HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

October 26, 2004

NVS-213dsy
EA04-027

Ms. Kathleen C. DeMeter,
Director
Office of Defects Investigation
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Ms. DeMeter:

We hereby submit our final response regarding fires in model year 2002-2004 Honda CR-V vehicles and certain peer vehicles specified in your IR letter dated September 17, 2004. Our previous responses dated October 11, 2004 are included herein to create a comprehensive version.

1. **State, by model and model year, the number of *subject vehicles* Honda has manufactured for sale or lease in the United States. Separately, for each *subject vehicle* manufactured to date by Honda, state the following:**
   - **A. Vehicle identification number (VIN);**
   - **B. Engine serial number, plant where the engine was manufactured, and the date of engine manufacture, including shift information;**
   - **C. Date of vehicle manufacture;**
   - **D. Date vehicle warranty coverage commenced; and**
   - **E. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).**

   **Provide the table in Microsoft Access 2000, or a compatible format, titled "PRODUCTION DATA." See Enclosure 1, EA04-027 IR Attachments, for a pre-formatted table which provides further details regarding this submission.**

   Response on 10/11/2004:

   The number of subject vehicles is stated below. Data elements are being compiled and will be submitted as soon as possible.

| Model | Model Year | Sales |
|---|---|---|
| Honda CR-V | 2002 | 137,795 |
| | 2003 | 140,193 |
| | 2004 | 153,206 |
| | 2005 | 5,499 |
| | Total | 436,693 |

Source: Units file containing information on all vehicles received from the factories.
As of: 09/30/2004

Response on 10/26/2004:

Data items "a" through "e" are included on the enclosed CD in the PRODUCTION DATA file.

Engine manufacture: CR-V vehicles and engines are manufactured by the same factory. In the data file, factory "J" indicates the Sayama factory in Tokyo, Japan, and factory "S" indicates Honda of the U.K. Mfg, Ltd. in Swindon, U.K.

Manufacturing dates: Vehicle and engine manufacturing dates are the same for VINs beginning with "J". Engine manufacturing dates for vehicles beginning with "S" are specified in the data file. Please note that some U.K.-built data is blank for engine manufacture date, and we are still trying to obtain this missing information.

Shift information: Some shift information for U.K.-built vehicles is blank, and we are still trying to obtain it. Shift information for Japan-built vehicles has not been obtained, and we are working on that as well.

2. **State, by model, model year, and engine, the number of *poor vehicles* Honda has manufactured for sale or lease in the United States.**

Response on 10/11/2004:

| Make | [illegible] | Model Year | [illegible] Sales |
|---|---|---|---|
| Honda | CR-V | 1997 | 71,779 |
| | | 1998 | 96,251 |
| | | 1999 | 110,184 |
| | | 2000 | 113,884 |
| | | 2001 | 117,003 |
| | | CR-V Subtotal | 509,101 |
| | Accord | 2003 | 277,758 |
| | | 2004 | 255,690 |
| | | 2005 | 27,773 |
| | | Accord Subtotal | 561,221 |
| | Element | 2003 | 67,591 |
| | | 2004 | 43,241 |
| | | 2005 | 0 |
| | | Element Subtotal | 110,832 |

Source: Internal national wholesale reports.
As of: 09/30/2004

3. **State the number of each of the following, received by Honda, or of which Honda are otherwise aware, which relate to, or may relate to, a vehicle fire in the engine compartment and/or the alleged defect in the *subject vehicles*:**
   - **A. Consumer complaints, including those from fleet operators;**
   - **B. Field reports, including dealer field reports;**
   - **C. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a *subject vehicle*, property damage claims, consumer complaints, or field reports;**
   - **D. Reports involving a fire in the engine compartment, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a *subject vehicle*, property damage claims, consumer complaints, field reports or other communications (including verbal communications) from dealers);**
   - **E. Property damage claims;**
   - **F. Third-party arbitration proceedings where Honda is or was a party to the arbitration; and**
   - **G. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.**

**For subparts "a" through "g," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a fire occurred are to be counted as a fire report, a field report and a consumer complaint).**

**In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Honda's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.**

Response on 10/11/2004:

The total number of reports for items "a" through "g" are stated in the table below. Summary descriptions for items "c" through "g" are being compiled and will be submitted as soon as possible.

**Table I – Data submitted in PE04-018**

| Model | Year | Consumer Complaints | Field Reports | Crash, Injury or Fatality | Fire Reports | Property Damage Claims | Third-Party Arbitrations | Lawsuits |
|---|---|---|---|---|---|---|---|---|
| Honda CR-V | 2003 | 27 | 25 | 2 | 22 | 1 | 0 | 1 |

**Table II – Additional Data for EA04-027**

| Model | Year | Consumer Complaints | Field Reports | Crash, Injury or Fatality | Fire Reports | Property Damage Claims | Third-Party Arbitrations | Lawsuits |
|---|---|---|---|---|---|---|---|---|
| Honda CR-V | 2002 | 8 | 0 | 0 | 1 | 0 | TBD | 0 |
| | 2003 | 6 | 6 | 0 | 5 | 1 | TBD | 0 |
| | 2004 | 51 | 46 | 0 | 40 | 3 | TBD | 1 |

Response on 10/11/2004 (cont):

Regarding EA04-027 data:

Item "c": Honda did not identify any crash, injury or fatality reports in its review.

Item "e": Honda identified four property damage claims in its review.

Item "g": Honda identified one class action lawsuit in its review.

Source(s): Customer Relations, Dealer Tech Line, Field Reports, Legal
As of: 10/04/2004

Response on 10/26/2004: *See Attachment #Q3*

Summary descriptions for items "c" through "g" are in the attachment. The total number of reports for items "a", "c" and "f" have been revised as described below.

**Table II – Additional Data for EA04-027**

| Model | Model Year | A Owner / Fleet Reports | B Field / Dealer Reports | C Crash, Injury, Fatality Reports | D Fire Reports | E Property Damage Claims | F Third-Party Arbitration | G Lawsuits |
|---|---|---|---|---|---|---|---|---|
| Honda CR-V | 2002 | 8 | 0 | 0 | 1 | 0 | 0 | 0 |
| | 2003 | 7 | 6 | 0 | 5 | 1 | 1 | 0 |
| | 2004 | 54 | 46 | 1 | 40 | 3 | 0 | 1 |

Item "a": Honda's continuing work on this investigation identified four additional oil leak reports. The counts in the table above have been updated to reflect these additional reports.

Item "c": Honda's continuing work on this investigation identified one minor injury not related to a fire nor occurring during vehicle operation; a customer slipped on oil and sought physical therapy.

Item "f": Honda continuing work on this investigation identified one third-party arbitration case in its review.

**4. Separately, for each item (e.g., complaint, report, claim, notice, or matter) within the scope of Honda's response to Request No. 2, state the following information:**

**A. Honda's file number or other identifier used;**
**B. The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);**
**C. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;**
**D. Vehicle's VIN;**
**E. Vehicle's make, model and model year;**
**F. Date of the incident (engine compartment fire; engine oil leakage from, around or in the vicinity of the engine oil filter);**
**G. Date of engine oil service preceding the incident, if any;**
**H. Facility name and address where engine oil was serviced preceding the incident, if any;**
**I. Vehicle's mileage at time of incident;**
**J. Date of report, complaint, claim notice of other item;**
**K. Whether the vehicle has been inspected by Honda or a Honda representative, and if so, a summary of any determination as to the cause of the fire or occurrence of the alleged defect;**
**L. Whether a crash is alleged;**
**M. Whether a fire is alleged;**
**N. Whether engine oil leaked from, around or in the vicinity of the engine oil filter, and if so, whether the oil filter installed on the vehicle at the time of the incident was original equipment (Honda installed prior to delivery to a dealer or fleet), the first service replacement based on records available to Honda, or a subsequent service replacement oil filter (i.e., a second, third etc. replacement);**
**O. The part number and supplier of the oil filter installed on the vehicle at the time of its manufacture;**
**P. The part number and supplier of the oil filter installed on the vehicle at the time of the incident;**
**Q. Whether property damage is alleged;**
**R. Number of alleged injuries, if any; and**
**S. Number of alleged fatalities, if any.**

**Provide this information in Microsoft Access 2000, or a compatible format, titled "COMPLAINT DATA." See enclosure 1, EA04-027 IR Attachments, for a pre-formatted table which provides further details regarding this submission.**

Response on 10/11/2004:

This response is being compiled and will be submitted as soon as possible.

Response on 10/26/2004:

Refer to the COMPLAINT DATA file on the enclosed CD.

Source(s): Customer Relations, Dealer Tech Line, Field Reports, Legal
As of: Through 10/04/2004

5. **A. Produce copies of all documents in Honda's possession related to each item within the scope of Request No. 3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for any further organization of the documents.**

**B. For each incident involving a fire in a *subject vehicle* that has been attributed to the alleged defect, including but not limited to those that are the subject of the 30 reports referred to on page 1 of this letter, and regardless of whether Honda agrees with any allegation pertaining to a fire, produce copies of all documents in the possession of Honda related to the incident, including but not limited to records and other documents by or from the dealer or other service facility, including its employees and contractors, where the oil filter was changed, photographs of the vehicle after the fire with associated descriptions, documents by investigators, documents prepared by persons engaged directly or indirectly by Honda, documents by Honda employees, and documents by or from the owner or lessor of the vehicle, his or her insurer, or an attorney, claims adjustor, engineer or assessor for the owner, lessor, insurer or one of their attorneys.**

**C. For each incident involving engine oil leakage from, around or in the vicinity of the engine oil filter in a *subject vehicle*, including but not limited to those that are the subject of the 17 reports referred to on page 1 of this letter, and regardless of whether Honda agrees with any allegation pertaining to the leakage, produce copies of all documents in the possession of Honda related to the incident, including but not limited to records and other documents by or from the dealer or other service facility, including its employees and contractors, where the oil/oil filter was changed, photographs of the vehicle during or after the leakage, documents by investigators, documents by technicians or engineers, documents prepared by persons engaged directly or indirectly by Honda, documents by Honda employees, and documents by or from the owner or lessor of the vehicle, his or her insurer, or an attorney, claims adjustor, engineer or assessor for the owner, lessor, insurer or one of their attorneys.**

Response on 10/11/2004:

This response is being compiled and will be submitted as soon as possible.

