PE09-024
HONDA
7/24/2009
ATTACHMENT Q4
ACCORD FIELD REPORT
ACCORD 2003 PAGE 2, 2004 PG 105,
2005 PG 313, 2006 PG 429, 2007 PG
455, HYBRID 2005 PG 504
ACCORD HYBRID 2007 FIELD
REPORT PG 529

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD V6 2003 FIELD REPORT

| Code P 4150 | Original Complaint BRKE PEDAL SINKS | | | Probable Cause/Solution ACTIVATE ABS?; REPL MOD | | | | |
|--------------------|--|-------------|----------|---|------------------|-------------|---|--|
| | | | Resin So | • | None N/A | | ite: leage: 35,480 | |
| Dealer #: | 207808 | TZ: | MST | VIN: 1HG | CM826X3A | Err: | | |
| Dir Cont: | ANDREW ZEISLER | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (801) 295-4477 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | CARY WINGET | | | Doors: | 2DR | WD: | 2 | |
| Parts Mgr: | CRAIG WILSON | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | WILLEY HONDA | | | Desc: | ACCORD 2DR EX- | V6 6CYL 240 | 0HP 3.0L | |
| | 2215 SOUTH 500 WEST | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG | 12 S. British (1967) • 2 B. Maria (1967) | |
| | BOUNTIFUL | UT 84010 | | Engine #: | | Trans # | | |

Fax #: (801) 295-6831

10F

Zone/Dist:

Date

Em Type:

Case Type: Technical

RO #:

W.O. #:

Tech Line Suggests

Phone: (801) 295-4477

DPSM: Kelly Goodwin

Previous Dealer/Contact

Information from Dealer

| rech Line Suggesis | information nom Dealer |
|--|---------------------------------|
| 12/16/2005 GARYR | |
| 1 12/16/05 14:44:03 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | S FOR |
| 3 THIS PROBLEM?> | NO |
| 4 12/16/05 14:44:11 GARYR:> | |
| 5 ACTIVATE ABS AND BLEED | |
| 6 JE PEDAL IMPROVES REPLITHE MOD | |

| | | IGUIL | IIIE V | III.act N | ehorr | |
|----------------------------------|---|--------------------|-------------------------------|--------------|--------------------|-------------------|
| T/L Ref# | Created By | | Date Cr | eated | Last Edited By | # of Edits |
| 1391687 | JOHNB | | 07/08/20 | 004 | TOMP | 5 |
| Code | Original Complaint BRKE PEDAL TO FLOOR | | Probabl | le Cause/Sol | lution | |
| P 4150 | | | MODULATOR; HAVE DPSM EVALUATE | | | |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 13,471 |
| Dealer #: | 208158 | TZ: | EST | VIN: 1HG | CM82623A | Err: |
| Dir Cont: | STEVEN | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (941) 743-8883 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | STEVE GAY | | | Doors: | 2DR | WD : 2 |
| Parts Mgr: | PHILLIP BOYLES | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | CHARLOTTE HONDA | | | Desc: | ACCORD 2DR EX-V6 | 6CYL 240.0HP 3.0L |
| , | · · · · · · · · · · · · · · · · · | 1252 TAMIAMI TRAIL | | WhtBdy: | P/S, SUN ROOF, ABS | , AIR BAG, |
| | PORT CHARLOTTE | FL 33953 | | Engine #: | | Trans #: |
| Phone: (941) 743-8883 | | | , | Em Type: | | |
| DPSM: ERIN BAILEY Zone/Dist: 07K | | | RO #: | | | |
| Previous De | ealer/Contact Date | | | Case Type | Technical | |
| | | | | W.O. #: | | |
| | | | | | | |

Tech Line Suggests

Information from Dealer

| 7/8/2004 JOHNB | |
|---|---|
| 1 07/08/04 12:41:40 ISIS:> | BRAKE PEDAL GOES TO FLOOR - MOSTLY IN AM WHILE |
| 2 | |
| 3 | BACKING - OWNER STATES SHE HAS TO PUMP BRAKE |
| 4 07/08/04 12:47:41 JOHNB:> | PEDAL |
| | WE ARE NOT ABLE TO PRODUCE, BRAKE WORK FINE, ANY |
| 5 C NO KNOWN 1991/50 . 00 01/195 THE BEDAL WAS | KNOWNS? |
| 6 NO KNOWN ISSUES,SO SINCE THE PEDAL WAS | |
| REPORTED TO THE FLOOR?,DID THE CUSTOMER LOOSE | |
| ALL | |
| 7 | BRAKES>NO |
| 8 SO THEN PRESUME POSSIBLY A SOFT OR LOW | POSSIBLY |
| PEDAL-> | |
| 9 CUSTOMER INVOLED IN ANY ACCIDENTS, HIT ANY | |
| OBJECTS,OR INJURED | |
| 10 | NO,NONE;CAR NOT DAMAGED |
| 11 WILL FAX "ALLEGED BRAKE FAILURE" CHECKS AND | |
| PROCEDURES; NEED TO INSPECT BRAKE SYSTEM | |
| 12 | COMPLETELY; NOTE ALL FINDINGS; PRODUCE |
| 13 | COMPLAINT; PRESSURE BLEED, EXERCISE ABS AND |
| | PRESSURE |
| 14 | BLEED AGAIN;CB WITH ALL FINDINGS;DPSM IF |
| 15 | NECESSARY |
| 16 PLEASE ALSO SEE: | |
| 17 HSN-96/02I BRAKE PDL SINKS @ STOPS (M/CYL TEST | |
| #2) | |
| 18 HSN-95/02C BRAKE PEDAL SINKS @STOPS (M/CYL | |
| TEST #1) | |
| 19 FAXED: | |
| 20 HTL-INFO ALLEGED BRAKE FAILURE (POLICY) | |
| 21 FAX# 941 743 4487 | |
| 22 07/09/04 07:30:04 GEORGEK:> | John, since this only happens in the AM it is |
| 23 | likely that the complaint is related to the brake |
| 24 | booster check valve, please refer the tech to HSB |
| 25 | 04-012. thanks |
| 26 07/12/04 06:36:42 KENE:> | TOOK THE CAR HOME AND WHEN I 1ST STEPPED ON |
| 27 | THE BRAKE THE PEDAL WENT ALMOST TO THE FLOOR. |
| 28 | CAN PUMP THE PEDAL AND IT GETS NORMAL THEN OK |
| 29 | THE REST OF THE DAY |
| 30 HARD PEDAL OR LOW PEDAL?> | LOW, HAS MORE TRAVEL THAN NORMAL. WE REPLACED |
| 31 | THE MASTER CYL AND SAME |
| 32 HAVE DPSM EVALUATE THE MODULATOR | |
| 33 09/02/04 06:29:59 TOMP:> | |
| 34 09/02/04 06:29:12 ISIS:> | WE LOST THE REFERENCE # TO THIS CAR BACK IN |
| 35 | JULY |
| 36 SO ALL YOU NEED IS THE REF NO? | · · · · · · · · · · · · · · · · · · · |
| 37 | YES. |
| 38 GAVE. | |
| | |

| T/L Ref# | Crea | ted By | Date Cre | eated | Last Edited B | у | # of Edits | |
|--------------------|--------------------------------------|-----------------------|----------|--------------|-------------------|--------------|---------------|--|
| 1634952 | LAN | CEK | 08/25/20 | 05 | LANCEK | | 1 | |
| Code P 4150 | Original Complaint BRKE PEDAL IS LOW | | | e Cause/Solu | | | | |
| 1 4100 | DIVICE PEDAL IS LOW | | ABS MO | DULATOR; F | REPLACE THE ABS I | MODULATOR | | |
| | | | Resin So | ource: | None | Da | te: | |
| | | | Status: | | N/A | Mil | leage: 41,090 | |
| Dealer #: | 207132 | TZ: | PST | VIN: 1HG | CM826X3A | Err: | | |
| Dir Cont: | SETH TYSON | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (425) 355-7500 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | WESLEY POSTLE | | | Doors: | 2DR | WD: | 2 | |
| Parts Mgr: | WESLEY POSTLE | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | KLEIN HONDA | | | Desc: | ACCORD 2DR EX- | V6 6CYL 240. | 0HP 3.0L | |
| | 10611 EVERGREEN WAY SO | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | | |
| | EVERETT | WA 98204 | | Engine #: | | Trans #: | | |
| Phone: (42 | 5) 355-7500 | Fax #: (425) 347-8400 | | Em Type: | | | | |
| DPSM: PE | TER HOLT | Zone/Dist: 02A | | RO #: | | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | | |
| | | | | W.O. #: | | | | |

Tech Line Suggests

Information from Dealer

| recir Line Ouggests | information from Dealer |
|--|--|
| 8/25/2005 LANCEK | |
| 1 08/25/05 10:06:24 ISIS:> | CUSTOMER STATES PEDAL IS VERY LOW WHEN BRAKES |
| | APPLIED |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 IF YES, REPAIR DESCRIPTION?> | BLEED BRAKES PEDAL FIRM AFTER 4K PEDAL VERY LOW |
| · 6 대통령 바로리로 하는 호텔 전략 - 로 하는 회사, 등로급 : 1 및 | AGAIN. |
| 7 08/25/05 10:06:49 LANCEK:> | CUST STATES THE BRAKE PEDAL IS LOW. |
| 8 DUPLICATE?> | IYES 레인크를 시작는 지원들의 기를 받는 그리는 모든 모든 다 |
| 9 IF YOU BLEED THE BRAKES DOES THE PEDAL | |
| 10 COME BACK UP?> | YES THE THE TO SEE A SECTION OF THE PROPERTY O |
| 11 REPLACE THE ABS MODULATOR | |

| T/L Ref # 1535419 | | eated By RYR | Date Created 03/11/2005 | Last Edited GARYR | By # of Edits |
|--|--|--|--|--------------------------------|-------------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL SINKS | | Probable Cause/S ACTIVATE ABS A | Solution AND BLEED?; REPL M | OD |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 39,899 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207921 JOSEPH PABON (219) 922-3100 SHAWN HAUGH DAVE PROPECK BOSAK HONDA 9800 INDIANAPOLI | TZ: Training %: Extn: S BLVD IN 46322 | Year: Tran: Doors: Fact: Desc: WhtBdy | : P/S, SUN ROOF, | 경기를 받는 어린 물리가 되는 그 없는 그리고 있다. |
| DPSM: TI | 19) 922-3100 A MARIE BATTLE ealer/Contact | Fax #: (219) 922-311 Zone/Dist: 08F Date | Em Type RO #: Case Ty W.O. #: | | Trans #: |

| rech Line Suggests | Information from Dealer |
|--|--|
| 3/11/2005 GARYR | |
| 1 03/11/05 13:23:20 ISIS:> | PEDAL SINKS TOO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS F | FOR 등 라마라 전 이 보이 보다면 할 때 말을 보는 사람들이 얼마를 하는 것 같다. |
| 3 THIS PROBLEM?> | NO |
| 4 03/11/05 13:23:28 GARYR:> | REPLD M/C N/C |
| 5 ACTIVATE ABS 3X DRIVING THE BLEED | |
| 6 IF PEDAL RETURNS TO NORMAL REPL THE MOD | |

| T/L Ref# | Crea | ted By | Date Cre | ated | Last Edited | By # of Edits |
|--------------------|-----------------------------------|-----------------------|---------------------|-----------|-----------------|--------------------------|
| 1462135 | KEIT | HC | 11/04/20 | 04 | KEITHC | 1 |
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | | Cause/Sol | | 70 P |
| | | | | • | REPLACE MODULAT | |
| | | | Resin So Status: | ource: | None N/A | Date: Mileage: 30,514 |
| Dealer #: | 208015 | TZ: | EST | VIN: 1HG | CM82693A | Err: |
| Dir Cont: | KENNY | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (270) 444-6632 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | DON COOKSEY | | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | DON COOKSEY | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | BLUEGRASS HONDA | | | Desc: | ACCORD 2DR EX | (-V6 6CYL 240.0HP 3.0L |
| | 3201 PARK AVENUE | | | WhtBdy: | P/S, SUN ROOF, | |
| | PADUCAH | KY 42001 | | Engine #: | | Trans #: |
| Phone: (2 | 70) 444-6632 | Fax #: (270) 575-9805 | | Em Type: | | |

Tech Line Suggests

DPSM: David Jackson

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

| | inioniation none pealer |
|------------------------------------|----------------------------------|
| 11/4/2004 KEITHC | |
| 1 11/04/04 09:25:48 ISIS:> | LOW BRAKE PEDAL |
| 2 11/04/04 09:26:16 KEITHC:> | CAR STOPS, PEDAL ALMOST TO FLOOR |
| 3 EXCERSIZE ABS, REPLACE MODULATOR | |

RO #:

W.O. #:

Zone/Dist: 08K

Date

| T/L Ref # 1916645 | Created By JIMH | Date Created 09/01/2006 | Last Edited I JIMH | By # of Edits 1 |
|---|--|--------------------------------|--|---|
| Code Original Co P 4150 POOR BRA | omplaint AKE PEDAL | Probable Cause/S ABS MODULATOR | olution R?; INSP MOD FOR IN | TERNAL LEAK |
| | | ResIn Source: Status: | None N/A | Date: Mileage: 37,183 |
| Dealer #: 208225 Dir Cont: THOMAS | TZ: JOYCE Training %: | EST VIN: 1H | GCM82273A 2003 | Err: Model: ACCORD V6 |
| Serv Ph: (603) 893 Serv Mgr: CURT GF | -7766 Extn: | Tran: | 5AT 2DR | Trim: LX-V6 WD: 2 |
| | IICHAUD GHAM HONDA TH BROADWAY NH 03079 | Fact: Desc: WhtBdy: Engine # | MARYSVILLE ACCORD 2DR LX POWER STEERIN | Country: USA -V6 6CYL 240.0HP 3.0L IG, ABS, SRS AIRBAG, Trans #: |
| Phone: (603) 893-7766 | Fax #: (603) 893-303 | | | |

Tech Line Suggests

DPSM: John Sytulek

Previous Dealer/Contact

Zone/Dist:

Date

09J

Information from Dealer

| | momation nome bearer |
|--|---|
| 9/1/2006 JIMH | |
| 1 09/01/06 13:56:32 ISIS:> | BRAKE PEDAL IS SOFT AND BRAKES DO NOT STOP AS |
| | WELLAS THEY SHOULD. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | Tyes - 스트리스 트레이터 아이트 스스 스타스 스타스 스트리스 플레디트로 |
| 5 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER BRAKE BOOSTER AND BLEED |
| 6 09/01/06 13:57:08 JAMESH:> | |
| 7 CHECK THE BRAKE SW ADJ | |
| 8 CHECK THE FOR AIR IN LINES | |
| 9 CHECK ABS MODULATOR FOR AN INTERNAL LEAK | |
| | |

RO #:

W.O. #:

Case Type: Technical

| T/L Ref # 1598765 | Crea KEIT | ted By HC | Date Created 06/28/2005 | Last Ed KEITHO | lited By # of Edits | | |
|--|---|---|---|---|--|--|--|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | Probable Cause/Solution REPLACE MODULATOR | | | | |
| | | | Resin Source Status: | e: None N/A | Date: Mileage: 36,000 | | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 206624 MICHAEL (386) 253-4478 MICHAEL LUTTRELI RALPH MORFORD JON HALL HONDA 330 NORTH NOVA F DAYTONA BEACH | | Yea Tra Doo Fac Des Whi | n: 5AT ors: 4DR t: MARYSVILL cc: ACCORD 4D | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 E Country: USA OR EX-V6 6CYL 240.0HP 3.0L OOF, ABS, AIR BAG, Trans #: | | |
| DPSM: DA | 86) 253-4478 AVID CATHCART ealer/Contact | Fax #: (386) 253-4512 Zone/Dist: 07J Date | RO | e Type: Technical | | | |

Tech Line Suggests

Information from Dealer

| 6/28/2005 KEITHC | |
|--|--|
| 1 06/28/05 07:03:45 ISIS:> | BRAKE PEDAL TO FLOOR, 2 MASTER CYLS REPLACED, 1ST |
| - 12 역회사 교통을 받으면 본 리티트 교육을 차는 이름을 다 | AT 27878 & 35292, OWNER CALLED ME BY PHONE TODAY |
| 3 | &SAID ONCE AGAIN PEDAL TO FLOOR, ACTUAL MILEAGE UN |
| | K DUE TO OUT OF TOWN & WILL BRING BACK TODAY IN |
| 5 | AFTERNOON. |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | R 이 프로젝트 한 분호 타고 보고 보고 하는 이 이른 방송 살아, 보고 마다 되다. |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | 2 MASTER CYLS, & SB 03-069A |
| 9 06/28/05 07:04:18 KEITHC:> | |
| 10 REPLACE MODULATOR> | |

| T/L Ref # 2283611 | C rea CHR | ted By ISV | Date Cre 02/23/20 | | Last Edited E CHRISV | 3 y | # of Edits |
|--|--|---|--------------------------|--|--|---------------|--------------------|
| | Original Complaint LOW PEDAL | | | | tion S THEN BLEED SY None N/A | Dat | e: eage: 53,219 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207592 WHEELER (410) 363-8700 MICHAEL THOMPSO ROD HOBBS NORTHWEST HONE 9701 REISTERSTOV OWINGS MILLS |)A | EST 0 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2003 5AT 2DR MARYSVILLE ACCORD 2DR EX- P/S, SUN ROOF, A J30A41035126 | ABS, AIR BAG, | |
| The State of the S | D) 363-8700 pert Borzilleri aler/Contact | Fax #: (410) 363-4231 Zone/Dist: 06E Date | | Em Type: RO #: Case Type: W.O. #: | 281251 Technical | | |

Tech Line Suggests

Information from Dealer

| redir Eine Oaggests | momation nom board. |
|---|---|
| 2/23/2007 11:08:14 AM CHRISV | |
| 1 | BRAKE PEDAL GOES TO FLOOR |
| 다. 2 학생들은 하다 모든 하라고 하는 것은 사람들이 살으면 하는 것이 없다. | BLED SYSTEM AND SEEMS TO BE FINE RIGHT NOW BUT I |
| | DONT WANT A COME BACK |
| 3 ANY HISTORY OF BRAKE WORK | FIRST TIME THE CUST HAS BEEN HERE. IT DOES HAVE A/M |
| | BRAKE PADS |
| 4 GO OUT AND MOD THE ABS A COUPLE OF TIMES THEN | |
| REBLEED THE SYSTEM. IF IT COMES BACK REPLACE | |
| THE ABS MOD | |

| | | | | TICOC I | | |
|---------------|---------------------------|-------------------|----------|------------|-------------------|------------------------|
| T/L Ref # | Created | Ву | Date Cre | eated | Last Edited By | y # of Edits |
| 1394859 | TOMP 07/14/20 | | 004 | PAULI | 1 | |
| Code | 3 | | Probabl | e Cause/So | lution | |
| P 4150 | 1150 LOW BRAKE PEDAL FAUL | | FAULTY | ABS MOD | ULATOR; REPLACEM | ENT? |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | P WPI | Mileage: 18,615 |
| Dealer #: | 206568 | TZ: | PST | VIN: 1HC | GCM66503A | Err: |
| Dir Cont: | AUGUSTINE | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (310) 264-4900 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | ALVIN FIKE | | | Doors: | 4DR | WD : 2 |
| Parts Mgr: | IVAN GUTIERREZ SOTO |) | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HONDA OF SANTA MON | | | Desc: | ACCORD 4DR EX-\ | V6 6CYL 240.0HP 3.0L |
| | 1720 SANTA MONICA B | T-1 | | WhtBdy: | P/S, SUN ROOF, AI | BS, AIR BAG, |
| | SANTA MONICA | CA 90404 | | Engine #: | | Trans #: |
| Phone: (3 | 10) 264-4900 Fa | x #: (310) 828-11 | 59 | Em Type: | | |
| DPSM: W | ALTER ADAMS Zo | ne/Dist: 01D | | RO #: | | |
| Previous De | ealer/Contact Da | ıte | | Case Type | : Technical | |
| | | | | W.O. #: | | |
| | | | | | | |

Tech Line Suggests

Printed: 06/29/2009 5:58:40PM By SYSTEM

Information from Dealer

| 7/14/2004 TOMP | |
|--|---|
| 1 07/14/04 09:28:16 ISIS:> | WHEN BRAKING THE WILL DROP NOTICEABLY |
| 2 07/14/04 09:28:25 TOMP:> | AUGUSTINE: |
| 3 | REPLACED THE MASTER CYLINDER AND VACUUM |
| 4 | BOOSTER. |
| 5 WHY WERE THOSE PARTS REPLACED? | |
| 6 | BRAKE PEDAL WAS LOW; SO REPLACE MASTER |
| 7 | CYLINDER. |
| 8 | THEN HE COME AND THERE IS A NOISE IN THE |
| 9 | BRAKES. |
| 10 | SO REPLACE THE BOOSTER FOR THE NOISE. |
| 11 | TODAY CUSTOMER COME AND THE BRAKE PEDAL IS TO |
| 12 | THE FLOOR. |
| 13 HAVE YOU DRIVEN THE CAR?> | YES |
| 14 DOES THE CAR STOP?> | YES |
| 15 EXERCISE ABS; THEN BLEED THE BRAKES. | |
| 16 IF PEDAL FEEL IS OK; ABS MODULATOR IS FAULTY. | |
| 17 07/14/04 12:54:17 PAULI:> | WILL ARRANGE FOR PART>HAM, JEREMY GERRARD |
| 18 | FAXED SHIP REQUEST |
| 19 07/22/04 14:15:36 PAULI:> | CARL, ADVISOR |
| 20 STATUS?> | NO PRTS RPLCD, CAR RETURNED TO CUST |
| 21 WHAT HAPPENED?> | PER TL, TECH BLED & EXERCISED BRKE SYSTEM. IT |
| 22 | WAS OK, SO WE RELEASED. |
| 23 IF AFTER DOING THE BLEEDING & EXERCISES, THE | |
| 24 MODULATOR SHOULD HAVE BEEN REPLACED!> | THATS NOT WHAT TECH SAID |
| 25 PLSE ARRANGE TO R&R MODULATOR & SEND TO | |
| FACTORY | |
| 26 I WILL REFAX SHIP INFO TO YOU> | OK |
| 27 | FAXED SHIP REQUEST |
| 28 07/29/04 11:42:49 PAULI:> | VALERIE, ADVISOR |
| 29 | HAVE PRTS, WAITING FOR CUST |
| 30 | REFAXED SHIP INFO |
| 31 08/04/04 12:45:33 PAULI:> | NO CLM |
| 32 08/05/04 10:44:05 PAULI:> | VALERIE |
| 33 | CUST MISSED APPOINT, WILL RESCHEDUL |
| 34 THANKS | |
| 35 | REFAXED SHIP REQUEST |
| 36 08/11/04 11:05:08 PAULI:> | NO CLM |
| 37 | CARL, ADVISOR |
| 38 | WILL SEND WHEN DONE, WE HAVE YOUR REQUEST |
| 39 09/20/04 14:40:24 PAULI:> | CLM #3111151 (\$819.19/ PAID 8/20/04) |
| 40 | R&R 57110-SDB-023 |
| 41 DLR HAS DCS MSG TO SEND TO HAM WPI | |

| | | | I OOII E | | THE COURT INC | porc | | | |
|----------------------|----------------|---------|----------------------------|---------|--|------------------|---------------|--------------|--|
| T/L Ref # 1730069 | • | | Date Created 01/30/2006 | | Last Edited E | Ву | # of Edits | | |
| | | | | | | | | | |
| Code P 4150 | | | | | robable Cause/Solution | | | | |
| P 4150 | | | | MODUL | MODULATOR; EXERCICE ABS AND BLEE | | EED ARE PER | D ARE PER SM | |
| | | | | Resin S | ource: | None | Da | te: | |
| | | | | Status: | | N/A | Mil | eage: 33,173 | |
| Dealer #: | 208194 | | TZ: | CST | VIN: 1HG | CM826X3A | Err: | | |
| Dir Cont: | JOSH BENNET | Т | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (423) 478-5301 | | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | THOMAS BARI | ROW III | | | Doors: | 2DR | WD: | 2 | |
| Parts Mgr: | RICK WATKINS | 3 | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | HONDA OF CL | EVELAND | | | Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L | | | | |
| | 2701 S. LEE HI | | | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | | |
| | CLEVELAND | | N 37311 | | Engine #: | | Trans #: | | |
| Phone: (42 | 23) 478-5301 | Fax # | : (423) 473-6782 | 2 | Em Type: | | | | |
| DPSM: Mi | chael Murphey | Zone | Dist: 07B | | RO #: | | | | |
| Previous De | ealer/Contact | Date | | | Case Type: | Technical | | | |
| | | | | | W.O. #: | | | | |

