheres to the above position with regard to Federal Motor Vehicle Safety Standards 212 and 216;
2. Whether NHTSA currently adheres to the above position with regard to the cited "render inoperable" provision of the National Traffic and Motor Vehicle Safety Act of 1966, as amended; and
3. Whether these positions have yet been tested in court; if so, what court, and what was the ruling?

Thank you for your attention to this inquiry. The deadline for my research is Friday, March 29, 1991. I would appreciate it a great deal if I could receive a response as soon as possible.

Any written response may be sent by facsimile to 202-342-5484.

Attachment

Article from "Legal Advisory" by Jerald Jacobs entitled Urethane Versus Butyl Windshield Replacement; Must Urethane be used for windshield replacement? What are the legal consequences? (Text omitted)

Letter From NHTSA:

DATE: May 29, 1991

FROM: Paul Jackson Rice -- Chief Counsel, NHTSA

TO: James E. Rooks, Jr. -- Staff Attorney, Association of Trial Lawyers of America

James E. Rooks, Jr., Esq.

Staff Attorney

Association of Trial Lawyers of America

1050 31st Street, N.W.

Washington, DC 20007-4499

This responds to your letter of March 27, 1991 concerning the applicability of various motor vehicle safety standards to the repair or replacement of damaged motor vehicle windshields. You enclosed a copy of the "Legal Advisory" column from the November 1986 issue of Glass magazine. That column stated that the National Highway Traffic Safety Administration ("NHTSA") advised the National Glass Association that "federal windshield safety standards are not applicable to replacement windshield installations once vehicles have left their new car dealers' lots." The column went on to state that "no kind or amount of work on a damaged windshield renders it inoperable in violation of federal law."

Your letter asked whether NHTSA currently adheres to the above position with regard to two Federal motor vehicle safety standards: Standard No. 212, Windshield Mounting, and Standard No. 216, Roof Crush Resistance. In a subsequent telephone conversation with John Rigby of this office, you asked the agency also to address the applicability of these principles to Standard No. 205, Glazing Materials.

I am pleased to have the opportunity to discuss these issues. Section 108(a)(1)(A) of the National Traffic and Motor Vehicle Safety Act of 1966 ("Act"), 15 U.S.C. 1397(a)(1)(A), provides that no person may manufacture for sale, sell, introduce into interstate commerce or import any motor vehicle or item of motor vehicle equipment that does not conform with all applicable Federal motor vehicle safety standards. However, pursuant to section 108(b)(1) of the Act, 15 U.S.C. 1397(b)(1), that prohibition does not apply "after the first purchase of (the vehicle or equipment) in good faith for purposes other than resale." On the other hand, section 108(a)(2) of the Act, 15 U.S.C. 1397(a)(2), provides that: "No manufacturer, distributor, dealer, or motor vehicle repair business shall knowingly render inoperative, in whole or in part, any device or element of design installed on or in a motor vehicle or item of motor vehicle equipment in compliance with an applicable Federal motor vehicle safety standard"

With respect to Standards 212 and 216, which impose requirements applicable to completed

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Exhibit H

motor vehicles, a manufacturer is not required to assure that the vehicles it manufactures remain in compliance after they have been sold for purposes other than resale. Moreover, a repair business that replaced a windshield that was previously damaged could not violate the "render inoperative" provision of the Act, regardless of what sealant was used. As NHTSA stated in a September 3, 1981 letter to the National Glass Dealers Association, even if it were somehow determined that the repaired vehicle did not satisfy the requirements of Standard No. 212 or No. 216, there would be no violation of the "render inoperative" provision of the Act. This is because the object or event that damaged the windshield in the first place had already rendered the windshield "inoperative" with respect to these standards. See also an October 5, 1983 letter to Anthony M. Peterson of Lansing Auto Glass Company. However, if for some reason a repair business were to replace a windshield that was not previously damaged, it could be held liable under section 108(a)(2) if it knew that its action caused the vehicle to no longer comply with either standard.

I would also like to deal with a relatively unlikely scenario. If a windshield needs to be repaired or replaced prior to the first sale to a consumer (e.g., due to breakage while en route from the manufacturer's factory to the dealer's showroom), the seller is required by section 108(a)(1)(A) to assure that the vehicle is brought into compliance with all applicable standards.

The situation is somewhat different with respect to Standard No. 205, which establishes, inter alia, strength and light transmittance performance requirements that must be met by glazing materials used in motor vehicles. Not only must the glazing in new vehicles meet this standard, replacement glass must also comply. Thus, any person who installs motor vehicle glazing that is not certified as being in compliance with Standard No. 205 would violate section 108(a)(1)(A), regardless of whether the vehicle is new. This would be because the installer would be selling or otherwise introducing into interstate commerce an item of motor vehicle equipment (i.e the glazing) that did not comply with an applicable safety standard. We have stated this interpretation in previous letters (most recently in our letter of March 14, 1991 to Loren Thompson).

Finally, you asked in your letter "whether these positions have yet been tested in court." We are not aware of any litigation in which any of the interpretation letters cited above have been considered.

I hope that this information is useful. If you have any further questions, please contact John Rigby of this office at 366-2992.

Sincerely,

Paul Jackson Rice
Chief Counsel

source: NHTSA Files

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Exhibit H

Untitled

ABC News, Phoenix Aired Segment on Vehicle Rollover (7/03)

on July 20, 2003 ABC in Phoenix, AZ aired an 8 minute segment about car rollover dangers.

They say that less than 10% of all vehicle accidents are rollovers, yet 25% of them lead to victims being paralyzed or death. I expected to see more emphasis placed on the windshield, but there wasn't any. The only time they mention "windshield" is when they are talking about how the strength is due to the "windshield and support pillars" and by the time the car rolls for the 2nd time the "windshield is gone." They imply that the latter is the norm. They talk with two attorneys as well as a victim. The attorneys believe NHTSA's roof crush test is outdated and needs to be changed.

Following is a letter from one of my subscribers. Heather Setler, of Best Glass Inc, Phoenix AZ, brought the ABC video to my attention. The day after the program aired, Heather wrote ABC the following informative letter.

To ABC:

I found your piece on the roof crush very interesting. However, I do not believe it was 100% accurate.

while explaining how a vehicle reacts in a rollover collision, it was stated that at the point in which the vehicle rolls onto the other side, the windshield is no longer in the vehicle. The fact is that the windshield should still be in the vehicle, regardless of the type of accident.

A good example of this was featured on ABC's 20/20 February 25, 2001. This featured individuals that had been killed or paralyzed as a result of faulty windshield installations. What happens in the event of a windshield failure is horrific.

If the windshield comes out in an accident, it can cause the cabin of the vehicle to crush in on the occupants of the car. One individual featured in the 20/20 report was in a rollover in a minivan and became a quadriplegic as a result of the windshield popping out in the accident. If you do not have access to this report, it can be found at:

http://more.abcnews.go.com/onair/2020/2020_000225_windshields_feature.html

It is unfortunate that the public at large is not aware that a windshield is not suppose to come out in a collision. I work with many industry experts, one of whom teaches classes on airbag safety to EMT's & firefighters. As reported by the NAGC Update (Sept./Oct. 2002) - "After Mitch (Becker) did his presentation he asked for a show of hands from the firemen in the audience - had they ever gotten to an accident scene and found the windshield lying on the ground. 80% raised their hands... Prior to the class many thought that this was normal. The instructors of the class are now asking the emergency rescue teams to file reports with the NHTSA, letting them know when a windshield has been ejected from a vehicle."

