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DEFECTS INVESTIGATION

NVS-212mj  
PE08-026

June 20, 2008

Mr. Thomas Z. Cooper, Chief  
Vehicle Integrity Division  
Office of Defects Investigation  
U.S. DEPARTMENT OF TRANSPORTATION  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Dear Mr. Cooper:

In reply to your letter dated April 30, 2008, we are submitting a final response regarding allegations of unexpected closing of the power liftgate on model year (MY) 2005 through 2007 Honda Odyssey vehicles equipped with the optional power liftgate feature.

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. Make;
  - c. Model;
  - d. Model Year;
  - e. Date of manufacture;
  - f. Date warranty coverage commenced; and
  - g. 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, entitled "PRODUCTION DATA."

Response: The data elements "a" through "g" are filed on the enclosed CD.

| Model           | Model Year | Sales  |
|-----------------|------------|--------|
| Odyssey Touring | 2005       | 25,230 |
|                 | 2006       | 23,984 |
|                 | 2007       | 20,544 |

Source(s): Production records  
As of: April 30, 2008

2. State the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, 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. 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. 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 crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," 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 "e" and "f," 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: The total number of reports for items "a" through "f" are stated in the table below. Honda does not have any Odyssey fleet vehicles.

See Attachment #Q2 for summary description of items "c" through "f"

| Model   | Model Year | A<br>Consumer<br>Complaints | B<br>Field/Dealer<br>Reports | C<br>Crash,<br>Injury,<br>Fatality<br>Report | D<br>Property<br>Damage | E<br>Third-party<br>Arbitration | F<br>Lawsuits |
|---------|------------|-----------------------------|------------------------------|--|-------------------------|---------------------------------|---------------|
| Odyssey | 2005       | 29                          | 23                           | 7  | 0                       | 0                               | 0             |
|         | 2006       | 4                           | 3                            | 2  | 0                       | 0                               | 0             |
|         | 2007       | 1                           | 2                            | 0  | 0                       | 0                               | 0             |
| Total   |            | 34                          | 28                           | 9  | 0                       | 0                               | 0             |

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits  
 As of: April 30, 2008

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your 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. 2 (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. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;

- i. Whether a crash is alleged;
- j. Whether property damage is alleged;
- k. Number of alleged injuries, if any; and
- l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

Response: The data elements "a" through "l" are filed on the enclosed CD.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits  
As of: April 30, 2008

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for organizing the documents.

Response: See Attachment #Q4 on the enclosed CD.

The documents are organized by category and within each category by the last six digits of the VIN.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits  
As of: April 30, 2008

5. 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, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will 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. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claims and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

Response: The data elements "a" through "k" are filed on the enclosed CD.

| Model   | Model Year | Warranty Claims | Goodwill Claims | Extended Warranty | Vehicle Service Contract |
|---------|------------|-----------------|-----------------|-------------------|--------------------------|
| Odyssey | 2005       | 2133            | 199             | 0                 | 0                        |
|         | 2006       | 297             | 5               | 0                 | 0                        |
|         | 2007       | 178             | 2               | 0                 | 0                        |
| Total   |            | 2608            | 206             | 0                 | 0                        |

Source(s): Warranty Claim Data  
 As of: April 30, 2008

6. Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 5, 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 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) that Honda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response:

Search Criteria: Using 2005-07MY Odyssey warranty data, claims were pulled based on the tailgate strut part number. The contention text description was reviewed for each claim to identify failure of the tailgate struts to hold the tailgate in the open position or other failure or malfunction of the tailgate strut(s) or parts therein; unexpected closing of the tailgate, and failure of the tailgate to remain open.

Coding and Descriptions: See Attachment #Q6A

Warranty Coverage: The 2005-07 Odyssey is 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, tires or powertrain, which have their own warranties. The powertrain warranty covers 2006-07 Odyssey vehicles. Honda has not issued extended warranty coverage related to the alleged defect in the 2005-07 Odyssey.

Source(s): Warranty Claim Data  
 As of: April 30, 2008

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, 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: Honda has not issued any service information related to the alleged defect.

Source(s): Publications  
As of: April 30, 2008

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect 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 any and all actions by the subject component manufacturer relating to the alleged defect. 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 for conducting the action; and
  - f. 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. If an action is not complete, provide a detailed schedule for the work to be done, tentative findings and/or conclusions, and provide an update within 10 days of completion of the action.