9 10

| Tech Line Suggests | Information from Dealer |
|---|--|
| 1/30/2006 LANCEK | |
| 1 01/30/06 13:30:09 ISIS:> | BRAKES FEEL SPONGEY. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 01/30/06 13:30:17 LANCEK:> | BRAKES FEEL LOW, HAVE REPLACED THE MASTER CYL. |
| 5 CHECK BRAKE SYSTEM, SLIDE PINS?> | YES, THEY ARE GOOD. |
| 6 EXERCISE THE ABS, AND BLEED AS PER THE SM 2-3X. | |
| 7 IF THE PEDAL FEEL IS NORMAL REPLACE THE ABS | |
| 8 MODULATOR | |

| T/L Ref# | • | | | | Last Edited B | By # of Edits | |
|---------------|---------------------|-------------|----------------------------------|---------|---------------------|------------------|--|
| 1400226 | | | | | 1 | | |
| Code | Original Complaint | | Probable Cause/Solution | | | | |
| P 4150 | PEDDLE LOW AND SOFT | | ABS MODULATOR?; REPLACE HTL 4150 | | R?; REPLACE HTL 415 | 60 | |
| | | | Resin S | Source: | None | Date: | |
| | | | Status: | | PHAM | Mileage: 25,537 | |
| Dealer #: | 206594 | TZ: | CST | VIN: 1H | GCM82653A | Err: | |
| Dir Cont: | RAFAEL | Training %: | | Year: | 2003 | Model: ACCORD V6 | |

Serv Ph: (210) 680-3371 Extn: Serv Mgr: **RUSSELL ZEMIS** Parts Mgr: **ALLEN POOLE** Dir Name: **GUNN HONDA** 14610 IH 10 WEST SAN ANTONIO TX 78249

Phone: (210) 680-3371

DPSM: JERRY MEADE Previous Dealer/Contact Fax #: (210) 647-5545

03B

Zone/Dist:

Date

Tran:

Doors:

Fact:

Desc:

WhtBdy:

5AT

2DR MARYSVILLE

Country: USA ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L

Trim:

WD:

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

Em Type: RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1 07/22/04 13:51:11 ISIS:> | BRAKE PEDAL GOES TOO FAR TO THE FLOOR |
|--|--|
| 2 07/22/04 13:51:30 DAVEK:> | 1X WE REPLACED MASTER AND BLEED.3 WEEK LATER |
| 3 ?> | 2X BLEED AND ROLLED |
| 4 ?> | 3X WE CALLED YOU. PEDDLE IS VERRY LOW. BLEED |
| 5 | SYSTEM AND IT HELPED BUT STILL VERRY LOW |
| 6 PEDDLE PUMP UP ?> | A LITTLE. |
| 7 REPLACE ABS MODULATOR HTL 4150 | |
| 8 PEND TO PAUL FOR SHIPPING TO Jeremy Gerrard. | |
| 9 07/22/04 14:02:25 PAULI:> | WILL ARRANGE |
| 10 | FAXED SHIP REQUEST |
| 11 07/29/04 09:51:11 PAULI:> | PARIS,ADVISOR |
| 12 | DONE PER RO #101485 |
| 13 | REFAXED INFO>LINDA,WARR |
| 14 07/30/04 09:38:51 PAULI:> | LINDA |
| 15 | WE SENT PER A/B #8245-5913-1990 |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1546597 | Created By CHRISV | Date Created 03/31/2005 | Last Edited By CHRISV | # of Edits |
|-----------------------------|--------------------|--------------------------------|--------------------------|----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | LOW PEDAL | ABS MOD; REPLA | CE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 8,179 |

| Dealer #: | 208322 | | TZ: | ES' |
|------------|-------------------------------------|--------|-------------|------|
| Dir Cont: | DAVID TILIMON | | Training %: | |
| Serv Ph: | (419) 893-5581 | 1 | Extn: | |
| Serv Mgr: | MARK JOHNSON | | | |
| Parts Mgr: | DONALD DRISCOLL | | | |
| DIr Name: | JIM WHITE HONDA 1505 REYNOLDS RO | DAD | | |
| | MAUMEE | OH 4 | 43537 | |
| Phone: (41 | 9) 893-5581 | Fax #: | (419) 893- | 2079 |

Fax #: (419) 893-2079 04B

DPSM: OPEN POSIT 2/4/09 Zone/Dist: Previous Dealer/Contact Date

2003 Model: ACCORD V6 Year: EX-V6 Trim: Tran: 5AT 2 WD: Doors: 2DR Fact: Country: USA MARYSVILLE Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

RO #: Case Type: Technical W.O. #:

Em Type:

Tech Line Suggests

Information from Dealer

| 3/31/2005 CHRISV | |
|--|--|
| 1 03/31/05 11:48:16 ISIS:> 2 | BRAKE PEDAL FADESWHEN APPLIEDAND CAR IS HARD TO STOP!! |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | CHNO THE TOTAL THE CONTRACT OF A SECOND SECOND |
| 5 03/31/05 11:48:25 CHRISV:> | M/C HAS BEEN REPLACED 2X ALREADY |
| 6 REPLACE THE ABS MOD | |

| T/L Ref # 1566641 | Created By JOHNB | Date Created 05/04/2005 | Last Edite | d By # of Edits 1 | | |
|----------------------|---------------------|--------------------------------|---|-----------------------|--|--|
| Code P 4150 | | | Probable Cause/Solution POSSIBLY PUSHING THROUGH THE BOOSTER?;GV CHKS | | | |
| | | Resin Source: Status: | None N/A | Date: Mileage: 66,513 | | |

207988 Dealer #: PST TZ: Dir Cont: PAUL COLE Training %: Serv Ph: (530) 758-8770 Extn: Serv Mgr: **DOUGLAS CONRAD** Parts Mgr: DAVE FORTIER Dir Name: **UNIVERSITY HONDA** 4343 CHILES ROAD **DAVIS** CA 95618

Phone: (530) 758-8770 DPSM:

Fax #: (530) 758-8041 BARRY CHANDLER Zone/Dist: 12C

Previous Dealer/Contact

Date

VIN: 1HGCM82623A

2003 Year: Tran:

5AT

2DR

MARYSVILLE

Country: USA ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L

Err:

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

WhtBdy:

P/S, SUN ROOF, ABS, AIR BAG, Trans #:

Engine #: Em Type:

RO #:

Doors:

Fact:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 5/4/2005 JOHNB | |
|---|--|
| 1 05/04/05 14:51:47 ISIS:> | BRAKE PEDAL FADES |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYL. |
| 5 05/04/05 14:52:06 JOHNB:> | CAR HAD ALL BRAKES REPLACED AT AN INDEPENDENT |
| - 6 역외로 발생한 경험 경험 시간으로 보냈는 것 같다. | REPAIR; NOT SURE IF HONDA PARTS; NEW PADS OF |
| 7 | SOME TYPE WERE INSTALLED; AND IT APPEARS THEY |
| | BLED THE SYSTEM, THE COMPLAINT CUSTOMER HAS IT |
| 9 | WITH THE BRAKE PEDAL DROPPING; WHEN YOU COME TO |
| - 10 - 15 - 15 - 15 - 15 - 15 - 15 - 15 | A COMPLETE STOP THE PEDAL WILL DROP FURTHER |
| 11 · · · · · · · · · · · · · · · · · · | I HAVE REPLACED THE MASTER AND BLED THE SYSTEM |
| 12 ************************************ | WITH A VACUUM BLEEDER AND PUMP BLEEDING WITH |
| - 13 - 12 - 13 - 14 - 15 - 15 - 15 - 15 - 15 - 15 - 15 | THE PEDAL NO CHANGE;IF YOU SHUT THE ENGINE OFF |
| 14 | THE BRAKE PEDAL NO LONGER DROPS |
| 15 SO THIS IS ONLY WHEN THE VEHICLE HAS ALREADY | |
| STOPPED 16 *********************************** | Care a la company de la com |
| 17 APPEAR TO BE PUSHING THROUGH THE BOOSTER> | AYES TO THE TELEVISION OF THE STATE OF THE S |
| 18 PLEASE PERFORM THESE CHKS: | |
| 19 HSN-96/02I BRAKE PDL SINKS @ STOPS (M/CYL TEST | |
| #2) | |
| 20 HSN-95/02C BRAKE PEDAL SINKS @STOPS (M/CYL | |
| TEST #1) | |
| 21 IF NOT PUSHING THROUGH BOOSTER AND NEW | |
| MASTER CHECKS OK; THEN PRESSURE BLEED | |
| SYSTEM;THEN EXERCISE | |
| | ABS IN A SAFE LOCATION; THEN PRESSURE BLEED |
| 23 | AGAIN; NOTE PEDAL FEEL; MAKE SURE THIS PEDAL FEEL IS |
| 24 [184] A. B. | NOT RELATED TO DISHED OR BEYOND DIMENSIONED |
| 25 | ROTORS,SOFT OR THIN AFTERMARKET PADS,OR ANYTHING |
| 26 | RELATING TO THEIR REPAIRS. |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| *************************************** | | | | HILLOUGE IE | Opoic | |
|---|--|------------|--------------------------|--|-----------------------------|---|
| T/L Ref # 1768305 | Created By Date Cre KEITHC 03/14/20 | | | | Last Edited JOHNB | By # of Edits |
| | Original Complaint Probable | | e Cause/Sol BLEED,EXE | lution ERCISE,PRESS BLE | EED;RE-EVAL;CB | |
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 29,216 |
| , | 206917 KEVIN HAUGLIE (414) 328-3500 MATTHEW SMEISK CRAIG MANKA SCHLOSSMANN'S F 3450 SO. 108TH STI MILWAUKEE 4) 328-3500 yne Nicklas aler/Contact | HONDA CITY | CST | VIN: 1HG Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: Case Type W.O. #: | P/S, SUN ROOF, | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA X-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |

Tech Line Suggests

Information from Dealer

| 0/00/00000 V/FINIO | |
|--|---|
| 3/23/2006 KEITHC | |
| 1 03/14/06 14:23:12 ISIS:> | LOW PEDAL AFTER LF BRAKE CALIPER REPLACEMENT |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 03/14/06 14:23:46 KEITHC:> | REPLACED L/F CALIPER, SLIDE PIN STUCK |
| 5 POSS MODULATOR> | |
| 6 EXCERCIZE ABS> | |
| 7 IF IT FEELS BETTER, REPLACE MODULATOR> | |
| 8 03/21/06 13:16:21 KEITHC:> | SYSTEM FELT BETTER, REPLACED MODULATOR, N/C |
| 9 | PEDAL SINKS WITH HARD APPLICATION |
| 10 DOES ABS WORK> | YES |
| 11 | |
| | REPLACED M/C, N/C |
| 12 PEDAL HI/HARD W/O ENGINE> | YES |
| 13 DROP MORE THAN 1" WHEN ENGINE IS STARTED> | YES, ALMOST GOES TO THE FLOOR |
| 14 CAN YOU PUMP IT UP> | YES, THEN IT DROPS AFTER YOU RELEASE |
| 15 POSS BENT CALPER BRACKET> | |
| 16 03/23/06 11:55:39 johnb:> | CALIPER BRACKET NOT BENT; NOTHING TOUCHING |
| 17 | CALIPER |
| 18 SO SINCE YOU STILL ARE HAVING BRAKE ISSUES WITH | |
| THIS CAR,LET'S REVIEW WHAT YOU HAVE DONE SO | |
| FAR | |
| 19>OK | |
| 20 YOU HAVE REPLACED?> | MASTER AND MODULATOR; CAR HAS NEW PADS AND |
| 21 | ROTORS;CALIPERS MOVE FREELY AND ARE NOT |
| 22 | BINDING;THE LF FT FRONT CALIPER WAS REPLACED |
| 23 | TWICE WITH NO CHANGE; PARK BRAKE ADJUSTMENT |
| 24 | |
| 25 ANY SYSTEM LEAKS> | OK,NOTHING BINDING |
| | NONE |
| 26 AND YOU PEDAL DOES EXACTLY?> | DROPS NEAR THE FLOOR AT STOPS |
| 27 DOES VEHICLE HOLD IN GEAR AGAINST THE BRAKES-> | YES |
| 28 WHAT ABOUT DRIVING, HOW DO THE BRAKES WORK> | THEY STOP THE CAR, CAN ABS CAR, BUT PEDAL SINKS |
| 29 THIS PEDAL DOES NOT COMPARE TO FEEL OR | |
| OPERATION AS A KG? | |
| 30 | NO |
| 31 IS THERE,OR WAS THERE ANY CONTAMINATION IN THE | |
| BRAKE FLUID? | |
| 32 | NONE |
| 33 HAVE YOU TRIED TO APPLY METAL BLOCKS OR | |
| CLAMPS TO THE CALIPER PISTONS TO STOP PISTONS | |
| FROM | |
| 34 | MOVING; THEN NOTICE WHAT THE PEDAL DOES |
| 35>YES,STILL THE SAME | |
| 36 YOU APPEAR TO BE DEALING WITH AIR, HOW ARE YOU | |
| BLEEDING THE CAR | |
| 37 | PUMPING THE PEDAL AND POWER BLEEDING |
| 38 SO YOU ARE PRESSURE BLEEDING?> | YES |
| 39 HOW MANY TIMES> | |
| | ONCE |
| 40 PRESSURE BLEED AGAIN, THEN EXERCISE ABS IN A | |
| SAFE LOCATION; THEN PRESSURE BLEED | |
| AGAIN;RE-EVAL | |
| 41 | PEDAL;CB;ALSO PLEASE SEE: |
| 42 HSN-96/02I BRAKE PDL SINKS @ STOPS (M/CYL TEST | |
| #2) | |
| 43 HSN-95/02C BRAKE PEDAL SINKS @STOPS (M/CYL | |
| TEST #1) | |

| 있는데 아무들이 가고 있다. 동안 그렇게 하면 만든 그렇게 하면서 생활을 하는데 지난다. 그들 말다. | | | Date CreatedLast Edited By# of Edits05/03/2007STEVEN1 | | | | | |
|--|----------------|----------------------|---|------------------------------------|-------------------------------|-------------------------|--------------|--|
| Code Original Complaint P 4150 BRAKE PEDAL LOW AND SPONGY | | TCS M | le Cause/Solu OD?; ACTIVA ⁻ Source: | | ABS, BLEED BRAKES. REPLACE MO | | OD | |
| | | | Status: | 7 | N/A | Mil | eage: 22,113 | |
| Dealer #: | 208128 | TZ: | PST | VIN: 1HGC | CM82603A | Err: | | |
| Dir Cont: | TSUTOMU | Training %: | 68 | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (818) 782-3400 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | DENNIS KRAMEI | | | Doors: | 2DR | WD: | 2 | |
| Parts Mgr: | PATRICK BIGGS | | | Fact: | MARYSVILLE | Country: | USA | |
| DIr Name: MILLER HONDA 5355 VAN NUYS BLVD. VAN NUYS CA 91401 | | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A | .BS, AIR BAG, |) HP 3.0 BAYA5049396 | | |
| Phone: (81 | 8) 782-3400 | Fax #: (818) 779-084 | 0 | Em Type: | J30A41049214 | II alis #. | BA1A3049396 | |
| | LTER ADAMS | Zone/Dist: 01D | | RO #: | 23294 | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | | |

Tech Line Suggests

Information from Dealer

| 5/3/2007 11:14:00 AM STEVEN | |
|---|--|
| 1 . | BRAKE PEDAL BECOMES SPONGY AFTER PUTTING NEW |
| | PADS ON FRONT AND REAR |
| 2 ANY REPAIRS MADE YET? | YES MASTER CYL |
| 3 DID YOU CUT THE ROTORS? | YES JUST THE FRONT |
| 4 ON CAR LATHE? | YES AND |
| 5 IS THE BRACKET HOLDING THE LATHE BENT, DOES IT | UM I HAVE NOTICED THEY SOMETIME LOOK CONE SHAPED |
| CUT THE ROTORS IN A CONE SHAPE? | |
| 6 THAT COULD BE YOUR CAUSE, BUT HAVE YOU EVER | |
| HAD ANY PROBLEMS BEFORE | |
| 7 HOW LOW DOES THE PEDAL GO | TO THE FLOOR |
| 8 DOES IT FEEL LIKE ITS ON A SPRING | YES FOR THE POST OF THE PERSON |
| 9 HOW ARE YOU BLEED TE BRAKES? | PUSHING THE PEDAL |
| 10 ACTIVATE THE ABS, AND BLEED THE BRAKES AGAIN. IF | POK 돌살 보고 있는 경찰으로 모르는 모르는 그 얼마나 그 모든 |
| THE BRAKES HAVE A HARD PEDAL MOMENTARILY | |
| REPLACE THE TCS MOD | |

| T/L Ref # | Created By Date 0 | | Date Cr | eated | Last Edited By | | # of Edits |
|---------------|---|----------------------|------------|---|------------------|----------|--------------|
| 1836053 | DAVE | EM | 06/02/2006 | | DAVEM | | 1 |
| Code | Original Complaint | Complaint Probab | | | ition | | |
| P 4150 | BRAKE PEDAL TOO LO | WC | AIR IN S | SYSTEM?;BLE | EED SYATEM>EXRCS | ABS | |
| | | | Resin S | ource: | None | Da | te: |
| | | | Status: | | N/A | Mil | eage: 11,432 |
| Dealer #: | 208275 | TZ: | EST | VIN: 1HGC | CM66543A | Err: | |
| Dir Cont: | FABIO VIGGIANI | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (305) 856-3000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CHANDLER NELSEN | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHANDLER NELSEN | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | BRICKELL HONDA 665 S.W. 8TH STREE MIAMI | T FL 33130 | | Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, | | | |
| Phone: (3 | 05) 856-3000 | Fax #: (305) 250-411 | 5 | Engine #: Em Type: | | Trans #: | |
| DPSM: K | EVIN MCCLUNG | Zone/Dist: 07R | | RO #: | | | |
| Previous Do | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 6/2/2006 DAVEM | |
|--|--|
| 1 06/02/06 07:13:14 ISIS:> | CUST STATES BRAKE PEDAL TOO LOW WHEN BRAKING |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 06/02/06 07:14:32 DAVEM:> | see above |
| 5 VRFY?> | YES. STEP ON BRAKE PDL AND IT SLOWLY SINKS |
| 6 WHAT HAVE YOU DONE?> | NOTHING |
| 7 YOU HAVE NOT BLED YET?> | NO |
| 8 START THERE AND EXRCS ABS NEXT> | |

| T/L Ref# | Created By | | Date Cr | eated | Last Edited By | / # of Edits |
|--|--|-----------------------|---------|--|---|---|
| 1448799 | RAYD | 'D 10/13/2004 | | PAULI | 3 | |
| Code P 4150 | Original Complaint Probable | | | ution HE ABS MODULATOI Spoke w/ Dealer N/A | R FIXED Date: Mileage: 19,490 | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208178 MIKE MCBRIDE (504) 888-2277 THOMAS HINES RUSSELL WROTEN ROYAL HONDA 5600 VETERANS BLVD. METAIRIE LA | TZ: Training %: Extn: | CST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2003 5AT 4DR MARYSVILLE ACCORD 4DR EX-V | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA /6 6CYL 240.0HP 3.0L 3S, AIR BAG, Trans #: |
| DPSM: DA | 04) 888-2277 Fax # ANIEL FYFFE Zone ealer/Contact Date | | | Em Type: RO #: Case Type: W.O. #: | Technical | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | Information from Dealer |
|--|---|
| 10/13/2004 RAYD | |
| 1 10/13/04 09:52:03 ISIS:> | BRAKES SEEM SPONGY |
| 2 10/13/04 09:53:42 RAYD:> | THE CAR CAME IN A WHILE BACK WITH A SPONGY |
| 3 | PEDAL, I BLEAD THE BRAKES AND IT WAS FINE, |
| 4 | THEN IT CAME BACK AGAIN SO I REPLACED THE M/C |
| 5 | AND LET IT GO, NOW IT IS BACK AGAIN WITH THE |
| 6 | SAME COMPLAINT |
| 7 DID YOU EXERCISE THE ABS BEFORE BLEEDING?> | NO |
| 8 TRY THAT | |
| 9 11/09/04 14:22:25 ISIS:> | BRAKE PADLE SINKS DIFFRENT DEALER INSTALLED |
| 10 **: | MASTER AND FRONT AND REAR BRAKES AND CUT THE |
| 11 | ROTORS PEDAL STILL SINKS |
| 12 11/09/04 14:22:41 TOMP:> | JAMES: |
| 13 | 21103 MI. |
| 14 REPLACE ABS MODULATOR. | |
| 15 BLEED BRAKES; EXERCISE ABS AND BLEED AGAIN WITH | |
| 16 PRESSURE BLEEDER. | |
| 17 11/09/04 15:59:38PAULI:> | EAVED CHILD DECLIFOR |
| 18 11/11/04 08:00:56 JAMESH:> | FAXED SHIP REQUEST |
| 19 11/11/04 09:33:00PAULI:> | KEN: REPLACED THE ABS MODULATOR FIXED |
| 20 | EMAIL FROM DLR, BEING SENT TODAY |
| 21 11/12/04 16:01:42PAULI:> | (A/B #7921-3470-8321) ABS MOD RCVDFRWD>GK |
| 22 09/01/06 13:35:25pauli:> | ABS MOD SCRAPPED PER GK |
| 22 00/01/00 10.00.20pauli. | ADO WOD SONAFFED FEN GN |

| | IVVII L | | | Poic | |
|--------------------------------|-----------------------|------------------------------|------------|------------------|----------------------|
| | Created By | Date Cre 09/05/200 | | Last Edited E | By # of Edits 1 |
| Code Original Complain | | Probable | Cause/Solu | ition | |
| P 4150 BRAKE PEDAL LC |)W | FAULTY | ABS MODUI | LATOR; REPLACEN | IENT |
| | | Resin So | urce: | None | Date: |
| | | Status: | | N/A | Mileage: 35,067 |
| Dealer #: 206890 | TZ: | PST | VIN: 1HGC | CM66563/ | Err: |
| DIr Cont: JOSEPH | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: (510) 445-5300 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: NORBERT GALL | EGUS . | | Doors: | 4DR | WD: 2 |
| Parts Mgr: CHRIS ESTES | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: AUTOWEST HO | NDA FREMONT | | Desc: | ACCORD 4DR EX | V6 6CYL 240.0HP 3.0L |
| 5780 CUSHING I | | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| FREMONT | CA 94538 | | Engine #: | | Trans #: |
| Phone: (510) 445-5300 | Fax #: (510) 252-5046 | 6 | Em Type: | | |
| DPSM: STEVE TULEJA | Zone/Dist: 12F | | RO #: | | |
| Previous Dealer/Contact | Date | | Case Type: | Technical | |
| | | | W.O. #: | | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|--|---------------------------------------|
| 9/5/2006 TOMP | |
| 1 09/05/06 12:13:58 ISIS:> | BRAKE PEDAL LOW |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKES 4 |
| 5 09/05/06 12:14:09 TOMP:> | JOE: |
| | REPLACED BRAKE MASTERCYLINDER. |
| 7 | CAR BACK TODAY WITH LOW PEDAL. |
| 8 | BLED BRAKES AND PEDAL FEELS FINE NOW. |
| 9 | IT'S DONE THIS TWICE. |
| 10 FAULTY ARS MODULATOR | |

| T/L Ref # | Created By | Date Created | Last Edite | d By # of Edits | | |
|---------------|------------------------|------------------|-------------------------|------------------|--|--|
| 1710208 | KENE | 01/04/2006 | 01/04/2006 KENE | | | |
| Code | Original Complaint | Probable Cause/S | Probable Cause/Solution | | | |
| P 4150 | BRKE PEDAL SOFT | MODULATOR; RE | EPLACE | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 60,871 | | |
| Dealer #: | 206908 TZ: | EST VIN: 11 | IGCM66553A | Err: | | |
| Dir Cont: | KEITH GARRETT Training | %: Year: | 2003 | Model: ACCORD V6 | | |

Serv Ph: (434) 385-6045 Extn: Serv Mgr: **KEVIN HABERMAS** Parts Mgr: THOMAS GLASS Dir Name: **BILLY CRAFT HONDA** 3914 OLD FOREST ROAD

LYNCHBURG VA 24501

Phone: (434) 385-6045 DPSM: Monroe Nute

Fax #: (434) 385-7390 Zone/Dist: 06G

Previous Dealer/Contact

Date

Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: WhtBdy:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG,

Trim:

WD:

EX-V6

2

Country: USA

Engine #: Trans #: Em Type:

RO #: Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/4/2006 KENE | |
|--|--|
| 1 01/04/06 12:57:22 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR AND FEELS WEAK |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER REPLACED AND REAR BRAKES |
| 5 | REPLACED |
| 6 01/04/06 12:57:41 KENE:> | REPLACED MASTER AND STILL HAVE A SOFT PEDAL |
| 7 CAR STOPS?> | YES |
| 8 ACTIVATE ABS AND IF BETTER, REMAN TCS | |
| MODULATOR | |
| 9 | |

| T/L I | Ref # 0957 | Created By GARYR | Date Created 04/07/2005 | Last Edited By TOMP | # of Edits |
|-------|----------------------|---------------------|--------------------------------|------------------------|-----------------|
| | Code | Original Complaint | Probable Cause/S | | |
| P | 4150 | BRAKE PEDAL SINKS | MODULATOR?; RI | EPL | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 38,738 |

Dealer #: 208334 TZ: EST
DIr Cont: PAUL LYON Training %:
Serv Ph: 859-624-2288 Extn:
Serv Mgr:
Parts Mgr:
DIr Name: VALENTINE HONDA

1180DR ROBERT R MARTIN
RICHMOND KY 40475

Phone: 859-624-2288 Fax #: (859) 779-1053

DPSM: JOHN WIGGILL Zone/I
Previous Dealer/Contact Date

Zone/Dist:

Fact:
Desc:
WhtBdy:
Engine #:

Year:

Tran:

Doors:

359) 779-1053 : 04K

RO #:

Case Type: Technical

VIN: 1HGCM66583A

2003

5AT

4DR

MARYSVILLE

Err:

Model:

Trim:

WD:

Trans #:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

P/S, SUN ROOF, ABS, AIR BAG,

ACCORD V6

EX-V6

2

Country: USA

W.O. #:

Em Type:

Tech Line Suggests

LIKE CARS

Information from Dealer

| 4/7/2005 GARYR | |
|--|--|
| 1 04/07/05 14:02:20 ISIS:> | BRAKE PEDAL SINKS - MASTER CYLINDER HAS BEEN |
| · 2 프로젝트로 프로마스 시스크로 트리트 레스트를 | REPLACED - BRAKES BLED THREE TIMES - ALL CALIPERS, |
| 3 | SLIDE PINS, ETC CHECKED - ALL O.K. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | NO |
| 6 04/07/05 14:02:30 GARYR:> | |
| 7 ACTIVATE ABS. IF PEDAL IMPROVES REPL THE MOD. | |
| 8 04/08/05 13:09:07 TOMP:> | PAUL: |
| 9 | REPLACED THE ABS MODULATOR AND STILL HAVE THE |
| 10 Tel 10 Te | PROBLEM. |
| 11 WHICH IS?> | THE PEDAL IS SOFT. |
| 12 DOES CAR FAIL TO STOP?> | |
| 13 WERE BRAKES PRESSURE BLED?> | NO |
| 14 EXERCISE ABS, THEN PRESSURE BLEED BRAKES. | |
| 14 EXERCISE ADS, THEN I RESSORE BELLD BIXARES. | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1436677 | | | | Date Created Last Edited By 09/23/2004 RONM | | y | # of Edits |
|--------------------------|-------------------------------|--------------------|---|---|------------------|----------------|----------------------|
| Code P 4150 | | | Probable Cause/Solution FAULTY BRAKE MASTER CYLINDER; REPLACEMENT | | | | |
| | | | Resin S Status: | ource: | None N/A | Da Mil | te: leage: 15,066 |
| Dealer #: Dir Cont: | 207738 BARNEY LEE | TZ: Training %: | EST | VIN: 1HG Year: | CM665X3A 2003 | Err: Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (941) 758-7997 NANCY ATKIN | Extn: | | Tran: Doors: | 5AT 4DR | Trim: WD: | EX-V6 |
| Parts Mgr: | GEORGE NICHOLS | | | Fact: | MARYSVILLE | Country | : USA |

Phone: (941) 758-7997

BRADENTON

Fax #: (941) 752-2136

DPSM: ERIN BAILEY Previous Dealer/Contact

Dir Name:

Zone/Dist: 07K

FL 34207

Date

HONDA CARS OF BRADENTON

5515 14TH STREET WEST

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

WhtBdy:

P/S, SUN ROOF, ABS, AIR BAG,

Engine #: Em Type:

RO#:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 9/23/2004 TOMP | |
|--|---|
| 1 09/23/04 07:35:38 ISIS:> | CUST. STATES BRAKE PEDAL GOES TO THE FLOOR, |
| 2 | SOFT PEDAL, ALL THE TIME. ALSO INTERMITTENT |
| 3 | BRAKE NOISES. |
| 4 09/23/04 07:35:47 TOMP:> | BJ: |
| 5 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 6 | YES. |
| 7 DOES CAR EVER FAIL TO STOP?> | HAD TO USE PARKING BRAKE TO STOP WHEN PULLING |
| 8 | INTO MY SERVICE BAY. |
| 9 HOW CAN I HELP YOU?> | WHAT SHOULD WE DO? |
| 10 WHAT HAVE YOU DONE?> | BLED THE BRAKES AND CHECKED THE M/C. |
| 11 DID YOU PERFORM THE M/C TEST PER HSN-96/02 | |
| 12 | YES. |
| 13 DID THE M/C PASS OR FAIL?> | THE SHOP FOREMAN SAID IT FAILED. |
| 14 DID YOU REPLACE IT?> | NO; S/F SAID TO CALL FIRST. |
| 15 SINCE YOU TOLD ME EARLIER THAT YOU HAD TO USE | |
| 16 THE PARKING BRAKE TO STOP THE CAR, I WOULD | |
| SUGGEST | |
| 17 THAT YOU START WITH THE M/C, AS THE SN TEST | |
| INDICATED. | |
| 18 SOME LOW PEDAL CONDITIONS CAN BE CAUSED BY | |
| THE ABS | |
| 19 MODULATOR. BUT YOUR STATED SYMPTOM DOES NOT | |
| FIT. | |
| 20 09/27/04 15:21:25 RONM:> | EMAILED TO DPSM |
| 21 D220146 HUTSON BARNEY LEE 090904 W A 0030 | |
| TECHNICIAN 8% | |
| 22 | |
| 23 | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1656658 | Created By TOMP | Date Created 10/03/2005 | Last Edit PAULI | ed By | # of Edits 1 |
|----------------------|---|------------------------------------|---|----------|-----------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | Probable Cause FAULTY ABS M | e/ Solution IODULATOR;REPAIR AS | NEEDED | |
| | | Resin Source: | None | Date: | |
| | | Status: | P MAP | Mileage: | 21,736 |

| Dealer #: | 207738 | TZ: | EST | VIN: 1HGC | CM665X3A | Err: | 1. | |
|---------------------------|---|----------------------|---------|----------------|---------------|---------------|---------------|--|
| Dir Cont: | WILLIAM LUCAS | Training %: | . 0 | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (941) 758-7997 | Extn: | | Trans: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | NANCY ATKIN | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | GEORGE NICHOLS | | | Fact: | MARYSVILLE | Country: | USA | |
| | HONDA CARS OF BE | 7.77 | | Desc: | ACCORD 4DR EX | (-V6 6CYL 24 | 10.0 HP 3.0 L | |
| | 5515 14TH STREET WEST BRADENTON FL 34207 | | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BA | G, LEATHER, L | JSA | |
| | | | | Engine #: | | Trans #: | | |
| , , | 758-7997 | Fax #: (941) 752-213 | 6 | Em Type: | KA | | | |
| DPSM: ERIN Previous Deale | BAILEY | Zone/Dist: 07K | ÷ | RO #: | | | | |
| Lievious Deal | er/Contact | Date | | Case Type: | Technical | | | |
| | | | | W.O. #: | | | | |
| | • | * | | | * | | | |

Tech Line Suggests

Information from Dealer

| 10/03/2005 12:00:00 AM TOMP | |
|--|--|
| 1 10/03/05 12:01:37 ISIS:> | BRAKE PEDAL LOW |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | THIS VEHICLE HAS HAD BRAKE MASTER CYLINDER |
| 5 | REPLACED TWICE BFORE. ONCE AT 9/23/04 AND |
| | AGAIN ON 7/12/05. REPAIR FIXED PROBLEM BOTH |
| 7 | TIMES BUT VEHICLE RETURNED AT LATER DATES WITH |
| 8 | SAME CONCERN |
| 9 10/03/05 12:01:52 TOMP:> | BILL: |
| 10 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 11 | YES: |
| 12 WHAT HAVE YOU DONE TODAY?> | CHECKED FOR LEAKS. |
| 13 EXERCISE ABS; THEN PRESSURE BLEED BRAKES. | |
| 14 DOES THE BRAKE PEDAL FEEL NORMAL? | |
| 15 YES: ABS MODULATOR IS FAULTY | |
| 16 NO: LOOK FOR OTHER CAUSE. | |
| 17 10/03/05 13:58:46PAULI:> | WILL ARRANGE ABS MOD>MAP, directly to Jeremy |
| - 18 | Gerrard. |
| 19 | FAXED SHIP REQUEST |
| 20 10/10/05 09:17:06PAULI:> | NO CLM? |
| 21 10/10/05 12:58:04PAULI:> | TAMMY, ADVISOR |
| 22 | DONE PER RO #119231 |
| 23 | REFAXED SHIP REQUEST |
| 24 10/11/05 12:35:33PAULI:> | JASON |
| 25 | WE SENT PER A/B #8525-2693-7325 |
| | |

| *************************************** | | 10011 = | | MILCOUR IN | CPOIL | | |
|---|------------------------|----------------------------|----------|----------------|-------------------|-------------|---------------|
| T/L Ref# | Created By Date Cre | | eated | Last Edited By | | # of Edits | |
| 1853254 | TOMP | | 06/21/20 | 006 | JIMH | | 4 |
| Code | Original Complaint | | Probabl | le Cause/So | lution | | |
| P 4150 | BRKE "FEEL"PRBLMS | | MODUL | ATOR?; INS | PECT | | |
| | | | Resin S | ource: | None | Da | te: |
| | | | Status: | | N/A | Mil | leage: 51,358 |
| Dealer #: | 206996 | TZ: | CST | VIN: 1HG | CM82663A | Err: | |
| Dir Cont: | STEVEN HULTZ | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (254) 690-7355 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | KENNETH BROWN | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | NEIL MENTZER | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | CLEO BAY HONDA | | | Desc: | ACCORD 2DR EX-V | 6 6CYL 240. | 0HP 3.0L |
| | 3907 E.CENTEX EXPY | V 765 42 | | WhtBdy: | P/S, SUN ROOF, AB | S, AIR BAG, | |
| | KILLEEN T | X 76543 | | Engine #: | | Trans #: | |
| Phone: (25 | (4) 690-7355 Fa | x #: (254) 690-1632 | 2 | Em Type: | | | |
| DPSM: JE | RRY MEADE Zo | ne/Dist: 03B | | RO #: | | | |
| Previous De | aler/Contact Da | te | | Case Type | Technical | | |
| | | | | W.O. #: | | | |

| Tech Line Suggests | Information from Dealer |
|---|--|
| 8/17/2006 TOMP | |
| 1 06/21/06 14:04:39 ISIS:> | BRAKEPEDAL GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTERCYLINDER AND ABS MODULATOR |
| 5 06/21/06 14:04:51 TOMP:> | STEVE: |
| 6 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 7 | YES |
| 8 | BRAKE PEDAL GOES STRAIGHT TO THE FLOOR. |
| 9 DOES CAR STOP?> | NO, HAVE TO PUMP IT A COUPLE OF TIMES. |
| 10 WHEN WAS M/C AND MODULATOR REPLACED?> | MONTH AGO. |
| 11 DID CAR LEAVE FIXED?> | NO, CAR HAS NOT LEFT; THE DEALER OWNS IT, USED |
| 12 | CAR. |
| 13 HOW WERE THE BRAKES BLED?> | MANUALLY. |
| 14 CHECK/ADJUST BRAKE PEDAL HEIGHT | |
| 15 USE PRESSURE BLEEDER TO BLEED THE BRAKES | DDECCUDE DI FEDER DID NOT FIV |
| 16 08/02/06 14:04:59 KENE:> 17 CONTAMINATED?> | PRESSURE BLEEDER DID NOT FIX NO |
| 18 WHEN DID IT START FOR CUST?> | TRADE IN, ITS A USED CAR |
| 19 CHECK VOLUME OF FLUID FROM MASTER. BLOCK OFF | TRADE IN, 113 A USED CAR |
| 20 THE CALIPERS | |
| 21 08/17/06 12:12:02 ROSSL:> | |
| 22 TRANSFER TO GENERAL> | |
| 23 08/17/06 12:30:23 JAMESH:> | HAPPENS 1 IN 10 TIMES |
| 24 CHECK BRAKE HARDWARE | |
| 25 CK BRAKE SW ADJ | |
| 26 IF HAPPENS AFTER MODULATION, REPLACE | |
| MODULATOR | |
| 27 D/C MODULATOR CONNECTOR TO SEE IF STOPS. | |
| 28 | |
| | |

| T/L Ref # 2764748 | | eated By VIDK | Date Cre 01/27/20 | | Last Edited B DAVIDK | У | # of Edits |
|---|--|-----------------------------------|-----------------------------|--|--|--------------------------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT) |) | | e Cause/Sol EPLACE HS | | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mil | te: eage: 80,738 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 207859 RAYMOND CHOW (650) 579-6810 ERIC USHER | TZ: Training %: Extn: | PST 97 | VIN: 1HG Year: Tran: Doors: | CM66573A 2003 5AT 4DR | Err: Model: Trim: WD: | ACCORD V6 EX-V6 2 |
| Parts Mgr: Dir Name: | MIKE HARVEY HOI 200 CALIFORNIA D BURLINGAME | | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 4DR EX- P/S, SUN ROOF, A J30A41021155 | BS, AIR BAG, | 살아 하는 사람들이 얼마나 하다 |
| 医外部 医皮肤 医皮肤 | 50) 579-6810 RRY O'BRIEN | Fax #: 6505794218 Zone/Dist: 12H | | Em Type: RO#: | 419251 | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 1/27/2009 11:30:37 AM DAVIDK | |
|--|---|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GO TO THE FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | 클립ARES (프리카리스 프로젝트 스트 프리스 Marie La La Control La La La Control La La La La Control La |
| 3 PREVIOUS REPAIR DESCRIPTION | WE REPLACED BREAKE MASTER CYCLNDER 2 TIMES |
| | I SEE HSB 07-045. SHOULD I DO IT. |
| 5 HAS IT BEEN DONE | NO, |
| 6 THEN YES. YOU HAVE A SOFT PEDAL AND A BULLETIN | |
| FOR A SOFT PEDAL. REPALCE THE VSA. | |

| | Ref # 36124 | Created By PETERL | Date Created 06/07/2005 | Last Edited PETERL | d By # of Edits 1 |
|---|-----------------------|--|--|-----------------------|--------------------------|
| Р | Code 4150 | Original Complaint SOFT BRAKE PEDAL | Probable Cause/So AIR IN SYSTEM; BI | | FORMING PANIC STOPS |
| | | | ResIn Source: Status: | None N/A | Date: Mileage: 35,344 |

206956 Dealer #: **PST** VIN: 1HGCM66513A Err: TZ: 2003 Model: Dir Cont: **ERIC TREVINO** Training %: Year: Trim: Serv Ph: (760) 438-1818 Extn: Tran: 5AT WD: MARIO GARCIA Serv Mgr: Doors: 4DR Country: USA Parts Mgr: **IGNACIO VALDEZ** Fact: **MARYSVILLE** Dir Name: HOEHN HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 5454 PASEO DEL NORTE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, CARLSBAD CA 92008 Trans #: Engine #: Phone: (760) 438-1818 Fax #: (760) 438-2536 Em Type: RO #: DPSM: KENILLMAN Zone/Dist: 01J Case Type: Technical Previous Dealer/Contact Date

Tech Line Suggests

Information from Dealer

| 6/7/2005 PETERL | |
|---|--|
| 1 06/07/05 09:14:47 ISIS:> | AFTER FRONT BRAKES WERE DONE BRAKE PEDAL BECAME |
| | SOFT BLED BRAKES SEVRAL TIMES PEDAL STILL SOFT. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | CNO BUTTO PURCO CONTRA LA PERSONA DE LA PERS |
| 5 06/07/05 09:15:02 PETERL:> | WE RESURFACED ROTORS AND REPLACED PADS |
| 6 and analysis agosts special result of selections of | NOW PEDAL IS LOW. |
| 7 DID YOU ACTIVATE THE ABS> | YES GOT A LITTLE BETTER |
| 8 DID YOU BLEED AFTER CYCLING THE ABS> | |
| 9 A/M ACCESS> | NONE |
| 10 CAN YOU STOP> | YES IT SOFT BUT ITS NOT ON FLOOR. |
| 11 BLEED AND RECHECK AFTER PANIC. | |

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

ACCORD V6

EX-V6

2

| | | | aceropore | |
|------------------------------------|--|---------------------------|--|--|
| T/L Ref # 1768007 | Created By KENE | Date Create 03/14/2006 | d Last Edited E KENE | By # of Edits |
| Code P 4150 | Original Complaint BRAKE PEDAL SOFT AND LOW | | ause/Solution DR; REPLACE | |
| | | Resin Source Status: | e: None N/A | Date: Mileage: 14,724 |
| Dealer #: Dir Cont: Serv Ph: | 208100 TZ: THANGYEN Training %: (510) 582-1300 Extn: | PST VII Ye | ar: 2003 | Err: Model: ACCORD V6 Trim: EX-V6 |
| Serv Mgr: Parts Mgr: | LARRY CREWSE BRIAN ENG | | ors: 2DR | WD: 2 Country: USA |
| Dir Name: | HONDA OF HAYWARD 24919 MISSION BLVD. HAYWARD CA 94544 | W | | -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| DPSM: ST | 10) 582-1300 Fax #: (510) 582-077 EVE TULEJA Zone/Dist: 12F caler/Contact Date | RC Ca | n Type: 0 #: se Type: Technical O. #: | |

Tech Line Suggests

Information from Dealer

| 3/14/2006 KENE | |
|--|---|
| 1 03/14/06 12:14:14 ISIS:> | ROAD TEST THE CAR AND THE BRAKE PEDAL WAS SOFT |
| 2 | ANDALMOST GO TO THE FLOOR, AND THE BRAKE MASTER |
| 3 | CYLIN DE WAS REPLACE, ALSO BRAKE LINE BEEN BLEED BY |
| 4 | OTHER TECH TWICE |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | YES |
| 7 IF YES, REPAIR DESCRIPTION?> | REPLACE MASTER CYLINDER AND BLEED BRAKE LINE |
| 8 03/14/06 12:14:36 KENE:> | BRAKE PEDAL LOW |
| 9 REPLACE MODULATOR | |
| 10 | |

| T/L Ref # 1557184 | Created By JIMH | Date Created 04/19/2005 | Last Edited By JIMH | # of Edits 1 |
|----------------------|--------------------|-----------------------------------|--------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE PEDAL SPONGY | ABS MODULATOR | ?; INSPECT FOR AIR, REPI | LACE |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 34,031 |

Dir Cont: NORMAN LOVE Training %: Serv Ph: (804) 414-1950 Extn: Serv Mgr: KARL SOLOE Parts Mgr: **RONALD REESE** Dir Name: **COLONIAL HONDA** 2100 WALTHALL CENTER D CHESTER VA 23836 Phone: (804) 733-0700 Fax #: (804) 414-1956

DPSM: JENNIFER KAMLER Zone/Dist: 06H Previous Dealer/Contact Date

2003 ACCORD V6 Year: Model: Trim: EX-V6 Tran: 5AT WD: 2 Doors: 4DR MARYSVILLE Country: USA Fact: Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #:

Tech Line Suggests

Information from Dealer

Case Type: Technical

W.O. #:

| | 55 | | | |
|------|-----------------------------|----------------|--|--|
| 4/19 | /2005 JIMH | | | |
| 1 | 04/19/05 10:27:13 ISIS: | | LOW BRAKE PEDAL | |
| 2 | HAS THE VEHICLE HAD ANY PF | REVIOUS REPAIR | S FOR A SELECTION OF THE SELECTION OF TH | |
| 3 | THIS PROBLEM? | > | NO | |
| 4 | 04/19/05 10:33:35 JAMESH: | > | | |
| | CHECK FOR AIR IN SYSTEM. IF | | | |
| 6 | WITHOUT LEAK OR LOW FLUID | , REPLACE THE | BS to the large live of the control of | |
| | MODULATOR | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |
| 11 | | | | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|------------------------|--------------------|------------------|----------------|-----------------|
| 1709871 | JIMH | 01/04/2006 | JIMH | 1 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRAKE PEDAL LOW | BRAKE PEDAL LOW | MODULTATOR?; | TEST, REPLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 75,496 |

Dealer #: 208037 CST TZ: Dir Cont: **GREGGORY** Training %: Serv Ph: (636) 928-1155 Extn: Serv Mgr: DANIEL SCHWEIGER Parts Mgr: **BOB HARPER** Dir Name: **ED NAPLETON HONDA** 4780 NO. SERVICE ROAD SAINT PETERS MO 63376

Phone: (636) 928-1155 DPSM: JOHN LENON

Previous Dealer/Contact

Fax #: (636) 447-4040

Zone/Dist: 08J

Date

VIN: 1HGCM66543A

2003 Year: Tran: 5AT Doors:

4DR MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Err:

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG, Trans #:

Em Type: RO #:

Fact:

Desc:

WhtBdy:

Engine #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/4/2006 JIMH | |
|--|--|
| 1 01/04/06 09:25:36 ISIS:> | BRAKE PEDAL LOW |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 01/04/06 09:25:51 JAMESH:> | REPLACED THE MASTER CYLINDER ALREADY AND THERE |
| 5 | WAS NO CHANGE |
| 6 CHECK BRAKE SWITCH AND ALL HARDWARE. REPLACE | |

7 THE ABS MODULATOR

| T/L Ref # | Cre | eated By | Date Creat | ted | Last Edited | By # of Edits |
|---------------|-----------------|----------------------|------------|-----------|----------------|---------------------|
| 1481070 | JIN | 1H | 12/07/2004 | 4 | JIMH | 1 |
| Code | | | Probable (| Cause/Sol | ution | |
| P 4150 | BRKE PEDAL LOW | | ABS MOD | ULATOR; | REPLACE | |
| | | | ResIn Sou | rce: | None | Date: |
| | | | Status: | | N/A | Mileage: 26,989 |
| Dealer #: | 207834 | TZ: | PST | IN: 1HG | CM82763A | Err: |
| Dir Cont: | JEFFREY | Training %: | Υ | ear: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (425) 271-3131 | Extn: | ∭τ | ran: | 5AT | Trim: EX-V6NV |
| Serv Mgr | : LARRY DILLON | | ם | oors: | 2DR | WD: 2 |
| Parts Mg | r: RICHARD GOLD | | F | act: | MARYSVILLE | Country: USA |
| Dir Name | | | D | esc: | ACCORD 2DR EX | (-V6NV 6CYL 240.0HP |
| | 200 SW GRADY W | | N | VhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, |
| | RENTON | WA 98055 | E | ingine #: | | Trans #: |
| Phone: | (425) 271-3131 | Fax #: (425) 228-219 | 3 E | m Type: | | |
| DPSM: | PHIL HEINZMAN | Zone/Dist: 02B | R | O#: | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 12/7/2004 JIMH | |
|------------------------------|---|
| 1 12/07/04 12:57:53 ISIS:> | BRAKE PEDAL FADE |
| 2 12/07/04 12:59:10 JAMESH:> | REPLACED THE MASTER CYLINDER AND WAS OK FOR A |
| 3 | MONTH. NOEW HAVEW AIR IN SYSTEM. BLED AND |
| 4 | PEDAL IS GOOD |
| 5 REPLACE THE ABS MODULATOR | |

| T/L Ref # | Created By | Date Created | Last Edited By | # of Edits |
|---------------|---------------------------|---------------------------------------|----------------|-----------------|
| 1574024 | LANCEK | 05/17/2005 | LANCEK | 1 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRAKE PEDAL GOES TO FLOOR | LOOR MODULATOR; REPLACE ABS MODULATOR | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 21,368 |

206761 Dealer #: **EST** TZ: Dir Cont: **CHAD SEIFERT** Training %: Serv Ph: (315) 736-7310 Extn: JAMES GUZZARDO Serv Mgr: Parts Mgr: DAVID ROSATO Dir Name: **CARBONE HONDA** 5009 COMMERCIAL DRIVE YORKVILLE NY 13495

Phone: (315) 736-7310 **DPSM:** DON ANDREWS

Printed: 06/29/2009 5:58:40PM By SYSTEM

Previous Dealer/Contact

Fax #: (315) 768-1616

Zone/Dist: 09B

Date

VIN: 1HGCM66543A

2003 Year: Tran:

5AT

4DR

MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Err:

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG, Trans #:

Em Type: RO#:

Doors:

Fact:

Desc:

WhtBdy:

Engine #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 5/17/2005 LANCEK | |
|--|--|
| 1 05/17/05 11:24:50 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | 1. 그렇게 하면 하고 하는 사람들이 얼마나 되는 것으로 하는 것이다. |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER AND BLED SYSTEM |
| 5 05/17/05 11:25:03 LANCEK:> | THE CUST IS BACK WITH THE BRAKE PEDAL LOW |
| 6 | IF YOU BLEED THE BRAKES THE PEDAL FEEL NORMAL. |
| 7 REPLACE ARS MODULATOR EXERCISE ARS AND RIF | :FD |

8 AS PER S/M.

| | | IIC SCIICACE IZE | | |
|--|--------------|--|-----------------------|--|
| T/L Ref # Crea 1547758 JIMF | ted By | Date Created 04/04/2005 | Last Edited B JIMH | y # of Edits 1 |
| Code Original Complaint P 4150 BRAKE PEDAL GOES | TO THE FLOOR | Probable Cause/Solu ABS MODULATOR; I Resin Source: Status: | | Date: Mileage: 27,055 |
| Dealer #: 208202 Dir Cont: JEFF Serv Ph: (336) 854-9900 Serv Mgr: BRAD ANDERSON Parts Mgr: SHANE WESTMORE Dir Name: CROWN HONDA GR 3633 W. WENDOVEF GREENSBORO Phone: (336) 854-9900 DPSM: SCOTT MUDLIN Previous Dealer/Contact | EENSBORO | VIN: 1HGO Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | P/S, SUN ROOF, A | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: |