Too further prove that the windshields provided significant structural strength to the cabin of the vehicle you can look to the recall that was announced by Ford Automotive on the 2002-03 Ford Taurus & Mercury Sable. It states in the recall "vehicles fail to meet the requirements of FMVSS 212, Windshield Mounting. The windshields may exhibit increased wind noise, water leakage, squeaks and rattles. Loss of windshield retention may also reduce occupant protection in the event of an accident..." The recall requires the effected vehicles to have the windshields replaced.

As a member of the Automotive Glass Replacement Safety Standards Council (AGRSS), I would encourage you to look further into researching the story that was first presented on 7/20/03. There are many industry links on the AGRSS Standard web page at www.agrss.com or if you would like I can provide some local experts that are excellent resources of information. Other additional resources of information are at the Independent Glass Assoc.

I am sure that you can understand the severity this issue presents. The public needs to be educated on the ramifications of having a windshield installed improperly. Most have no idea that their automotive glass provides much

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Exhibit H-1

Untitled

more protection than just shielding them from wind and rocks.

I look forward to hearing from you soon. Please feel free to contact me with any further questions.
questions@RepairNotReplace.com

REPORTED BY ABC NEWS

Feb. 25 - A windshield can be as important to auto safety as seat belts, air bags and anti-lock brakes.

More than just protection from wind, rain and debris, auto glass can save lives by preventing the driver and passengers from being thrown out of a vehicle in a collision. And, today more than ever, vehicles depend on the glass to add to its structure and strength as a whole. So, for example, the windshield can be an essential part of an air bag system or prevent the roof from caving in.

But installation is key: The difference between a properly affixed windshield and a poor job can be the difference between life and death.

Getting the Job Done Right

The National Glass Association is an industry group that has certified more than 10,000 installers nationwide. 20/20's Arnold Diaz spoke to experts who suggest sticking with installers certified by the NGA; while it's no guarantee of getting a quality job, you can at least increase your chances of getting your windshield safely replaced.

To help ensure your family's safety, follow these tips from the NGA:

- 1) Insist that a strong automotive grade adhesive be used to bond the glass.
- 2) Don't let the glass be installed on corroded metal.
- 3) Follow - to the letter - the directions given by your technician.
- 4) Drive the vehicle only when the adhesive has fully cured (dried and hardened).
- 5) Always wear seat belts and insist that all passengers wear them too.

Just How Complicated Can It Be?

A good technician must be familiar with the specifications for hundreds of automobile and truck models, and understand the correct replacement glass installation techniques for each. The wrong adhesive, or the right adhesive applied in the wrong amount, can leave a windshield vulnerable to summer heat, winter cold, the stresses of high-speed driving and the sudden impact of collision. Improper handling of the windshield, such as with greasy hands, is another mistake that is commonly made.

What is Automotive Grade Urethane?

It's the most widely used adhesive. It needs to be strong and flexible, able to bond to smooth and rough surfaces, withstand adverse weather conditions, yet still be workable. Its strength is measured in two ways: tensile and lap shear.

Tensile strength is measured by the pounds per square inch (PSI) of force necessary to pull apart two hard surfaces until the bond fails. If you adhere your coffee cup to the kitchen table and pull it vertically off the surface, for example, the strength needed to separate it from the table would be called tensile strength. Automotive urethane usually has more than 1000psi of tensile strength.

Lap shear strength is also measured by pounds per square inch until failure. To test lap shear strength, objects are pulled in a diagonal fashion. If you were to pull the same coffee cup off the table diagonally, the strength needed to separate it from the table would be lap shear strength. Automotive urethane has more than 500psi of lap shear strength. This force adds to the

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Untitled

structural strength of the vehicle body and is especially important in collisions when a rollover occurs. Flexibility is equally important. Urethane must have flexibility to allow for vehicle body movement. While a car bends and flexes with the roadway, the glass is rigid. So if the adhesive is too inflexible, the glass would break over a rough surface or other expected road conditions. Urethane must also adhere to different types of surfaces. Glass is very smooth, yet the metal frame of the vehicle is rough. Automotive adhesives must be able to bond, with equal strength, to all of the various surfaces used in the manufacture of motor vehicles.

The Curing Process

One unusual thing about urethane is the way it cures or hardens. Unlike paint or other adhesive products that use a solvent carrier, which dissipates into the air to dry or cure, urethane uses moisture that's present in the air to cure the product to its strong, rubber-like consistency. If humidity is low, as may be the case in cold, dry climates like Arizona or the northern states, the cure rate of urethane products may be slowed down. To promote the process, moisture may need to be added. Simply adding water after the installation could give the urethane enough moisture to begin the cure; however, it may be necessary for the installation to take place under controlled conditions, like a heated garage or repair facility, and not as part of mobile service. There are new adhesives on the market that require no moisture to cure, but they do need some warmth. These products are usually a little more expensive than urethane, but the quick release of the vehicle may sometimes be worth the cost.

Windshields: The Origin

Prior to 1919, "horseless carriages" were very few in number and operated at relatively low speeds. As motorized vehicles grew more common and their speed increased, the wind and debris thrown into the faces of drivers became a more serious matter. To alleviate this concern, manufacturers included glass as, literally, a windshield. But this did not solve the problem completely. While the new windshields made the drive more comfortable, they did not adequately protect from flying debris. Objects would frequently fracture early windshields, causing dangerous glass fragments to shower the occupants. In 1919, Henry Ford addressed the problem by using a new technology founded in France called glass laminating. Windshields made using this process were actually two layers of glass with a cellulose inner layer that held the glass together. Between 1919 and 1929, Ford ordered the use of laminated glass on all of his vehicles. Today, windshields are no longer held together with cellulose, but with a high-strength vinyl called polyvinyl butyral (PVB). This PVB must be .030 of an inch thick to provide the strength needed to hold the occupants in the vehicle and the flexibility to reduce injury if a person is thrown into the glass. All currently fabricated windshields must meet this specification to satisfy federal motor vehicle safety standards.

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GlassBYTES

AUTOGLASS INDUSTRY NEWS

*Ralph Nader's letter
to NHTSA*

Nader Writes to NHTSA, Asks for Consumer Advisory Regarding Windshield Replacements and a Revised Roof Crush Standard

GlassBYTES is sponsored by

AGR

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Consumer advocate Ralph Nader, who gave the keynote speech at the Auto Glass Replacement Safety Standard (AGRSS™) Conference in October, has taken his commitment to consumer safety one step further by writing a letter to the National Highway Traffic Safety Administration (NHTSA) requesting that the organization issue a consumer advisory regarding windshield replacements. NHTSA is currently reviewing the roof crush standards.

Nader's letter is as follows:
November 9, 2005

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

Dear Ms. Glassman:

On October 16, 2005, the first ever conference of the Automotive Glass Replacement Safety Standards (AGRSS) Council convened in Las Vegas, Nevada to bring together committee members and industry representatives to learn more about the safe replacement of automotive glass.