Response: To be submitted

9. State all design and performance specifications, requirements, guidelines, and estimated performance characteristics developed and/or used by Honda or on its behalf (e.g., by a supplier) that were suggested, considered, and/or used in the design of the subject component as originally designed for MY 2005 subject vehicles, including:
  - a. The strut lifting capacity (in pounds force), including lifting capacity at different strut extension lengths and at different ambient temperatures, when the struts are new and as the strut lifting capacity degrades over time/usage;
  - b. The design usage cycles (one cycle comprising an extension and compression) from when the strut is installed on the subject vehicles until the strut can no longer maintain the liftgate in the full open position;
  - c. The expected usage cycles (one cycle comprising an extension and compression) from when the strut is installed on the subject vehicles until the strut can no longer maintain the liftgate in the full open position;
  - d. The design wear rate (stated as a percentage of initial lifting force diminished over time or other rate or number used by Honda or its supplier) of the subject component installed on a subject vehicle;

- e. The expected wear rate (stated as a percentage of initial lifting force diminished over time) of the subject component installed on a subject vehicle; and
- f. The estimated usage rate in the field and expected amount of time a strut will be in service on a subject vehicle before the strut is no longer capable of maintaining the liftgate in the open position.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

10. Produce copies of all documents relating to your response to Request No. 9.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

11. Produce all documents reflecting communication(s) with the supplier of the subject component relating to your response to Request No. 9.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

12. Produce copies of all engineering specifications and drawings for the subject component, including but not limited to each item relating to your response to Request No. 9.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

13. Describe all modification or changes made by or on behalf of Honda (e.g., by a supplier) in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production of the subject component for the MY2005 and/or later subject vehicles to the date of this letter. 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 production;
- b. A detailed description of the modification of change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (engineering and service) of the original component;
- e. The part number(s) (engineering and service) 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;
- h. Whether the modified component can be interchanged with earlier production components; and
- i. State all design and performance specifications, requirements, guidelines, and estimated performance characteristics developed and/or used by Honda or on its behalf that were suggested, considered, and/or used in the design of the modified component, including:

- i) The modified strut lifting capacity (in pounds force), including lifting capacity at different strut extension lengths and at different ambient temperatures, when the struts are new and as the strut lifting capacity degrades over time/usage:
- ii) The design usage cycles (one cycle comprising an extension and compression) from when the modified strut is installed on the subject vehicles until the strut can no longer maintain the liftgate in the full open position;
- iii) The expected usage cycles (one cycle comprising an extension and compression) from when the modified strut is installed on the subject vehicles until the strut can no longer maintain the liftgate in the full open position;
- iv) The design wear rate (stated as a percentage of initial lifting force diminished over time or other rate or number used by Honda or its supplier) of the modified component installed on a subject vehicle;
- v) The expected wear rate (stated as a percentage of initial lifting force diminished over time or other rate or number used by Honda or its supplier) of the modified component installed on a subject vehicle; and
- vi) The estimated usage rate in the field and expected amount of time a modified strut will be in service on a subject vehicle before the strut is no longer capable of maintaining the liftgate in the full open position.

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

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

14. Produce copies of all engineering specifications and drawings for the subject component, including but not limited to each item within the scope of your response to Request No. 13.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

15. State the weight of the liftgate as installed on the subject vehicles. If this value varies for any reason (for example, if certain vehicle options add to or subtract from the weight of the liftgate), provide the reason(s) for the variation and the respective weight of the liftgate associated with each variation.

Response: The weight of the liftgate is 39 kg.

16. Produce copies of all documents related to all durability testing of the subject component conducted by Honda or by its supplier.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

17. Produce copies of all documents related to all environmental testing of the subject component conducted by Honda or by its supplier.

Response: This information is presently in control of our vendor. If after reviewing our responses you still feel you need this information, please contact the undersigned.

18. Describe in detail all aspects of the operation of the power liftgate feature in the subject vehicles, including any built-in safety features and any features designed to mitigate potential injuries from a descending or otherwise falling liftgate. Describe in detail the safety-related features that operate or activate when the struts can no longer maintain the liftgate in the full open position. In your answer, include a discussion of how the safety features operate; including a description of the circumstances in which the safety features will activate and a description of how the safety features operate in each circumstance.