Tech Line Suggests

Information from Dealer

| roon Enic Gaggests | mornation nom beater |
|--|---|
| 4/4/2005 JIMH | |
| 1 04/04/05 06:27:28 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 04/04/05 06:33:49 JAMESH:> | OTHER TECH VERIFIED IT SATURDAY, WHEN I FIRST |
| 5 | DROVE THE CAR TODAY IT HAD A GOOD PEDAL UNTIL |
| | AFTER I GOT THE ABS T MODULATE. THE PEDAL WAS |
| 7 | POOR UNTIL I GIOT IT TO MODULATE AGAIN. |
| 8 REPLACE THE ABS MODULATOR | |
| ^ | |

| T/L Ref # 1967826 | Created By JOHNB | Date Created 10/31/2006 | Last Edited JOHNB | By # of Edits | | |
|----------------------|---------------------|---|----------------------|-----------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | BRAKE PEDAL SOFT | MODULATOR?;GV CHKS;PRESS BLEED,EXERCISE | | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 81,574 | | |
| Dealer #: | 207899 TZ: | EST VIN: 1H | GCM82633A | | | |

Dir Cont: **MICHAEL** Training %: Serv Ph: (269) 965-2205 Extn: Serv Mgr: Parts Mgr: Dir Name:

BATTLE CREEK HONDA 1385 WEST DICKMAN RD. BATTLE CREEK MI 49015

Phone: (269) 965-2205 Fax #: (269) 965-8910 DPSM: KATHERINE AGNEW Zone/Dist:

Previous Dealer/Contact Date

04H

Year:

2003

5AT

2DR **MARYSVILLE**

Country: USA ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG, Trans #:

Engine #: Em Type:

RO #:

Case Type: Technical

W.O. #:

Tran:

Fact:

Desc:

WhtBdy:

Doors:

Tech Line Suggests

Information from Dealer

| 10/31/2006 | JOHNB | |
|---------------------------------|--------------------------|---|
| 1 10/31/06 07:44:36 ISI | S:> | BRAKE PEDAL GETS SOFT, FOUND AIR IN LEFT FRONT |
| 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 | | CALIPER,NO LEAKAGE. MASTER CYLINDER HAS BEEN |
| 3 | | REPLACED TWICE AND BRAKES HAVE BEEN BLED SEVERAL |
| . 84 원회의 기계 (1984년) | | TIMES COULD THE AIR BE COMING IN AT THE ABS PUMP? |
| 5 HAS THE VEHICLE H | IAD ANY PREVIOUS REPAIRS | |
| 6 THIS PROBLEM? | |) 보고 있는 (AYES) 전체가 보고 하지만 하는 사람들은 하고 있다는 것으로 보고 있는데 그리고 있다. |
| 7 IF YES, REPAIR DES | CRIPTION?> | SEE ABOVE COMMENTS |
| 8 10/31/06 07:44:53 JO | HNB:> | SECOND TIME AIR IN THE SYSTEM |
| 9 CHK FOR ANY VISAE | BLE LEAKS;PRESSURE BLEED | |
| SYSTEM, EXERCISE | ABS IN A SAFE | |
| LOCATION; PRESSUI | RE BLEED | |
| 10 | | AGAIN; POSS AIR OR ABS MODULATOR CREATING AIR; BLEED |
| 11 | | MAY FIX ALONE, THEN SOFT PEDAL MAY RETURN |
| 12 MODULATOR | >WE WILL LIKELY GO W | /ITH ABS |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 2215963 | | Created By RAYD | Date Cre 12/05/20 | | Last Edited B RAYD | y | # of Edits | |
|-------------------------|---|-------------------------------------|----------------------|--|--|----------------|--------------------|--|
| Code P 4150 | DDAKE FEEL (OOFT LOW HADD) | | | Probable Cause/Solution MODULATOR; ACTIVATE ABS FOR TEST; REPLACE MODULATOR | | | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mile | e: eage: 54,545 | |
| Dealer #: Dir Cont: | 207811 KHAMBA | TZ: Training %: | PST 0 | VIN: 1HG | CM66583A 2003 | Err: Model: | ACCORD V6 | |
| Serv Ph: Serv Mgr: | (831) 424-6282 MICHAEL PARKI | Extn: ER | | Tran: Doors: | 5AT 4DR | Trim: WD: | EX-V6 2 | |
| Parts Mgr: Dir Name: | DARRYL NAKAN SAM LINDER HO 300 AUTO CENT SALINAS | NDA | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 4DR EX- P/S, SUN ROOF, A | BS, AIR BAG, | | |
| | 1) 424-6282 N HALEM | Fax #: (831) 757-590 Zone/Dist: 12J |)1 | Em Type: | J30A41029904 97130 | rans#. | DA 1 A302 9903 | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 12/5/2006 4:26:07 PM RAYD | |
|---|---|
| 1 | BRAKE PADEL GOES HALF WAY BEFORE BRAKES STARTING |
| | GRABING, UNABLE TO FIND BRAKE BOOSTER PUSH ROD |
| | ADJUSTMENT PROCEDURE ANY WHERE. |
| 2 CAN YOU PUMP THE PEDAL UP? | NO AND I HAVE BLEAD THE SYSTEM SEVERAL TIMES |
| 3 HOW? | MANUALLY, VACUUM |
| 4 NO PRESSURE? | |
| 5 WHY DO YOU WANT TO ADJUST THE PUSH ROD? | THE PEDAL IS LOW |
| 6 THE PEDAL HEIGHT IS ALL THAT IS AVAILABLE | I ALREADY ADJUSTED THAT |
| 7 YOU MAY HAVE TO ADJUST IT AGAIN WHEN YOU FIX | WHY? |
| THIS CAR | |
| 8 SOUNDS LIKE YOU MAY HAVE A BAD MODULATOR, | How? The Picture of the Challes Against the Secretary |
| 9 EXERCISE THE ABS, IF THE PEDAL COMES UP AT ALL, | WILL HONDA CARE PAY FOR THAT? THIS IS A USED CAR |
| REPLACE THE MODULATOR | |
| 10 DONT KNOW, YOU NEED TO ASK THEM | |
| | |

| T/L Ref# | Created By Date Cre KENE 09/30/20 | | Date Cr | eated | Last E | dited By | # of Edits | | |
|-----------------------|---------------------------------------|--------------|------------------------|----------|------------|----------|------------|--------------|--|
| 1440849 | | | JIMH | | 3 | | | | |
| Code P 4150 | Original Complaint LOW BRAKE PEDAL | Probable Cau | | | | | | | |
| 1 4100 | LOW DIVAKE PEDAL | | ABS MODULATOR; REPLACE | | | | | | |
| | | | Resin S | ource: | None | | Da | te: | |
| | | | Status: | | N/A | | Mil | eage: 22,723 | |
| Dealer #: | 207288 | TZ: | EST | VIN: 1H | GCM66593A | • | Err: | | |
| Dir Cont: | JAMES WILLIAMS | Training %: | | Year: | 2003 | | Model: | ACCORD V6 | |
| Serv Ph: | (252) 355-2500 | Extn: | | Tran: | 5AT | | Trim: | EX-V6 | |
| Serv Mgr: | STEPHEN HEDGEPETH | | | Doors: | 4DR | | WD: | 2 | |
| Parts Mgr: | DALTON NOBLES | | | Fact: | MARYSVIL | LE . | Country | USA | |
| Dir Name: | BOB BARBOUR HONDA | | | Desc: | ACCORD 4 | DR EX-V6 | 6CYL 240.0 | OHP 3.0L | |
| | 3300 S. MEMORIAL DRIVE | | | WhtBdy: | P/S, SUN R | OOF, ABS | , AIR BAG, | | |
| | GREENVILLE | NC 27834 | | Engine # | : | | Trans #: | | |

Fax #: (252) 756-1178

06N

Zone/Dist:

Date

Em Type:

Case Type: Technical

RO #:

W.O. #:

Tech Line Suggests

Phone: (252) 355-2500

DPSM: PERRY MORRIS

Previous Dealer/Contact

Information from Dealer

| rech Line Suggests | Information from Dealer |
|--|---|
| 9/30/2004 KENE | |
| 1 09/30/04 06:58:55 ISIS:> | C / S BRAKE PEDAL FEELS LOW AN SPONGY } IT TO |
| 2 | ME AS THOE THE BRAKE BOOSTER IS LEAKING AIR |
| 3 | JUST CHECKING TO SEE IF ANY ONE ELS MAY HAVE |
| 4 | HAD THIS COMPLANT. |
| 5 09/30/04 06:59:43 KENE:> | WHEN YOU START TO BRAKE YOU HEAR AND FEEL A |
| 6 | GRUNT NOISE AND THE PEDAL STARTS TO GO LOW |
| 7 HAVE YOU BLEED THE SYSTEM?> | YES, NO AIR IN SYSTEM |
| 8 IF YOU PUMP THE PEDAL WITH ENGINE OFF PEDAL | |
| 9 HARD?> | YES |
| 10 HAVE YOU COMPARED TO LIKE?> | YES AND NOT NORMAL. HAD ONE OTHER TECH DRIVE |
| 11 | THE CAR AND I DID NOT SAY ANYTHING JUST TO |
| 12 | DRIVE IT AND HE SAID THERE WAS A PROBLEM WITH |
| 13 | THE BRAKES |
| 14 YOU CAN HEAR THE NOISE INSIDE THE CAR?> | YES, SOUNDS LIKE THE BRAKE BOOSTER |
| 15 TRY KG AND RE-TEST | |
| 16 09/30/04 07:40:12 PETEL:> | I GRAVITY BLED THE BRAKES AND NOW EVERYTHING |
| 17 | IS OK. |
| 18 RELEASE THE VEHICLE IF COMES IN AGAIN THEN REPLACE | |
| 19 MOD | MAR OLG NOVIGE PROGRAMME THE CAME OF THE CAME |
| 20 10/08/04 06:50:39 JAMESH:> 21 REPLACE THE ABS MODULATOR | WAS OK, NOW IS BACK WITH THE SAME CONDITION. |

| T/L Ref# | Created By | Date Created | Last Edited By | |
|---------------|--------------------|-------------------|--------------------|-----------------|
| 2234147 | DAVEM | 12/26/2006 | STEVEN | |
| Code | Original Complaint | Probable Cause/So | lution | |
| P 4150 | BRAKE FEEL SOFT | AIR IN ABS MOD?; | TRY ABS MOD AND MO | NC |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 54,064 |
| | | | | _ |

| | | | | | IN/A | | |
|--------------------|-----------------|-----------------------|-----|------------|----------------|-----------------|-------------|
| Dealer #: | 206620 | TZ: | EST | VIN: 1HGC | CM66513A | Err: | |
| Dir Cont: | NELSON JAMES | Training %: | 0 | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (850) 576-5165 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DON MONDA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TERRY WEBER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PROCTOR HONDA | | | Desc: | ACCORD 4DR EX | X-V6 6CYL 240.0 | HP 3.0 |
| | 2373 W. TENNESS | 전투 관리 나는 하나 들이 가지나니다. | | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, | |
| | TALLAHASSEE | FL 32304 | | Engine #: | J30A41027961 | Trans #: | BAYA5028480 |
| Phone: (850 | 0) 576-5165 | Fax #: (850) 576-1660 | | Em Type: | | | |
| DPSM: GE | ORGE OPPEL | Zone/Dist: 07G | | RO #: | 603646 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| rech Line Suggests | Information from Dealer |
|---|--|
| 12/26/2006 12:07:50 PM DAVEM | |
| 1 . | CAR HAS SOFT PEDAL |
| 2 WHAT HAVE YOU DONE? | BLEED SYSTEM, STILL SOFT |
| 3 TRY ABS MOD? | NOT YET |
| 4 TRY ABS MOD, IF BETTER, RE-BLEED AND MON | |
| 12/26/2006 12:50:45 PM PETERL | |
| 5 | BLED BRAKES AND MODULATED THE SYSTEM. |
| 6 SOFT PEDAL | TYES TO BE TO THE TOTAL TO THE TOTAL TO THE TOTAL TO THE TOTAL TOTAL TO THE TOTAL TOTAL TO THE TOTAL TOTAL TO |
| 7 A/M ACCESS | NONE, WE JUST DID A 4 WHEEL BRAKE JOB. |
| 8 TURN THE ROTORS | TYES TELEVISION OF THE PROPERTY OF THE PROPERT |
| 9 PEDAL IS LOWER COMPARED TO OTHER VEHICLE | YES IT STOPS AT ABOUT THE SAME HEIGHT BUT IT FEELS |
| | SOFT. |
| 10 PUSHING THROUGH THE BOOSTER | NO JUST SOFT TO THE PART OF TH |
| 11 HOW ARE YOU BLEEDING | PER THE SERVICE MANUAL AND WITH A VACUUM PUMP. |
| 12 USE PRESSURE METHOD WITH SOMEONE PUMPING. | |
| 1/8/2007 1:31:10 PM STEVEN | |
| 13 | TRIED PRESSURE METHOD BUT STILL FEELS LIKE AIR IS IN |
| | THE SYSTEM |
| 14 HAVE YOU REPLACED A MASTER YET | PNO PERSONALE CONTRACTOR PROPERTY OF PROPERTY OF PROPERTY OF THE PROPERTY OF T |
| 15 DOES THE PEDAL SINK OR IS IT SPONGY | SPONGY |
| 16 LIKE ON A SPRING? | EXACTLY, I KEEP TELLIN PEOPLE IT FEELS LIEK A |
| 47 COUNTY A MODERNITATION OF THE WORLD WITH | TRAMPOLINE |
| 17 SOUNDS LIKE A MOD, BUT WHO KNOWS, DID YOU CHK | NO THATS ONE THING I DIDNT CHK |
| THE BRAKE LINES? 18 INSPECT FOR EXCESSIVE FREWALL DEFLECTIONS? | NO MULATIO THE MEACHDEMENT FOR THAT |
| 19 WHATEVER A KG CAR DOES, THIS ONE SHOULD DO TO | NO WHAT IS THE MEASUREMENT FOR THAT? |
| 20 CONCAVE ROTORS | OK GOTCHA NO THEY WERE JUST CUT |
| 21 MEASURE ANYWAY, INPSECT LINES, FIREWALL. | OK |
| CALIPERS. IF ALL OK MAY WANT TO FIND KG TO SWAP | ON. |
| ANOTHER MOD AND OR MASTER FROM | |
| ANOTHER MODERNOUS INTO THE INCIDING | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|---------------------|-------------------------|----------------|-----------------|
| 1502082 | DAVEK | 01/13/2005 | DAVEK | 1 |
| Code | Original Complaint | Probable Cause/Solution | | |
| P 4150 | PEDDLE TO THE FLOOR | ABS?; REPLACE | | |
| | | Resin Source: No | ne | Date: |
| | | Status: N// | P | Mileage: 35,402 |
| | | | | |

208168 VIN: 1HGCM66593A **EST** Dealer #: TZ: 2003 DANIEL BELL Dir Cont: Training %: Year: Serv Ph: (540) 898-5200 Extn: Tran: 5AT Serv Mgr: **RONALD ROSE** Doors: 4DR Parts Mgr: ANTHONY PARASILITI **MARYSVILLE** Fact: Dir Name: POHANKA HONDA OF FREDERICKSBURG Desc: 5200JEFFERSON DAVISHWY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **FREDERICKSBURG** VA 22408 Engine #: Phone: (540) 898-5200 Fax #: (540) 898-0790 Em Type:

DPSM: MICHAEL RIEDEL Zone/Dist: 06C

Previous Dealer/Contact

Date

Err: ACCORD V6 Model: Trim: EX-V6 2 WD: Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Trans #:

RO#:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/13/2005 DAVEK | |
|---|--|
| 1 01/13/05 15:20:34 ISIS: | BRAKE PEDAL GOES TO FLOOR. SERVICE WRITER |
| | DUPLICATED. MASTER CYLINDAR REPLACED. AT 34,122. |
| 3 | CUST BACK AGAIN SAME COMPLAINT. |
| 4 01/13/05 15:20:54 DAVEK:> | UNABLE TO REPRODUCE. |
| 5 CK CALIPERS, SHIMS , WEAR INDICATORS. IF OK | |
| REPLACE ABS | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1515038 | Created By CHRISV | | Date Cre 02/04/20 | | Last Edited B CHRISV | y i | of Edits | |
|----------------------|----------------------|-------------|--|----------|-------------------------|----------------|-------------|--|
| Code | Original Complaint | | Probable Cause/Solution | | | | | |
| P 4150 | LOW PEDAL | ABS MC | DD; REPLAC | Έ | | | | |
| | | | Resin Source: None Date: | | | | | |
| | | | Status: | | N/A | Mile | age: 19,776 | |
| Dealer #: | 207904 | TZ: | EST | VIN: 1HG | CM66353A | Err: | | |
| Dir Cont: | RICHARD CLARK | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (704) 552-2639 | Extn: | | Tran: | 5AT | Trim: | LX-V6 | |
| Serv Mgr: | PENNY CHANDLER | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | GREGORY STOREY | | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: | HENDRICK HONDA | | Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L | | | | HP 3.0L | |
| | 8901 SOUTH BOULEVARD | | | WhtBdy: | POWER STEERIN | G. ABS. SRS AI | RBAG, | |

Phone: (704) 552-2639

Previous Dealer/Contact

NC 28273

Fax #: (704) 552-3461

DPSM: CEDRIC STONE

CHARLOTTE

06K

Zone/Dist:

Date

Em Type: RO #:

Engine #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

Trans #:

| 2/4/2005 CHRISV | |
|------------------------------|---|
| 1 02/04/05 13:41:48 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR, MASTER CYL HAS |
| | BEEN |
| | REPLACED ALREADY. |
| 3 02/04/05 13:41:51 CHRISV:> | |
| 4 ANY LEAKS> | The second of NO contracts of the following the second of |
| 5 REPLACE THE ABS MOD | |

| T/L Ref # 1698454 | Created By KEITHC | | Date Created 12/13/2005 | | Last Edited B KEITHC | y # of Edits 1 |
|--|---|---------------------------------|---|--------------------------------------|--|--|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | Probable Cause/Solution REPLACE MODULATOR | | | |
| | | | Resin So Status: | ource: | None N/A | Date: Mileage: 48,983 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 207548 STEPHEN (954) 346-1003 DALE KENNON | TZ: Training %: Extn: | EST | VIN: 1HG Year: Tran: Doors: | CM82613A 2003 5AT 2DR | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 |
| Parts Mgr: Dir Name: | REYNOLD RODRIGUEZ CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD. CORAL SPRINGS | FL 33071 | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 2DR EX- P/S, SUN ROOF, A | Country: USA -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| | | t: (954) 753-5572 /Dist: 07P | | Em Type: | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 12/13/2005 KEITHC | |
|--|---|
| 1 12/13/05 13:05:20 ISIS:> | REPLAED THE MASTER CYINDER, PEDAL WAS FADING TO |
| - 일 사용 사람들은 사용 사람들이 하시는 사람들이 되었다. | FLOOR. WAS NORMAL ,SERVRAL WEEKS PAST CAME BACK |
| | FOR the second of the control of the second |
| 3 | SAME COMPLAINT, BLED AGAIN SAME COMPLAINT |
| | REBLEDAND |
| | SEVERAL WEEKS LATER SAME COMLPAINT CANT FIND ANY |
| 5 | VISABLE LEAKES |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | REPLACED THE MASTER CYLINDER |
| 9 12/13/05 13:05:39 KEITHC:> | |
| 10 POSS MODULATOR, REPLACE | |
| 11 EXCERSIZE ABS,> | |

Printed: 06/29/2009 5:58:40PM By SYSTEM Page 307 of 661

| T/L Ref# | Created By Date Cr | | | reated Last Edited By | | y # of Edits |
|--|---|--|----------|--|--|---|
| 1728236 | KENE | - | 01/27/20 | 006 | KENE | 1 |
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | | e Cause/Sol ATOR; REP ource: | | Date: Mileage: 29,998 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207767 PETE KUKIELA (714) 890-8900 RANDY HICKERSON MARK KOZEL HONDA WORLD 13600 BEACH BLVD. WESTMINSTER | | PST | Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | CM826X3A 2003 5AT 2DR MARYSVILLE ACCORD 2DR EX- P/S, SUN ROOF, A | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: |
| DPSM: MI | 14) 890-8900 CHELLE HATCH ealer/Contact | Fax #: (714) 898-479 Zone/Dist: 01G Date | 96 | Em Type: RO #: Case Type W.O. #: | : Technical | |

Tech Line Suggests

Information from Dealer

| 1/27/2006 KENE 1 01/27/06 09:56:04 ISIS:> | BRAKE PEDAL IS MUSHY |
|--|---|
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | DIVANC FEDAL IS MOSTI |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYL. WAS REPLACED FOR THE SAME PROB. |
| 5 01/27/06 09:56:14 kene:> | REPLACED THE MASTER CYL 2X AND SAME |
| 6 YOU CAN DUP?> | YES, DOES NOT FEEL RIGHT |
| 7 REPLACE THE MODULATOR | |

| T/L Ref # 1616060 | Created By RAYD | Date Created Last Edited By 07/26/2005 RAYD | # of Edits 1 |
|----------------------|--|---|--------------------------|
| Code P 4150 | Original Complaint BRKE PDL TO FLOOR 3X | Probable Cause/Solution ABS MODULATOR;REPLACE | |
| | | Resin Source: None Status: N/A | Date: Mileage: 21,000 |

207618 VIN: 1HGCM82643A Err: **EST** Dealer #: TZ: 2003 ACCORD V6 JOE Training %: Model: Dir Cont: Year: EX-V6 Trim: Serv Ph: (203) 877-2888 Extn: 5AT Tran: WD: 2 EARL MASTRI Serv Mgr: Doors: 2DR Country: USA Parts Mgr: PETER DOBRYDNIO Fact: **MARYSVILLE COURTNEY HONDA** Desc: Dir Name: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L 767 BRIDGEPORT AVENUE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, MILFORD CT 06460 Engine #: Trans #: Phone: (203) 877-2888 Fax #: (203) 874-6714 Em Type: RO #: DPSM: MARY DOWNING Zone/Dist: 09D

Previous Dealer/Contact

Date

8 THE SYSTEM 3 TIMES, REPLACE THE ABS MODULATOR>

Information from Dealer

Case Type: Technical

W.O. #:

| Tech Line Suggests | Information from Dealer |
|---|---|
| 7/26/2005 RAYD | |
| 1 07/26/05 11:20:17 RAYD:> | BRAKE PEDAL GOES TO THE FLOOR, REPLACED THE |
| | MASTER, CAME BACK AT 19K WITH SAME PROBLEM, |
| 3 | REPLACED AGAIN, SAME PROBLEM |
| 4 WAS THE BRAKE PEDAL GOOD THEN FADE FROM | |
| UNDER | |
| 5 YOUR FOOT?> | NO, IT WAS THE TYPICAL BAD MASTER CYL, JUST |
| 6 | STRAIGHT TO THE FLOOR |
| 7 THE ABOVE WOULD BE CLOSER, SINCE YOU HAVE | |
| BLEAD | |

| T/L Ref# | Created By | | Date Cre | eated | Last Edited I | By # of Edits | |
|---------------------------------------|--------------------|--------------------------|------------|--------------|------------------------------|------------------------|--|
| 1793790 | KENE | | 04/12/2006 | | KENE | 1 | |
| Code | Original Complaint | | Probable | e Cause/Solu | tion | | |
| P 4150 | BRAKE PEDAL LOW | | MODUL | ATOR; CK FL | UID VOLUME, PAE | OS, CALIPERS | |
| | | | Resin Se | ource: | None | Date: | |
| | | | Status: | | N/A | Mileage: 52,430 | |
| Dealer #: | 207539 | TZ: | PST | VIN: 1HGC | M66543A | Err: | |
| Dir Cont: | ROBERTO | Training %: | | Year: | 2003 | Model: ACCORD V6 | |
| Serv Ph: | (858) 694-1020 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | WILLIAM KULEK | | | Doors: | 4DR | WD: 2 | |
| Parts Mgr: | MARK DRALLE | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | PACIFIC HONDA | | | Desc: | ACCORD 4DR EX | (-V6 6CYL 240.0HP 3.0L | |
| | 4761 CONVOY STREET | | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | |
| | SAN DIEGO C | A 92111 | | Engine #: | | Trans #: | |
| Phone: (8 | 58) 694-1020 Fax | #: (858) 565-9453 | 3 | Em Type: | | | |
| DPSM: BRIAN DERBYSHIRE Zone/Dist: 01K | | | RO #: | | | | |
| Previous De | ealer/Contact Date | | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| Tech Line Suggests | Information from Dealer |
|--|---|
| 4/12/2006 KENE | |
| 1 04/12/06 12:46:45 ISIS:> | BRAKE PEDAL IS SINKING NOT TO THE FLOOR BUT LOW, |
| 2 | MASTER CYLINDER WAS REPLACED 4K AGO AND THERE IS |
| 3 | NO AIR IN THE SYSTEM ADVICE |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER AND BLEED 3 TIMES, NO BUBLES IN THE |
| 7 | SYSTEM. |
| 8 04/12/06 12:47:03 KENE:> | HAVE YOU SEEN |
| 9 CHECK ALL THE CALIPERS PADS SLIDES IF OK. | |