The AGRSS Council, a 501(c)(3) nonprofit organization, was formed by stakeholders within the automotive glass replacement industry to develop a standard for the proper procedures, product performance and education relating to the safe installation of automotive replacement glass. The AGRSS standard (ANSI/AGRSS 002-2002) is the first automotive glass replacement standard.

The safety implications of this standard--and proper automotive glass replacement in general--can hardly be understated. As result of NHTSA's inadequate roof crush standard, FMVSS 216, manufacturers have built--and continue to build--vehicles that meet the standard by relying on the windshield to provide at least 30 percent of roof strength.

Current FMVSS 216 requirements only consider the deformation of the roof caused by flat platen loading on one side of the vehicle, in which the platen is oriented at a shallow angle and applied to the center of the roof near the B-pillar. In this scenario the load is spread over the area from the A-pillar and windshield back to the B-pillar. But this test does not mimic real life.

In a rollover crash the windshield is typically fractured during the first half roll as the vehicle hits the ground close to the A-pillar along the leading roof edge. As the vehicle completes a roll, side pillars and roof panels now more easily deform into the occupant compartment and fracture side windows, causing occupant injury and creating portals for occupant ejection.

Rollover is a significant cause of motor vehicle trauma and accounts for one-third of occupant fatalities in motor vehicle crashes.

Even the most strongly bonded windshield will fracture if the roof deforms in a rollover crash. Therefore NHTSA must adopt two sided testing in its pending rulemaking to upgrade the outdated and inadequate roof crush standard. Better still, NHTSA should go with the optional dynamic dolly rollover test of FMVSS 208 as was upheld by the 6th Circuit Court of Appeals in *Chrysler Corp. v. DOT*, 472 F2d 659 (1972), over 30 years ago. The model for windshield retention should be the Volvo XC90 with a roof strength of 3.5 to 1, which can sustain three rollovers without deforming the roof or fracturing the windshield.

Notwithstanding the pressing need for a better roof crush standard, motorists should be assured that the roof strength of a vehicle on the road today is not unnecessarily compromised as the result of a windshield replacement. Inappropriate adhesive applications, shortened drive-away times, and improper glass handling techniques are just a few of the dangerous shortcuts plaguing the auto glass replacement industry and resulting in an unknown number of weak windshield installations which will not even protect occupants from the first impact in the first half roll.

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Exhibit H-2

Furthermore, an incorrectly mounted windshield may not even be strong enough to withstand the impact of a passenger airbag, which is designed to fire into the windshield for proper positioning. If improperly installed, a replacement windshield can literally be blown out of its mounting by passenger airbag detonation.

The AGRSS standard was written with these concerns and motorist's safety in mind. Windshields replaced in accordance with the AGRSS standard will provide a level of safety equivalent to the requirements set forth in FMVSS 212: windshield mounting.

Consumers should expect no less from their windshield repair shop, and yet the fraction of correctly installed replacement windshields in the nationwide market of up to 16 million annual jobs is unknown. Unsafe windshield replacements have been documented by ABC's 20/20 television news program (February 25, 2000) and have been blamed for injuries and deaths in several lawsuits. Accurate estimates of injuries due to deficient windshield installation are unavailable from NHTSA due to the highly specific nature of this uncollected data. Standard police reports do not account for windshield mounting as a cause of injury.

Certainly, though, the problem is more widespread than a few shoddy replacements or fly-by-night shops, considering that the AGRSS standard is the culmination of a 7 year effort by a dedicated cadre of proprietors who wish to distinguish themselves on the basis of quality, safety, and adherence to best practices.

As of today, about 280 of the thousands of glass replacement shops have registered with the AGRSS Council. These inaugural members of the AGRSS Council should be commended and the multiplication of their ranks encouraged. Diffusion of the AGRSS standard benefits the legitimate glass replacement industry and consumers, who are all too often unaware of the details and implications of windshield replacements.

In this endeavor NHTSA can help.

A consumer advisory, detailing the importance of windshield integrity, the relationship to roof strength and rollover crashes, proper replacement procedures--and the AGRSS standard, would call attention to a key component of automotive safety and importantly serve a more informed motoring public.

More importantly, NHTSA must issue a revised roof crush standard that obviates the windshield's role as a structural component of the vehicle roof.

I urge NHTSA to issue such an advisory and revised roof crush standard.

Sincerely,
Ralph Nader

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Exhibit H-2



Tues

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Contact Us

Contact: Leo Cyr
850/932-1405
leo@glass.org

Industry Resources

NEW FOCUS ON WINDSHIELD SAFETY

NADER CALLS ON FEDERAL GOVERNMENT TO INFORM THE PUBLIC



WASHINGTON, DC, December 9, 2005—(ARA)- Windshield replacement safety, an issue often overlooked by motorists, has now drawn the attention and support of one of the country's most recognized consumer advocates.

In early November, Ralph Nader called on the National Highway Traffic Safety Administration to issue a call to "the importance of windshield integrity, the relationship to roof strength and rollover crashes, proper replacement (industry replacement) standards" to create a more informed motoring public.

"We welcome Mr. Nader's interest, and support his call for the federal government to issue a consumer advisory, vice president, auto glass division of the National Glass Association, and executive director of the associated Glass Safety and Public Awareness (CASPA). "More than 10 million Americans replace damaged windshields giving a thought to the skill of the person replacing their windshield."

In a 2004 survey of consumers by CASPA, 82 percent of respondents cited windshield safety as important to identify even one of the crucial roles the windshield plays in a vehicle's safety system. In fact, modern automobiles rely heavily on the windshield for structural roof support during a rollover crash. The windshield is also critical in air bag deployment. Improper replacement of a windshield can also cause the glass to detach from the vehicle in a crash, occupants to be ejected from the passenger compartment.

Nader's letter to the NHTSA's acting director, Jacqueline Glassman, states "motorists should be assured that a vehicle on the road today is not unnecessarily compromised as the result of a windshield replacement."

"Dangerous shortcuts" such as "inappropriate adhesive applications, shortened drive-away times and improper techniques" result in "an unknown number of weak windshield installations which will not even protect occupants in the first half roll," Nader's letter says.

Although investigative media reports have documented unsafe windshield replacements, "accurate estimates of deficient windshield installation are unavailable due to the highly specific nature of this uncollected data," Nader says.

"No one knows precisely how often replaced windshields fail in crashes," Cyr affirms. "What we do know is that windshield replacement is a risk factor that could be eliminated through greater consumer awareness. When consumers have reason to be concerned that their windshield be replaced properly and professionally, they will use that knowledge and reject service providers who use the 'dangerous shortcuts' to which Mr. Nader refers."

The National Glass Association recommends two quick steps to increase your windshield safety awareness. First, select an auto glass replacement technician certified by the industry's Auto Glass Replacement Safety Standard at www.agrss.com. Second, select an auto glass replacement technician who offers technicians certified by NGA. For help finding a certified technician in your area, or additional information on windshield replacement safety, visit either www.myautoglass.org or www.glass.org, or call toll free 1-800-myautoglass.

