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From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Complaint 11583153
Date: Wednesday, May 1, 2024 1:26:56 PM
Attachments: [REDACTED]

From: [REDACTED] >
Sent: Wednesday, May 1, 2024 12:29 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint 11583153

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have attached a specific diagnostic and repair description regarding complaint 11583153. Thank you.

[REDACTED]



(360) 398-2944
BC: (604) 288-2887
Mon - Fri 8:00am - 5:30pm

5292 Guide Meridian, Bellingham, WA 98226



Reliability Visual Inspection

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Rod's Japanese Auto Care

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🌐 japaneseautocare.com
✉ service@japaneseautocare.com
☎ 360-398-2944

Jayson S.
Technician



Hayden Rancore
Service Advisor

2007 Acura TSX

Erica Lane



VIN: JH4CL95847

ODO: 169,057 miles

Date: 02/18/2024

RO#:

3 Services Being Performed

she drove to the store turned off vehicle and when she returned she tried to start the car it would crank but not start and a couple lights came on the dash. She had vehicle taken to Willands and they were unable to diagnosis it stated they could not get communication with the vehicle with scan tool also tried to reprogram key and was unsuccessful. Customer then had vehicle towed to Bellingham Honda who attempted to diagnosis the issue again were not able to communicate with the scan tool please check and advise

Diagnose Concern

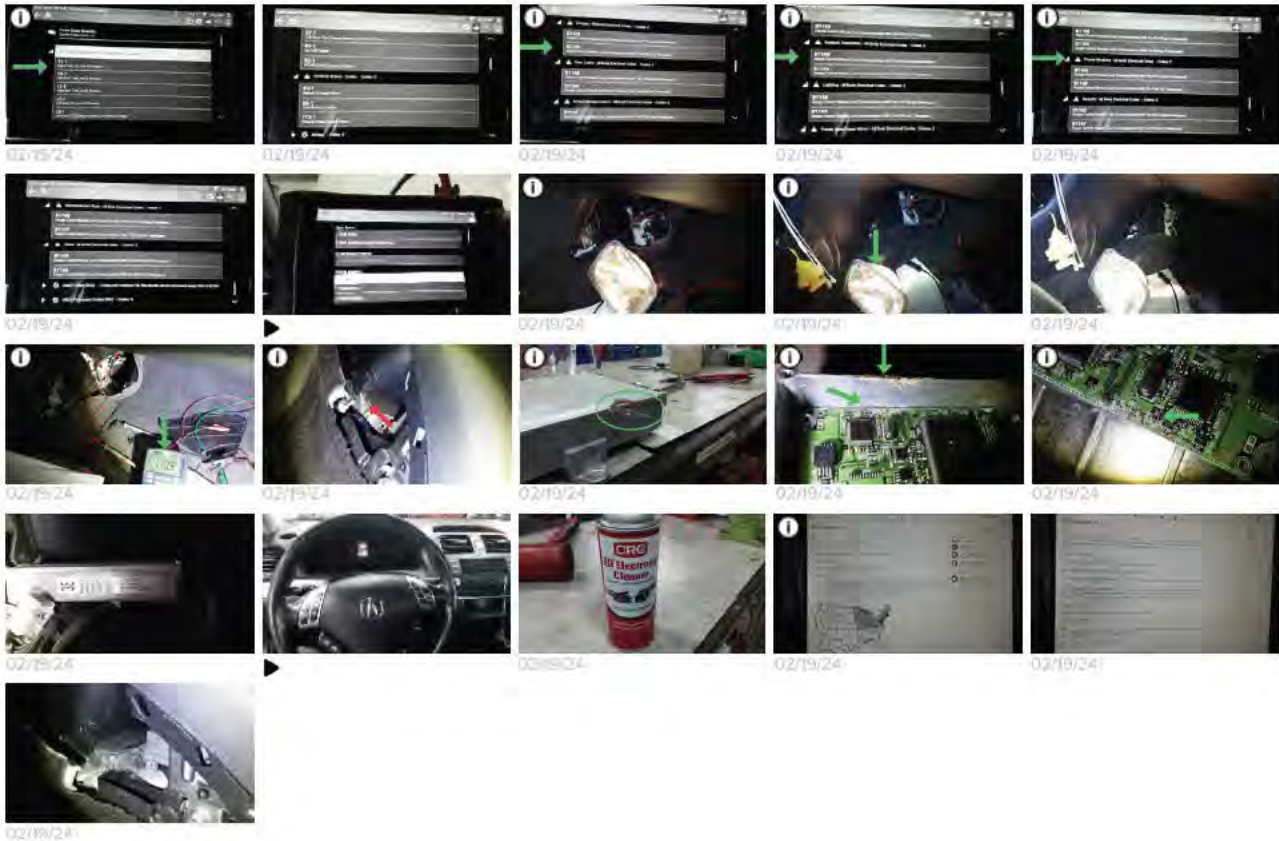
JOB DESCRIPTION

Diagnose Concern she drove to the store turned off vehicle and when she returned she tried to start the car it would crank but not start and a couple lights came on the dash. She had vehicle taken to Willands and they were unable to diagnosis it stated they could not get communication with the vehicle with scan tool also tried to reprogram key and was unsuccessful. Customer then had vehicle towed to Bellingham Honda who attempted to diagnosis the issue again were not able to communicate with the scan tool please check and advise

NOTE: Due to engineered Engine Control Module (ECM) programming, the ECM, after having repairs done to related sensors & systems (or if codes were cleared before vehicle arrived), will now start running a complete set of self tests that may or may not turn the CEL on again immediately. Some tests, if failed, can take up to 3-5 cold to warm up cycles before setting a code. If the CEL comes back on deeper diagnosing and repairs will need to be done.