Response on 10/26/2004:

A. Refer to PDF files on the enclosed CD.
   1. Consumer complaints are titled "EA04-027 Q5A Consumer complaints."
   2. Field/dealer reports are titled "EA04-027 Q5A Field dealer reports."
   3. Fire reports are titled "EA04-027 Q5A Fire reports dealer" and "EA04-027 Q5A Fire reports customer."
   4. Property damage claims are titled "EA04-027 Q5A Prop damage claims."
   5. Third party arbitrations are titled "EA04-027 Q5A Third party arbitration."
   6. Lawsuits are titled "EA04-027 Q5A Lawsuit."

B. These documents are being compiled and reviewed for relevance, and will be forwarded shortly.

C. These documents are being compiled and reviewed for relevance, and will be forwarded shortly.

Source(s): Customer Relations, Dealer Tech Line, Field Reports, Legal
As of: Through 10/04/2004

6. **State by model, model year, and engine, the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, a vehicle fire in the engine compartment and/or the alleged defect in the *peer vehicles*:**

   **A. Consumer complaints, including those from fleet operators;**
   **B. Field reports, including dealer field reports;**
   **C. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a *peer vehicle*, property damage claims, consumer complaints, field reports or other communications (including verbal communications) from dealers;**
   **D. Property damage claims;**
   **E. Third-party arbitration proceedings where Honda is or was a party to the arbitration; and**
   **F. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.**

**For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately by model, model year, and engine. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a fire occurred are to be counted as a fire report, a field report and a consumer complaint).**

Response on 10/11/2004:

This response is being compiled and will be submitted as soon as possible.

Response on 10/26/2004:

| Model | Model Year | A Owner/ Fleet Reports | B Field/ Dealer Reports | C Crash, Injury, Fatality Reports | D Fire Reports | E Property Damage Claims | F Third-Party Arbitration | G Lawsuits |
|---|---|---|---|---|---|---|---|---|
| CR-V | 1997 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 1999 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 2000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 2001 | 5 | 2 | 0 | 1 | 0 | 0 | 0 |
| Accord | 2003 | 2 | 5 | 0 | 2 | 0 | 0 | 0 |
| | 2004 | 2 | 2 | 0 | 2 | 0 | 0 | 0 |
| | 2005 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Element | 2003 | 2 | 1 | 0 | 1 | 0 | 0 | 0 |
| | 2004 | 2 | 1 | 0 | 1 | 0 | 1 | 0 |
| | 2005 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Item "d": Honda identified seven fire reports within items "a" and "b."

Item "e": Honda did not identify any property damage claims in its review.

Item "f": Honda identified one third-party arbitration case in its review.

Item "g": Honda did not identify any lawsuits in its review.

Source(s): Customer Relations, Dealer Tech Line, Field Reports, Legal
As of: 09/30/2004

7. **State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that relate to, or may relate to, a vehicle fire in the engine compartment and/or the alleged defect in the *subject vehicles*: warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.**

**Separately, for each such claim, state the following information:**

- **A. Honda's claim number;**
- **B. Vehicle owner or fleet name (and fleet contact person) and telephone number;**
- **C. VIN;**
- **D. Repair date;**
- **E. Whether a fire is alleged;**
- **F. Vehicle mileage at time of repair;**
- **G. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;**
- **H. Labor operation number;**
- **I. Problem code;**
- **J. Replacement part number(s) and description(s);**
- **K. Concern stated by customer; and**
- **L. Comment, if any, by dealer/technician relating to claim and/or repair.**

**Provide this information in Microsoft Access 2000, or a compatible format, titled "WARRANTY DATA." See Enclosure 1, EA04-027 IR Attachments, for a pre-formatted table which provides further details regarding this submission.**

Response on 10/11/2004:

This response is being compiled and will be submitted as soon as possible.

Response on 10/26/2004:

The number of subject vehicles is stated below. Data elements "a" through "l" are on the enclosed CD in the WARRANTY DATA file.

Note: Honda's warranty system does not collect vehicle owner name and telephone number.

Table I – Data submitted in PE04-018

| | | | | |
|---|---|---|---|---|
| Honda CR-V | 2003 | 164 | 0 | 0 |

Table II – Data submitted in EA04-027

| | | | | |
|---|---|---|---|---|
| Honda CR-V | 2002 | 363 | 1 | 0 |
| | 2003 | 35 | 0 | 0 |
| | 2004 | 67 | 0 | 0 |
| | 2005 | 0 | 0 | 0 |

Source(s): Warranty claim data
As of: Through 09/30/2004

8. **Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 7, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Honda on the *subject and peer vehicles* (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s), whether they relate to the subject components or not, that Honda offered for the *subject and peer vehicles*, and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.**

Response on 10/11/2004:

The search criteria and code list will be sent as soon as possible.

Warranty coverage: Model year 2002-2005 CR-Vs are covered by a new vehicle limited warranty for three years or 36,000 miles, whichever comes first. Under the terms of the new vehicle limited warranty, Honda will repair or replace any part that is defective in material or workmanship under normal use. This warranty covers all systems except emission control systems, accessories, battery or tires, which have their own warranties. Honda has not issued extended warranty coverage related to the alleged defect in any CR-V.

Response on 10/26/2004: *See Attachment #Q8*

Search criteria: Using MY2002-2005 CR-V warranty data, claims were pulled based on oil filter part numbers. The contention text description for each claim was manually reviewed to identify oil leaks. Additionally, a word search of warranty claim contention text was also conducted to find fire, burning and smoking.

A list of labor operation and problem codes is enclosed under Attachment #Q8.

9. **Produce copies of all service, warranty, and other documents that relate to, or may relate to, the vehicle fires in the engine compartment or the alleged defect in the *subject vehicles*, that Honda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Honda is planning to issue within the next 120 days.**

Response on 10/11/2004: *See Attachment #Q9*

In addition to copies of documents submitted under Attachment Q7 of PE04-018, we are submitting:

- Article for independent service shops (see page 10 of enclosed copy of eXpressTech, October 2004)
- Engine Oil Filter Replacement Job Aid for Honda dealers (laminated copies were mailed on October 7, 2004 for posting at dealership oil change stations)
- Letter e-mailed to Zone Managers and Assistant Zone Managers regarding oil filter questionnaire (October 11, 2004)
- Letter mailed to Honda and Acura dealers regarding oil change procedure (July 14, 2004)
- Letter and attachments mailed to Honda and Acura dealers to assist with customer and media inquiries (July 14, 2004)

No additional communications are planned within the next 120 days; however, our field organization will periodically follow up with dealers to ensure ongoing compliance with the best practices initiative.

Response on 10/26/2004:

We have more detailed information regarding the field organization's plan to work with dealers to ensure proper service practice and quality control. Below is a list of activities occurring between October 18 and November 8, 2004.

- Confirm dealer receipt and posting of laminated oil change procedure card in oil change area.
- Confirm and record dealer's "best practice" to ensure a good repair.
- Verify technician understanding of oil change procedure and use of best practice.
- Record date of dealer contact and best practice in "quick base" database for monitoring purposes.

Once again, periodic follow-ups with dealers will continue to ensure ongoing performance of best practices.

**10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries or evaluations (collectively, "actions") that relate to, or may relate to, the vehicle fires in the engine compartment, the alleged defect or the subject components in the *subject vehicles*, that have been conducted, are being conducted, are planned, or are being planned by, or for, Honda. This includes, but is not limited to, actions involving the engine block to oil filter seal surface and its roughness, microstructure or porosity. For each such action, provide the following information:**

- **A. Action title or identifier;**
- **B. The actual or planned start date;**
- **C. The actual or expected end date;**
- **D. Brief summary of the subject and objective of the action;**
- **E. Engineering group(s)/supplier(s) responsible for designing and conducting the action;**
- **F. A summary description of the nature and the methodology of the action; and,**
- **G. A brief summary of the findings and/or conclusions resulting from the action.**

**For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.**

Response on 10/26/2004: *See Attachment #Q10*

Refer to Attachment #Q10 for the summary information. Document copies are being submitted under a request for confidentiality.

**11. For each facility supplying engines for the *subject vehicles*:**

- **A. State the address of the engine production facility;**
- **B. Identify the vehicle production facilities (including non-subject vehicle facilities) to which the engine facility supplies engines on either a regular or irregular basis;**
- **C. State the name and address of the engine block casting supplier;**
- **D. Describe the quality control/material inspection processes for the engine oil filter and the engine block oil filter sealing surface; and,**
- **E. State whether the facility installs the oil filter as part of engine production, and (i) if so, describe the step-by-step process used for oil filter installation, including written instructions, production diagrams/aids, tooling and equipment, record keeping activities, and any subsequent over checks or control measures; and (ii) if not, where the oil filter is installed prior to the completion of manufacture of the vehicle and the step-by-step installation process that is followed.**

Response on 10/26/2004: *See Attachment #Q11*

Documents in Attachment #Q11 are being submitted under a request for confidentiality.

A. Honda Sayama Factory
1-10-1 Shin-Sayama, Sayama-shi, Saitama-ken, Japan
and
Honda of U.K. Manufacturing, Ltd.
Highworth Road, South Maraton, Swindon SN3 4TZ United Kingdom

B. Engines produced by the factories in "A" above do not supply engines to other facilities. All engines are used in-house.

C. Each factory in "A" above has its own engine block casting facility.

D. Refer to Attachment #Q11.

E. Each factory in "A" above has an engine assembly line and installs the oil filter. Refer to Attachment #Q11 for the installation process.

12. **Describe all modifications or changes made by, or on behalf of, Honda in the design, material composition, manufacture, production process, production facilities, quality control, component suppliers (including production and service components), production equipment, or installation of the engine oil filter and other subject components, from the start of subject vehicle production to date, which relate to, or may relate to, vehicle fires in the engine compartment and the alleged defect in the *subject vehicles*. For each such modification or change, provide the following information:**

    A. **The date or approximate date on which the modification or change was incorporated into vehicle or component production;**
    B. **A detailed description of the modification or change;**
    C. **The reason(s) for the modification or change;**

    **And for any change or modification which involved a vehicle, engine or subject component, provide the following information:**

    D. **The part numbers (service and engineering) of the original component;**
    E. **The part number (service and engineering) of the modified component;**
    F. **Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;**
    G. **When the modified component was made available as a service component; and**
    H. **Whether the modified component can be interchanged with earlier production components.**

    **Also, provide the above information for any modification or change of which Honda is aware that may be incorporated into vehicle production within the next 120 days.**

    Response on 10/26/2004:

    Changes that could possibly have an impact on gasket adhesion are described in the attachments (refer to Attachment #Q10).

    Within the next 120 days, we plan to enhance the fitting instructions on the oil filter itself. We also plan to apply a PTFE coating to the gasket to reduce adhesion. Gaskets manufactured after mid-November are expected to have the PTFE coating. We will update NHTSA with more definite information when it becomes available.