Courtesy of ARA Content

About NGA

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Exhibit H-2

Founded in 1948, the National Glass Association is the largest trade association representing the automotive glass industry. Based outside Washington, DC, NGA offers certification, education, and training and serves leading trade publications—Glass Magazine, Window & Door, and AutoGlass. In addition, NGA serves the public with its Web sites: www.glass.org, www.GlassBuildAmerica.com, www.GlassMagazine.net, www.AutoGlass.com, www.WindowandDoor.net, and www.myautoglass.org. NGA also hosts the industry's premier annual trade America: The Glass, Window & Door Expo and the National Auto Glass Conference & EXPO.

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Tuesd

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Tips >

CASPA

Tips

VEHICLE ROLL OVERS ARE MOST DANGEROUS

Properly Replaced Windshields Essential

The National Glass Association's (NGA) Coalition for Auto Glass Safety & Public Awareness (CASPA) is concerned that drivers have not been adequately alerted to the increasing frequency of rollover crashes and the danger to all vehicle occupants.

According to the National Highway Traffic & Safety Administration (NHTSA), a total of 10,666 people died in 2002, a 5% increase from the prior year. While rollover crashes account for only 3% of all collisions, they result in a disproportionate number of fatalities. The reason behind this grim record is the high incidence of occupant ejection and head injuries.



According to Leo Cyr, NGA Auto Glass Division Vice President, "The NGA is particularly concerned because we have seen the media reports and believe the rollover danger is confined to certain sports utility vehicles (SUVs). If you are in such a vehicle, they assume they have no need to worry. That could be a very misleading and dangerous situation."

"It may be simple and clean to blame the vehicle or vehicle equipment manufacturer for the increased incidence of rollovers," says Leo Cyr, "but that is the type of tunnel vision that contributes to rollovers being the growing threat to life and limb. We must not absolve no one, including ourselves, from our obligation to completely and thoroughly research the rollover problem and contribute our part to its resolution."

The cost to society of rollovers is staggering. According to the NHTSA and the Insurance Institute for Highway Safety, in 2000, 84% of all single-vehicle crash deaths occurred as a result of rollover crashes. In 2001, 84% of all single-vehicle crash deaths occurred as a result of rollover crashes. In 2002, 8,768 of the deaths from rollovers occurred in single-vehicle rollover crashes. The rate of serious injury in passenger vehicles is higher than in crashes where there is no rollover. (NHTSA)

Rollovers are the leading cause of fatalities in SUVs. In single vehicle crashes, 79% percent of the fatalities involve rollover. Single-vehicle rollover crashes produced more than 50% of all occupant deaths in SUVs, 34% in pickup trucks and 19% in cars. (IIHS)

Is there an answer to reducing the carnage caused by rollovers? The NGA's Coalition for Auto Glass Safety works on many fronts. "There is no single answer or silver bullet that will cause the problem to disappear," says Cyr, "about solving the problem, every element of the safe driving equation must become involved."

Parents, schools and media need to focus on instilling the principles of safe driving etiquette among young drivers. Regardless of age, must recommit themselves to avoid driving aggressively. More consumer information with especially a labeling and rollover rating system.

New safety features designed to reduce rollovers would be valuable. However, the effectiveness of existing equipment will only be as valuable as the degree to which it is used or maintained in proper working order. As many have already done with mandatory seat belt legislation - must review their commitment to periodic inspection (PMVI). Without mandatory PMVI, the average consumer does not have the diagnostic equipment to assess their vehicle's safety preparedness.

The proper replacement of damaged windshields is precisely such a problem area. The windshield is a crucial part in preserving the structural integrity of the vehicle's passenger compartment during rollovers. If a damaged windshield is not replaced and becomes dislodged from the vehicle during rollover, roof crush resistance may be compromised, resulting in serious head and neck injuries; failure of the passenger side airbag to deploy properly; or, even worse, the vehicle may flip from the vehicle onto the roadway where they have no protection whatsoever.

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Exhibit H-2

Proper windshield replacement has evolved into a demanding science as the vehicle manufacturers' safety expectations of the windshield have increased through the years. Comprehensive technician training is essential and technician competency is highly recommended and is required by most responsible auto glass service providers. NGA and CASPA are working with a number of state legislatures to require the licensing and certification of technicians.

In the final analysis, being a well-informed consumer is probably the best protection against being a rollover SUV myself," concludes Leo Cyr. "If my SUV had an automatic pilot, I'd sure as heck blame the manufacturer. I do have auto pilot, it's up to me to protect myself and my family by knowing and not exceeding the capabilities. The same is true for proper windshield installation. I want to know the facts now and not when I have an accident."

For more information on auto glass safety, you may call 1-800-CAR-HELP toll-free and select the "Damage Assessment" option, or, visit www.glass.org/consumer/overview.htm and www.agrss.com.

Founded in 1948, the National Glass Association is the largest trade association representing the entire glass industry in the United States. In McLean, VA, NGA offers certification, education and training, and serves the industry with the leading trade publications, Window & Door, and AutoGlass. NGA currently hosts GlassBuild America: The Glass, Window & Door National Auto Glass Conference & EXPO.

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FMVSS Federal Motor Vehicle Safety Standards

February 2002

Title I-Motor Vehicle Safety Standards

Section 108 [1397] (a)(2)(A)

"No manufacturer, distributor, dealer or motor vehicle repair business shall knowingly render inoperative, in whole or part, any device or element of design installed on or in a motor vehicle or item of motor vehicle equipment in compliance with an applicable Federal Motor Vehicle Safety Standard, unless such manufacturer, distributor, dealer or repair business reasonably believes that such vehicle or item of equipment will not be used (other than for testing or similar purposes in the course of maintenance or repair) during the time such device or element of design is rendered inoperative. For purposes of the paragraph, the term "motor vehicle repair business" means any person who holds himself out to the public as in the business or repairing motor vehicles or motor vehicle equipment for compensation."

Simply stated, ARG Professionals must restore vehicles to their safe, original condition.

Meeting Federal Standards

Federal Motor Vehicle Safety Standards (FMVSS) are to be considered when replacing any safety device on a vehicle. The glass in a vehicle is considered a very important safety device. No longer is it just designed to keep occupants within the vehicle during a crash, but like an eggshell, the windshield is part of the exterior shell of the vehicle that is designed to absorb and dissipate the "crash pulse" of an impact. Any failure of the shell may cause other safety devices to operate improperly, and could lead to catastrophic effects.

FMVSS Performance Standards

FMVSS 208 (Occupant Crash Protection)

FMVSS 208 is the specification that has created the most confusion within our industry. FMVSS 208 is connected to FMVSS 212 in that it defines the specific performance requirement of all restraint systems in a vehicle, both active and passive. Seat belts are an active restraint in that the occupant must engage the belt in order for this system to be of benefit. Air bags are a passive restraint in that the occupant is not required to interact with it in order for it to function. Sensors deploy an airbag. Where FMVSS 208 connects with FMVSS 212 is when a passenger side airbag deploys. First the sudden stop of the vehicle puts substantial force on the windshield, which is still trying to move forward. Then the passenger side air bag deploys against the windshield before it deflects back toward the passenger. The most critical stress comes from the passenger contacting and compressing the now deflating air bag against the windshield. This can and does exert tons of force. If the perimeter of the windshield fails, or any item attached to the vehicle penetrates the windshield, the specifications for FMVSS 212/208 have not been met.