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

10 CHECK VOLUME, IF SAME, THEN MODULATOR

| T/L Ref# | Crea | ated By | Date Cr | eated | Last Edited By | / # of Edits |
|------------------------------|-----------------------------|----------------------|--------------------------|-------------------------------|--------------------------------------|--|
| 1441117 | GAF | RYR | 09/30/2004 | | GARYR 1 | |
| Code P 4150 | P 4150 BRKE PEDAL SOFT 2X N | | | e Cause/Sol ATOR?;REP | | |
| | | | Resin Source: Status: | | ource: | None N/A |
| Dealer #: | 207748 | TZ: | CST | VIN: 1HG | CM82623 <i>F</i> | Err: |
| Dir Cont: | JEREMY | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (225) 298-4100 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | TODD BRANCH | | | Doors: | 2DR | WD : 2 |
| Parts Mgr: | THOMAS BRADFOR | RD,JR | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | | | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX-V P/S, SUN ROOF, AE | /6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: |
| Phone: (22 | 25) 298-4100 | Fax #: (225) 298-320 | 9 | Em Type: | | |
| | NIEL FYFFE | Zone/Dist: 03E Date | | RO #: Case Type: | Technical | |
| Previous Dealer/Contact Date | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| rech Ellie Ouggests | information from Dealer |
|--|---|
| 9/30/2004 GARYR | |
| 1 09/30/04 11:08:51 ISIS:> | NO BRAKES FOUND THAT IT WAS A BAD MASTER CYLINDER |
| 2 | REPLACED AND BLED CAME BACE 2 WEEKS LATER WITH A |
| 3 | SPONGY PEDAL BLED AND WAS FINE CAME BACK A MONTH |
| 4 | LATER AND ANOTHER TECH BLED AND IT LEFT FINE AND |
| 5 | NOW BACK AGAIN 2 MONTHS LATER FOR THE SAME REASON |
| 6 09/30/04 11:09:08 GARYR:> | |
| 7 ACTIVATE ABS | |
| 8 IF BEDAL IMPROVES REPL THE MODULATOR | |
| | |

| T/L Ref # 1517222 | Crea KEIT | ted By HC | Date Cre 02/09/20 | | Last Edited KEITHC | d By | # of Edits | |
|--------------------------------|--------------------|----------------------|--|--------------------------------------|-----------------------|----------|--------------|--|
| Code | Original Complaint | | Probable Cause/Solution | | | | | |
| P 4150 | BRKE PELAL LOW | | REPLAC | E MODULAT | TOR, | | | |
| | | | Resin Se | ource: | None | Date: | | |
| | | | Status: | | N/A | Mil | eage: 31,346 | |
| Dealer #: | 206765 | TZ: | EST | VIN: 1HGC | M826X3A | Err: | | |
| Dir Cont: | BRIAN ASHTON | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (856) 983-2626 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | PAUL PILIERO | | | Doors: | 2DR | WD: | 2 | |
| Parts Mgr: | ELVING GUZMAN | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | BURNS HONDA | | Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L | | | | | |
| | 325 NORTH ROUTE | | | WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, | | | | |
| | MARLTON | NJ 08053 | | Engine #: | | Trans #: | | |
| Phone: (8 | 56) 983-2626 | Fax #: (856) 983-622 | 1 | Em Type: | | | | |
| DPSM: JOE GANUN Zone/Dist: 05J | | | | RO #: | | | | |
| Previous Dealer/Contact Date | | | Case Type: | Technical | | | | |
| | | | | W.O. #: | | | | |

Tech Line Suggests

Information from Dealer

| rech Line Suggesis | information from Dealer |
|---|---|
| 2/9/2005 KEITHC | |
| 1 02/09/05 07:22:34 ISIS:> | LOW BRAKE PEDAL, MASTER CYL WAS REPLACED, BLED |
| · · · · · · · · · · · · · · · · · · · | SYSTEM SEVERAL TIMES PEDAL GETS HARD W/O ENGINE |
| | . 1980 N |
| 3 | PEDAL GOES TO THE FLOOR WHEN ENGINE IS STARTED. |
| 4 02/09/05 07:25:01 KEITHC:> | |
| 5 EXCERCIZE ABS, IF IT GETS BETTER, REPLACE THE | |
| MODULATOR | |
| | |

| | . Ref # 24320 | Created By JOHNB | Date Created 08/09/2005 | Last Edited By DAVEK | # of Edits 2 | |
|---|-------------------------|---|--|-------------------------|--------------------------|--|
| P | Code 4150 | Original Complaint BRKE PEDAL VERY LOW | Probable Cause/Solution AIR IN BRAKES AFT MODULATION?; REPLACE ABS | | | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 44,843 | |

207717 Dealer #: CST VIN: 1HGCM66503A TZ: Err: Dir Cont: JON BILOFF Training %: 2003 Model: ACCORD V6 Year: Serv Ph: (414) 586-5400 Trim: EX-V6 Extn: Tran: 5AT **GREGORY LECHER** 2 Serv Mgr: WD: Doors: 4DR Parts Mgr: **BRIAN SWANSON** Fact: Country: USA MARYSVILLE Dir Name: **RUSS DARROW HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 9301 W. BROWN DEER RD. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, MILWAUKEE WI 53224 Engine #: Trans #: Phone: (414) 586-5400 Em Type: Fax #: (414) 586-5431 DPSM: Wayne Nicklas RO #: Zone/Dist: 08B Previous Dealer/Contact Date Case Type: Technical

Tech Line Suggests

Information from Dealer

| roon Enic daggeoto | mormation nom beater |
|---|--|
| 8/12/2005 JOHNB | |
| 1 08/09/05 07:00:42 ISIS:> | BRAKE MASTER WAS REPLACED FOR LOW BRAKE PEDAL AT |
| - 12 역사 기계를 살아가 되는 경우 기계를 가고 있다. | 35,561. CUSTOMER CAME BACK AND STATED THAT BRAKE |
| 3 | PEDAL IS GOING TO FLOOR AT 37,305, TECH STATED THAT |
| · · · · · · · · · · · · · · · · · · · | THERE WAS AIR IN LINES AFTER PERFORMING FOUR |
| 5 | WHEELBRAKE BLEED. CUSTOMER NOW WENT TO ANOTHER |
| | DEALE R WITH SAME COMPLAINT AND THEY SAID THEY |
| 7 | FOUND AIRIN 2 LINES TO ABS PUMP- MILEAGE 43,808. |
| | AND BEH OLD THERE BACK AT OUR SHOP AGAIN SAME |
| 9 | COMPLAINT 44,843. I THINK WE HAVE A DEFECTIVE |
| | MASTER CYLINDER, DO YOU HAVE ANY INSIGHT? |
| 11 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 12 THIS PROBLEM?> | YES TO BE TO BE THE TENED OF THE TENED OF THE TENED OF |
| 13 IF YES, REPAIR DESCRIPTION?> | LISTED ABOVE |
| 14 08/09/05 07:07:14 JOHNB:> | WHAT CAN WE DO MASTER ALREADY REPLACED PRIOR |
| 15 PRESSURE BLEED SYSTEM;NOTE PEDAL;IF | |
| IMPROVES, THEN TAKE TO A SAFE LOCATION AND ABS | |
| THE CAR MANY | |
| - 16 - Production of the control o | TIMES; THEN PRESSURE BLEED AGAIN; IF PROBLEM |
| 17 | CONTINUES, THEN REPLACE THE MODULATOR AND |
| | PRESSURE |
| - 18 - 15 - 25 - 15 - 15 - 15 - 15 - 15 - 15 | BLEED AGAIN;CB |
| 19 08/12/05 13:35:25 DAVEK:> | PSI BLEED AND GOT AIR FROM SYSTEM. CYCLE ABS |
| - 20 역사 교사는 회에서 가는 사람들은 가는 사람들이 되었다. 나는 사람 | ON TEST DRIVE, PEDAL WENT SOFT AND HAD AIR |
| 21 | AGAIN. |
| 22 REPLACE ABS | |

W.O. #:

| T/L Ref # 2260338 | Created By TOMP | Date Created 01/23/2007 | Last Edited By RUDYG | # of Edits 2 | | |
|-------------------|--------------------|--------------------------------|-------------------------|-----------------|--|--|
| Code | Original Complaint | Probable Cause/So | lution | | | |
| P 4150 | SOFT PEDAL, SINKS | ABS MODULATOR?; REPLACE | | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 71,362 | | |
| | | | | | | |

| | | | Resin 5 | ource: | None | Dat | e: |
|--------------|---|----------------------|---------|------------------|-----------------------------------|----------|--------------|
| | | | Status: | | N/A | Mile | eage: 71,362 |
| Dealer #: | 208118 | TZ: | PST | VIN: 1HGC | CM66593A | Err: | |
| Dir Cont: | HERRERA BOBBY | Training %: | 0 | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (209) 320-6700 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MITCH FRISK | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DENNIS TENBRINK | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | STOCKTON HONDA 2002 EAST HAMME STOCKTON | | | Desc: WhtBdy: | ACCORD 4DR EX P/S, SUN ROOF, A | |) HP 3.0 |
| | 0,00,00 | | | Engine #: | J30A41041111 | Trans #: | BAYA5041841 |
| Phone: (20 | 9) 320-6700 | Fax #: (209) 320-677 | '9 | Em Type: | | | |
| DPSM: MA | RCEL VILLEGAS | Zone/Dist: 12E | | RO #: | 146579 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

W.O. #:

| Tech Line Suggests | Info |
|--------------------|------|
| | |

| Tech Line Suggests | Information from Dealer |
|---|--|
| 1/23/2007 12:55:34 PM TOMP | |
| 1 | CUSTOMER IN FOR A SOFT AND SINKING BRAKE PEDAL |
| | FORTHE FOURTH TIME. |
| | BOBBY: The State of the State o |
| 3 EXERCISE ABS THEN BLEED BRAKES; DOES | |
| BRAKE PEDAL FEEL NORMAL? | |
| 4 YES: ABS MODULATOR IS FAULTY | |
| 5 NO: LOOK FOR OTHER CAUSES | |
| 2/27/2007 10:04:45 AM RUDYG | |
| 6 02/27/2007 10:05:12 AM RUDYG | THE VEHICLE IS BACK AGAIN. IT ONLY LASTED FOR A FEW |
| | WEEKS? |
| 7 DID PEDAL GET BETTER AFTER ABS WAS ACTIVATED? | YES |
| 8 REPLACE ABS MODULATOR | OK STATE OF THE ST |

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| T/L Ref# | Crea | ated By | Date Cr | eated | Last Edited By | # of Edits |
|--|--------------------|-----------------------|-------------------------------|--------------------------------------|---|------------------|
| 1794069 | CHF | RISV | 04/12/200 | | CHRISV | 1 |
| Code | Original Complaint | | ble Cause/Solution | | | |
| P 4150 | LOW PEDAL | | ABS MC | D; REPLACE | | |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 61,127 |
| Dealer #: | 207838 | TZ: | PST | VIN: 1HG | CM826X3A | Err: |
| Dir Cont: | GINO CORPUZ | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (510) 412-6100 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | CHRIS NOBLE | | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | WALT REED | | Fact: | MARYSVILLE | Country: USA | |
| DIr Name: HONDA OF EL CERRITO 11755 SAN PABLO AVENUE EL CERRITO CA 94530 | | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX-V P/S, SUN ROOF, AE | 6 6CYL 240.0HP 3.0L SS, AIR BAG, Trans #: | |
| Phone: (5 | 10) 412-6100 | Fax #: (510) 232-5475 | 5 | Em Type: | | |
| DPSM: ST | TEVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | |

| Tech Line Suggests | Information from Dealer |
|--|---|
| 4/12/2006 CHRISV | |
| 1 04/12/06 15:57:18 ISIS:> | BRAKE PEDAL SINKS MORE THAN 3 MM DOWN IN LESS |
| | THANA |
| 2 | MINUTE ALMOST DOWN TO THE FLOOR. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 04/12/06 15:57:27 CHRISV:> | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

6 REPLACE THE ABS MOD

| T/L Ref # 1498197 | Created CHRIS\ | | Date Cre 01/07/20 | | Last Edited PAULI | By # of Edits 1 |
|--------------------------|--------------------|-------------|-----------------------------|----------|------------------------|--------------------|
| Code P 4150 | Original Complaint | | | Cause/So | | |
| P 4130 | LOW PEDAL IN I | ABS MO | ABS MOD; REPLACE | | | |
| | | | Resin Sc | ource: | None | Date: |
| | | | Status: | | P MAP | Mileage: 14,382 |
| Dealer #: | 207067 | TZ: | EST | VIN: 1H | GCM82283A | Err: |
| Dir Cont: | DALE MACY | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (937) 434-4723 | Extn: | | Tran: | 5AT | Trim: LX-V6 |
| Serv Mgr: | GERI FALKIEWIECZ | | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | JOE MEESE | | | Fact: | MARYSVILLE | Country: USA |

Dir Name: MATT CASTRUCCI HONDA 3013 MALL PARK DRIVE

DAYTON

OH 45459

Phone: (937) 434-4723

04L

DPSM: MARK KELLEY Zone/Dist:

Previous Dealer/Contact

Fax #: (937) 428-4391

Date

Country: USA

Trans #:

ACCORD 2DR LX-V6 6CYL 240.0HP 3.0L WhtBdy:

POWER STEERING, ABS, SRS AIRBAG,

Engine #:

Em Type:

RO #:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/7/2005 CHRISV | |
|-----------------------------------|--|
| 1 01/07/05 10:06:44 ISIS:> | 2 TIMES WHEN APPLYING BRAKES THE PEDAL WENT TO THE |
| | FLOOR AND CAR DID NOT STOP, TOOK FOOT OFF PEDAL |
| 3 | THEN PRESSED AGAIN AND BRAKES WENT BACK TO |
| | NORMAL |
| 4 01/07/05 10:06:49 CHRISV:> | |
| 5 REPLACE THE ABS MOD | |
| 6 PEND TO PI FOR PICK UP | |
| 7 01/07/05 13:10:52PAULI:> | WILL ARRANGE FOR PART>MAP, JEREMY CAMPBELL |
| | FAXED SHIP REQUEST |
| 9 01/14/05 10:50:02PAULI:> | CLM #343311 (\$940.83/ PAID 1/13/05) |
| 10 | R&R 57110-SDB-023 |
| 11 DLR HAS DCS MSG TO SEND TO WPI | |
| | |

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| T/L Ref # 1525033 | Created By KEITHC | | Date Cre 02/22/20 | | Last Edited KEITHC | Ву | # of Edits | |
|--|----------------------|-------------|--|-------|-----------------------|------------|--------------|--|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | | Probable Cause/Solution EXCERCIZE ABS, POSS MODULATOR | | | | | |
| | | | Resin Source: None | | Date: | | | |
| | | | Status: | | N/A | Mile | eage: 25,452 | |
| Dealer #: | 208332 | TZ: | EST | VIN: | 1HGCM66503A | Err: | | |
| Dir Cont: | GERALD SMITH | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (516) 481-2800 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | DONALD STONE | | | Doors | : 4DR | WD: | 2 | |
| Parts Mgr: | WENDELL GREENE | | | Fact: | MARYSVILLE | Country: | USA | |

HEMPSTEAD NY 11550

MILLENNIUM HONDA

Phone: (516) 481-2800 Fax #: (516) 538-1157

117 N. FRANKLIN STREET

DPSM: RUSSELL BERSE

Dir Name:

Zone/Dist:

Previous Dealer/Contact Date

Em Type: 05B RO #:

Case Type: Technical

W.O. #:

Desc:

WhtBdy:

Engine #:

Tech Line Suggests

Information from Dealer

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Trans #:

P/S, SUN ROOF, ABS, AIR BAG,

| 2/22/2005 KEITHC 1 02/22/05 13:36:20 ISIS:> 2 | BRAKE PEDAL FADE REPLACED MASTER DIDNT FIX PROBLEM |
|--|---|
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 4 THIS PROBLEM?> | R Barrer (no matatrial de la companya |
| 5 02/22/05 13:36:53 KEITHC:> 6 EXCERCIZE ABS> | REPLACE M/C ,N/C |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1714618 | Created By JOHNB | Date Created 01/11/2006 | Last Edited By JOHNB | # of Edits 1 |
|----------------------|--|-------------------------------------|---------------------------------|--------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW/SOFT | Probable Cause/So PRESS BLEED,EX | olution ERCISE ABS,PRESS BLE | ED AGAIN;EVAL |
| | | Resin Source: Status: | None N/A | Date: Mileage: 32,923 |

208076 VIN: 1HGCM82643A Err: **CST** Dealer #: TZ: 2003 ACCORD V6 Training %: MARK Model: Dir Cont: Year: EX-V6 Trim: Serv Ph: (952) 892-1100 5AT Extn: Tran: 2 WD: Doors: Serv Mgr: 2DR Country: USA Parts Mgr: Fact: **MARYSVILLE** Desc: Dir Name: **BURNSVILLE HONDA** ACCORD 2DR EX-V6 6CYL 240 0HP 3.0L 14800 BUCK HILL ROAD WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, BURNSVILLE MN 55306 Engine #: Trans #: Phone: (952) 892-1100 Fax #: (952) 892-3521 Em Type: RO #: DPSM: Dick Sargent II Zone/Dist: 08G Case Type: Technical Previous Dealer/Contact Date

W.O. #:

Tech Line Suggests

Information from Dealer

| Tech Line Suggests | Information from Dealer |
|--|--|
| 1/11/2006 JOHNB | |
| 1 01/11/06 12:16:28 ISIS:> | REPLACED LEAKING MASTER CYCLINDER, BLEEDED |
| - 12 - 발표를 발표하고 하는 발표를 하는 사람들은 사람들이 모르는 사람들이 다른 사람들이 되었다. | BRAKES, TEST DROVE AND BRAKES FELT GOOD, CUSTOMER |
| 3 | RETURNE D, AND NOW BRAKES ARE A LITTLE SPONGY |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | NO |
| 6 01/11/06 12:18:15 johnb: | PEDAL IS SOFT; REPLACED MASTER FOR A LEAK; NO |
| 7 | CHANGE |
| 8 LEAKING WHERE ON MASTER> | OUT REAR OF MASTER I BELIEVE |
| 9 SO INTO BOOSTER> | POSSIBLY |
| 10 IF IT DID,I WOULD ADVISE YOU TO REPLACE THE | |
| BOOSTER ALSO; AS FOR YOUR SOFT PEDAL, HOW ARE | |
| YOU BEEN TO THE TOTAL THE PARTY OF THE PARTY | |
| 11 | PADS,ROTORS,CALIPERS,SLIDE PINS,ETC. |
| 12>ALL OK;LOTS OF PADS LEFT;ROTOR STRAIGHT | |
| 13 NOT DISHED> | NO |
| 14 CALIPERS NOT BINDING> | NOPE NAME AND ADDRESS OF THE PROPERTY OF THE P |
| 15 THEN PRESSURE BLEED SYSTEM, THEN EXERCISE ABS | |
| IN A SAFE LOCATION; THEN PRESSURE BLEED AGAIN; IF | |
| NOW | |
| 16 | OK, RETURN CAR TO CUSTOMER; IF NOT, POSS MODULATOR |

| | ************************************** | ICUIL | IIIC OO | IILACE IN | choir | |
|---------------|--|-----------------------|------------|-------------|------------------|----------------------|
| T/L Ref# | Cı | eated By | Date Cre | eated | Last Edited B | y # of Edits |
| 1404132 | Cl | HRISV | 07/29/2004 | | PAULI | 2 |
| Code | Original Complaint | | Probabl | e Cause/Sol | ution | |
| P 4150 | LOW PEDAL | | ABS MC | D; REPLAC | E | |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | P HAM | Mileage: 25,063 |
| Dealer #: | 207128 | TZ: | EST | VIN: 1HG | CM66563A | Err: |
| Dir Cont: | SCOTT CLARK | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (330) 644-3322 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | JAMES GARNER | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | DAVID SMITH | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | PARK HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0HP 3.0L |
| | 951 INTERSTATE | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, |
| | AKRON | OH 44312 | | Engine #: | | Trans #: |
| Phone: (3 | 30) 644-3322 | Fax #: (330) 644-4520 |) | Em Type: | | |
| DPSM: RO | ON HOPKINS | Zone/Dist: 04F | | RO #: | | |
| Previous De | ealer/Contact | Date | | Case Type | : Technical | |
| | | | | W.O. #: | | |
| Į. | | | - 1 | 1 | | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | information from Dealer |
|-------------------------------|---|
| 7/29/2004 CHRISV | |
| 1 07/29/04 11:52:06 ISIS:> | LOW BRAKE PEDAL MASTER CY REPLACED BEFORE . FLUID |
| 2 | IS FULL. |
| 3 07/29/04 11:52:08 CHRISV:> | NO LEAKS |
| 4 REPLACE THE ABS MOD | |
| 5 07/29/04 12:44:26 GEORGEK:> | PI, please have this mod send to Jeremy Gerrard. |
| 6 | thanks |
| 7 07/29/04 12:58:04 PAULI:> | WILL ARRANGE |
| 8 07/30/04 13:29:20 PAULI:> | FAXED SHIP REQUEST |
| 9 08/04/04 12:42:36 PAULI:> | CLM #227188 (\$828.11/SUBMITTED 8/3/04) |
| 10 | R&R 57110-SDB-023 (ABS MOD) |
| 11 | JIM,PRTS |
| 12 | WE SENT PER A/B #7913-0747-7888 |
| 13 THANKS. CORE CHARGES?> | NO, NEW UNIT |
| 14 | |

| T/L Ref# | Created By | Date Cr | eated | Last Edited By | # of Edits |
|------------|---|----------|---------------|--------------------|-------------------|
| 1786431 | KEITHC | 04/04/20 | 006 | KEITHC | 1 |
| Code | Original Complaint | Probabl | e Cause/Solut | ion | |
| P 4150 | BRKE "FEEL"PRBLMS | REPLAC | E MODULATO | OR | |
| | | Resin S | ource: | None | Date: |
| | | Status: | | N/A | Mileage: 28,930 |
| Dealer #: | 207548 TZ : | EST | VIN: 1HGC | M66523A | Err: |
| Dir Cont: | NGUYEN TRAN Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (954) 346-1003 Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | DALE KENNON | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | REYNOLD RODRIGUEZ | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | CORAL SPRINGS HONDA | | Desc: | ACCORD 4DR EX-V6 | 6CYL 240.0HP 3.0L |
| | 9400 W. ATLANTIC BLVD. | | WhtBdy: | P/S, SUN ROOF, ABS | , AIR BAG, |
| | CORAL SPRINGS FL 33071 | | Engine #: | | Trans #: |
| Phone: (95 | 54) 346-1003 Fax #: (954) 753-5572 | 2 | Em Type: | | |
| DPSM: DA | LE MEEKS Zone/Dist: 07P | | RO #: | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 4/4/2006 KEITHC | |
|--|--|
| 1 04/04/06 13:29:58 ISIS:> | CUSTOMER COMPLAINT BRAKE PEDAL SINKS TO THE |
| 2 | FLOOR REPLACED MASTER CYLINDER ,AIR BLED SYSTEM. |
| 3 | THE PE DAL STILL SINKING AND THERE IS A THUMPING |
| 4 | NOISE WHEN HIT PEDAL LIGHTLY. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | NO |
| 7 04/04/06 13:30:37 KEITHC:> | OTHER TECH REPLACED M/C, N/C |
| 8 REPLACE MODULATOR> | |

| 그 어떤 경험적인 경기가 되는 것도 아들까지 하는 하다면 점점 중에 여자는 이 이후 모양이다고 있다. | | | Date Cre 07/31/20 | | Last Edited B DAVIDK | у | # of Edits |
|---|--|--|----------------------|-------------------------------|--|---------------|------------------------|
| Code Original Complaint P 4150 BRAKE FEEL (SOFT, LOW, HARD) | | Probable Cause/Solution ABS?; ACTIVATE MODULATOR | | | | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mil | te: eage: 84,101 |
| Dealer #: | 208103 | TZ: | PST | VIN: 1HGC | M82743A | Err: | |
| Dir Cont: | ATILANO | Training %: | 55 | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (760) 328-8981 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF THE DES 68-025 KYLE ROAD CATHEDRAL CITY | SERT CA 92234 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A J30A41130667 | IBS, AIR BAG, | 40.0 HP BAYA5127905 |
| Phone: (7 | 60) 328-8981 | Fax #: (760) 328-2489 |) | Em Type: | | | |
| DPSM: JE | EFF MAY | Zone/Dist: 01L | | RO #: | 178231 | | |
| Previous D | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| | 007 | | | |
|--|-----|--|--|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

- **DAVIDK** 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION

5 ACTIVATE ABS ON SLIPPERY ROAD IF IMPROVES SHOULD BE OK. IF NOT REPALCE MODULATOR

INTERMITENT BRAKE PEDAL WILL GO TO THE FLOOR

REPLACE MASTER CYLINDER. BLEED BRAKE SYSTEM PEDAL SINK TO TO FLOOR. WILL PUMP UP.