13. **Produce two exemplar samples of each type of engine oil filter currently being installed on *subject vehicles* during engine production (or, if oil filters are not installed during engine production, then when they are installed), and of each type of engine oil filter currently being installed during engine production on *peer vehicles* that are in current production (Element and Accord).**

    Response on 10/26/2004: *See Attachment #Q13*

    OEM filters for Accord and Element are identical; therefore, we are sending two samples.

    OEM filters for CR-V were submitted in PE04-018 under separate cover dated May 14, 2004.

    Service parts, which are identical for the subject and peer vehicles, were also submitted under Attachment #Q10A and #Q10B in PE04-018.

14. **For all engine oil filters (each design version or variant) used as original equipment components in *subject vehicle* engine production separately:**

    A. **State all part numbers (engineering, production, service) of the component;**
    B. **State the supplier's name, address and an appropriate point of contact (name, title, and telephone number);**
    C. **Identify by make, model, model year and engine any other vehicles of which Honda is aware that contain the identical component, whether installed in production or in service;**
    D. **State the engine production location(s) and dates (from month-year, to month-year) that the component was supplied to Honda or to Honda's supplier;**
    E. **Provide an engineering specification and component drawing; and,**
    F. **State the "line call out" specification of the component's rubber seal, as described in SAE standard J200 (copy provided, see enclosure).**

Response on 10/26/2004: *See Attachment #Q14*

Documents in Attachment #Q14 are being submitted under a request for confidentiality.

A. OEM part numbers by supplier
    1. Mahle-Tennex
        a) 15400-PLC-0030
        b) 15400-PLC-0031
        c) 15400-PLC-0032
    2. TOYO ROKI
        a) 15400-PLC-0040
        b) 15400-PLC-0041
        c) 15400-PLC-0042

B. Supplier information
    1. Mahle Tennex Corporation
       3-1-2, Ikebukuro, Toshima-ku Tokyo 171-0014 Japan
       Contact: Makoto Hagiwara, Manager, Sales Promotion and Marketing
       Telephone 03-3989-8417
       Fax 03-3989-8430
       e-mail makoto.hagiwara@jp.mahle.com
    2. TOYO ROKI Mfg. Co., Ltd.
       7800, Nakaze Hamakita-shi, Shizuoka Japan
       Telephone 053-588-0515
       Contact: Kei Nakamura
       e-mail kei_nakamura@toyoroki.co.jp

C. Models with identical component by part number
    1. 15400-PLC-003/004
        a) Sayama, Acura RSX 2.0L L4, from model year 2002
        b) Sayama, Honda CR-V 2.4L L4, from model year 2002
        c) Sayama, Honda Accord 2.4L L4 and 3.0L V6, from model year 2003
        d) Sayama, Acura TSX 2.4L L4, from model year 2004
        e) Sayama, Acura RL 3.5L V6, from model year 2005
    2. 15400-PLC-003
        a) U.K., Honda CR-V 2.4L L4, from model year 2002
        b) U.K., Honda Civic Si 2.0L L4, from model year 2002

D. Sayama Factory, from April 2001 to present
U.K. Factory, from December 2001 to present

E. Refer to Attachment #Q14.

F. Refer to Attachment #Q14.

**15. For each engine oil filter (each design version or variant) sold by Honda for use as a service replacement component on the *subject* vehicles:**

**A. State all part numbers (engineering, service) of the component;**
**B. State the supplier's name, address and an appropriate point of contact (name, title, and telephone number);**
**C. Identify by make, model, model year and engine any other vehicles of which Honda is aware that contain the identical component, whether installed in production or in service;**
**D. State the dates (from month-year, to month-year) that Honda offered the component for sale or use;**
**E. Provide an engineering specification and component drawing; and,**
**F. State the "line call out" specification of the component's rubber seal, as described in SAE standard J200 (copy provided, see enclosure).**

Response on 10/26/2004: *See Attachment #Q15*

Documents in Attachment #Q15 are being submitted under a request for confidentiality.

A. Service part numbers by supplier
   1. FILTECH
      a) 15400-PLM-A010-M2
      b) 15400-PLM-A011-M2
   2. Honeywell
      a) 15400-PLM-A020-M3
      b) 15400-PLM-A021-M3
      c) 15400-PLM-A022-M3
      d) 15400-PLM-A023-M3

B. Supplier information
   1. FILTECH Inc.
      2001 Roduction Dr., Finlay OH 45839-1044
      Telephone 419-424-9713
      Contact: Shinobu Naito
      e-mail nnaito@filtechusa.com
   2. Honeywell Consumer Products Group
      305 Romeo St., South Stratford, Ontario N5A 6V4 Canada
      Contact: Duane Pekar, Managing Director
      Telephone 519-271-3475, extension 269
      Commercial Contact: Craig Bishop, Account Manager
      Telephone 419-661-6764

C. Models with identical component by part number
   1. 15400-PLM-A01/A02
      a) Anna Engine Plant (AEP), Honda Civic 1.7L L4, from model year 2002
      b) AEP, Honda Accord 2.4L L4 and 3.0L V6, from model year 2003
      c) AEP, Honda Element 2.4L L4, from model year 2003
      d) AEP, Acura TL 3.2L V6, from model year 2004
      e) AEP, Acura MDX 3.5L V6, from model year 2003
      f) AEP/Honda Mfg Alabama (HMA), Honda Pilot 3.5L V6, from model year 2005
      g) HMA, Honda Odyssey 3.5L V6, from model year 2005
   2. Service parts: All of the above models use "PLM" filters for service parts in the United States. Since June 2003, almost all Honda and Acura models use "PLM" filters, except S2000, NSX and model years earlier than 1990.

D. Since September 2000.

E. Refer to Attachment #Q15.

F. Refer to Attachment #Q15.

**16. For each model year of the *subject vehicles*, and for the first linear meter of the exhaust system (section) starting from the exhaust manifold and measuring downstream:**

**A. State whether the section of the system contains any portion of a catalytic converter (an emissions control device);**
**B. Provide data showing the typical and maximum exterior surface (skin) temperatures measured along the section with the engine at idle and operating through a warm-up cycle (from ambient to normal operating temperature) and ensure the data identifies the ambient temperature th edata was collected from;**
**C. Provide data showing the typical and maximum exterior surface (skin) temperatures measured along the section while the vehicle is being driven at a constant highway speed (65 mph) on straight and level roadway and ensure the data identifies the ambient temperature the data was collected from; and,**
**D. Provide data showing the typical and maximum exterior surface (skin) temperatures measured along the section while the vehicle is being driven at a constant highway speed (65 mph) on a straight roadway with a 7% uphill gradient and ensure the data identifies the ambient temperature the data was collected from.**

Response on 10/26/2004: *See Attachment #Q16*

Refer to Attachment #Q16.

17. **For the model year 2001 CR-V peer vehicle, and for the first linear meter of the exhaust system (section), starting from the exhaust manifold and measuring downstream:**

    A. **State whether the section of the system contains any portion of a catalytic converter (an emissions control device);**
    B. **Provide data showing the typical and maximum exterior surface (skin) temperatures measured along the section with the engine at idle and operating through a warm-up cycle (from ambient to normal operating temperature) and ensure the data identifies the ambient temperature the data was collected from;**
    C. **Provide data showing the typical and maximum exterior surface (skin) temperatures measured along the section while the vehicle is being driven at a constant highway speed (65 mph) on straight and level roadway and ensure the data identifies the ambient temperature the data was collected from; and,**
    D. **Provide data showing the typical and maximum exterior surface (skin) temperatures measured along the section while the vehicle is being driven at a constant highway speed (65 mph) on a straight roadway with a 7% uphill gradient and ensure the data identifies the ambient temperature the data was collected from.**

Response on 10/26/2004: *See Attachment #Q16*

Refer to Attachment #Q16.

18. **Furnish Honda's assessment (and the basis for its assessment) of vehicle fires (including, but not limited to, those identified on page one of this letter) in the engine compartment and the occurrence of the alleged defect in the *subject and peer vehicles*, including:**

    A. **The causal or contributory factor(s);**
    B. **The failure mechanism(s);**
    C. **The failure mode(s);**
    D. **The risk to motor vehicle safety that it poses;**
    E. **The likelihood that vehicles fires in the engine compartment and/or the alleged defect will continue to occur as the *subject vehicle* fleet ages and receives future oil filter services;**
    F. **Honda's assessment of the relative MY engine compartment fire and alleged defect rate differences and any trend indications in the *subject vehicles*;**
    G. **Honda's assessment of the relative engine compartment fire rates between subject and peer vehicles; and**
    H. **What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning.**

Response on 10/11/2004:

Honda believes that for reasons not yet entirely understood or determined, the factory-installed oil filter occasionally has a relatively high adherence of the oil seal to the aluminum block of the engine. When the initial oil filter change is done, the seal may stick to the engine block, and if the service technician does not follow proper servicing procedure, the seal may be overlooked and remain attached to the block. If a replacement oil filter is then fitted with the original seal still in place, the seal from the second filter will be placed on top of the original seal, and the integrity of the seal will be compromised when the engine reaches operating oil pressure. If the oil then leaks past the seal, it is possible for the resulting oil spray to come into contact with the exhaust manifold or catalytic converter, which will result in smoke, and possibly a fire.

Since our best information is that the occasional adherence of the oil filter seal only occurs at the first oil change, we do not expect that the situation will normally occur during the balance of the vehicle life. We have no knowledge of any oil leaks occurring during subsequent oil changes, in either the 2002 or 2003 CR-Vs.

To date, there have been no injuries caused by the resulting smoke or fires, since the drivers have become aware of the situation, either by noticing the odor or smoke, or by being notified by other vehicle occupants and have all been able to vacate their vehicles without injury. Honda believes that under the circumstances, there is no significant risk to motor vehicle safety.

It has been a standard procedure for literally decades to check to make certain the oil filter seal has not remained stuck to the engine block during an oil change, and this is the neglect of a few service technicians that has resulted in the occurrence of the oil leaks following the initial vehicle oil change. Any negligence by a service technician during the course of repair or maintenance of a vehicle can result in serious consequences that are not related to any inherent vehicle defect (for example, leaving lug nuts loose when installing a wheel). Honda believes this is the case in the present instance.

Response on 10/26/2004:

Recently, based on laboratory tests, Honda has determined that the rubber gaskets of the 2003 and subsequent model year CR-V original factory-installed oil filters have a somewhat greater tendency to adhere to the aluminum engine block surface compared to the gaskets used on service replacement filters or the gaskets used on the 2002 vehicles. Differences in the additive components used in the rubber curing process, as well as the vulcanization conditions, contribute to this tendency. In addition, starting in the 2003 model year, there was an increase in the amount of time from manufacture of the gasket to installation on the engine block. This is also a contributing factor to the tendency. These laboratory results are explained in detail in the attachments.