FMVSS 212 (Windshield Retention)

Federal specifications require retention of 50% of the portion of the windshield periphery on each side of the vehicle longitudinal centerline on a vehicle with passive restraints during a crash at 30 M.P.H. into a fixed collision barrier.

FMVSS 216 (Roof Crush)

The vehicle should be designed to withstand a force when applied to either side of the forward edge of a vehicle's roof of 1.5 times the unloaded vehicle weight or 5000 pounds, whichever is less without deflecting over five inches.

All information is deemed to be accurate and current to the best of our knowledge. If up to date information is needed please contact CRI. Technical Sales by calling Toll Free (800) 421-6144, Extension 777, or by e-mail.

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**FACT: The NHTSA classifies the Windshield as the
primary component of a vehicle's safety restraint system.**

**FACT: National statistics show nearly
8 out of 10 auto glass replacements fail to be installed properly and
safely.**

**Today's vehicles are engineered so the windshield has become
a major structural component of the chassis.**

**It is designed to keep passengers inside the vehicle during an accident
as well as prevent roof-crush in a rollover.**

**A properly installed windshield will stay bonded to the vehicle
during an accident.**

Without your windshield in place your airbags are useless.

**It is also imperative in an accident the occupants remain inside the
vehicle.**

SEVENTY-FIVE PERCENT that become ejected do not survive.

Ten percent of all accidents are rollovers.

Should the windshield release from the vehicle during the rollover,

the a-pillars by themselves cannot support the weight of the vehicle

**and the roof will crush down on the occupants causing serious injury
or worse.**

**Proper windshield installation requires a properly trained professional
using the correct materials and procedures.**

The auto glass industry has developed

the Auto Glass Replacement Safety Standards (AGRSS)

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Exhibit H-2

which have quickly become the benchmark for insuring a properly installed windshield.

If you would like to view a copy of the AGRSS Standard visit www.agrss.com

We highly recommend that you make sure your windshield is replaced by a company

that is familiar with these standards and abides by them.



What you should know about safe windshield installations.

Your car has been built to not only provide a means of transportation but to also help protect you in the event of an accident. Some repair work done to your car is regulated by the Federal Motor Vehicle Safety Standards (FMVSS) to ensure that all parts and their installation meet the required performance requirements that contribute to your safety. Your factory installed windshield is secured to the body of your car by special designed auto glass adhesives that have been tested and approved to meet all applicable FMVSS requirements.

Your windshield is classified a "safety device" because it provides structural strength to your car body, helps keep passengers inside the car if an accident should occur, and supports the inflation and performance of passenger side airbags. As important as the windshield

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Exhibit H2

quality, so too is the quality and proper installation of the auto glass adhesive.

FMVSS requires factory adhesives to be nearly 6 times stronger for cars with passenger side airbags.

Cars with passenger side airbags require either more time or a faster acting glass adhesive to reach safe drive away because of the additional strength to support the deployment of the airbag.

IT SHOULD BE NOTED MOTORHOME AND CAR/TRUCK WINDSHIELDS ARE INSTALLED DIFFERENTLY!

MOTORHOME WINDSHIELDS ARE MOUNTED IN A "H" CHANNEL THAT IS MOUNTED ONTO THE FIBERGLASS CAP.

THIS ALLOWS THE WINDSHIELD TO SHIFT AS WE TRAVEL DOWN ROUGH ROADS, AND LEVELING.

For replacement motorhome and truck windshields check
www.coachglass.com

Recommended sites for your windshield replacement safety education.

www.safewindshields.com look for accreted replacement shops.

Questions to ask before making an appointment with a glass shop.

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Exhibit H-2

Not cleaning the windshield properly – wiping it down with a dirty rag. Again, this dirt can contaminate the windshield's bonding surface.

All installers should clean your glass with new paper towels and glass cleaner.

Installer doesn't warn the customer that the car is not safe to drive until the adhesive has had sufficient time to bond the windshield to the automobile.

Your technician should discuss with you the adhesive used and the time it takes for it to properly bond the windshield to your vehicle. This lets you make an informed decision as to when you feel the car is safe to drive.

Using butyl tape instead of urethane. Butyl tape is an inferior adhesive, only holding to 60lbs per square inch. Urethane, by contrast, holds to 600lbs per square inch.

It is not recommended that Butyl tape be used in modern automobiles for adhering the windshield to the automobile.

Your safety is of primary importance. If you have any safety questions, do not hesitate to contact a professional windshield installer!

Glasslinks.com

**Auto Glass News & Information
October 1995**

**CBC Television's "Market Place":
Story on Windshield Replacement and Safety.**

[Market Place, a Canadian Television program, aired a very interesting story on after-market windshield replacements. Market Place is a 'consumers affair type' show, similar to the popular US 60 Minutes TV program.

The feature included on-air interviews with some replacement shops and employees / owners, a "tour" of a salvage yard documenting improperly installed windshields, and pointed remarks and observations. There are several video copies of the program floating around, which originally aired on October 24, 1995.



Below is a synopsis of the program (updated 1996).

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Exhibit #2

[Notes are direct from CBC / Market Place summary that appeared on the Web.]

Summary:

The windshield in a car does more than keep the wind and rain out. It also helps protect you in case of accidents. It will keep a passenger inside the vehicle and prevent an ejection. In case of a rollover it also helps maintain the structural integrity of the roof. But a lot of shops are installing replacement windshields the wrong way. The adhesive they use is not the proper one, or they don't allow it to cure properly. In order to save a few dollars they are jeopardizing people's lives.

More Information:

Depending on the make and model, a windshield provides anywhere from 18 to 20 percent of the structural integrity of the vehicle. Passenger-side air bags rely on the windshield for support. If the windshield pops out during an accident the air bag will inflate out onto the hood of the car and become totally ineffective. That's just one more reason why it is important to have the windshield installed properly. The air bag inflates with such power that if the windshield hasn't been installed properly it can push the windshield right off the car. Also the structural support the windshield provides could prevent the roof from caving in on the passengers during an accident. A cave-in could inhibit any help, i.e. firefighters, from getting a passenger free from the vehicle.

Close to a million windshields are replaced each year in Canada. Thousands of those are installed improperly. A windshield is not difficult to install. There are steps which should be followed to make sure it is done right: the old adhesive has to be taken off; primers need to go on the body and on the glass; then the adhesive, urethane, is applied; and the windshield is put in place and left to sit so the urethane can cure. Curing time is one of the major problems with improper installations. Many installers don't let cars sit long enough to make sure they're safe to drive away. If it is not properly cured the urethane will be wet in the centre. This means weak points and the windshield will let go at its weakest point. Urethanes need up to six hours to cure safely. For maximum protection, to prevent roof crush, urethane has to cure for 24 hours, a lot longer than that in the winter. But for most shop owners time means money and annoyed customers.

There are government standards which govern the installation of windshields when a vehicle is being manufactured but these regulations do not legally apply to replacement windshields or after-market installations. The goal of these standards is to reduce crash injuries and fatalities by making sure as much of the windshield stays attached to the car as possible. Body shops and glass shops can be, and have been, held liable when they don't follow the vehicle manufacturers replacement recommendations.