Response: To be submitted separately on June 26, 2008

19. Describe in detail the operation of the power liftgate feature in the subject vehicles when equipped with struts that cannot support the liftgate in the open position. In your description, discuss how this feature operates and include nominal speed threshold (including tolerances) required to activate the power close feature.

Response: To be submitted separately on June 26, 2008

20. Produce copies of all documents that relate to your response to Request Nos. 18 and/or 19.

Response: To be submitted separately on June 26, 2008

21. State whether the controlled (automatic) closing design feature will activate when the struts cannot support the liftgate and the operator manually opens the liftgate to the fully-open position, as well as when the operator manually opens the liftgate to a position less than fully-open.

Response: To be submitted separately on June 26, 2008

22. Produce copies of all documents relating to your response to Request No. 21.

Response: To be submitted separately on June 26, 2008



23. Describe any variation in the power liftgate operation including, but not limited to, variations that can be programmed in the power liftgate control module.

Response: There are no variations.

24. Produce copies of all documents relating to your response to Request No. 23.

Response: N/A

25. Produce two of each of the following:

- a. Exemplar samples of each design version of the subject components;
- b. Field-returned samples of the subject components exhibiting the subject failure mode;
- c. Any kits and software changes (including patches, modifications, and reflashes) that have been released, or developed, by Honda for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles; and
- d. The owner's manuals for MY 2005 through 2007 Honda Odyssey vehicles.

Response: "a" through "c" will be submitted. Two copies of "d" owner's manuals are being sent under separate cover.

26. State, by model year, all part numbers of the subject components that have been installed on subject vehicles as assembled by Honda. State, by model year, the service part numbers of the subject components Honda designates for installation on subject vehicles. State, by month, year, and part number, the total number of subject components sold as service parts by Honda. Identify any kits that Honda has released or developed for use in service repairs to the subject components or assembly.

For each subject component part number, provide the supplier's name, address, and point of contact used by Honda (name, title, and telephone number). Also, identify by make, model and model year, any other vehicles of which Honda is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Response: To be submitted

27. Does Honda sell the subject component individually or in pairs?

Response: The subject component is sold in pairs.

**28. Furnish Honda's assessment of the alleged defect in the subject 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; and
- e. 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:**

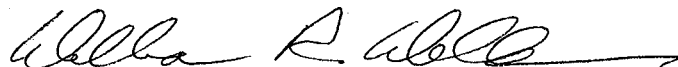
- a. Failure of struts
- b. Same as response to #10
- c. The failure mode of the Odyssey power tailgate is described in the presentation we will provide on June 26, 2008.
- d. We do not believe that a defect exists that poses a risk to motor vehicle safety.
- e. Please see the presentation to be provided to NHTSA on June 26, 2008.

**29. Furnish copies of all communications sent from and received by Honda that relate to or may relate to the alleged defect (including the performance and durability of the subject component), including but not limited to such communications between Honda and the subject component manufacturer and between employees and/or entities within Honda (e.g., any such communication between American Honda Motor Company, Inc. and a subsidiary).**

Response: To be submitted

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



William R. Willen  
Managing Counsel  
Product Regulatory Office

WRW:nis

Attachments

# Attachment #Q2

| Customer Name | Type of Report     | Complaint   |
|---------------|--------------------|---|
| Lin           | Consumer Complaint | The customer contacted AHM because of the Automatic Lift Gate on his 2005 Odyssey. The customer has an issue with the back end on his vehicle. He states that when he tries to lift it up then it comes right back down on him or his wife and it has hit him and her several times.  |
| Glasshofer    | Consumer Complaint | According to Mr. Glasshofer the rear tail gate closed on the small of his back while he was trying to unload a stroller from the vehicle. Supposedly the pinch sensor on the tail gate did not work and the tail gate did not yield when it closed upon his back.   |
|               | Claim              | ...His current issues are with...the tailgate is not operating properly. According to the customer the rear tailgate closed on the small of his back while he was trying to upload a stroller from the vehicle. Supposedly the pinch sensor on the tailgate did not work and the tailgate did not yield when it closed on his back.                                       |
|               | Field Report       | Letter from customer. He said he opened the tailgate it jerks then comes back down. I tried this morning. I opened with the remote. It opened till about 4" from the top, makes a jerking motion, continues all the way up then comes all the way down... In his letter he says he was injured.   |
| Hirsch        | Consumer Complaint | Customer stated that the power tailgate on the vehicle came down on the customer's head. The customer states the full weight of the tailgate fell on top of him. The customer states at the time it hurt but he did not have to seek medical attention.   |
| Mosley        |                    | Customer states that the back hatch on the vehicle came down and hit her head. The hydraulics are gone, the hatch switch does work and you need to use both arms to open the hatch.   |
| Kim           |                    | The customer stated that the door fell with a slamming motion on his wife when the door reached the top position today 4/28/2005. The customer then stated that his wife opened the door with remote and it beeped when it reached the top and the door proceeded to come back down beeping all the way down. The customer stated that now the door must be propped open. |