Technician Notes & Findings from Investigation: Attempted to communicate with vehicle. Scan tool would not auto ID vehicle. Performed code scan of all equipped control modules and recorded all stored codes. Found that all modules that are communicating on network have lost communication with the ecu(engine control module) there is no communication with the engine control module. Gained access to engine control module. Removed connector A. Verified good grounds at terminals 4 and 5(load tested). Verified through load test good power to terminals 2 and 3. Checked resistance between can hi/low. Resistance is in range. Verified no shorts to power or ground on can lines. Removed drives side covers to unbolt ecu. Found water damage on ecu. There was a tsb for a plastic cover being added to the ecu to protect it from water intrusion. This tsb was never performed. Upon removal and disassembly of ecm found early stages of corrosion on a couple IC chips. Used electrical parts cleaner to clean corrosion from circuit board. Dried board, and reinstalled ecm. Engine started and ran with one issues using original key. Ecm is being immobilized and will not start with new key. Blew out hvac drain tube, installed cover over ecu to prevent future water intrusion. Went to program second key. Communication with ecm is lost again. Verified main relay is working. Cleaning corrosion from ecu only temporarily restored communication. Will require replacement of ecm to get vehicle operational. May need to have a locksmith or Honda program keys once communication to new ecu is verified.

Attempted to communicate with vehicle. Scan tool would not auto ID vehicle. Performed code scan of all equipped control modules and recorded all stored codes. Found that all modules that are communicating on network have lost communication with the ecu(engine control module) there is no communication with the engine control module. Gained access to engine control module. Removed connector A. Verified good grounds at terminals 4 and 5(load tested). Verified through load test good power to terminals 2 and 3. Checked resistance between can hi/low. Resistance is in range. Verified no shorts to power or ground on can lines. Removed drives side covers to unbolt ecu. Found water damage on ecu. There was a tsb for a plastic cover being added to the ecu to protect it from water intrusion. This tsb was never performed. Upon removal and disassembly of ecm found early stages of corrosion on a couple IC chips. Used electrical parts cleaner to clean corrosion from circuit board. Dried board, and reinstalled ecm. Engine started and ran with one issues using original key. Ecm is being immobilized and will not start with new key. Attempted to communicate with vehicle. Scan tool would not auto ID vehicle. Performed code scan of all equipped control modules and recorded all stored codes. Found that all modules that are communicating on network have lost communication with the ecu(engine control module) there is no communication with the engine control module. Gained access to engine control module. Removed connector A. Verified good grounds at terminals 4 and 5(load tested). Verified through load test good power to terminals 2 and 3. Checked resistance between can hi/low. Resistance is in range. Verified no shorts to power or ground on can lines. Removed drives side covers to unbolt ecu. Found water damage on ecu. There was a tsb for a plastic cover being added to the ecu to protect it from water intrusion. This tsb was never performed. Upon removal and disassembly of ecm found early stages of corrosion on a couple IC chips. Used electrical parts cleaner to clean corrosion from circuit board. Dried board, and reinstalled ecm. Engine started and ran with one issues using original key. Ecm is being immobilized and will not start with new key. Blew out hvac drain tube, installed cover over ecu to prevent future water intrusion. Went to program second key. Communication with ecm is lost again. Verified main relay is working. Cleaning corrosion from ecu only temporarily restored communication. Will require replacement of ecm to get vehicle operational. May need to have a locksmith or Honda program keys once communication to new ecu is verified.



Multi-Point Reliability Inspection (visual / electronic)

Digital Vehicle Inspect

JOB DESCRIPTION

Our Complimentary Digital Vehicle Reliability Inspection is an inspection that is performed by our certified technicians with a tablet. The main purpose of this free inspection is so that you know what shape your car is in over all, & to also make sure its safe for you, others on the road, and safe for our environment. Please note that this is a visual* inspection; it does not require any type of components to be dis-assembled, and it does not include any diagnostics or wheels to be removed. We do also test drive every ambled vehicle before pulling it into the shop. From this inspection, we will either text, or email you the results that are in PDF form, so you can see photos & or videos that the technician took of your car. You will see the condition & what action it will take to remedy that condition of the component listed. **4% cash discount incentive built into all pricing. Any purchase with any card will NOT receive the cash discount** This helps Rod's provide health care benefits to its team.

Upon Technicians Inspection We Recommend the Following- Replace ecu

Labor

JOB DESCRIPTION

Labor

NOTES

Removed and replaced failed ecu. Programmed vin into ecu. Programmed original key into immobilizer unit. Original key starts vehicle without any issues. Attempted to program Second key second key would not program. This is due to this second key (stamped T5 on blade) can only be duplicated with a key duplicator. This second key will need to be programmed by a locksmith, or we can add another OE key if customer has another at home free of charge. Performed CKP relearn. Performed VSA initialization. A code came up in tpms module but did clear out, but came right back. Test drove vehicle to confirm all is well. On test drive brakes are noticeably dragging and shake very badly during braking at all speeds. Recommend a brake inspection, and due maintenance. Removed and replaced failed ecu. Programmed vin into ecu. Programmed original key into immobilizer unit. Original key starts vehicle without any issues. Attempted to program Second key second key would not program. This is due to this second key (stamped T5 on blade) can only be duplicated with a key duplicator. This second key will need to be programmed by a locksmith, or we can add another OE key if customer has another at home free of charge. Performed CKP relearn. Performed VSA initialization. A code came up in tpms module but did clear out, but came right back. Test drove vehicle to confirm all is well. On test drive brakes are noticeably dragging and shake very badly during braking at all speeds. Recommend a brake inspection, and due maintenance.



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