Some shops don't even use urethane. To cut corners and save money they use things like silicon, bathtub caulking, and various types of adhesives that we don't even recognize to hold the windshields in place. The most common is Butyl. Butyl was used in the early 1970's but it is only a sealant not an adhesive and it never cures. Butyl is half the cost of

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Exhibit H-2

Chips away windshield repair

Mobile RV, Motorhome, Truck windshield repair. Windshield Rock Chip and Crack Repair, RV Links

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Windshield Safety

The windshield is an essential part of your car's overall structural integrity and safety, which is why you should have it repaired or replaced as soon as you discover any damage. Before it's too late.

Prior to the 1970s, a car's steel skeleton provided most of the vehicle's support. But an energy crisis changed everything. Manufacturers had to make lighter, more energy-efficient cars. The vehicle's body - windshield included - became responsible for much of the structural support previously afforded by the steel frame.

The new lower-profile cars weakened the roof support system. It was left to the windshield to make up for this deficiency. By welding it to the frame with urethane, an insulating adhesive, the roof support system became an integral part of the roof structure itself.

Proper application of urethane during installation is critical.

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Exhibit H-2

Don't settle for less - your life may depend on it!

Your Windshield and Road Safety

Given its new function, the windshield takes on a vital importance with regard to the safety of the driver and passengers, whenever an impact occurs. The repair or replacement of a windshield must meet Federal Motor Vehicles Safety Standards, which are tested as follows:



Front Crash Test

Purpose: To avoid dislodging windshield; consequently keeping passengers from being thrown from the vehicle.

Method: 48 km/h frontal crash; windshield retention system must remain intact after collision.



Roof Crush or Roll-Over Test

Purpose: To reduce injury/death from crushed roof in a roll-over accident.

Method: An applied force of 5,000 lbs or 1- 1/2 times the car's weight, whichever is less, to either side of the forward edge of the roof.



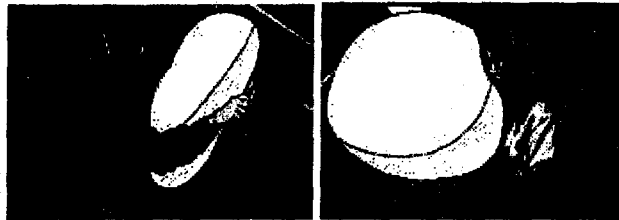
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Exhibit H-2

Airbag Safety Test

Purpose: To reduce injury/death in the use of air bags and safety belts. Your windshield is integral to properly functioning airbags.

Method: Inflated air bags are kept in place by the windshield and dashboard. Improper windshield installation might allow the windshield to dislodge during impact, leaving the air bags without proper support.



An example of an
improperly replaced
windshield.



An example of a properly
replaced windshield.

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Exhibit H-2

ACURA Service Bulletin

December 20, 1994

YEAR
1991 - 93

MODEL
NSX

VIN APPLICATION
ALL

BULLETIN NO.
93-013



Upper Windshield Molding Shrinks (Supersedes 93-013, dated August 24, 1993)

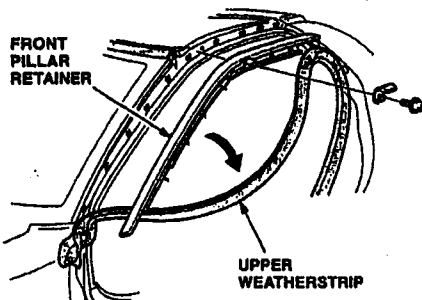
PROBLEM

The upper windshield molding shrinks over time, leaving a gap on the outside edges.

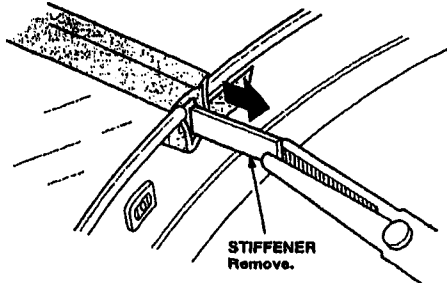
CORRECTIVE ACTION

Replace the upper windshield molding with the improved molding listed under PARTS INFORMATION.

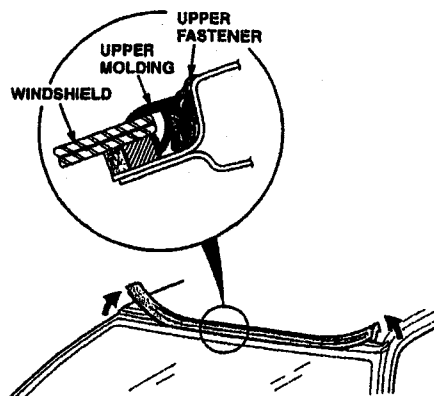
1. Remove the front part of the upper weatherstrips. Remove the screws holding the front pillar retainers. Carefully slide the retainers forward to release them from the B pillar molding, then remove them from under the front fenders.



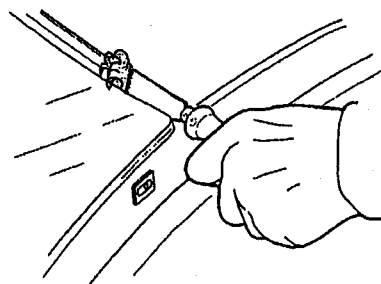
2. Use needle-nose pliers to remove the stiffener from each end of the upper windshield molding.



3. Remove the upper molding and upper fastener.



4. Thoroughly clean the remaining adhesive out of the recess where the fastener was removed. Clean at least 0.5 mm under the top edge of the windshield glass.



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BTB 10022-10924 (0412)

1 of 2

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 car. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your car, or that your car has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

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Exhibit I

Details: DUE TO AN IMPROPERLY MACHINED INTERNAL SHAFT IN THE TRANSMISSION MECHANISM MAY NOT FULLY ENGAGE WHEN TRANSMISSION IS IN THE PARK POSITION.

Consequence: VEHICLE COULD ROLL WHILE THE TRANSMISSION IS IN THE PARK POSITION. CRASH COULD RESULT.

Corrective Action: INSTALL AN IMPROVED PARKING PAWL SHAFT.

Units Potentially Affected: 18

1990 Honda Civic Recall Initiated By: MFR
Date added to NHTSA database: 09/18/1990
MCS Check Date: 7/2/2001

3 of 3
NHTSA Recall Campaign Number: 90V126000

Component: VISIBILITY: WINDSHIELD

Details: POOR ADHESION MAY OCCUR BETWEEN PAINT LAYERS IN THE WINDSHIELD AREA DUE TO DEFECTIVE PAINT BATCHES OR OVERSPRAYING.

Consequence: PAINT SEPARATION IN THE WINDSHIELD AREAS WOULD LEAD TO NON-RETENTION OF WINDSHIELD. LOSS OF WINDSHIELD RETENTION MAY CAUSE WINDSHIELD TO SEPARATE FROM VEHICLE WITHOUT WARNING AND HARM TO OCCUPANTS AND OTHERS IN THE VICINITY.

Corrective Action: REINSTALL WINDSHIELD TO INSURE PROPER RETENTION.