As a result of this finding, Honda believes there is an increased risk of double-gasketing, if the removal of the original filter's gasket has not been confirmed prior to the installation of the service replacement filter.

Second and subsequent filter replacements have significantly less likelihood of a double-gasketing error due to the properties of the service replacement filter gaskets, as well as changes in block surface adhesion characteristics following the first filter replacement.

In summary, if correct filter replacement procedures are not followed, the risk of a double-gasket situation increases as the tendency of the original gasket to adhere to the engine block increases. Following standard industry-wide recommended filter replacement practices eliminates this risk and prevents oil leakage and possible fire.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

William R. Willen by K Hansen Esq

William R. Willen
Managing Counsel
Product Regulatory Office

WRW:kc

Attachments

# Attachment Q3

**Summary Descriptions for Items "C" Through "G"**
**EA04-027**

**Additional Information for Items "C" - Reports Involving a Crash, Injury or Fatality**

JHLRD78854C009962
**Report type:** Injury
**Sources:** (1) Customer contact
One day after the vehicle's first oil change, the vehicle leaked oil, and the customer slipped on oil in the garage. The dealer confirmed the oil filter was leaking.

**Additional Information for Items "D" - Reports Involving a Fire**

SHSRD78892U000526
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1448172
An engine compartment fire occurred within days of the first oil change. The dealer confirmed double-gasketing of the oil filter.

JHLRD684X3C013012
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1431954
An engine compartment fire occurred after an independent service business changed the oil. A vehicle inspection by Honda's District Parts and Service Manager (DPSM) indicated that overtightening damaged the oil filter, eventually leading to an oil leak.

JHLRD78833C026600
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1397753
An engine compartment fire occurred. Jiffy Lube assumed responsibility for a leaking oil filter.

JHLRD78493C050123
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1361665
The vehicle was reportedly serviced 2,000 miles prior to an engine compartment fire. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78413U107469
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1328207
The vehicle was reportedly serviced in August 2003. An engine compartment fire occurred on Oct. 31. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

**Additional Information for Items "D" - Reports Involving a Fire (continued)**

SHSRD68433U108309
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1392488

An engine compartment fire occurred. A vehicle inspection by Honda's DPSM confirmed improper fit of the Shell aftermarket oil filter. A gap of 1/8-inch existed between the filter and the engine block mating surface. Shell Quick Lube assumed responsibility for the leaking filter.

JHLRD78834C001567
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1299074

An engine compartment fire occurred 21 days after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

JHLRD78854C001599
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1345106

An engine compartment fire occurred nine days after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

JHLRD68404C001663
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1334774

An engine compartment fire occurred nine days after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

JHLRD77874C001721
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1352462

An engine compartment fire occurred. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

JHLRD78534C007245
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1329712

An engine compartment fire occurred three days after an oil change by Wal-Mart. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

JHLRD78874C008019
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1424021

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

**Additional Information for Items "D" - Reports Involving a Fire (continued)**

JHLRD788X4C011741
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1393723

An engine compartment fire occurred 31 days after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

JHLRD78824C012611
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1399528

An engine compartment fire occurred six days after an independent service business changed the oil. The independent assumed responsibility for a leaking oil filter.

JHLRD788X4C018012
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1402478

An engine compartment fire occurred about two or three weeks after an independent service business changed the oil. A vehicle inspection by Honda's DPSM confirmed a leaking oil filter.

JHLRD78804C020433
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1409600

An engine compartment fire occurred seven days after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

JHLRD78814C030419
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1415500

An engine compartment fire occurred two days after the dealer changed the oil. The dealer confirmed a loose oil filter.

SHSRD78874U200467
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1300471

An engine compartment fire occurred about 3,000 miles after an oil change. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD68474U200556
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1448493

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated the oil filter gasket was deformed.

**Additional Information for Items "D" - Reports Involving a Fire (continued)**

SHSRD68444U201101
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1328316
An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78824U202224
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1334749
An engine compartment fire occurred about 3,000 miles after Sears changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD68474U203845
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1386412
An engine compartment fire occurred one day after Wal-Mart changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78874U204566
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1322924
An engine compartment fire occurred two days after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78824U207181
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1380120
An engine compartment fire occurred. A vehicle inspection by Honda's DPSM confirmed an aftermarket filter and indicated patterns consistent with a leaking oil filter.

SHSRD788544U208874
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1308674
An engine compartment fire occurred 15 days after an independent service business changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a misinstalled oil filter.

SHSRD78454U209424
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1418423
An engine compartment fire occurred about one week after an independent service business changed the oil. The dealer confirmed a leaking oil filter.

**Additional Information for Items "D" - Reports Involving a Fire (continued)**

SHSRD78834U210431
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1336347

An engine compartment fire occurred 16 days after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter. A portion of the gasket was visible.

SHSRD788X4U212094
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1399543

An engine compartment fire occurred 25 days after an independent service business changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

SHSRD78404U213493
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1411615

An engine compartment fire occurred one day after the dealer changed the oil. The dealer confirmed double-gasketing of the oil filter.

SHSRD78824U214115
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1353996

An engine compartment fire occurred about 500 miles after an independent service business changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

SHSRD78814U215664
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1346395

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78814U216373
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1384174

An engine compartment fire occurred one day after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD77894U216476
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1443065

An engine compartment fire occurred after an independent service business changed the oil. A vehicle inspection by Honda's DPSM confirmed a leaking filter and visibility of a portion of the gasket.

**Additional Information for Items "D" - Reports Involving a Fire (continued)**

SHSRD78874U216927
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1299074

An engine compartment fire occurred on May 23, 2004 after oil change in late April or mid-May 2004. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

SHSRD78834U216939
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1380134

An engine compartment fire occurred. A vehicle inspection by Honda's DPSM confirmed double-gasketing of an aftermarket oil filter.

SHSRD78824U217130
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1399551

An engine compartment fire occurred about 4,700 miles after the customer changed the oil. A leaking oil filter is the suspected cause.

SHSRD78804U218213
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1418051

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated oil beneath the filter and on the exhaust.

SHSRD788X4U218882
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1409689

An engine compartment fire occurred 44 days after an independent service business changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD788X4U221989
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1435098

An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78874U223067
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1405020

An engine compartment fire occurred eight days after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

**Additional Information for Items "D" - Reports Involving a Fire (continued)**

SHSRD78864U223111
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1360887
An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD788X4U223225
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1380799
An engine compartment fire occurred after a recent oil change by an independent service business. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78834U225124
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1412715
An engine compartment fire occurred immediately after the dealer changed the oil. The dealer confirmed double-gasketing of the oil filter.

SHSRD78884U229394
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1408531
An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78894U231378
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1426442
An engine compartment fire occurred immediately after the dealer changed the oil. The dealer confirmed double-gasketing of the oil filter.

**Additional Information for Items "E" – Property Damage Claims**

SHSRD78853U133124
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1262756
An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM confirmed double-gasketing of the oil filter.

SHSRD78893U140822
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1245904
An engine compartment fire occurred immediately after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

**Additional Information for Items "E" – Property Damage Claims (continued)**

JHLRD77874C001721
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1352462

An engine compartment fire occurred. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter.

SHSRD78834U210431
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1336347

An engine compartment fire occurred 16 days after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter. The gasket was visible.

**Additional Information for Items "F" – Third Party Arbitration**

SHSRD78873U113876
**Report type:** Fire
**Sources:** (1) Customer contact
(2) Dealer report 1306837

An engine compartment fire occurred 16 days after the dealer changed the oil. A vehicle inspection by Honda's DPSM indicated fire patterns consistent with a leaking oil filter. The gasket was visible.

**Parties to action:** Jeffrey P. Allard, American Honda Motor Co., Inc.
**BBB case no:** HON0437672
**Filing date:** March 29, 2004

**Additional Information for Items "G" - Lawsuits**

SHSRD78824U207181
**Report type:** Lawsuit
**Sources:** (1) Complaint
(2) Customer contact
(3) Dealer report 1380120
(4) Field report 6445

An engine compartment fire occurred. Plaintiff alleges the vehicle had not been serviced, but an aftermarket oil filter was confirmed on the vehicle. Property damage is alleged.

**Parties to action:** Betty Lou Sandsmark, American Honda Motor Co., Inc.
**Caption:** Betty Lou Sandsmark, individually, and on behalf of all others similarly situated, Plaintiff, v. American Honda Motor Company, Inc., Defendant
**Court:** Superior Court of the State of California, County of Los Angeles
**Docket:** BC318347
**Filing date:** July 13, 2004

# Attachment Q8

**Attachment #Q8**

**List of labor operations codes and descriptions**

**Labor Operation Codes and Descriptions**

| | |
|---|---|
| 110096 | Straight time - upper engine base - sublet |
| 110097 | Straight time - upper engine base - repair - parts only |
| 110099 | Straight time - upper engine base - repair |
| 110199 | Straight time - upper engine base - replace |
| 111096 | Straight time - lower engine base - sublet |
| 111097 | Straight time - lower engine base - repair - parts only |
| 111099 | Straight time - lower engine base - repair |
| 111170 | Oil pan and/or gasket - replace |
| 111199 | Straight time - lower engine base - replace |
| 121097 | Straight time - fuel injection - repair - parts only |
| 121199 | Straight time - fuel injection - replace |
| 123505 | Codes/operating data - retrieve/clear codes w/PGM tester |
| 306101 | Fuel filter - replace |
| 310099 | Straight time - fuel - repair |
| 310199 | Straight time - fuel - replace |
| 612140 | Reservoir and/or filter -replace |
| 512199 | Straight time - power steering pump - replace |

# HONDA List of Defect Codes

## Regular Warranty Claim Defect Codes

Use this information when no specific defect is provided.

For detailed information on manual warranty claims preparation, refer to section 13.2, Manual Warranty Claims, of the *Honda Service Operations Manual*.

To prepare a warranty claim using the Interactive Network (*i*N), log on to *i*N.

- Click on Service
- Click on Warranty
- Click on Warranty Claim
- Complete the form

For additional information, refer to the online Warranty Claims Reference Guide.

* Defect codes beginning with the letter "L," for Lifetime Seat Belt repairs, are limited to those codes marked with an asterisk (*).