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| T/L Ref # | Created By | Date Created | Last Edit | ed By # of Edits |
|--------------------|--------------------------------------|-------------------------------------|------------------------------|-----------------------|
| 1945509 | GARYR | 10/05/2006 | GARYR | 1 |
| Code P 4150 | Original Complaint BRAKE PEDAL SINKS | Probable Cause/S MOD?; REPL, BLE | olution EED, ACTIVATE, BI | LEED AGAIN |
| | | Resin Source: Status: | None N/A | Date: Mileage: 30,150 |
| Dealer #: | 206675 TZ | : EST VIN: 1H | GCM66573 <i>A</i> | Err: Model: ACCORD V6 |
| Dir Cont: | RUSS LEAVITT Tra | aining %: Year: | 2003 | |

Serv Ph: (413) 788-4097 Extn: Serv Mgr: MICHAEL YUSCAVITCH Parts Mgr: ROBERT BALISE Dir Name: **BALISE HONDA** 1371 RIVERDALE STREET W. SPRINGFIELD MA 01089 Phone: (413) 788-4097 Fax #: (413) 746-1721 DPSM: SUZI HENRY Zone/Dist: 09E

Previous Dealer/Contact [

Date

Tran: Trim: EX-V6 5AT 2 Doors: WD: 4DR Fact: Country: USA **MARYSVILLE** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

RO #:
Case Type: Technical

W.O. #:

Em Type:

Tech Line Suggests

Information from Dealer

| 10/5/2006 GARYR | |
|--|--|
| 1 10/05/06 09:50:49 ISIS:> | IN THE SPRING THE BRAKE MASTER CYLINDER WAS |
| · 2 강화를 받을 낚시하는 사람들은 사고 등 입자 | REPLACED FOR A SINKING BRAKE PEDAL, THE CAR CAME |
| 3 | BACK 10/03, WITH PEDAL SINKING AGAIN, REPLACED |
| · 4 등의 등이 문화를 하지만 하시다는 일 하는데 되다. | MASTER CYLINDER AGAIN, BLEED BRAKES PEDAL IS NOT |
| 5 | SINKING ANYMORE, BUT PEDAL SEEMS A LITTLE LOWER |
| | THAN NORMAL, I AM CALLING TECH LINE TO SEE IF THEY |
| 7 | HAVE BAD MA STER CYLINDER PROBLEMS. |
| 8 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 9 THIS PROBLEM?> | YES |
| 10 IF YES, REPAIR DESCRIPTION?> | MATER CYLINDER REPLACED IN SPRING. |
| 11 10/05/06 09:51:12 GARYR:> | |
| 12 REPL MOD, BLEED, ACTIVATE AND BLEED AGAIN | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1565251 | Created By KEITHC | Date Created 05/03/2005 | Last Edited By KEITHC | # of Edits 1 |
|----------------------|--------------------------------------|------------------------------------|---------------------------|-------------------------|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | Probable Cause/S EXCERCIZE ABS, | olution POSS MODULATOR | |
| | | ResIn Source: Status: | None N/A | Date: Mileage: 6.327 |

| Dealer #: | 206917 | TZ: C | ST VIN: 1HG | CM82673 <i>F</i> | Err: |
|------------------------------------|-----------------------|-------------|--------------|------------------|-----------------------|
| Dir Cont: | JOHN LICHNER | Training %: | Year: | 2003 | Model: ACCORD V |
| Serv Ph: | (414) 328-3500 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | MATTHEW SMEISKA | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | CRAIG MANKA | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: SCHLOSSMANN'S HONDA CITY | | | Desc: | ACCORD 2DR EX- | -V6 6CYL 240.0HP 3.0L |
| | 3450 SO. 108TH STREET | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| | MILWAUKEE | WI 53227 | Engine #: | | Trans #: |
| | | | 사이지 레크로드 보다다 | | |

| 이 발전을 무있는데 무료 전략 생활이 있다 살아보다 열 가는 것이다. 어머니는 것이다고 살 | |
|---|----------------------------|
| Phone: (414) 328-3500 | Em Type: |
| 그런 경우를 맞아가 된 것을 모양을 모양을 가는 것을 먹는 것을 받았다고 있다. 그 이 없었다. | [교장 없는 사업 과학 및 1981] 시 중요? |
| DPSM: Wavne Nicklas Zone/Dist: 08B | RO #: |

| | | | | 4.5 | |
|----------|---------------|---|------|-----|----------------------|
| Previous | Dealer/Contac | t | Date | | Case Type: Technical |
| | | | | | |
| | | | | | W.O. #: |
| | | | | | (|

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|--|-------------------------------------|
| 5/3/2005 KEITHC | |
| 1 05/03/05 08:01:06 ISIS:> | CUSTOMER CONCERN BRAKES FEEL SPONGY |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 05/03/05 08:05:25 KEITHC:> | S/M SAYS PEDAL IS SOFT |
| 5 EXCERCIZE ABS> | |
| 6 POSS MODULATOR> | |

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| T/L Ref # 1890662 | | reated By AYD | Date Created 08/03/2006 | Last Edited RAYD | By # of Edits 1 | |
|---|---------------------------------------|---|---|---|--------------------------|--|
| Code P 4150 | Original Complaint LOW BRAKE PEDAI | | Probable Cause/Solution MODULATOR?;EXERCISE ABS FOR TEST;REPLACE MODULATOR | | | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 44,256 | |
| Dealer #: Dir Cont: | 207171 SANDRA | TZ: Training %: | PST VIN: 1HG Year: | CM66543A 2003 | Err: Model: ACCORD V6 | |
| Serv Ph: (541) 770-3785 Extn: Serv Mgr: GREG MEIER | | Tran: Doors: | 5AT 4DR | Trim: EX-V6 WD: 2 | | |
| Parts Mgr: MICHAEL BODENBENDER DIr Name: LITHIA HONDA 700 NORTH CENTRAL MEDFORD OR 97501 | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 4DR EX P/S, SUN ROOF, | Country: USA (-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: | | |
| DPSM: CANDICE Zone | | Fax #: (541) 770-3790 Zone/Dist: 02H Date | | : Technical | | |

Tech Line Suggests

Information from Dealer

| 9/2/2006 PAVD | |
|--|--|
| 8/3/2006 RAYD 1 08/03/06 11:24:19 ISIS:> 2 3 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 5 THIS PROBLEM?> 6 IF YES, REPAIR DESCRIPTION?> 7 8 | PEDAL IS SOFT AND VERY LOW. FEELS LIKE BAD MASTERCYLINDER, BUT HAS A CODE 112-1 ABS INTERNAL POWER SOURCE FAILURE. YES VEHICLE WAS IN 1 YEAR AGO - SOFT PEDAL, ALSO HAD ABS DTC 61-1 AND 112-1, DTC'S WERE CLEARED AND BRAKES BLED, VEHICLE LEFT WORKING PROPERLY |
| 9 08/03/06 11:24:43 RAYD:> 10 IF THE BATTERY HAD EVER GONE DEAD, THIS CODE 11 COULD APPEAR, AND WOULD NEVER GO AWAY ON ITS 12 OWN, EXERCISE THE ABS, IF THE PEDAL COMES UP 13 AT ALL, REPLACE THE MODULATOR> | |

| T/L Ref # | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|-------------------------|----------------|-----------------|
| 1530319 | GARYR | 03/03/2005 | GARYR | 1 |
| Code | Original Complaint | Probable Cause/Solution | on | |
| P 4150 | BRKE PEDAL LOW 2X | MODULATOR?; REPL | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 19,393 |
| | | | | |

Dealer #: **EST** TZ: **BOGUSLAW** Training %: Dir Cont: Serv Ph: (908) 964-1600 Extn: STEPHEN OBRIEN Serv Mgr: Parts Mgr: PATRICK KNIERIEM Dir Name: PLANET HONDA 2285 ROUTE 22 WEST NJ 07083 UNION

Phone: (908) 964-1600

DPSM: GEOFFREY ALDARELLI

206774

Zone/Dist:

Previous Dealer/Contact

Fax #: (908) 964-1063

05C

Date

VIN: 1HGCM66883A

2003

5AT

4DR

MARYSVILLE

Country: USA ACCORD 4DR EX-V6NV 6CYL 240.0HP

Err:

Model:

Trim:

WD:

ACCORD V6

EX-V6NV

2

P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

Em Type: RO #:

Year:

Tran:

Fact:

Desc:

WhtBdy:

Engine #:

Doors:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 3/3/2005 GARYR | |
|---|---|
| 1 03/03/05 10:53:20 ISIS:> | BRAKE PEDAL LOW . |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | OR 그 프로젝트 이번 프로젝트 아니라 이번 보고 모르는 사람들이 되었다. |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYL. BLED SYTEM 1-17-05 |
| 5 03/03/05 10:53:32 GARYR:> | |
| 6 REPL MOD | |

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| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|----------|---------------------|------------------|----------------|-----------------|
| 1650324 | JIMH | 09/21/2005 | JIMH | 1 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | AIR IN BRAKE SYSTEM | REPLACE THE AE | SS MODULATOR | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 47,102 |

Dealer #: 207209 TZ: VIN: 1HGCM66503A PST Err: 2003 Dir Cont: TOM SPAGNOLA Training %: Model: ACCORD V6 Year: Serv Ph: (805) 544-9500 Trim: EX-V6 Extn: Tran: 5AT 2 TOM DIAZ WD: Serv Mgr: Doors: 4DR Parts Mgr: FRANK MORENO Country: USA Fact: **MARYSVILLE** Dir Name: SUNSET HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 12250 LOS OSOS VALLEY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SAN LUIS OBISPO CA 93405 Engine #: Trans #: Fax #: (805) 544-2832 Em Type: Phone: (805) 544-9500 RO #: DPSM: **DIANA MONTES** Zone/Dist: 01A

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 9/21/2005 JIMH | |
|---|---|
| 1 09/21/05 13:25:21 ISIS:> | LOW BRAKE PEDAL, AIR IS ENTERING THE SYSTEM. |
| | REPLACED BRAKE MASTER |
| 3 2 WEEKS LATER SAME PROBLEM. REPLACED | |
| JUNCTION BLOCK AND REAR LINES. 2 WEEKS LATER | |
| SAME | |
| 4 - 2001 - 4 12 14 15 15 15 15 15 15 15 15 15 15 15 15 15 | PROBLEM. AIR SEEMS TO BE IN THE REAR BRAKE LINES. |
| 5 | AFTER BLEEDING THE BRAKES, PEDAL IS GOOD FOR APROX. |
| 6 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - | 2-3 WEEKS. BLEEDING AT THIS TIME THE AIR IS AT THE |
| 7 | ABS UNIT.????? |
| 8 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 9 THIS PROBLEM?> | YES |
| 10 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER, REAR LINES AND JUNCTION BLOCK |
| 11 09/21/05 13:25:50 JAMESH:> | NO LEAKES IN SYSTEM |
| 12 REPLACE THE ABS MODULATOR | |

| | | . 0011 = | | | | VANDON SINON MINON MARKET IN THE STREET | |
|----------------------|----------------------|-----------------------|---------------------|------------------------------------|------------------|---|--------------|
| T/L Ref # 1394776 | • | | Date Cr 07/14/20 | | Last Edited By | | # of Edits |
| | MIKI | | | | MIKEH | | 1 |
| Code | 3 | | | e Cause/Sol | ution | | |
| P 4150 | BRKE PEDAL LOW 3X | KS . | ABS MC | ABS MODULATOR; ACTIVATE & BLEED SY | | YS | |
| | | | | ource: | None | Da | te: |
| | | | Status: | | N/A | Mi | leage: 6,691 |
| Dealer #: | 208061 | TZ: | EST | VIN: 1HG | CM66533A | Err: | |
| Dir Cont: | JOE KOPP | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (440) 366-5501 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CURT FRATE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | r: DEBBIE VENTURELLA | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | | | | Desc: WhtBdy: | ACCORD 4DR EX-Ve | | |
| Phone: (44 | 10) 366-5501 | Fax #: (440) 324-5279 |) Julia | Engine #: Em Type: | | Trans #: | |
| DPSM: RC | ON HOPKINS | Zone/Dist: 04F | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

| information from Dealer |
|---|
| |
| BRAKE PEDAL GOES TO FLOOR. REPLACED MASTER CYL. |
| WAS |
| OK FOR A SHORT TIME. BLED SYSTEM, OK FOR A WHILE. |
| PROBLEM RETURNED. |
| |
| |
| |
| |

| T/L Ref # 2308373 | Crea KEN | ated By IE | Date Cre 03/26/20 | | Last Edited B KENE | y | # of Edits |
|----------------------|---|-----------------------|----------------------|-------------------------------|--|--------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE FEELS LOW | | | e Cause/Solu DULATOR; F | | | |
| | | | Resin Se | ource: | None | Dat | e: |
| | | | Status: | | N/A | Mile | eage: 72,065 |
| Dealer #: | 208415 | TZ: | EST | VIN: 1HGC | M82673A | Err: | |
| Dir Cont: | PURIFICACION JIM | Training %: | 0 | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (757) 431-4350 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CARRIE MILES | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | DAVID FOX | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HALL HONDA 3516 VIRGINIA BEA VIRGINIA BEACH | CH BL VA 23452 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A J30A41148626 | BS, AIR BAG, |) HP 3.0 BAYA5145352 |
| Phone: (7 | 57) 431-4350 | Fax #: (757) 431-4349 | 9 | Em Type: | | | |
| DPSM: JE | NNIFER KAMLER | Zone/Dist: 06H | | RO #: | 389315 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

| Tech Line Suggests | Information from Dealer |
|-----------------------------|---|
| 3/26/2007 8:52:40 AM KENE | |
| 1 | BRAKE PEDAL FEELS SOFT, LAST VISIT HERE, REPLACED |
| | BRAKE MASTER CYLINDER. CUST STATES THE PEDAL WENT |
| | SOFT AGAIN, AND WENT TO AN INDEPENDENT SHOP AND |
| | HAD THE BRAKE SYSTEM BLEDTWO WEEKS LATER, SHE |
| | RETURNS HERE WITH A SOFT BRAKE PEDAL AGAIN. |
| 2 REPLACE THE VSA MODULATOR | |

W.O. #:

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| T/L Ref # 1568439 | Created By TOMP | Date Created 05/09/2005 | Last Edited By LANCEK | # of Edits 2 | |
|----------------------|---|--|--------------------------|--------------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | Probable Cause/Solution MSG: REPLACED ABS MODULATOR, PROBLEM REPAIRED | | | |
| | | Resin Source: Status: | Message center N/A | Date: Mileage: 46,993 | |

206617 Dealer #: CST TZ: Dir Cont: JEFFRY KLEIN Training %: Serv Ph: (601) 355-8100 Extn: JAMES VIBERG Serv Mgr: Parts Mgr: **GREG HENRIQUES** Dir Name: PAUL MOAK HONDA **802 HARDING STREET** MS 39202 **JACKSON** Phone: (601) 352-2700 Fax #: (601) 914-3552

Previous Dealer/Contact Date

VIN: 1HGCM66593A Err: 2003 Model: ACCORD V6 Year: Trim: EX-V6 Tran: 5AT 2 WD: Doors: 4DR Country: USA Fact: **MARYSVILLE** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #:

Tech Line Suggests

Information from Dealer

Case Type: Technical

W.O. #:

| 6/2/2005 TOMP | |
|--|--|
| 1 05/09/05 07:47:46 ISIS:> | BRAKE PEDAL GOES TO FLOOR AND CAR IS NOT |
| | STOPPING |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES A CONTROL OF THE PROPERTY OF THE RESERVE OF THE PROPERTY OF THE RESERVE OF THE PROPERTY OF |
| 5 IF YES, REPAIR DESCRIPTION?> | PATTY PECK (ANOTHER LOCAL DEALER) PUT 2 |
| - P6 시간 : : [18] 2 12 12 12 12 12 12 12 12 12 12 12 12 1 | MASTER CYLINDERS ON FOR THIS PROBLEM. A MONTH |
| 7 | AGO I FOUND 2TOO MANY MASTER CYLINDER SEALS. |
| - 8 - 프릴링트를 통을 수 된다니다 그는 아니다 하는 아니 | CUSTOMER CAME HER E COMPLAINING OF SPONGY |
| 9 | PEDAL. I REMOVED THE EXCESS SEALS AND NOTICED |
| | IMMEDIATE DIFFERENCE. |
| 11 05/09/05 07:48:10 TOMP:> | JEFF: |
| 12 AFTER THIS WORK; WERE BRAKES OK? | |
| 13 | YES. FOR ABOUT A MONTH. |
| 14 SO CAR IS BACK TODAY WITH SAME PROBLEM? | |
| 15 | YES, MORE OR LESS. |
| 16 HOW CAN I HELP?> | I THINK THE ABS MODULATOR IS BAD. |
| 17 COULD BE, EXERCISE ABS, THEN PRESSURE BLEED. | |
| 18 DOES THE BRAKE PEDAL FEEL NORMAL? | |
| 19 YES: FAULTY ABS MODULATOR. | |
| 20 NO: ELIMINATE OTHER POSSIBLE CAUSE, FAULTY ABS | |
| MOD. The first the service of the se | |
| 21 6/2/05 16:03:27 LANCEK:(MSG)> | JEFF |
| 22 | REPLACED ABS MODULATOR, PROBLEM REPAIRED |

| T/L Ref# | Created By | | Date Cr | eated | Last Edited By | | # of Edits |
|---------------|------------------------|-------------------|----------|-------------|-------------------|--------------|--------------|
| 1860387 | DAVEM | | 06/29/20 | 006 | DAVEM | | 1 |
| Code | Original Complaint | | Probabl | e Cause/Sol | ution | | |
| P 4150 | BRKE PDL LOW, PULLS RT | | AIR IN N | OD?;EXRS | C ABS>RPLC MSTR C | YL | |
| | | | Resin S | ource: | None | Dat | te: |
| | | | Status: | | N/A | Mil | eage: 42,392 |
| Dealer #: | 208371 | TZ: | EST | VIN: 1HG | CM66503A | Err: | |
| Dir Cont: | AL PETERMAN | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (770) 457-0016 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CHRISTOPHER BESSER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JUNIOR COKER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CURRY HONDA | | | Desc: | ACCORD 4DR EX-V | 6 6CYL 240.0 | OHP 3.0L |
| | 5525 PEACHTREE INDUST | | N | WhtBdy: | P/S, SUN ROOF, AB | S, AIR BAG, | |
| | CHAMBLEE G | 6A 30341 | | Engine #: | | Trans #: | |
| Phone: (7 | 70) 457-0016 Fax # | t: (770) 455-0345 | 5 | Em Type: | | | |
| DPSM: G | EORGE KELECHECK Zone | /Dist: 07F | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 6/29/2006 DAVEM | |
|--|---|
| 1 06/29/06 12:25:18 ISIS:> | WHEN BRAKING FAIRLY HARD, THE BRAKE PEDAL DROPS |
| 2 | LOWER THEN NORMAL AND THE CAR SEEMS TO BEAR TO |
| | THE |
| 3 | RIGHT. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MODULATOR . DID NOT SEEM TO |
| | IMPROVE. |
| 7 | NO MATTER HOW MUCH THE BRAKES ARE BLED, THERE ALL |
| 8 | WAYS SEEMS TO BE MORE AIR IN THE FRONT BRAKES |
| 9 06/29/06 12:27:58 DAVEM:> | SEE ABOVE |
| 10 PINS?> | FREE |
| 11 EQUAL FLOW FROM ALL BLEEDERS?> | YES |
| 12 ABS MOD AND MON. IF SAME, SAME MSTR CYL> | |
| 13 | |

| T/L Ref # | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|------------------|----------------|-----------------|
| 1419663 | KEITHC | 08/25/2004 | KEITHC | 1 |
| Code | Original Complaint | Probable Cause/S | Solution | |
| P 4150 | BRKE "FEEL"PRBLMS | POSS MODULAT | OR , EXCERSIZE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 31,739 |
| Dealer #: | 207865 TZ : | EST VIN: 11 | HGCM826X3A | Err: |

| | | | Status: | | N/A | Mileage: 31,739 |
|--------------|--|---------------------------|---------|-------------------------------|---------------------------------|---|
| Dealer #: | 207865 | TZ: | EST | VIN: 1HG | CM826X3A | Err: |
| Dir Cont: | BOB CANTLEY | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (301) 739-7283 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | TOM KIMBLE | | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | JOHN LAWSON | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HAGERSTOWN HONDA 10307 AUTO PLACE HAGERSTOWN | MD 21740 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX P/S, SUN ROOF, | C-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| Phone: (30 | 1) 739-7283 Fa | x #: (301) 766-075 | 4 | Em Type: | | |
| DPSM: Rob | bert Borzilleri Zo | one/Dist: 06E | | RO #: | | |
| Previous Dea | aler/Contact Da | ite | | Case Type: | Technical | |
| | | | | W.O. #: | | |

Tech Line Suggests

Information from Dealer

| 8/25/2004 KEITHC | |
|---------------------------------|---|
| 1 08/25/04 07:15:32 ISIS:> | SPONGEY PEDAL GOES DOWN TO FAR \ REPLACED |
| | MASTER |
| 2 | CYLINDER BLEED SYSTEM 3 TIMES STILL GOES DOWN |
| 3 | FUTHER THAN OTHER 03,S |
| 4 08/25/04 07:16:00 KEITHC:> | ANOTHER TECH REPLACED M/C, BLED, CUST STILL |
| 5 | COOMPLAINING |
| 6 | I REBLED, I FEEL IT'S NORMAL |
| 7 DOES THE PEDAL SINK> | SOME |
| 8 EXCERSIZE ABS POSS MODULATOR> | |

| T/L Ref # | Crea | ted By | Date Cr | eated | Last Edited B | v # of Edits |
|---------------|--|-----------------------|-------------------------|-------------------------------|------------------------------------|--|
| 1443418 | JOHN | _ | 10/05/2004 | | JOHNB | 1 |
| Code | Original Complaint | | Probable Cause/Solution | | | |
| P 4150 | BRKE PEDAL SINKS | | EXERC | ISE ABS,PRE | SSURE BLEED SYS | TEM;RE-EVAL |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 261,447 |
| Dealer #: | 208223 | TZ: | CST | VIN: 1HGC | CM82633A | Err: |
| Dir Cont: | JAMAL HARVEY | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (214) 800-6500 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | GREG FORD | | | Doors: | 2DR | WD : 2 |
| Parts Mgr: | LARRY MEDFORD | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | FREEMAN HONDA 39680 LBJ FREEWAY DALLAS | / TX 75237 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A | V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: |
| Phone: (21 | 4) 800-6500 | Fax #: (214) 800-6567 | 7 | Em Type: | | |
| DPSM: AN | IY CLAWSON | Zone/Dist: 03G | | RO #: | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | |

W.O. #:

Tech Line Suggests

Information from Dealer

| Tech Line Suggests | Information from Dealer |
|---|--|
| 10/5/2004 JOHNB | |
| 1 10/05/04 07:59:41 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR REPLACED |
| 2 | MASTER CYL AND BLED @ 15583 @20649 VEHICLE |
| 3 | CAME BACK, BLED BRAKES 3 TIMES. @ 261447 |
| 4 | VEHICLE HAS SAME PROBLEM |
| 5 10/05/04 08:00:06 JOHNB:> | ANY KNOWNS |
| 6 SO PEDAL GOES TO THE FLOOR> | YES |
| 7 DOES VEHICLE STOP> | OH, YES VEHICLE DOES STOP OK, BUT PEDAL DROPS TO |
| 8 | FLOOR |
| 9 SO ARE YOU ABLE TO APPLY YOUR HAND UNDER THE | |
| BRAKE PEDAL AT IT LOWEST POINT | |
| 10 | YES |
| 11 THEN NOT GOING TO THE FLOOR, THE PEDAL IS LOW OR | |
| SINKINGHOW DID YOU BLEED SYSTEM PRIOR | |
| 12 | VACUUM BLED |
| 13 PLEASE SAFELY GO OUT AND EXERCISE ABS MANY | |
| TIMES; THEN REUTNR TO SHOP AND PRESSURE BLEED | |
| 14 | SYSTEM;THEN RE-EVAL;IF PEDAL THE SAME,PLEASE |
| 15 | PERFORM TESTS PER: |
| 16 HSN-96/02I BRAKE PDL SINKS @ STOPS (M/CYL TEST | |
| #2) | |
| 17 HSN-95/02C BRAKE PEDAL SINKS @STOPS (M/CYL | |
| TEST #1) | |
| 18 | |
| 19 | |

| T/L Ref # 1617884 | Creat MIKE | ed By H | Date Cre 07/28/200 | | Last Edited MIKEH | By # of Edits | | |
|------------------------|--|--------------------------------------|------------------------------|-------------------------------|---|---|--|--|
| Code P 4150 | Original Complaint BRKE PEDAL "FEEL" LO | ow | 387 | | ole Cause/Solution ODULATOR; ACTIVATE, BLEED & RECK | | | |
| | | | Resin So Status: | ource: | None N/A | Date: Mileage: 39,535 | | |
| Dealer #: Dir Cont: | 207914 STEVEN MASSEY | TZ: Training %: | | VIN: 1HGC Year: | M66513A 2003 | Err: Model: ACCORD V6 | | |
| Serv Ph: Serv Mgr: | (630) 833-7700 | Extn: | | Tran: Doors: | 5AT 4DR | Trim: EX-V6 WD: 2 | | |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: USA | | |
| Dir Name: | GRAND HONDA 300 W. GRAND AVEN ELMHURST | IUE IL 60126 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX P/S, SUN ROOF, | X-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: | | |
| DPSM: GE | 0) 833-7700 ORGE MARIS | Fax #: (630) 833-7 Zone/Dist: 08E | | Em Type: RO #: | | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | | |

Tech Line Suggests

Information from Dealer

| . coc caggeote | intolliation from Boaloi |
|--|--|
| 7/28/2005 MIKEH | |
| 1 07/28/05 12:44:47 ISIS:> | BRAKEL PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | FOR THE RESIDENCE OF THE PROPERTY OF THE PROPE |
| 3 THIS PROBLEM?> | NO |
| 4 07/28/05 12:44:54 MIKEH:> | RESURFACED FRONT BRAKE ROTORS AND REPLACED |
| 5 | FRONT BRAKE PADS. |
| | FEELS LIKE BAD MASTER CYL, I REPLACED THE |
| 7 | MASTER CYL AND NO CHANGE. |
| 8 ACTIVATE ABS 3-4XS AND BLEED SYS?> | |
| 9 IF RESOLVED OR GETS BETTER, REPLACE ABS | |
| 10 MODULATOR> | |
| 11 | |
| 12 | |