Units Potentially Affected: 65

1990 Honda Civic Recall Initiated By: MFR
Date added to NHTSA database: 07/31/1990
MCS Check Date: 6/5/2003

[Click here to search google for more 1990 Honda Civic recall information](#)

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Exhibit J

Select Vehicle | New TSBs | Technician's Reference

Component Search:

OK

Conversion Calculator

1993 Honda Accord L4-2156cc 2.2L SOHC

Vehicle Level → Windows and Glass → Windows → Technical Service Bulletins → All Technical Service Bulletins → Window - Rattles While Partially Opened

Window - Rattles While Partially Opened

Bulletin No.
91-010

Model
1990 - 93
ACCORD
COUPE

1992 - 93
PRELUDE

Applicable To
ALL

File Under
BODY

Issue Date
JUNE 10, 1994

Partially Open Window Rattles
(Supersedes 91-010, dated August 13, 1993)

SYMPTOM

When driving the car on rough or irregular roads, the window rattles when it is partially open.

PROBABLE CAUSE [NEW]

Accord - Excess clearance between the window guide pin and center sash guide, or the glass run channel has come out of the lower center sash guide.

Prelude - Excess clearance between the window guide pin and center sash guide.

REQUIRED MATERIALS

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Exhibit K

3M Weatherstrip Adhesive (black):
3M P/N 051135-08011

NOTE: This is the only adhesive that is effective for this repair. Do not use 3M Super Weatherstrip Adhesive, yellow Hondaline adhesive, or any other brand of weatherstrip adhesive. They will not hold the seal in place.

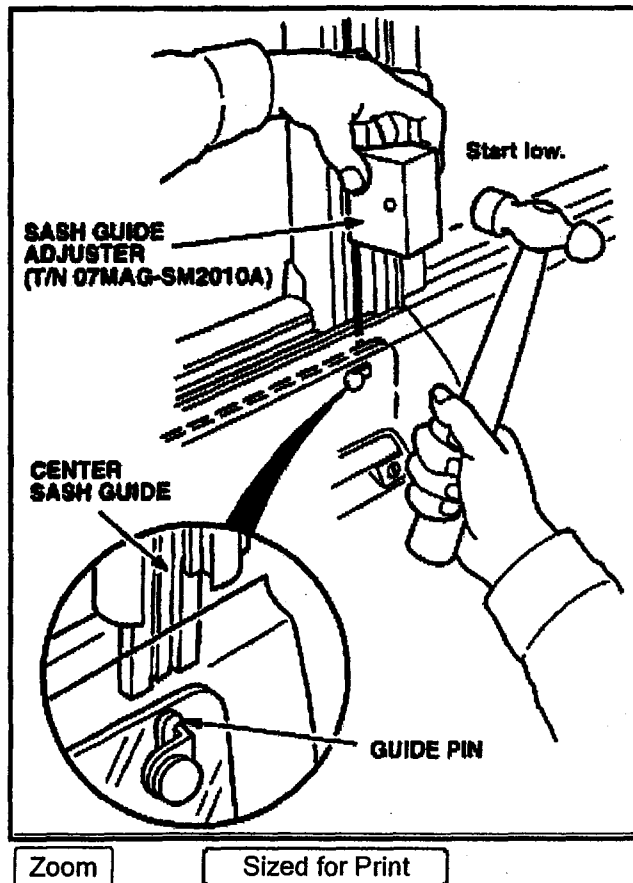
CORRECTIVE ACTION - ACCORD COUPE

Reduce the clearance between the center sash guide and window guide pin. If necessary, reattach the run channel to the lower center sash guide.

1. Roll the window halfway down. Check the amount of play in the center sash guide by moving the glass in and out.

^ If the window can be moved in and out, continue to step 2.

^ If the window cannot be moved in and out, go to step 7.

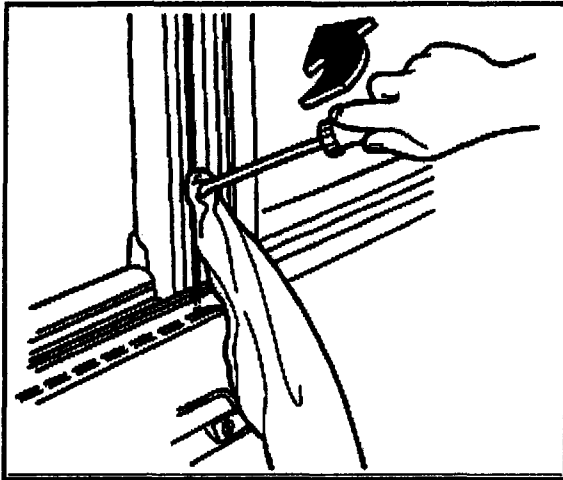


2. Roll the window all the way down. Insert the Sash Guide Adjuster (T/N 07MAG-SM2010A) in the lower half of the center sash guide slot; then hit the tool with a ball peen hammer.

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Exhibit K

3. Roll the window halfway up, and recheck the guide pin clearance by moving the window glass in and out.



Zoom

Sized for Print

4. If the clearance is too tight and the window fails to close smoothly, carefully spread open the sheet metal of the center sash with a screwdriver. Place a shop towel at the pry point to prevent scratches.
5. Repeat steps 2 through 4, as needed, at several points along the center sash guide until the window does not move in and out.
6. With the window halfway down, open and close the door several times. Listen for the window rattling.

^ If you do not hear the window rattling, the repair is complete.

^ If the window rattles, continue to step 7.

7. Close the window. Remove the door panel (refer to service manual page 20-5).

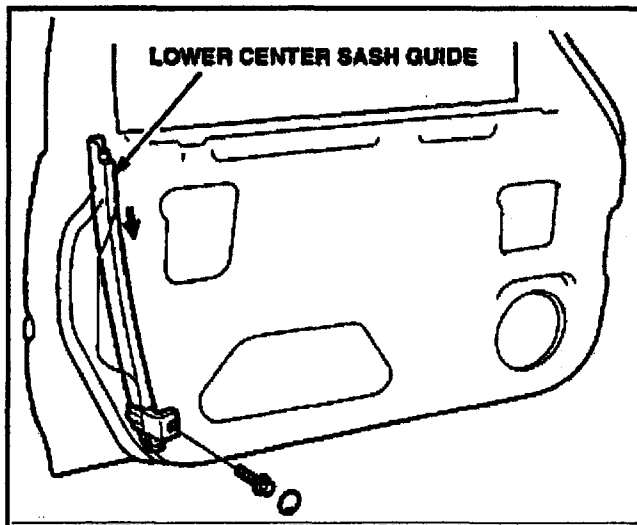


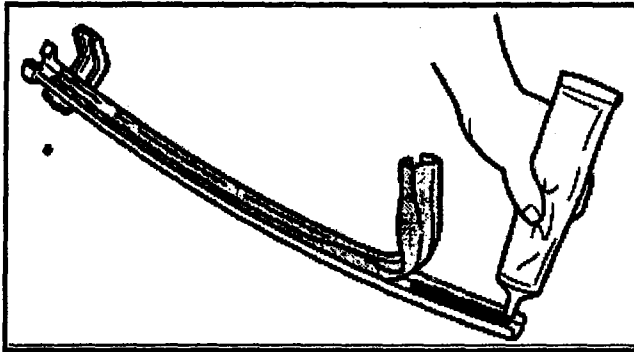
Exhibit K

182.