**Assembling, Welding, Adjustment, and Machining**

| | |
|---|---|
| 006-03 | Air inclusion |
| 080-03 | Connector pin contact failure |
| 076-01 | Faulty casting |
| 081-03 | Foreign matter contamination |
| 006-02 | Harness pinched |
| *074-06 | Improperly adjusted |
| 077-01 | Improperly machined |
| 077-02 | Improperly painted |
| *074-08 | Improperly sealed |
| *074-05 | Improperly tightened |
| 080-01 | Incorrect assembly |
| 080-02 | Incorrect wiring |
| *074-09 | Insufficient grease/oil |
| *074-10 | Insufficient or not injected |
| *074-07 | Insufficient sealing material |
| *074-03 | Interference |
| 062-01 | Loose (poorly fitted) |
| 038-01 | Overflow |
| 078-01 | Part(s) missing |
| *074-04 | Poor assembly |
| 024-01 | Poor welding or soldering |
| 025-02 | Poorly glued (separated) |
| 010-01 | Poorly plated/plating peeling off |
| *019-01 | Scratched |
| 081-01 | Stained |

**Corrosion**

| | |
|---|---|
| 008-01 | Corrosion (other than painted body surface) |
| 008-02 | Corrosion of painted body surface |
| 007-01 | Perforation (other than body surface) |
| 007-02 | Perforation (painted body surface) |

**Broken, Worn, Distorted, Cut, and Deteriorated**

| | |
|---|---|
| *005-03 | Abnormal wear (other than tire, brake pad, or shoe) |
| 002-01 | Bent |
| *018-01 | Broken |
| 026-02 | Cut |
| *011-02 | Deteriorated |
| *004-01 | Distorted |
| 014-01 | Glazed |
| 017-01 | Hairline fracture |
| 022-03 | Melted |
| *011-01 | Permanent set-in fatigue |
| *005-04 | Premature wear and tear |
| 022-01 | Scorched or fused |
| 050-01 | Scuffing |
| 003-01 | Stretched |
| 028-01 | Stripped thread |
| *021-01 | Torn or split |

**Improper Operation**

| | |
|---|---|
| *032-14 | Improper operation |
| *032-17 | Not working properly or at all |

**Short Circuit/Open Circuit**

| | |
|---|---|
| *072-01 | Constant continuity |
| *064-04 | Fuse burned out |
| *064-02 | Insufficiently isolated |
| *068-01 | Open circuit |
| *064-03 | Poor ground |
| *066-01 | Poor/no electrical contact |
| *064-01 | Short circuit |

**Others**

| | |
|---|---|
| *030-01 | Binding/sticking |
| 020-01 | Blow-by |
| 069-01 | Carbonized |
| 054-01 | Clogged |
| 057-01 | Detached |
| 093-01 | Engine icing |
| 016-01 | Freezing |
| 099-99 | Other |
| *023-01 | Seized |

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Abnormal Handling**

005-01 Abnormal tire wear
036-02 Brakes pull to one side
097-02 Driving instability
097-71 Steering pulls to left
097-70 Steering pulls to right
097-03 Steering unstable
097-01 Steering wander
036-03 Wheel/tire out of balance

**Abnormal Wear**

005-02 Abnormal brake pad or shoe wear
005-01 Abnormal tire wear
058-01 Cloudy or discolored fluid
094-01 Excessive engine oil consumption
056-02 Tire tread separation

**Audio/Entertainment**

032-50 AM reception poor
032-52 Audio affected by driving on rough road
032-62 Cassette cannot be ejected
032-61 Cassette cannot be inserted
032-69 CD cannot be ejected
032-66 CD cannot be inserted
032-64 CD changer does not operate correctly
032-71 CD scratches
032-70 CD skips
032-65 Control malfunction
032-72 Display malfunction
032-73 Display screen malfunction
042-14 Engine noise affects audio sound
032-68 Equalizer screen display abnormal
032-60 Faulty audio switch
032-51 FM reception poor
068-03 No power to cassette deck
068-04 No power to CD
068-02 No power to radio
032-57 No sound from audio
032-55 No sound from audio front
032-54 No sound from audio left
032-56 No sound from audio rear
032-53 No sound from audio right
042-20 Radio does not tune correctly
032-67 Radio noise
032-64 Sound muffled
032-63 Tape scratched
032-58 Tape speed too fast
032-60 Tape speed too slow
032-59 Tape speed uneven

**Body/Chassis/Frame**

079-02 Cannot be opened or opens improperly
079-01 Cannot be unlocked
074-02 Ground clearance uneven
082-01 Not lockable

**Brake/Steering/Suspension**

005-02 Abnormal brake pad or shoe wear
042-13 Abnormal sound during brake application (excluding brake squeal)
005-01 Abnormal tire wear
045-04 Abnormal vibration while driving
032-41 ABS malfunction
052-02 Air leakage from wheel/tire
053-01 Brake drag
053-02 Brake improper return
035-03 Brake judder
042-12 Brake squeal
036-02 Brakes pull to one side
052-03 Damper gas leakage
032-22 Driver feedback poor
097-02 Driving instability
049-03 Excessive parking brake freeplay
049-04 Excessive pedal reserve
074-02 Ground clearance uneven
049-07 Insufficient brake pedal stroke
049-05 Insufficient or no play
049-06 Insufficient parking brake lever stroke
032-25 Steering effort too high/too heavy/low power assist
035-02 Steering judder

*continued*

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Brake/Steering/Suspension (Cont.)**

097-71 Steering pulls to left
097-70 Steering pulls to right
097-03 Steering unstable
097-01 Steering wander
045-02 Steering wheel shimmy
018-02 Tire puncture
086-02 Tire tread separation
055-01 Vibration in steering wheel
036-03 Wheel/tire out of balance

**Communications & Navigation**

032-78 CD-ROM malfunction
032-79 Display malfunction
032-77 GPS signal not received
032-76 Navigation system map display improper
032-74 Navigation system position indication incorrect
068-05 No power to navigation system

**Damaged or Deformed**

026-03 Belt cut
026-01 Clutch cable cut/damaged
022-04 Component/part abnormally high temperature
026-02 Cut
001-01 Deformed
031-01 Gear engagement difficult or impossible
013-02 Glass opacity deteriorated
088-10 Hail damage
073-01 Height difference
013-01 Lens fogged
025-01 Open seam
019-03 Stone chipping
028-01 Stripped thread
018-02 Tire puncture
015-01 Welt

**Driveability Problems**

092-01 Acceleration abnormality
091-19 Afterburn
091-13 Cold surge
032-22 Driver feedback poor
091-06 Engine backfire
092-02 Engine hesitation when accelerating
092-03 Engine hesitation when starting off
091-16 Engine hunting in high-speed range
091-15 Engine hunting in low- and mid-speed ranges
091-18 Engine hunting when vehicle stopped while in gear
091-17 Engine knock
089-01 Engine lacking power in all speed ranges
089-02 Engine lacking power in high-speed range
089-04 Engine lacking power in low-speed range
089-03 Engine lacking power in mid-speed range
032-06 Engine races when driving or shifting (A/T only)
091-08 Engine run-on (dieseling)
091-10 Engine speed cannot be decreased
091-11 Engine speed cannot be increased
091-09 Engine speed decreases
091-12 Engine speed increases suddenly
093-02 Engine stalls but can be restarted
093-06 Engine stalls when engaging clutch at start
093-04 Engine stalls while driving
093-03 Engine stalls while starting
027-01 Failed emission test
034-06 Gear slip when accelerating (A/T)
091-14 Hot surge
093-01 Icing
091-01 Idle speed too high
091-02 Idle speed too low
032-30 Improper shifting action or shift points
032-44 Jerky when driving
091-07 Misfire
032-24 Operation too light
032-23 Resistance felt when operating
091-03 Unstable idling

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Electrical Problems**

032-52 Audio affected by driving on rough road
070-02 Battery cell faulty or deteriorated
067-01 Battery dead due to charging system malfunction
070-01 Battery dead due to dead cell or other inherent problem
067-02 Battery undercharged (charging lamp ON)
032-03 Check engine light/PGM-FI (MIL) indicator on
032-72 Display malfunction
090-01 Engine won't start (starter is OK)
032-80 Faulty audio switch
064-04 Fuse burned out
090-02 Hard starting when engine cold
090-03 Hard starting when engine warm
074-11 Improper headlight beam aim
032-05 Indicator light on (except PGM-FI/MIL)
032-75 Intermittent malfunction due to road harshness or vibration
032-27 Light does not come on
068-03 No power to cassette deck
068-04 No power to CD
068-05 No power to navigation system
068-02 No power to radio
032-57 No sound from audio
032-55 No sound from audio front
032-54 No sound from audio left
032-56 No sound from audio rear
032-53 No sound from audio right
065-01 Overcharging
064-01 Short circuit
022-02 Smoldering
090-04 Starter malfunction (battery OK)

**Engine, Fuel & Emissions**

042-17 Abnormal sound at constant speed
042-16 Abnormal sound when accelerating/decelerating
042-15 Abnormal sound when starting
092-01 Acceleration abnormality
091-19 Afterburn
032-03 Check engine light/PGM-FI (MIL) indicator on
058-01 Cloudy or discolored fluid
091-13 Cold surge
091-06 Engine backfire
092-02 Engine hesitation when accelerating
092-03 Engine hesitation when starting off
091-16 Engine hunting in high-speed range
091-15 Engine hunting in low and mid-speed ranges
091-18 Engine hunting when vehicle stopped while in gear
091-17 Engine knock
089-01 Engine lacking power in all speed ranges
089-02 Engine lacking power in high-speed range
089-04 Engine lacking power in low-speed range
089-03 Engine lacking power in mid-speed range
042-14 Engine noise affects audio sound
091-04 Engine overcooling
091-05 Engine overheating
032-06 Engine races when driving or shifting (A/T only)
091-08 Engine run-on (dieseling)
091-10 Engine speed cannot be decreased
091-11 Engine speed cannot be increased
091-09 Engine speed decreases
091-12 Engine speed increases suddenly
093-02 Engine stalls but can be restarted
093-06 Engine stalls when engaging clutch at start
093-04 Engine stalls while driving
093-03 Engine stalls while starting
090-01 Engine won't start (starter is OK)
094-01 Excessive engine oil consumption
096-01 Excessive fuel consumption
042-06 Excessively loud exhaust sound
080-03 Exhaust gas leakage

*continued*

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Engine, Fuel & Emissions (Cont.)**