W.O. #:

| 1594546 | KEITHC | | 06/21/2005 | KEITHC | |
|--|----------------|---|---------------|------------|------------------|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | Probable Cause/Solution REPLACE MODULATOR | | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 34,450 |
| Dealer #: | 206664 | TZ: | EST VIN: 1H | GCM66543A | Err: |
| Dir Cont: | WILL TEZAK | Training %: | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (419) 841-2222 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | TROY MOMANY | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | KEITH GREEN | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: BROWN HONDA 6155 W. CENTRAL AVENUE TOLEDO OH 43615 | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | | |
| | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | | |
| | Engine #: | | Trans #: | | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Fax #: (419) 842-0392

04B

Zone/Dist:

Date

Tech Line Suggests

Phone: (419) 841-2222

Previous Dealer/Contact

DPSM: OPEN POSIT 2/4/09

Information from Dealer

| 6/21/2005 KEITHC | |
|--|--|
| 1 06/21/05 07:28:34 ISIS:> | CUST STATES MOST TIMES BRAKE PEDAL VERY LOW AND |
| - 12 기존인 없는 하는 경험을 하다고 보고를 보는 모든 모든 사람이다. | HARD TO STOP CAR. SOMETIMES PEDAL IS FIRMER BUT |
| 3 | NOT GOOD. I AM 3RD PERSON TO GET THE CAR AND IT |
| · · · · · · · · · · · · · · · · · · · | HAS ALREADY HAD 2 MASTER CYLINDERS PUT ON IT AND |
| 5 | PEDAL IS FINE FOR A WHILE AND THEN IT SOMEHOW SEEMS |
| 6 | TO BE GETTING AIR IN THE SYSTEM! |
| 7 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 8 THIS PROBLEM?> | er (Tennament of the Control of the |
| 9 IF YES, REPAIR DESCRIPTION?> | HAS HAD THE SYSTEM BLED BEFORE AND ALSO HAS HAD 2 |
| 10 10 Not 10 10 10 10 10 10 10 10 10 10 10 10 10 | MASTER CYLINDERS PUT ON IT |
| 11 06/21/05 07:29:09 KEITHC:> | |
| 12 REPLACE MODULATOR> | |

Page 222 of 661 Printed: 06/29/2009 5:58:40PM By SYSTEM

| T/L Ref# | Created By | Date Created Last Edited By | # of Edits |
|---------------|--------------------------|-----------------------------|-----------------|
| 1669029 | KENE | 10/24/2005 KENE | l |
| Code | Original Complaint | Probable Cause/Solution | |
| P 4150 | P 4150 BRKE "FEEL"PRBLMS | MODULATOR; REPLACE | |
| | | Resin Source: None | Date: |
| | | Status: N/A | Mileage: 33,775 |
| | | | |

208376 VIN: 1HGCM66503A EST Dealer #: TZ: 2003 Dir Cont: **RUFUS** Training %: Year: Serv Ph: (678) 318-3150 Extn: Tran: 5AT ROBERT MOORE Doors: Serv Mgr: 4DR Parts Mgr: THOMAS DUNLAP Fact: **MARYSVILLE** Desc: Dir Name: HONDA MALL OF GEORGIA 3699 GEORGIA HWY. #20 WhtBdy: **BUFORD** GA 30519 Engine #: Em Type: Phone: (678) 318-3150 Fax #: (678) 318-3109

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG, Trans #:

RO#: Zone/Dist: 07E DPSM: **MELISSA MECHAN** Case Type: Technical Previous Dealer/Contact Date W.O. #:

Tech Line Suggests

Information from Dealer

Err:

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

Country: USA

| 10/24/2005 KENE | |
|--|---|
| 1 10/24/05 10:21:27 ISIS:> | BRAKE PEDAL IS MUSHY AND AT TIMES IS GOING TO THE |
| 2 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | FLOOR SLOWLY |
| 4 THIS PROBLEM? | |
| 5 10/24/05 10:22:13 KENE:> | MASTER CYL HAS BEEN REPLACED |
| 6 REPLACE THE MODULATOR | |

| T/L Ref# | Created By | Date Created | Last Edited B | By # of Edits |
|---|---|---|---|--|
| 1783344 | DAVEK | 03/31/2006 | PAULI | 11 |
| Code P 4150 | Original Complaint BRKE PEDAL LOW AIR IN SYSTEM | Probable Caus ABS?; REPLAG Resin Source: Status: | CE KB 10759 | Date: Mileage: 12,630 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207537 TZ: WILLIAM DUCKETT Training %: (610) 789-9420 Extn: TONY FELICI JOHN BULLOCK PIAZZA HONDA OF DREXEL HILL TOWNSHIP LINE/BURMONT DREXEL HILL PA 19026 10) 789-9420 Fax #: (610) 789-219 | EST VIN: Year: Tran: Door Fact: Desc WhtE Engir | 5AT s: 4DR MARYSVILLE : ACCORD 4DR EX- dy: P/S, SUN ROOF, A | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| | URK MCFADDEN Zone/Dist: 05H ealer/Contact Date | RO# | : Type: Technical | |

Tech Line Suggests

Information from Dealer

| 3/31/2006 DAVEK | |
|--|---|
| 1 03/31/06 09:49:23 ISIS:> | BRAKE PEDAL GOES TO FLOOR, MASTER CYLINDER |
| 2 | RELACEDPRIOR, |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER. |
| 6 03/31/06 09:54:08 DAVEK:> | CAN BLEED, GET AIR. PEDAL OK FOR SHORT TIME |
| 7 AIR IN SYSTEM> | YES |
| 8 REPLACE ABS | |
| 9 PEND TO PAUL FOR SHIPPING TO HAM KB 10759 | |
| 10 03/31/06 11:22:12PAULI:> | WILL ARRANGE PRT>MAP, JEREMY GERRARD |
| 11 | FAXED SHIP REQUEST |
| 12 04/05/06 09:47:49PAULI:> | NO CLM |
| 13 04/06/06 09:28:11PAULI:> | SAS |

| 695045 | Created By GARYR | Date Created 12/07/2005 | Last Edited By JOHNB | # of Edits 2 |
|--------------------------------|---------------------|-----------------------------------|-------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRKE PEDAL TO THE FLOOR | | FB: REPLACED A | BS MODULATOR;FIXED | |
| | | ResIn Source: | Feedback forms | Date: |
| | | Status: | N/A | Mileage: 35,687 |

Dir Cont: COREY Training %: Serv Ph: (603) 886-9300 Extn: MIKE FLAHERTY Serv Mgr: Parts Mgr: **RICH BENSON** Dir Name: PETERS HONDA OF NASHUA 300 AMHERST STREET **NASHUA** NH 03063

Phone: (603) 886-9300 Fax #: (603) 886-9336 DPSM: John Sytulek Zone/Dist: 09J

Previous Dealer/Contact Date Fact: Desc: WhtBdy: Engine #:

2003 Year:

ACCORD V6 Model: Trim: EX-V6NV 5AT 2

4DR **MARYSVILLE** Country: USA ACCORD 4DR EX-V6NV 6CYL 240 0HP

WD:

P/S, SUN ROOF, ABS, AIR BAG, Trans #:

Em Type: RO #:

Case Type: Technical

W.O. #:

Tran:

Doors:

Tech Line Suggests

1/18/2006 **GARYR**

- 1 12/07/05 10:40:40 ISIS:----> 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?---->
- 4 IF YES, REPAIR DESCRIPTION?----
- 5 12/07/05 10:40:46 GARYR:---->
- 6 REPL THE MOD, BLEED, ACTIVATE AND BLEED AGAIN
- 7 01/18/06 06:01:59 JOHNB:FEEDBACK FAX:
- 8 REF# VIN MODEL MDL YR DLR# DATE AGENT NAME
- 10 1695045 1HGCM66803A044341 01/16/2006 ACCORD 2003 207222 JOHN_BURNSIDE

11

- 12 COMMENTS:
- 13 REPLACED ABS CONTROL MUDULATOR AND BRAKE PEDAL FEELS NORMAL NOW.

Information from Dealer

BRAKE PEDAL GOES TO FLOOR

YES

REPLACED BRAKE MASTER CYLINDER

| T/L Ref # 2839046 | Created By CHRISV | Date Created 06/23/2009 | Last Edited By STEVEN | # of Edits 3 |
|----------------------|---------------------------------|------------------------------------|--------------------------|--------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | Probable Cause/S ABS MOD; REPLA | | |
| | | ResIn Source: Status: | None N/A | Date: Mileage: 37,049 |

| | | | Status. | | N/A | 18111.0 | age. 07,043 |
|--------------|-----------------|-------------------|---------|------------|------------------|---------------|-------------|
| Dealer #: | 208404 | TZ: | CST | VIN: 1HGC | CM66583A | Err: | |
| Dir Cont: | JAMES NOLES | Training %: | 70 | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (205) 491-8484 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | ARTHUR SOARES | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TIMOTHY GRACE | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SERRA HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 | HP 3.0 |
| | 1813 ENSLEY AVE | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | BIRMINGHAM | AL 35218 | | Engine #: | J30A41071722 | Trans #: | BAYA5071345 |
| Phone: (20 | 5) 491-8484 | Fax #: 2054918729 | | Em Type: | | | |
| DPSM: CH | RIS BRUNI | Zone/Dist: 07C | | RO #: | 144087 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| tott Ellio oaggood | |
|---|---|
| 6/23/2009 1:33:03 PM CHRISV | |
| 1 ORIGINAL COMPLAINT | PEDAL LOW AND SPONGY |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | EYES 프로시아 기계를 보고 있는 모든 사람들은 살이 모르는 다 |
| 3 PREVIOUS REPAIR DESCRIPTION | MASTER CYLINDER |
| 4 REPLACE THE ABS MOD LOW, SOFT BRAKE PEDAL | |
| (R&R VSA MODULATOR)HSB-07-045 KB 15326 | |
| 6/25/2009 11:30:20 AM VLADC | |
| 5 T | |
| 6/25/2009 11:32:14 AM STEVEN | |
| 6 | REPLACED THE ABS MODULATOR, STILL HAVE A SPONGY PEDAL BUT NOW ITS ONLY AT TIMES |
| 7 HOW MANY TIMES HAVE YOU BLED THE BRAKES | 5 OR SO |
| 8 ENGINE RUNNING? | FYES 하는 사람들은 이 이 마음이로 있는데 어떻게 되었다. |
| 9 FOLLOWING THE S/M PROCEDURE | YES |
| 10 CYCLE THROUGH THE ABS SOL? | |
| 11 TRY THAT, BLEED A FEW MORE TIMES | OK |
| 12 NOT A SINKING PEDAL, ITS SPONGY | YES SPONGY |
| 13 IF NC PARTS WARRANTY THE ABS MODULATOR | OK |
| | |

| T/L Ref # 1495449 | Created By TOMP | Date Created 01/04/2005 | Last Edited By TOMP | # of Edits 1 |
|----------------------|-----------------------------|--------------------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/So | lution | |
| P 4150 | BRKE PEDAL LOW,AFTR NEW M/C | FAULTY ABS MOD | ULATOR; REPLACEMENT | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 5,913 |

| | | 8 | Status: | | N/A | Mile | age: 5,913 |
|----------------|--|-----------------------|---------|-------------------------------|-----------------------------------|----------|-------------------|
| Dealer #: | 208034 | TZ: | EST | VIN: 1HGC | CM66543A | Err: | |
| Dir Cont: | ANTHONY PRICE | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: (| 440) 777-9400 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | GARY DALTON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: 0 | GARY DALTON | | | Fact: | MARYSVILLE | Country: | USA |
| 2 | GANLEY HONDA 25870 LORAIN ROAD NORTH OLMSTED | OH 44070 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX P/S, SUN ROOF, A | | HP 3.0L |
| Phone: (440) | 777-9400 | Fax #: (440) 801-4656 | | Em Type: | | | |
| DPSM: BRIAN | SOLENTHALER | Zone/Dist: 04E | | RO #: | | | |
| Previous Deale | r/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 1/4/2005 TOMP | |
|----------------------------|---|
| 1 01/04/05 06:27:50 ISIS:> | BRAKE PEDAL GOES ALMOST TO THE FLOOR, CAN PUMP |
| | UP AND IT ONLY HOLDS UP FOR A FEW SECONDS, HAS |
| 3 | HAD A NEW MASTER PUT ON IN AUGUST, REBLED IN |
| | NOVEMBER, AND WAS OK, NOW IS BACK AGAIN WITH |
| 5 | THE SAME PROBLEM, FLUID LEVEL NOT GOING DOWN |
| 6 01/04/05 06:28:00 TOMP:> | TONY: The streng set of the control |
| 7 ABS MODULATOR IS FAULTY | |

| T/L Ref # 1536254 | Created By TOMP | Date Created 03/14/2005 | Last Edited By TOMP | # of Edits |
|----------------------|---------------------------------------|--------------------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | P 4150 BRAKE PEDAL SINKS,AFTR M/C REP | FAUTLY ABS MOD | DULATOR; REPLACEMENT | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 19,498 |

VINCENT VITALE Training %: Dir Cont: Serv Ph: (203) 622-0622 Extn: RICHARD SCHULER Serv Mgr: Parts Mgr: STEPHEN ALLMASHY Dir Name: **GREENWICH HONDA** 289 MASON STREET **GREENWICH** CT 06830

Fax #: (203) 622-6758

05F

Phone: (203) 622-0622 DPSM: **RENA BAEZA**

Zone/Dist:

Previous Dealer/Contact Date

2003 Year: Tran: 5AT Doors: 4DR

Fact: MARYSVILLE Desc:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG,

Model:

Trim:

WD:

Trans #:

ACCORD V6

EX-V6

2

Country: USA

Engine #: Em Type:

WhtBdy:

Case Type: Technical

W.O. #:

RO #:

Tech Line Suggests

Information from Dealer

| 3/14/2005 TOMP | |
|--|---|
| 1 03/14/05 12:24:19 ISIS:> | POOR BRAKE PEDAL |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER. WE KEEP FINDING AIR |
| 5 | IN THE L\R LINE. IT TAKES ABOUT 2 WEEKS FOR |
| 6 | THE PEDAL TO GO BAD. |
| 7 03/14/05 12:24:34 TOMP:> | VINCENT: |
| 8 ABS MODULATOR IS FAULTY. | |

| T/L Ref # | Created B | y | Date Cre | eated | Last Edited E | Ву | # of Edits | |
|---------------|--------------------|------------------|----------|--------------|------------------|---------------|---------------|---|
| 1421136 | GARYR | | 08/26/20 | 004 | KEITHC | | 2 | |
| Code | Original Complaint | | Probable | e Cause/Solu | ıtion | | | |
| P 4150 | BRKE "FEEL"PRBLMS | | REPLAC | E MODULAT | FOR | | | |
| | | | Resin Se | ource: | None | Da | te: | |
| | | | Status: | | N/A | Mil | leage: 22,015 | |
| Dealer #: | 207206 | TZ: | EST | VIN: 1HGC | CM66573A | Err: | | , |
| Dir Cont: | NATHAN | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (765) 448-1000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | ROBERT ABRAMS | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | TIMOTHY RIEDEL | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | BOB ROHRMAN HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240. | 0HP 3.0L | |
| | 821 SAGAMORE PRKWY | ·-· | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | | |
| | LAFAYETTE | IN 47905 | | Engine #: | | Trans #: | | |
| Phone: (76 | (5) 448-1000 Fax | #: (765) 449-226 | 7 | Em Type: | | | | |
| DPSM: KA | THERINE AGNEW Zon | e/Dist: 04H | | RO #: | | | | |
| Previous De | aler/Contact Date | e | | Case Type: | Technical | | | |
| | | | | W.O. #: | | | | |

Tech Line Suggests

Information from Dealer

| 8/26/2004 GARYR | |
|--|--|
| 1 08/26/04 15:53:39 ISIS:> | CUSTOMER STATES THAT PRESSED BRAKE PEDAL AND NO |
| 2 | RESPONCE FROM BRAKE SYSTEM AT ALL. HOWEVER WE |
| | CAN THE REPORT OF THE PROPERTY |
| 3 | NOT GET TO ACT UP. |
| 4 08/26/04 15:53:56 GARYR:> | |
| 5 ASK CUSTOMER IF PEDAL WAS HARD WITH NO ASSIST> | I THINK IT WAS |
| 6 T/D IN THE MORNING, IF PEDAL IS HARD AND NO | |
| 7 ASSIST SWAP A BOOSTER HOSE AND CHK VLV. | |
| 8 HSB 04-012 | |
| 9 IF PEDAL WENT TO THE FLOOR CHK M/C AND MOD | |
| 10 08/27/04 07:54:34 KEITHC:> | CUST CLAIMS THE PEDAL WENT TO FLOOR, WOULDN'T |
| 11 | STOP, CLAIMS IT HAS HAPPENED 2X |
| 12 | WE CAN'T DUP |
| 13 REPLACE MODULATOR> | |
| 14 | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|----------|--------------------------|------------------|-----------------|----------------|
| 1455870 | RAYD | 10/25/2004 | RAYD | 3 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE PEDAL GOES TO FLOOR | 11/3: PRESSURE | FOR NOW | |
| | | Resin Source: | Spoke w/ Dealer | Date: |
| | | Status: | N/A | Mileage: 7,004 |

208200 Dealer #: TZ: **EST** Dir Cont: KENNETH FOOR Training %: Serv Ph: (313) 565-5100 Extn: Serv Mgr: MICHAEL ZASADNY Parts Mgr: JOHN OSTRANDER Dir Name: LAFONTAINE HONDA 2245 S. TELEGRAPH **DEARBORN** MI 48124 Phone: (313) 565-5100 Fax #: (313) 278-7614

DPSM: OPEN POSIT 2/4/09 Zone/Dist: 04B

Date Previous Dealer/Contact

VIN: 1HGCM66393A Err: 2003 Model: **ACCORD V6** Year: Trim: LX-V6 Tran: 5AT 2 WD: Doors: 4DR Fact: Country: USA MARYSVILLE Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: Trans #: Em Type: RO #:

Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| recir Line Suggests | Information from Dealer |
|---|--|
| 10/25/2004 RAYD | |
| 1 10/25/04 14:58:48 ISIS:> | CHECK BRAKES, PEDAL GOES TO FLOOR. |
| 2 10/25/04 14:59:39 RAYD:> | IS THERE ANOTHER WAY TO BLEED THE BRAKES ON |
| 3 | THIS THING, WE BLEAD THE BRAKES 1K MILES AGO |
| 4 | NOW IT IS BACK WITH THE SAME COMPLAINT |
| 5 HOW ARE YOU BLEEDING?> | THERE IS ONLY ONE PROCEEDURE IN THE S/MANUAL, |
| 6 | THATS THE WAY WE ARE BLEEDING |
| 7 ARE YOU USING A PRESSURE BLEEDER?> | NO, PUMPING THE BRAKE PEDAL |
| 8 ENGINE ON OR OFF?> | OFF I THINK |
| 9 PRESSURE BLEEDER IS A REQUIRED SPECIAL TOOL, | |
| 10 EXERCISE THE ABS, BLEED THE SYSTEM WITH A | |
| PRESSURE | |
| 11 BLEEDER> | |
| 12 10/26/04 11:56:10 GEORGEK:> | RD, is this a candidate for our mod investigation? |
| 13 | Please call the mod in if the vehicle returns with |
| 14 | a low pedal. thanks |
| 15 11/03/04 12:07:52 RAYD:CB> | I JUST GOT THE PRESSURE BLEEDER IN YESTERDAY |
| 16 SO YOU HAVN'T REPLACED ANY PARTS?> | NO, I BLEAD THE SYSTEM, I HAVE BEEN DRIVING IT |
| 17 | PERIODICALLY, IT HASN'T HAD THE PROBLEM SINCE |
| 18 | THE BLEADING |
| 19 IF THE CAR COMES BACK, REPLACE THE MODULATOR | |
| AND | |
| 20 HOLD FOR TECLINE> | |

| T/L Ref # 1522735 | Creat LANC | ed By CEK | Date Cro 02/17/20 | | Last Edited E LANCEK | # of Edits 1 |
|--|---|---|----------------------|---|--|--|
| Code P 4150 | Original Complaint BRKE PEDAL FEELS S | OFT | | , | • | ED BRAKES AS PER SM Date: Mileage: 17,766 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207328 PHILIP KIDD (816) 942-2200 TRENT GRONBERG BRANDON CRISPI JAY WOLFE HONDA 220 WEST 103RD ST KANSAS CITY | TZ: Training %: Extn: REET MO 64114 | CST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2003 5AT 4DR MARYSVILLE ACCORD 4DR EX P/S, SUN ROOF, / | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| DPSM: Mi | 16) 942-2200 chael Wehmeir ealer/Contact | Fax #: (816) 942-6712 Zone/Dist: 08L Date | 2 | Em Type: RO #: Case Type: W.O. #: | Technical | |

Tech Line Suggests

Information from Dealer

| reon Line daggests | momation nom beater |
|---|---|
| 2/17/2005 LANCEK | |
| 1 02/17/05 13:47:03 ISIS:> | CUSTOMER COMPLAINT OF SOFT, FADING BRAKE |
| | PEDAL MASTER CYLINDER WAS REPLACED PREVIOUSLY ABOUT |
| 3 | 3 WEEKS AGO HAVE HAD IN AND BLED TWICE SO REPLACED |
| - 4 - 5 - 5 - 5 - 8 - 12 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - 5 - | THE MASTER CYLINDER AGAIN AND BLED SEVERAL TIMES |
| 5 | AND NOW PEDAL FEELS O.K. BUT MAYBE NOT AS STIFF AS |
| 6 | COMPARED TO NEW CAR. |
| 7 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR THIS PROBLEM?>NO | |
| 8 02/17/05 13:47:20 LANCEK:> | THE BRAKE PEDAL FEELS SOFT, HAVE REPLACED THE |
| 9 | MASTER CYL 2X'S. |
| 10 CHECK CALIPERS, AND CALIPER SLIDE PINS?> | ALL GOOD! |
| 11 EXERCISE THE ABS AND BLEED THE BRAKES AS | |
| 12 PER THE SM PERF THIS 2-3X'S. | |
| 13 IF THE PEDAL COMES UP REPLACE THE ABS MODULATOR. | |
| 14 | |

| Created By | Date Created | Last Edited By | # of Edits |
|--------------------|----------------------------|--|---|
| CHRISV | 02/22/2005 | CHRISV | 1 |
| Original Complaint | Probable Cause/So | lution | |
| LOW PEDAL | ABS MOD; REPLAC | CE | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 25,304 |
| | CHRISV Original Complaint | CHRISV 02/22/2005 Original Complaint Probable Cause/So LOW PEDAL ABS MOD; REPLACE Resin Source: | CHRISV 02/22/2005 CHRISV Original Complaint LOW PEDAL ABS MOD; REPLACE Resin Source: None |

206817 Dealer #: **EST** TZ: Dir Cont: MATT HUTTLE Training %: Serv Ph: (413) 743-0014 Extn: Serv Mgr: RICHARD SOLOMON Parts Mgr: **DOUG DESALVO** Dir Name: BEDARD BROS, HONDA 391 SOUTH STATE ROAD CHESHIRE MA 01225

CHESHIRE MA 012

Phone: (413) 743-0014 Fax #: (4

DPSM: SUZI HENRY

Fax #: (413) 769-2857 Zone/Dist: 09E

Previous Dealer/Contact

Date

VIN: 1HGCM66533A Err: 2003 Year: Model: ACCORD V6 Tran: Trim: EX-V6 5AT 2 WD: Doors: 4DR Fact: Country: USA MARYSVILLE

Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG.