|             |                    |  |
|-------------|--------------------|--|
| Milan       | Consumer Complaint | <p>The customer would like to have the information of the manufacturer of the cylinders. The door began to go up, and the customer moved inside of the vehicle. The customer would like to have the information of the manufacturer of the cylinders. The door began to go up, and the customer moved inside of the vehicle.</p> <p>At that time, the door bounced and then came down on the customer's head. The customer went into the doctors office, where she states she had some injuries in which she does not want to disclose in this call.</p> |
|             | Claim              | <p>Per CR report, the customer stated that the incident occurred on 8/26/06 at 6:00 am while she was at the gas station. The customer stated that the tailgate was lifted all the way up, however, because the oil was leaking from the tailgate supports, the tail gate came crashing down on her head...No previous issue with the tailgate.</p>   |
| Scott       | Consumer Complaint | <p>The rear power trunk has stopped working and almost crushed her middle son when it came down on him.</p>  |
| Calise      | Consumer Complaint | <p>The customer called AHM in regards to her tailgate. The customer states that her automatic tailgate had fallen on her head and she sustained substantial injuries.</p>  |
| Hirschfield | Consumer Complaint | <p>According to Ms. Hirsch field the hatch on her Odyssey Touring experienced a malfunction of the hydraulic system causing the hatch to slam down on her back. The customer states that her husband had to come to her assistance to lift the hatch allowing her to come from under the hatch door.</p>   |

# Attachment #Q6A



| Labor Operation Number | Labor Operation Number Description                        |
|------------------------|---|
| 023199                 | DOOR-EDGE GUARD STRAIGHT TIME - REPLACE                   |
| 414097                 | FRONT DAMPER - PARTS ONLY                                 |
| 414199                 | FRONT DAMPER - STRAIGHT TIME - REPLACE                    |
| 417101                 | DAMPER ASSEMBLIES, BOTH REAR - REPLACE. SHOCK ABSORBERS   |
| 721199                 | TRUNK LIGHT - STRAIGHT TIME - REPLACE                     |
| 737199                 | WIRE HARNESS - STRAIGHT TIME - REPLACE                    |
| 744199                 | POWER WINDOW SWITCHES - STRAIGHT TIME - REPLACE           |
| 748199                 | POWER DOOR LOCKS - STRAIGHT TIME - REPLACE                |
| 8111B1                 | STAY, REAR BUMPER RIGHT - REPLACE                         |
| 8111B4                 | STAY, REAR BUMPER BOTH - REPLACE. EXCLUDES: PAINTING COST |
| 812199                 | HOOD AND RELEASE CABLE - STRAIGHT TIME - REPLACE          |
| 815199                 | DOOR, LEFT FRONT - STRAIGHT TIME - REPLACE                |
| 817096                 | DOOR LOCKS - WARRANTY SUBLET ONLY                         |
| 817199                 | DOOR LOCKS - STRAIGHT TIME - REPLACE                      |
| 8171B6                 | TRUNK/TAILGATE/HATCH ROOF LATCH - REPLACE                 |
| 8171B7                 | TAILGATE LATCH AND CLOSER - REPLACE                       |
| 819199                 | DOOR LATCH, RIGHT FRONT - STRAIGHT TIME - REPLACE         |
| 821199                 | DOOR, LEFT REAR - STRAIGHT TIME - REPLACE                 |
| 8211E2                 | SLIDE DOOR OUTER HANDLE CABLE STAY, LEFT - REPLACE.       |
| 8221E0                 | SLIDE DOOR OUTER HANDLE CABLE STAY, RIGHT - REPLACE.      |
| 822199                 | DOOR, RIGHT REAR - STRAIGHT TIME - REPLACE                |
| 823096                 | REAR COMPARTMENT - WARRANTY SUBLET ONLY                   |
| 823097                 | REAR COMPARTMENT - PARTS ONLY                             |
| 823099                 | REAR COMPARTMENT - STRAIGHT TIME - REPAIR                 |