027-01 Failed emission test
060-01 Fuel leakage
060-07 Fuel oozing out
060-05 Gasoline odor
090-02 Hard starting when engine cold
090-03 Hard starting when engine warm
091-14 Hot surge
093-01 Icing
091-01 Idle speed too high
091-02 Idle speed too low
032-44 Jerky when driving
035-05 Judder when changing speed
035-04 Judder when starting
091-07 Misfire
059-01 Radiator coolant leakage
095-01 Smoking
090-04 Starter malfunction (battery OK)
091-03 Unstable idling

**Fluid or Water Leaks**

052-01 Air conditioner coolant leakage
051-06 ATF leakage from torque converter case
051-03 ATF leakage from transmission bottom
051-04 ATF leakage from transmission side
051-05 ATF leakage from transmission top
051-07 ATF pressure leak
060-01 Fuel leakage
060-07 Fuel oozing out
051-02 Grease leak
051-09 Grease oozing/seeping out
059-11 Light fixture water entry
051-01 Oil leak
051-08 Oil oozing/seeping out
038-01 Overflow
059-01 Radiator coolant leakage
059-02 Water accumulation LH front floor
059-03 Water accumulation LH rear floor
059-04 Water accumulation RH front floor
059-05 Water accumulation RH rear floor
059-08 Water accumulation trunk floor
059-09 Water entry door
059-06 Water entry quarter window
059-07 Water entry sunroof

**Gauges & Indicators**

067-02 Battery undercharged (charging lamp ON)
032-03 Check engine light/PGM-FI (MIL) indicator on
091-04 Engine overcooling
091-05 Engine overheating
032-05 Indicator light on (except PGM-FI/MIL)
032-27 Light does not come on
040-01 Meter pointer unstable
039-02 Meter reading incorrect
029-01 Speedometer/odometer malfunction

**Heater, Ventilation, A/C (HVAC)**

052-01 Air conditioner coolant leakage
032-79 Display malfunction
032-73 Display screen malfunction
059-01 Radiator coolant leakage
059-04 Water accumulation RH front floor

**Improper Manufacture**

032-26 Cannot be loosened
088-04 Cissing or cratering
009-01 Color change (other than painted body surface)
084-01 Color difference between panels
028-02 Cut
001-01 Deformed
057-01 Detached
006-04 Dirt in paint/discoloration
073-02 Excessive clearance
013-02 Glass opacity deteriorated
073-01 Height difference
074-11 Improper headlight beam aim
080-01 Incorrect assembly
073-03 Insufficient clearance
074-03 Interference
013-01 Lens fogged
061-01 Loose bolt, nut, or screw
062-01 Loose or poorly fitted
025-01 Open seam
088-05 Orange peel
083-01 Paint blistering

*continued*

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Improper Manufacture (Cont.)**

081-02 Paint spot
078-01 Parts missing
088-02 Poor hiding
025-02 Poorly glued (separated)
010-01 Poorly plated/plating peeling off
087-01 Runs
088-01 Sanding marks visible
064-01 Short circuit
081-01 Stained
074-01 Steering wheel off-center
019-03 Stone chipping
026-01 Stripped thread
086-02 Tire tread separated
021-01 Torn or split
073-04 Uneven clearance
088-03 Unpainted
015-01 Welt

**Improper Repair**

032-26 Cannot be loosened
088-04 Cissing or cratering
009-01 Color change (other than painted body surface)
026-02 Cut
057-01 Detached
073-02 Excessive clearance
064-04 Fuse burned out
074-11 Improper headlight beam aim
080-01 Incorrect assembly
073-03 Insufficient clearance
074-03 Interference
081-01 Loose bolt, nut, or screw
082-01 Loose or poorly fitted
025-01 Open seam
088-05 Orange peel
078-01 Parts missing
088-02 Poor hiding
087-01 Runs
088-01 Sanding marks visible
064-01 Short circuit
081-01 Stained
074-01 Steering wheel off-center
019-03 Stone chipping
026-01 Stripped thread
021-01 Torn or split
073-04 Uneven clearance
088-03 Unpainted

**Malfunction**

053-01 Brake drag
053-02 Brake improper return
082-02 Cannot be closed or closes improperly
032-26 Cannot be loosened
079-02 Cannot be opened or opens improperly
079-01 Cannot be unlocked
032-21 Clutch does not disengage
032-43 Clutch does not engage
034-01 Clutch slip premature clutch plate wear
057-01 Detached
090-01 Engine won't start (starter is OK)
032-18 Erratic movement
032-14 Erroneous operation
049-02 Excessive brake pedal freeplay
032-16 Excessive effort
033-01 Gear disengagement difficult or impossible
031-01 Gear engagement difficult or impossible
032-10 Gear selector stiff, rough, binding, or loose
037-01 Gear slip
034-05 Gear slip when changing speed (A/T)
034-04 Gear slip when starting (A/T)
032-09 Improper torque converter lock-up
032-15 Incorrect indicator/gauge display
063-01 Insufficient wiper blade effect
032-27 Light does not come on
032-28 Light does not go off
081-01 Loose bolt, nut, or screw
040-01 Meter pointer unstable
032-38 No upshift or downshift
027-02 Noise level exceeds legal limits
082-01 Not lockable
032-17 Not operating
032-20 Not operating properly
012-01 Not working properly or at all
032-24 Operation too light
038-01 Overflow
039-01 Reading incorrect

*continued*

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Malfunction (Cont.)**

032-23 Resistance felt when operating
041-01 Shifting not synchronized (gear noise)
029-01 Speedometer/odometer malfunction
032-25 Steering effort too high/too heavy/low power assist
032-11 Stuck or dragging indicator gauge needle
032-35 Unable or difficult to engage (R) Reverse gear
032-19 Unable to control device motor
032-34 Unable to engage (P) Park, or won't stay in Park
032-02 Vehicle does not move
032-33 Will not return to original position

**Noise, Vibration & Harshness**

005-02 Abnormal brake pad or shoe wear
042-01 Abnormal sound
042-17 Abnormal sound at constant speed
042-13 Abnormal sound during brake application (excluding brake squeal)
042-16 Abnormal sound when accelerating/decelerating
042-15 Abnormal sound when starting
042-18 Abnormal sound when stopped
005-01 Abnormal tire wear
045-01 Abnormal vibration
045-05 Abnormal vibration when stopped
045-04 Abnormal vibration while driving
060-02 Air entry when window closed
035-03 Brake judder
042-12 Brake squeal
042-09 Chattering sound
035-01 Clutch judder
032-29 Excessive A/T in gearshift shock
032-37 Excessive shift shock (A/T)
032-36 Excessive shift shock when starting
042-06 Excessively loud exhaust sound
042-02 Excessively loud operating sound
042-08 Hammering sound
042-11 Humming
032-75 Intermittent malfunction due to road harshness or vibration
035-05 Judder when changing speed
035-04 Judder when starting
042-10 Muffled sound
032-31 No sound (audio system excluded)
027-02 Noise level exceeds legal limits
041-01 Shifting not synchronized (gear noise)
032-32 Sound cannot be stopped (audio system excluded)
042-05 Squeak
042-19 Squeal
035-02 Steering judder
045-02 Steering wheel shimmy
055-01 Vibration in steering wheel
056-04 Wind noise

**Out-of-Specification**

053-01 Brake drag
053-02 Brake improper return
001-01 Deformed
049-02 Excessive brake pedal freeplay
073-02 Excessive clearance
094-01 Excessive engine oil consumption
096-01 Excessive fuel consumption
049-03 Excessive parking brake freeplay
049-04 Excessive pedal reserve
027-01 Failed emission test
073-01 Height difference
074-11 Improper headlight beam aim
060-01 Incorrect assembly
049-07 Insufficient brake pedal stroke
073-03 Insufficient clearance
049-05 Insufficient or no play
049-06 Insufficient parking brake lever stroke

continued

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Out-of-Specification (Cont.)**

063-01 Insufficient wiper blade effect
074-03 Interference
038-02 Meter reading incorrect
027-02 Noise level exceeds legal limits
039-01 Reading incorrect
029-01 Speedometer/odometer malfunction
074-01 Steering wheel off-center
073-04 Uneven clearance
005-03 Wear (other than tire, brake pad, or brake shoe)
036-03 Wheel/tire out of balance

**Paint Problems**

088-08 Acid rain damage
088-04 Cissing or cratering
084-01 Color difference between panels
008-02 Corrosion of painted body surface
008-04 Dirt in paint/discoloration
085-07 Discoloration
088-11 Environmental damage
085-06 Fading
088-10 Hail damage
088-09 Industrial fallout
085-05 Loss of gloss
086-05 Orange peel
083-01 Paint blistering
081-02 Paint spot
086-01 Peeling off
007-02 Perforation of painted body surface
088-06 Pinhole
088-02 Poor hiding
088-07 Rail dust
087-01 Runs
088-01 Sanding marks visible
019-01 Scratched
081-01 Stained
019-03 Stone chipping
084-02 Uneven color on one panel
088-03 Unpainted

**Security/Locks**

082-02 Cannot be closed or closes improperly
079-02 Cannot be opened or opens improperly
079-01 Cannot be unlocked
082-01 Not lockable

**Smokes/Smells**

060-03 Exhaust gas leakage
060-05 Gasoline odor
060-06 Offensive odor (excluding gasoline)
095-01 Smoking
022-02 Smoldering

**Transmission/Driveline**

042-17 Abnormal sound at constant speed
042-16 Abnormal sound when accelerating/decelerating
051-06 ATF leakage from torque converter case
051-03 ATF leakage from transmission bottom
051-04 ATF leakage from transmission side
051-05 ATF leakage from transmission top
051-07 ATF pressure leak
058-01 Cloudy or discolored fluid
026-01 Clutch cable cut/damaged
032-21 Clutch does not disengage
032-43 Clutch does not engage
035-01 Clutch judder
034-01 Clutch slip premature clutch plate wear
093-06 Engine stalls when engaging clutch at start
032-29 Excessive A/T in gearshift shock
032-37 Excessive shift shock (A/T)
032-36 Excessive shift shock when starting
033-01 Gear disengagement difficult or impossible
031-01 Gear engagement difficult or impossible

*continued*

# HONDA List of Symptom Codes



## Symptom Codes

### Index





**Transmission/Driveline (Cont.)**

| | |
|---|---|
| 032-10 | Gear selector stiff, rough, binding, or loose |
| 037-01 | Gear slip |
| 034-06 | Gear slip when accelerating (A/T) |
| 034-05 | Gear slip when changing speed (A/T) |
| 034-04 | Gear slip when starting (A/T) |
| 032-30 | Improper shifting action or shift points |
| 032-09 | Improper torque converter lock-up |
| 032-44 | Jerky when driving |
| 035-05 | Judder when changing speed |
| 032-38 | No upshift or downshift |
| 032-11 | Stuck or dragging indicator gauge needle |
| 032-35 | Unable or difficult to engage (R) Reverse gear |
| 032-34 | Unable to engage (P) Park, or won't stay in Park |
| 032-02 | Vehicle does not move |