Zoom

Sized for Print

8. Remove the lower center sash guide and run channel.
9. Thoroughly clean the lower center sash guide and the run channel. Allow them to dry completely.



Zoom

Sized for Print

10. Use 3M Weatherstrip Adhesive (black) (see REQUIRED MATERIALS) to attach the run channel to the lower center sash guide. Apply a 50 mm bead of adhesive to the top portion of the sash guide. Attach the bottom of the run channel with the sash retainer clip.

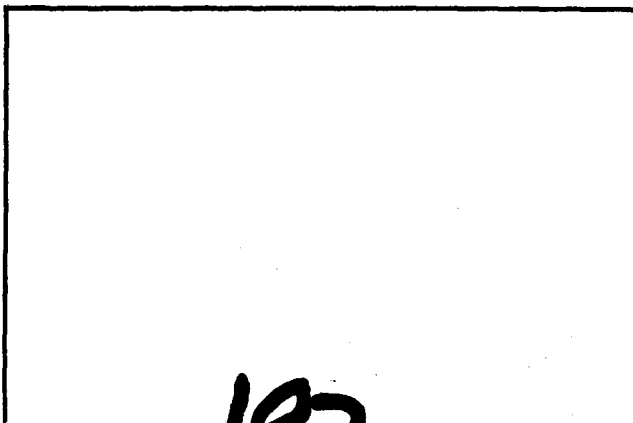
NOTE: This is the only adhesive that is effective for this repair. Do not use 3M Super Weatherstrip Adhesive, yellow Hondaline adhesive, or any other brand of weatherstrip adhesive. They will not hold the seal in place.

11. Install the sash guide in the door, and reinstall the door panel. Allow the adhesive to set to minutes before operating the window.

CORRECTIVE ACTION - PRELUDE

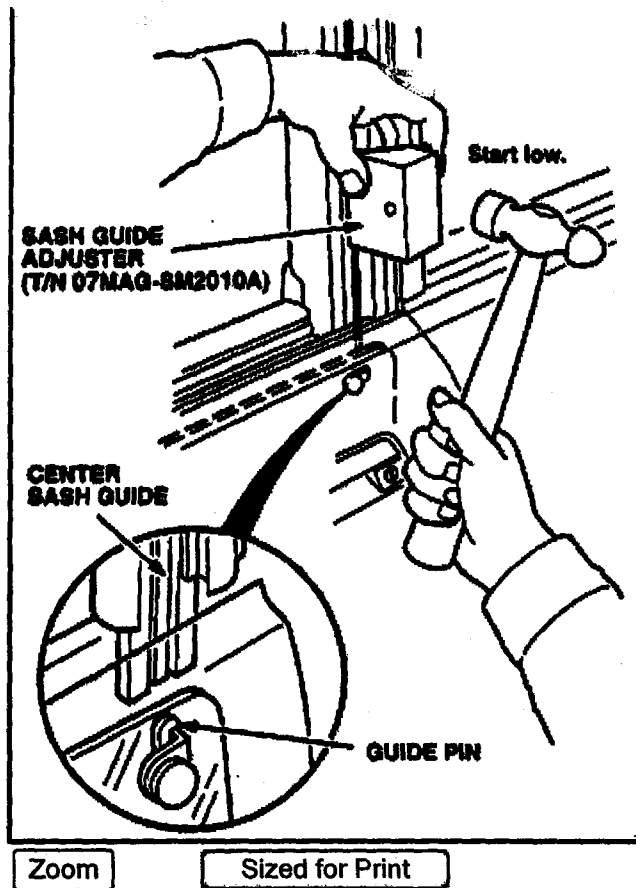
Reduce the clearance between the center sash guide and window guide pin.

1. Roll the window halfway down. Check the amount of play in the center sash guide by moving the glass in and out.

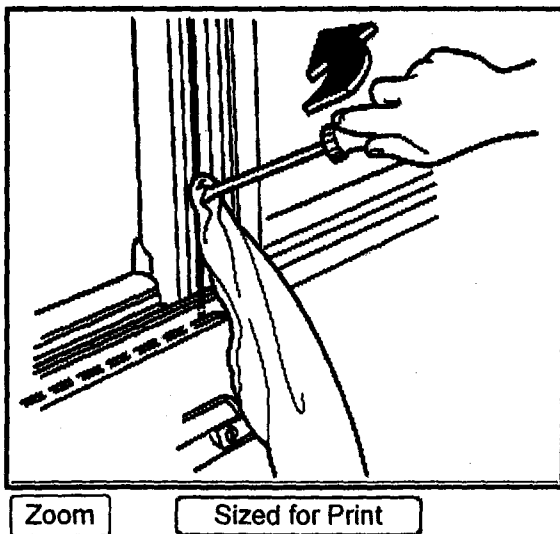


183.

Exhibit K



2. Roll the window all the way down. Insert the Sash Guide Adjuster (T/N 07MAG-SM2010A) in the lower half of the center sash guide slot; then hit the tool with a ball peen hammer.
3. Roll the window halfway up, and recheck the guide pin clearance by moving the window glass in and out.



184.

Exhibit K

4. If the clearance is too tight and the window fails to close smoothly, carefully spread open the sheet metal of the center sash with a screwdriver. Place a shop towel at the pry point to prevent scratches.
5. Repeat steps 2 through 4, as needed, at several points along the center sash guide until the window will not move in and out.

OPERATION NUMBER	DESCRIPTION	FLAT RATE TIME
826310	Adjust upper sash guide, left side.	0.3 hour
827310	Adjust upper sash guide, right side.	0.3 hour
826320	Reattach run channel to lower sash guide, left side.	0.6 hour
827320	Reattach run channel to lower sash guide, right side.	0.6 hour
826330	Adjust upper sash guide and reattach run channel to lower sash guide, left side.	0.9 hour
827330	Adjust upper sash guide and reattach run channel to lower sash guide, right side.	0.9 hour

Zoom Sized for Print

WARRANTY CLAIM INFORMATION

In warranty:

The normal warranty applies.

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.

Failed part: Accord - P/N 72232-SM2-013

H/C 3366291

Prelude - P/N 72232-SS0-003

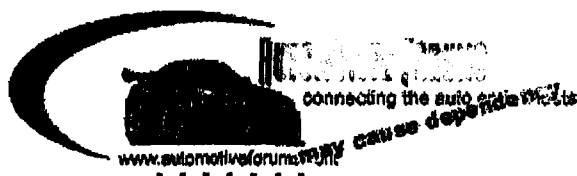
H/C 3949013

Defect code: 043

Contention code: B07

185.

Exhibit K

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07-27-2002, 08:21 PM

robertc
 AF Newbie

 Join Date: Jul 2002
 Posts: 3
**half open window rattle**

My 91 Civic HB driver-door glass rattles when half open or more. I found 4/12/91) on my old ALLDATA cd for this condition but no repair info was recommend a fix? Thanks!

07-27-2002, 09:34 PM

Melt
 AF Fanatic
 ★★★★★★★★★★

 Join Date: May 2002
 Posts: 7,401

try taking your door panel off and tightening shit down, thats what I did do that.

[AF Bay Area Crew](#)

Exhibit K

1991 Civic

186.



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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**