| Labor Operation Number | Labor Operation Number Description   |
|------------------------|--|
| 823125                 | TRUNK LID/TAILGATE/HATCH SUPPORT, LEFT - REPLACE.  |
| 823130                 | TRUNK LID/TAILGATE/HATCH SUPPORT, RIGHT - REPLACE.   |
| 823199                 | REAR COMPARTMENT - STRAIGHT TIME - REPLACE   |
| 8231A9                 | TRUNK/TAILGATE/HATCH STRIKER - REPLACE.  |
| 8231B5                 | TRUNK/TAILGATE/HATCH OPENER ACTUATOR - REPLACE   |
| 8231C5                 | TRUNK/TAILGATE/HATCH HINGE, RIGHT - REPLACE.   |
| 8231G1                 | TRUNK/TAILGATE/HATCH HINGES, BOTH - REPLACE  |
| 8231H7                 | TRUNK/TAILGATE/HATCH HINGE "A", LEFT - REPLACE.  |
| 8231J2                 | TRUNK/TAILGATE/HATCH HINGES "A", BOTH - REPLACE.   |
| 8231J8                 | POWER TAILGATE MOTOR - REPLACE.  |
| 8231J9                 | POWER TAILGATE GEAR CASE - REPLACE.  |
| 8231K0                 | POWER TAILGATE CONTROL UNIT - REPLACE.   |
| 8231K7                 | POWER TAILGATE SENSORS, BOTH - REPLACE.  |
| 8231K8                 | POWER TAILGATE ARM UNIT- REPLACE.  |
| 823505                 | CODES/OPERATING DATA/INITIALIZATION - RETRIEVE OR CLEAR CODES WITH THE PGM TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS FLASH CODES WITH SRS INDICATOR LIGHT. INITIALIZE RESTRAINT/SRS SYSTEM. PERFORM INPUT TESTS. |
| 824199                 | WINDOW MOLDINGS - STRAIGHT TIME - REPLACE  |
| 826199                 | DOOR GLASS AND HARDWARE, LEFT FRONT - STRAIGHT TIME - REPLACE  |
| 829199                 | DOOR GLASS W/HARDWARE, LEFT REAR - STRAIGHT TIME - REPLACE   |
| 838100                 | REAR DOOR WEATHERSTRIP SUB-SEAL (RIGHT) - REPLACE.   |
| 857099                 | INTERIOR TRIM - STRAIGHT TIME - REPAIR   |



| Problem Code | Problem Code Description                 |
|--------------|--|
| 00201        | BENT                                     |
| 00401        | DISTORTED                                |
| 00503        | WEAR (OTHER THAN TIRE, BRAKE PAD / SHOE) |
| 00504        | PREMATURE WEAR & TEAR                    |
| 01101        | PERMANENT SET-IN FATIGUE                 |
| 01102        | DETERIORATED                             |
| 01801        | BROKEN                                   |
| 02301        | SEIZED                                   |
| 03001        | BINDING/STICKING                         |
| 03214        | ERRONEOUS OPERATION                      |
| 03217        | NOT OPERATING                            |
| 06201        | LOOSE (POORLY FITTED)                    |
| 07403        | INTERFERENCE                             |
| 07404        | POOR ASSEMBLY                            |
| 07405        | IMPROPERLY TIGHTENED                     |
| 07406        | IMPROPERLY ADJUSTED                      |
| 07407        | INSUFFICIENT SEALING MATERIAL            |
| 07408        | IMPROPERLY SEALED                        |
| 07409        | INSUFFICIENT GREASE/OIL                  |
| 07410        | INSUFFICIENT OR NOT INJECTED             |
| 07801        | PART(S) MISSING                          |
| 08001        | INCORRECT ASSEMBLY                       |
| 09999        | FOR PHENOMENA OTHER THAN THOSE STIPULATE |