**Visible Defect**

| | |
|---|---|
| 032-12 | Abnormal sound (excluding audio system) |
| 002-01 | Bent |
| 018-01 | Broken |
| 058-01 | Cloudy or discolored fluid |
| 008-01 | Corrosion (other than painted body surface) |
| 017-02 | Cracked |
| 001-01 | Deformed |
| 004-01 | Distorted |
| 017-01 | Hairline fracture |
| 073-01 | Height difference |
| 093-01 | Icing |
| 007-01 | Perforation (other than body surface) |
| 007-02 | Perforation of painted body surface |
| 011-01 | Permanent set-in fatigue |
| 010-01 | Poorly plated/plating peeling off |
| 022-01 | Scorched or fused |
| 019-01 | Scratched |
| 003-01 | Stretched |
| 021-01 | Torn or split |
| 005-03 | Wear (other than tire, brake pad, or brake shoe) |

# Attachment Q10

Attachment Q10 - Summary of Actions

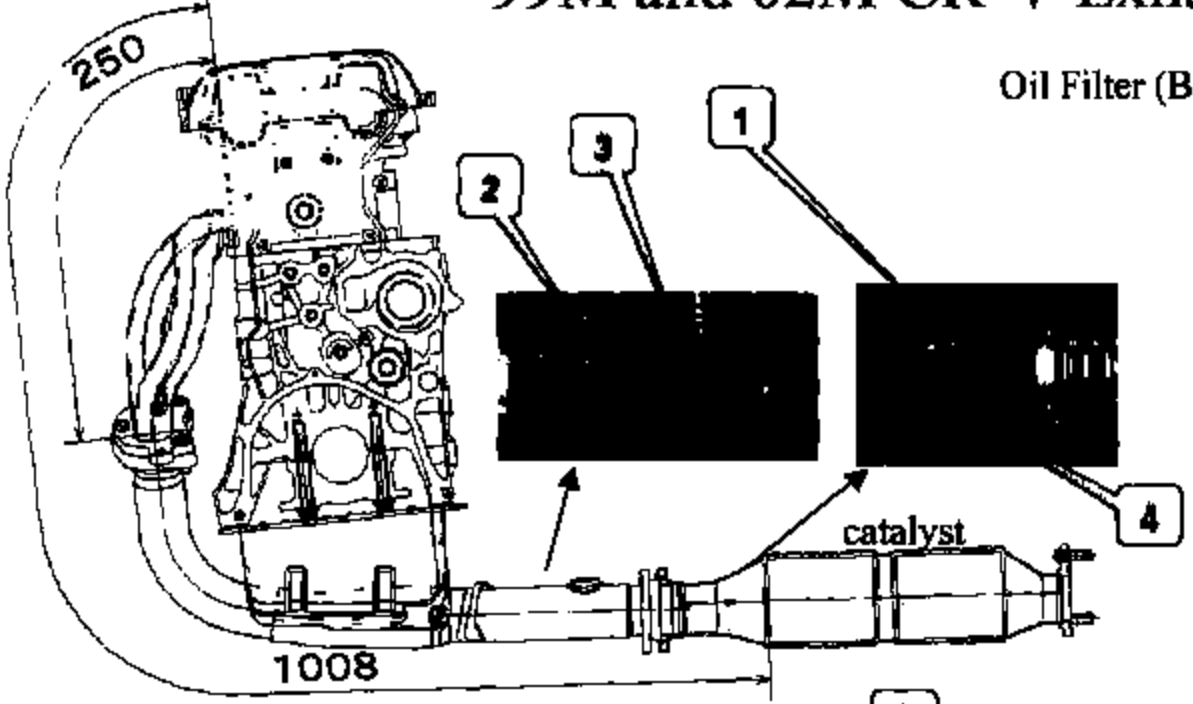
| Start Date | End Date | ID Number/Title | Summary of Objective | Responsible Group | Findings/Conclusion |
|---|---|---|---|---|---|
| 7/13/2004 | 9/22/2004 | Re-creation Test of Oil Filter Gasket Adhesion | To re-create the oil filter gasket adhesion | Honda R&D | Refer to the documents |
| 7/14/2004 | 9/15/2004 | Datail Investigation of Process Change | Confirm the detail change in process of Oil filter suppliers | Honda R&D | Refer to the documents |
| 9/1/2004 | 9/6/2004 | T04-113/Report | To investigate the relationship between range of secondary vulcanization conditions | Honda R&D (Otsuka Poly-Tech) | No physical properties difference was found. |
| 9/1/2004 | 9/10/2004 | No.16-224/Test Data Sheet | To investigate the relationship between range of secondary vulcanization conditions | Honda R&D (MITOYO) | No physical properties difference was found. |
| 9/12004 | 9/13/2004 | T04-116/Oil Filter Packing | Analysis of mechanism of gasket adhesion | Honda R&D (Otsuka Poly-Tech) | Refer to the documents |
| 9/7/004 | 9/22/2004 | Material Analysis | Confirm a cause of gasket adhesion | Honda R&D | Refer to the documents |
| 10/1/2004 | Ongoing | Investigation Summary | Summarize investigation findings | Honda R&D | Refer to the documents |

# Attachment Q16

# CR-V
# Exhaust Temperature Comparison

【99-01M CR-V】

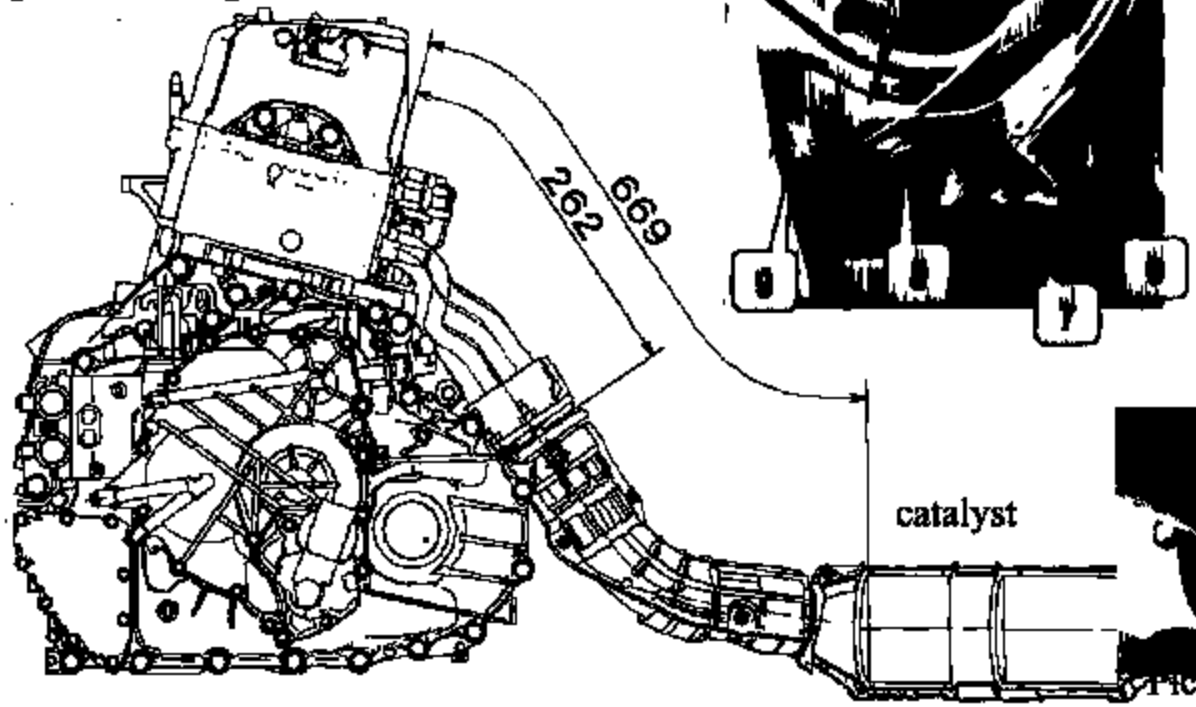
# 99M and 02M CR-V Exhaust System




Oil Filter (Blue)

Picture from under floor, back ward

【02M CR-V】







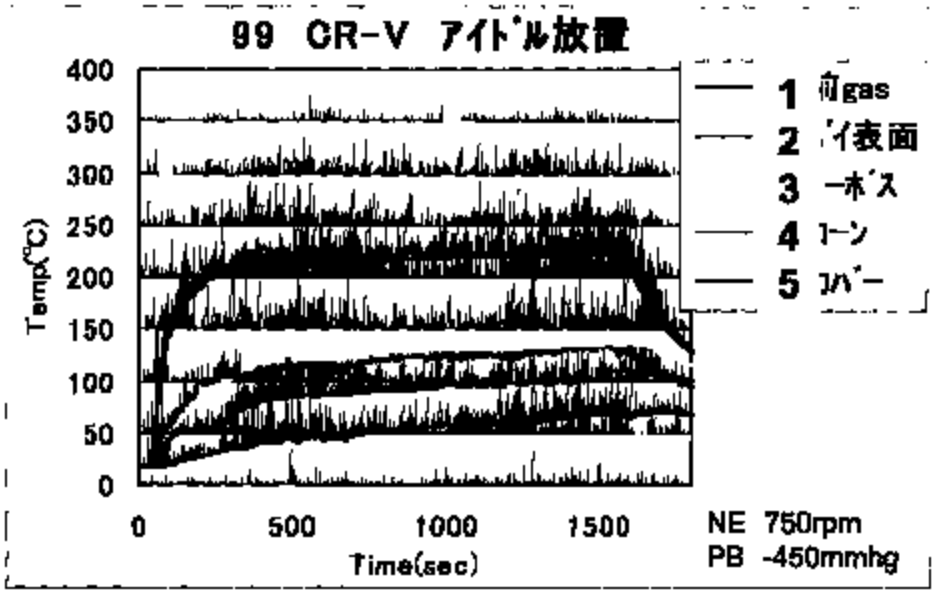
Exhaust Pipe

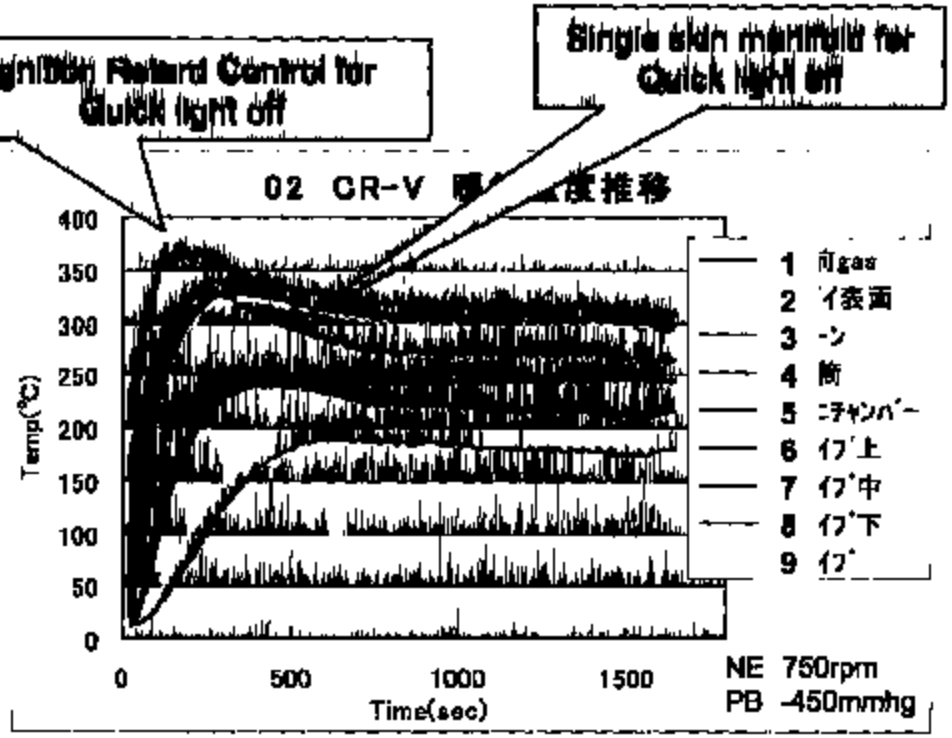
Picture from R side, back ward


Picture from L side


Picture from R side

# Cold Start

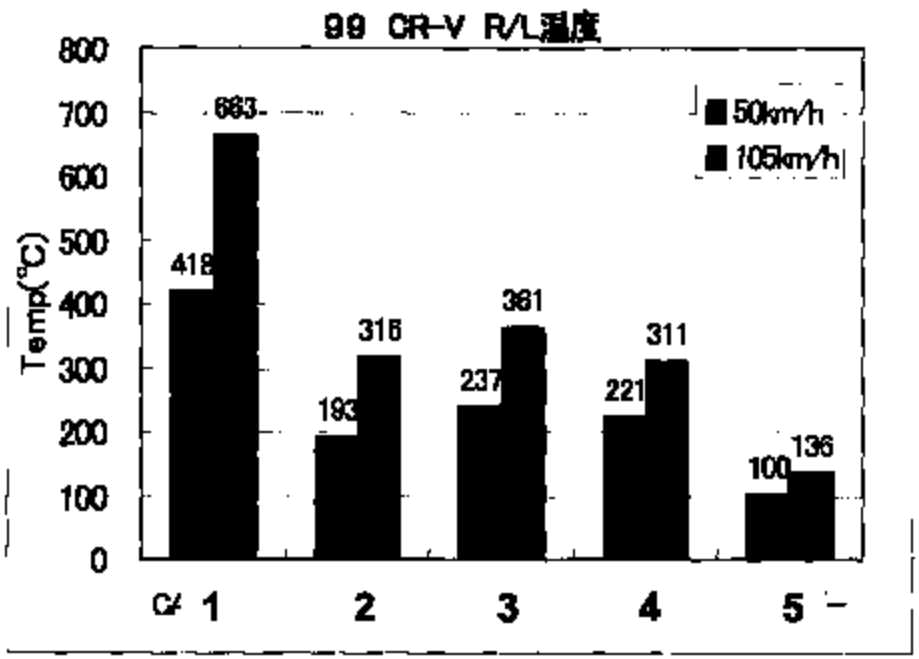


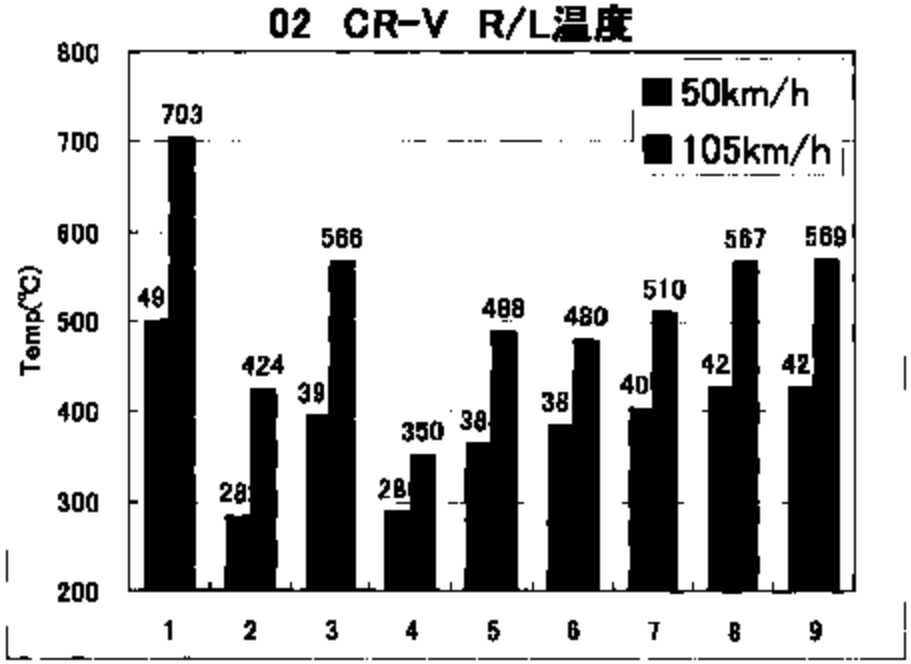




| | |
|---|---|
| 1 | Gas Temperature of front of catalyst |
| 2 | Exhaust Pipe |
| 3 | O2 sensor area |
| 4 | Cone area of catalyst |
| 5 | Catalyst cover |

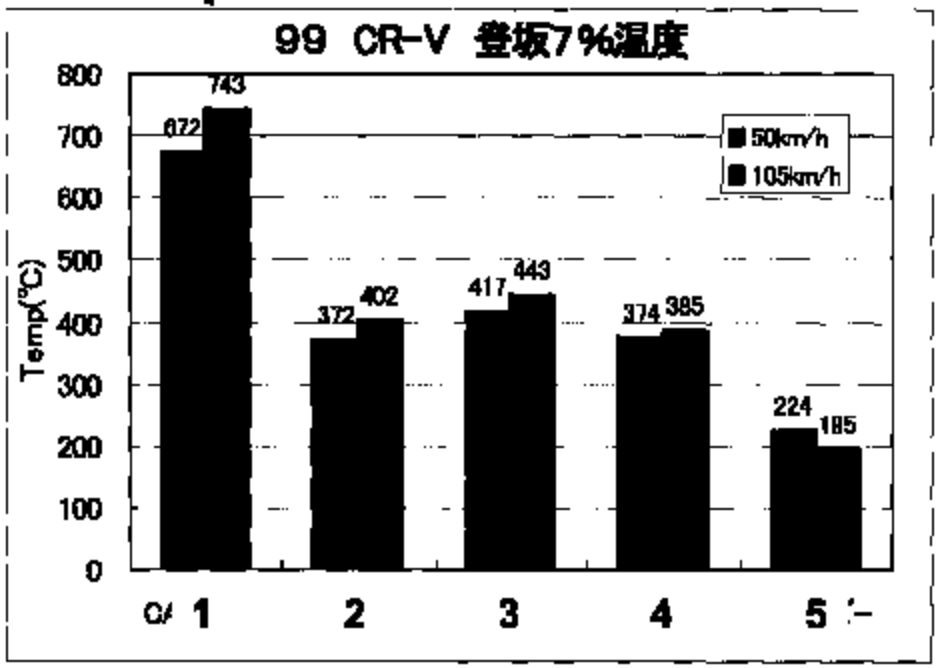
| | |
|---|---|
| 1 | Gas Temperature of front of catalyst |
| 2 | Exhaust Pipe |
| 3 | Cone area of catalyst |
| 4 | Outer surface of front catalyst |
| 5 | Exhaust manifold chamber |
| 6 | #1 Pipe Upper |
| 7 | #1 Pipe Middle |
| 8 | #1 Pipe Lower |
| 9 | #4 Pipe |

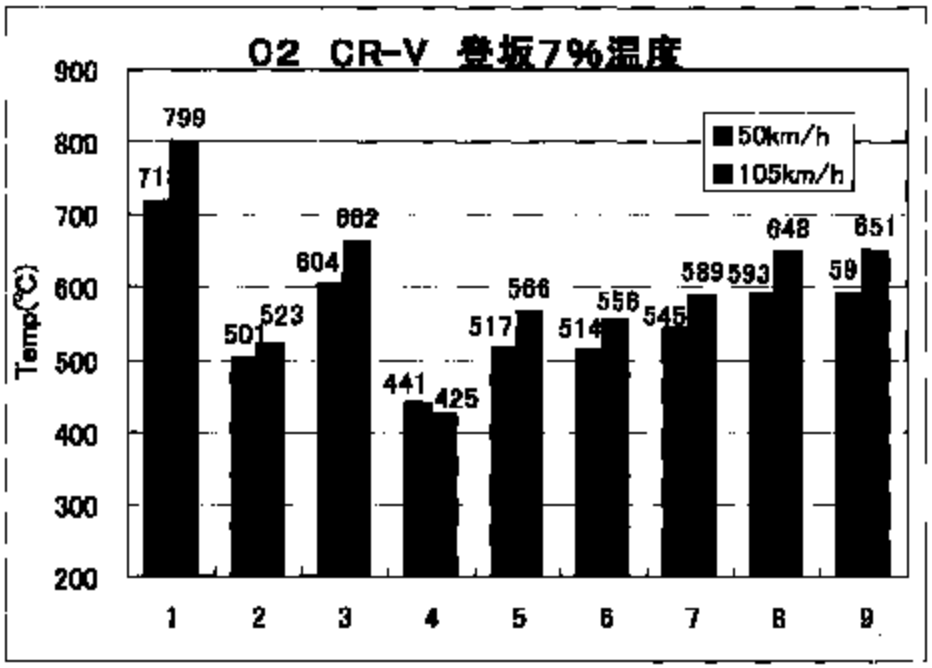
## Road load




## 7% Uphill



# [redacted] Light-off [redacted]