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type:

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

8 REPLACE THE ABS MOD

Information from Dealer

| 2/22/2005 CHRISV | |
|--|--|
| 1 02/22/05 11:04:37 ISIS:> | PEDAL LOW HAS NEW MASTER CYLINDER GOOD FOR A |
| | WEEK |
| | PEDAL LOW AGAIN ABS FUNCTION TEST WOULD NOT |
| 3 | ACTIVATE SOLINOIDS |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER |
| 7 02/22/05 11:04:40 CHRISV:> | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # | Created By | | Date Cr | eated | Last Edited By | | # of Edits |
|---------------|--------------------|-----------------------|---|------------|--------------------|-----------|---------------|
| 1440636 | GAR | YR 09/29/2004 | | GARYR 1 | | 1 | |
| Code | Original Complaint | | e Cause/Solu | ition | | | |
| P 4150 | BRKE PEDAL LOW | | ACTIVA | TE ABS AND | BLEED?;REPL MOD | | |
| | | | Resin S | ource: | None | Da | te: |
| | | | Status: | | N/A | Mi | leage: 47,744 |
| Dealer #: | 207847 | TZ: | PST | VIN: 1HGC | CM66543A | Err: | |
| DIr Cont: | SCOTT BRENNAN | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (541) 485-6111 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | PAT LAMORA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | HANS BURT | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | KENDALL HONDA | | | Desc: | ACCORD 4DR EX-V6 | 6CYL 240. | 0HP 3.0L |
| | 846 GOODPASTURE | | | WhtBdy: | P/S, SUN ROOF, ABS | , AIR BAG | |
| | EUGENE | OR 97401 | | Engine #: | | Trans #: | |
| Phone: (54 | 11) 485-6111 | Fax #: (541) 335-6394 | l de la companya de | Em Type: | | | |
| DPSM: CA | NDICE | Zone/Dist: 02H | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| in on the contract of the cont |
|--|
| |
| BRAKE PEDAL GOES TO THE FLOOR ON THE FIRST |
| APPLICATION AND FEELS FINE IF YOU PUMP IT ONE MORE |
| TIME. BLED |
| |
| |
| |
| |
| |
| NO, JUST TRAVELS MORE THAN NORMAL |
| |
| |
| |
| |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 2280556 | Created By RUDYG | Date Created 02/20/2007 | Last Edited RUDYG | By # of Edits 1 | | |
|----------------------|------------------------|--------------------------------|--|--------------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | P 4150 BRAKE PEDAL LOW | ABS MODULATOR | ABS MODULATOR?; ACTIVATE AND RECHECK PEDAL | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 112,422 | | |

207339 Dealer #: **EST** VIN: 1HGCM66593A Err: TZ: Dir Cont: FISHER ELWOOD Training %: 2003 Model: ACCORD V6 Year: Serv Ph: Trim: EX-V6 (908) 859-0966 Extn: Tran: 5AT 2 WD: Serv Mgr: THEODORE REBETJE Doors: 4DR Parts Mgr: **JACK PAIEDA** Fact: **MARYSVILLE** Country: USA Dir Name: PHILLIPSBURG-EASTON HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP 3.0 400 COUNTY ROAD 519 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **PHILLIPSBURG** NJ 08865 Engine #: Trans #: BAYA5083334 J30A41084436 Em Type:

Phone: (908) 859-0966 Fax #: (908) 859-6493

RO #: 96875 DPSM: ALAN LEBAIR Zone/Dist: 05L Case Type: Technical **Previous Dealer/Contact** Date

W.O. #:

Information from Dealer

Tech Line Suggests 2/20/2007 10:38:27 AM

- RUDYG 1 02/20/2007 10:40:28 AM RUDYG
- 2 REPLACED ANY PARTS YET?
- 3 OK AFTER BLEEDING?
- 4 DOES PEDAL IMPROVE IF ABS ACTIVATED?
- 5 WAS FLUID LEVEL LOW WHEN IT CAME IN?
- 6 NO CONTAMINATED FLUID?
- 7 TRY TO KEEP VEH FOR A FEW DAYS, IF PEDAL GETS SOFT ACTIVATE ABS. IF PEDAL IMPROVES, REPLACE ABS MODULATOR

BRAKE PEDAL SINKS TO FLOOR.

2 MASTER CYLINDERS

YES, BUT I BLED IT LAST TIME AND I FOUND AIR IN IT TODAY

NO, BUT I CHECKED IT AFTER BLEEDING

NO, I DON'T FIND ANY LEAKS

NO, CLEAN

OK

| T/L Ref # 1621988 | Cre a GAR | ted By | Date Cre 08/04/20 | | Last Edited I GARYR | By # of Edits 1 |
|--|--|-----------------------|----------------------|------------------------------------|---------------------------------|--|
| Code Original Complaint P 4150 BRKE PEDAL SPONGY | | | | e Cause/Sol u TE ABS AND | ition BLEED?; IF IMPRO | OVED REPL MOD |
| | | | Resin Se | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 25,195 |
| Dealer #: | 207847 | TZ: | PST | VIN: 1HGC | CM66513A | Err: |
| Dir Cont: | SCOTT BRENNAN | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (541) 485-6111 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | PAT LAMORA | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | HANS BURT | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | KENDALL HONDA 846 GOODPASTURE EUGENE | E ISL.RD OR 97401 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX P/S, SUN ROOF, | -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| Phone: (54 | 1) 485-6111 | Fax #: (541) 335-6394 | 4 | Em Type: | | |
| DPSM: CA | NDICE | Zone/Dist: 02H | | RO #: | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | |

Tech Line Suggests

Information from Dealer

| 8/4/2005 GARYR | |
|--|---|
| 1 08/04/05 10:42:59 ISIS:> | CAR CAME IN 4/12/05 AND CUSTOMER WAS COMPLAINING OF |
| · 2 시작문문을 중앙하는 원인 등등로 되었다고 한국하는데 | A SPONGY BRAKE PEDAL. IT WAS A LITTLE SOFTER THAN |
| 3 | NORMAL. INSPECTED ALL FINE SO WE BLED. CUST SAYSIT |
| | WAS BETTER FOR A "WHILE" AND THEN GOT SOFT AGA IN. |
| 5 | IT IS FOR SURE "SOFTER" THAN IT SHOULD BE. ALLLOOKS |
| - 16 : 14 : 15 : 15 : 15 : 15 : 15 : 15 : 15 | GOODPAD WEAR, NO LEAKS, ECT |
| 7 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 8 THIS PROBLEM?> | PAYES TO THE AREA RELATED AND A REPORT OF |
| 9 IF YES, REPAIR DESCRIPTION?> | SEE ABOVE |
| 10 08/04/05 10:43:22 GARYR:> | |
| 11 ACTIVATE ABS AND BLEED | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

12 IF PEDAL GET HARD REPL THE MOD

| T/L Ref # 1528009 | Created By DAVEK | Date Created 02/28/2005 | Last Edited By ROBERTH | # of Edits 2 |
|-----------------------------|--------------------------------------|--------------------------------|---------------------------|-----------------|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | Probable Cause/S | | |
| . 1100 | DINE PEEP NOEWO | MSG: REPL ABS Resin Source: | Message center | Date: |
| | | Status: | N/A | Mileage: 24,927 |

| | Statu | ıs: | N/A | Mileage: 24,927 |
|--------------------------------|-----------------------|------------|------------------|-------------------------------|
| Dealer #: 207002 | TZ: EST | VIN: 1HGC | CM66563A | Err. |
| Dir Cont: JASON BOTT | Training %: | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: (973) 831-9500 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: BRAD MORTER | | Doors: | 4DR | WD: 2 |
| Parts Mgr: MICHAEL WILSON | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: ROUTE 23 HONDA | | Desc: | ACCORD 4DR EX | -V6 6CYL 240.0HP 3.0L |
| 700 ROUTE 23 | NI 07444 | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| POMPTON PLAINS | NJ 07444 | Engine #: | | Trans #: |
| Phone: (973) 831-9500 | Fax #: (973) 831-0507 | Em Type: | | |
| DPSM: MATHEW HATCH | Zone/Dist: 05D | RO #: | | |
| Previous Dealer/Contact | Date | Case Type: | Technical | |
| [- 사무, 여름이 보존되었다고 되다 | | W.O. #: | | <i>ن 시</i> 하는 경우 보는 사람들이 되었다. |

Tech Line Suggests

Information from Dealer

| Toon aime daggeote | momation nom beater |
|--|--|
| 2/28/2005 DAVEK | |
| 1 02/28/05 10:59:33 ISIS:> | CUSTOMER STATES BRAKE PEDAL IS VERY LOW. VEHICLE |
| - 2 - 현생님은 음악, 모모님은 그 말은 그 만드라다 | HAS BEEN REPAIRED (MASTER CYLINDER/ BOOSTER |
| 3 | REPLACED) SEVERAL TIMES AT ANOTHER DEALER. AMER. |
| | HONDA HAS SENT THE CAR HERE NOW. CHECKED AND |
| | LUBED The first services and the control of the con |
| 5 | ALL SLIDE PINS AND PRESSURE BLED SYSTEM. PEDAL |
| 6 | STILL LOW ACTIVATED ABS SYSTEM PEDAL HAS GOTTEN |
| 7 | BETTER. DO YOU HAVE ANY FURTHER REPAIR INFO? |
| 8 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 9 THIS PROBLEM?> | YES |
| 10 IF YES, REPAIR DESCRIPTION?> | MULTIPLE MASTER CYLINDERS AND A VACUUM BOOSTER. |
| 11 02/28/05 11:00:04 DAVEK:> | |
| 12 REPLACE ABS | |
| 13 03/03/05 7:45:40 ROBERTH MSG:> | REPL ABS MODULATOR |
| | |

| n o o a a marita | O OOIIICOU III | | |
|---|---|--|--|
| 그는 이 어떤 하는 사람은 가능을 들었다. 그 선생님의 이 이 아이를 하지만 하는 것이 되었다. 그는 사람들은 살림을 | Date Created 5/12/2009 | Last Edited B | y # of Edits 1 |
| P 4150 BRAKE FEEL (SOFT, LOW) | | TIVATE ABS AND REG | |
| | tesIn Source: tatus: | None N/A | Date: Mileage: 99,109 |
| DIr Cont: STEPHAN Training %: Serv Ph: (623) 934-5211 Extn: Serv Mgr: LARRY ROWE Parts Mgr: GARY LUNA DIr Name: EARNHARDT HONDA 10151 W.PAPAGO FREEWAY AVONDALE AZ 85323 Phone: (623) 934-5211 Fax #: 6234634490 DPSM: RICHARD REBORI Zone/Dist: 10D | Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: | P/S, SUN ROOF, A J30A41106444 443643 | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA V6 6CYL 240.0 HP 3.0 BS, AIR BAG, Trans #: BAYA5104669 |
| Previous Dealer/Contact Date | Case Type W.O. #: | : Technical | |

Tech Line Suggests

Information from Dealer

5/12/2009 9:05:31 AM

RUDYG 1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 WHAT HAVE WE DONE SO FAR?
- 4 IS CAR SAFE TO DRIVE?
- 5 CK PUSHROD ADJ. IF OK, SUSPECT MODULATOR. IF SAFE TO DO SO, DRIVE IT AND GET ABS TO MODULATE, IF PEDAL COMES UP AFTER THIS, REPL MODULATOR

BRAKE PEDAL IS LOW AND SOFT

BLED BRAKES, NO CHANGE.

PEDAL IS REALLY LOW BUT IT DOES STOP

OK

Page 653 of 661 Printed: 06/29/2009 5:58:40PM By SYSTEM

| T/L Ref# | Created | Ву | Date Cr | eated | Last Edited By | # of Edits | |
|------------------------------------|---|---------------------------------------|--------------------|--|-----------------------------|--|--|
| 1403705 | GARYR | | 07/28/2004 GARYR | | | 1 | |
| Code P 4150 | Original Complaint BRKE PEDAL SINKS | | | e Cause/Sol | ution CHK IF A/C RELATED |), | |
| | | | ResIn S Status: | ource: | None N/A | Date: Mileage: 13,000 | |
| Dealer #: | 206506 | TZ: | PST | VIN: 1HG | CM665X3A | Err: | |
| Dir Cont: Serv Ph: Serv Mgr: | JO PACK (562) 809-3700 MICHAEL MONELL | Training %: Extn: | | Year: Tran: Doors: | 2003 5AT 4DR | Model: ACCORD V6 Trim: EX-V6 WD: 2 | |
| Parts Mgr: Dir Name: | RAMON GOMEZ NORM REEVES HONDA 18500 STUDEBAKER RO CERRITOS | | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE | Country: USA /6 6CYL 240.0HP 3.0L 3S, AIR BAG, Trans #: | |
| , , | , | ax #: (562) 809-7195 one/Dist: 01G | | Em Type: RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| rech Enle Ouggests | mornation nom beater |
|---|--|
| 7/28/2004 GARYR | |
| 1 07/28/04 16:22:44 ISIS:> | CAR CAME IN WITH SPONGY BRAKE PEDAL AT 8875 MI.AIR |
| 2 | IN SYSTEM-BLEED BRAKES-OK CAME BACK WITH AIR AGAIN |
| 3 | AT 10294 MI -REPLACE ABS MODULATOR AND BLEAD.PEDAL |
| 4 | OK-CAME BACK AT 14568 MI WITH COMPLAINT OF PEDAL |
| 5 | GOES TO FLOOR AT A STOP-COULD NOT VERIFY-HAS CON |
| 6 07/28/04 16:23:50 GARYR:> | |
| 7 ASK CUSTOMER IF PEDAL FADES AS A/C CYCLES ON. | |
| 8 IF SO THAT IS NORMAL. | |
| 9 GET CONDITIONS FROM CUST THEN TRY TO DUP. | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

10 IF PEDAL ONLY FADES AFTER THE STOP THEN 11 REPL THE M/C, ACTIVATE ABS AND BLEED AGAIN

| T/L Ref # 1549874 | Cre RA | e ated By YD | Date Create 04/06/2005 | d | Last Edited E GARYR | By # of Edits 2 |
|--|---|---|-------------------------------|---|--|--|
| Code P 4150 | Original Complaint BRKE PEDAL LOW A | Probable Cause/Solution 4/08: REPLD ABS MOD FIXED | | | | |
| | | | Resin Source Status: | • | Spoke w/ Dealer N/A | Date: Mileage: 6,162 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207333 CHARLIE CARTER (843) 669-5556 BOBBY POSTON EDWARD MCFADE CALE YARBOROUG 2723 W. PALMETTO | Extn: DEN GH HONDA | Tra Do Fa De WI | ar: 2 an: 5 oors: 4 ct: N sc: 4 ntBdy: F | 003 SAT SDR MARYSVILLE ACCORD 4DR LX | Err: Model: ACCORD V6 Trim: LX-V6 WD: 2 Country: USA -V6 6CYL 240.0HP 3.0L IG, ABS, SRS AIRBAG, |
| DPSM: JO | 43) 669-5556 DHN KERRIGAN ealer/Contact | Fax #: (843) 667-0964 Zone/Dist: 06P Date | 4 En RC Ca | gine #: n Type:) #: se Type: O. #: | -echnical | Trans #: |

Tech Line Suggests

Information from Dealer

| rech Enle Suggests | information nom bealer |
|---|---|
| 4/6/2005 RAYD | |
| 1 04/06/05 11:07:44 ISIS:> | CAR CAME IN ON JAN. 5, '05 (ONLY 5650MI. ON CAR) |
| | W/ BRAKE PEDAL GOING TO FLOOR COMPLAINT. TEST |
| | PDROVE |
| 3 | AND FOUND PEDAL GOING VERY LOW, NOT TO FLOOR, BUT |
| | LOW. ALSO SEEMED TO ONLY BE USING LEFT FRONT |
| 5 | CALIPER TO STOP. CAR WOULD PULL HARD LEFT WHEN |
| | BRAKING. TRIED TO BLEED OUT LINES, BUT HAD NO |
| 7 | CHANGE. REPLACED BRAKE MASTER CYL. AND THIS FIXED |
| | THE PROBLEM. CAR BACK IN TODAY (6162MI. ON IT) WITH |
| 9 | PEDAL SINKING TO FLOOR COMPLAINT. PEDAL DOES NOT GO |
| 10 | TO FLOOR, BUT IS LOWER THAN OTHERS OF THIS BODY |
| 11 | STYLE. |
| 12 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 13 THIS PROBLEM?> | YES |
| 14 IF YES, REPAIR DESCRIPTION?> | SEE ABOVE. |
| 15 04/06/05 11:08:29 RAYD:> | |
| 16 CAN YOU PUMP IT UP?> | TO A POINT, NOT LIKE IT SHOULD THOUGH |
| 17 HOW ARE YOU BLEEDING?> | VACUUM BLEEDING |
| 18 DOES THE PEDAL FADE UNDER YOUR FOOT?> | NOT REALLY |
| 19 REPLACE THE MODULATOR> | • |
| 20 04/08/05 11:22:59 GARYR:> | CHARLIE, REPLD MODULATOR FIXED |
| | |

| T/L Ref # 1585148 | Created B RAYD | y | Date Created 06/06/2005 | Last Edited RAYD | By # of Edits 1 |
|---|---|--|---|---------------------|---|
| D 4450 OUGT ALEDGE DDV DDL TO ELOOD | | Probable Cause/S | Solution PLICATE;FAXXED KB# | 3764 TO DEALER | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 28,182 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 206879 ROBERT (203) 949-7400 TODD DIBIASI KENNETH WYMAN EXECUTIVE HONDA 1194 N. COLONY ROAD | TZ: Training %: Extn: | EST VIN: 11 Year: Tran: Doors: Fact: Desc: WhtBdy | | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA K-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, |
| | | CT 06492 #: (203) 949-7415 e/Dist: 09D | Engine # Em Type RO #: | | Trans #: |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 6/6/2005 RAYD | |
|--|--|
| 1 06/06/05 08:29:14 ISIS:> | CUSTOMER STATES: BRAKE PEDAL WENT STRAIGHT TO |
| | FLOOR. WHEN GOING THROUGH A STOP LIGHT |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | $1000\mathrm{NO}$. Note that the problem is a small constant of the second constant of the sec |
| 5 06/06/05 08:29:36 RAYD:> | THE CUSTOMER SAYS THE BRAKE PEDAL WENT TO THE |
| | FLOOR, RESERVED BY A SECOND OF THE SECOND OF |
| 7 ANY ACCIDENTS?> | NONE |
| 8 CAN YOU DUPLICATE?> | |
| 9 FAXXED KB# 3764 TO DEALER, INSPECT, TRY TO | |
| DUPLICATE | |
| 10 DOCUMENT, RETURN CAR TO CUSTOMER IF NO | |
| TROUBLE | |
| 11 FOUND> | · |

| T/L Ref # 1483129 | Created E TOMP | | Date Created 12/10/2004 | Last Edite TOMP | d By # of Edits 1 |
|-----------------------|--------------------------------------|-------------------|--------------------------------|----------------------------|-------------------------------|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | Probable Cause/So | olution OULATOR; REPLAC | EMENT |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 25,647 |
| Dealer #: | 208148 | | MST VIN: 1H | GCM66353A | Err: |
| Dir Cont: Serv Ph: | JASON RAIN (970) 506-2791 | Training %: Extn: | Year: Tran: | 2003 5AT | Model: ACCORD V6 Trim: LX-V6 |
| Serv Mgr: | SCOTT SUITOR | | Doors: | 4DR | WD: 2 |

Serv Mgr: SCOTT SUITOR Parts Mgr: JASON OTTE

Dir Name: HONDA OF GREELEY 4535 W. 29TH STREET

GREELEY

CO 80634

Phone: (970) 506-2791 DPSM: SCOTT ELACQUA Fax #: (970) 506-2813

Zone/Dist: 10J

Previous Dealer/Contact

Date

MARYSVILLE

Country: USA ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L POWER STEERING, ABS, SRS AIRBAG,

WhtBdy: Engine #:

Trans #:

Em Type:

RO #:

Fact:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

| nf | or | m | ati | or |) f | ro | m | De | a | lei | • |
|----|----|---|-----|----|-----|----|---|----|---|-----|---|
| | | | | | | | | | | | |

| 12/10/2004 TOMP | |
|---|--|
| 1 12/10/04 10:18:29 ISIS:> | CUSTOMER COMPLAINT OF SINKING BRAKE PEDAL. |
| · 2 아시의 아시아를 돌고 있는 그런 하는 아이 전 전문 : : | PERFORMED MASTER INSPECTION AND FOUND SINKING. |
| 3 | REPLACED MASTER AND BLEED BRAKES ALSO REPLACED |
| | FRONT PADS UNDER 03-069. CUSTOMER RETURNED AND |
| 5 | PEDAL IS LOW AGAIN AND CAN BE PUMPED UP.???? |
| 6 12/10/04 10:18:45 TOMP:> | JASON: |
| 7 HOW DID YOU BLEED BRAKES?> | PRESSURE BLEEDER, SEVERAL TIMES. |
| 8 EXERCISE ABS; DOES THE BRAKE PEDAL "FEEL" | 용도하는 얼마를 살아보다면 하는 사람들이 모습니다. 이 그 |
| NORMAL? | |

9 YES: REPLACE ABS MODULATOR 10 NO: LOOK FOR OTHER CAUSES.

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1517689 | | eated By ITHC | Date Created 02/09/2005 | | Last Edited I KEITHC | By # of Edits 1 |
|--|---|---|---|--|--|--|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLM | IS | Probable Cau REPLACE AB Resin Source Status: | S MOD : N | n one I/A | Date: Mileage: 29,198 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208146 TOM FERST (215) 305-5012 MURREY COHEN THOMAS MCCOLL SLOANE HONDA 9903 BUSTLETON PHILADELPHIA | | EST VIN: Year Tran Door Fact Desc Whtt | 1HGCM6 : 20 : 54 : 4[: M. | 66833A 003 AT DR ARYSVILLE | Err: Model: ACCORD V6 Trim: EX-V6NV WD: 2 Country: USA -V6NV 6CYL 240.0HP |
| DPSM: TI | 15) 305-5012 JRK MCFADDEN ealer/Contact | Fax #: (215) 305-5007 Zone/Dist: 05H Date | RO# | Type: Te | echnical | |

| Tech Line Suggests | Information from Dealer |
|---|---------------------------|
| 2/9/2005 KEITHC | |
| 1 02/09/05 12:56:43 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 02/09/05 12:57:11 KEITHC:> | REPLACED M/C, NC |
| 3 EXCERSIZE ABS, IF IT GETS BETTER, REPLACE | |
| MODULATOR | |

| T/L Ref # | Created By | / | Date Cre | eated | Last Edited B | y # of Edits |
|------------|--------------------------|------------------------|----------|-------------|------------------|----------------------|
| 1441072 | TOMP | | 09/30/20 | 004 | TOMP | 1 |
| Code | Original Complaint | | Probable | e Cause/Sol | ution | |
| P 4150 | BRAKE PEDAL GOES TO FL | .OOR | AIR IN S | YSTEM OR | FAULTY ABS MODU | LATOR;REPAIR AS NE |
| | | | Resin Se | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 18,564 |
| Dealer #: | 208109 | TZ: | EST | VIN: 1HG | CM66513A | Err: |
| Dir Cont: | GARY COSTANZO | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (845) 343-0055 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | ROBERT DEMING | | | Doors: | 4DR | WD : 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | 520 ROUTE 211 EAST | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0HP 3.0L |
| | | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, |
| | MIDDLETOWN | NY 10941 | | Engine #: | | Trans #: |
| Phone: (8 | (45) 343-0055 Fax | #: (845) 326-10 | 53 | Em Type: | | |
| DPSM: D | ON ANDREWS Zone | e/Dist: 09B | | RO #: | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 33 | |
|--|---|
| 9/30/2004 TOMP | |
| 1 09/30/04 10:31:01 ISIS:> | BRAKE PEDAL GOES TO FLOOR MASTER WAS REPLACED |
| 2 | 8-06-04 AND IT IS DOOING IT AGAIN SLIDERS ARE |
| 3 | GOOD NO VACUME LEAKS PLEAS ADVISE |
| 4 09/30/04 10:31:14 TOMP:> | GARY: |
| 5 DOES CAR EVER FAIL TO STOP? | |
| 6 | NO |
| 7 EXERCISE ABS, THEN PRESSURE BLEED BRAKES. | |
| 8 DOES THE BRAKE PEDAL STILL HAVE EXCESS TRAVEL? | |
| 9 YES: CHECK FOR OTHER CAUSES; REPLACE ABS | |
| MODULATOR. | |
| 10 NO: PROBLEM FIXED; BUT IF RETURNS REPLACE ABS | |
| MODULATOR | |

| T/L | Ref# | Created By | | Date Created | Last Edited By | # of Edits |
|-----|------|--------------------|-----|----------------------|------------------|-----------------|
| 160 | 3201 | DAVEM | · . | 07/06/2005 | DAVEM | 1 |
| | Code | Original Complaint | | Probable Cause/Solut | ion | |
| Р | 4150 | BRKE PDL REAL SOFT | | AIR IN ABS MOD?;WO | ORK ABS>RPLC MOD | |
| | | | | Resin Source: | None | Date: |
| | | | | Status: | N/A | Mileage: 37,052 |

| | | Status. | N/A | willeage. 37,002 | |
|--|-----------------------|------------|--|------------------|--|
| Dealer #: 207579 | TZ: | PST VIN: 1 | HGCM66513A | Err: | |
| Dir Cont: MARK JENKINS | Training %: | Year: | 2003 | Model: ACCORD V6 | |
| Serv Ph: (253) 922-2673 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: DAN GONZALES | | Doors: | 4DR | WD: 2 | |
| Parts Mgr: JASON KILLMER | | Fact: | MARYSVILLE | Country: USA | |
| DIr Name: HONDA OF FIFE | | Desc: | Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | |
| 4301 20TH STREET EAST | | WhtBdy | : P/S, SUN ROOF, A | ABS, AIR BAG, | |
| FIFE AND | WA 98424 | Engine | #: | Trans #: | |
| Phone: (253) 922-2673 | Fax #: (253) 922-1754 | Em Typ |) e: | | |
| DPSM: PHIL HEINZMAN | Zone/Dist: 02B | RO #: | | | |
| Previous Dealer/Contact Date | | Case Ty | ype: Technical | | |
| | | W O #- | | | |

Tech Line Suggests

Information from Dealer

| - | | |
|----|--|---|
| 7, | /6/2005 DAVEM | |
| | 1 07/06/05 09:36:04 ISIS:> | BRAKE EDAL GOES TO FLOOR |
| | 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| | 3 THIS PROBLEM?> | YES |
| | 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYL. REPLACED. 30350 MILES. CAME BACK SAME |
| | 5 | PROBLEM FOUND AIR IN LINES. BLED AGAIN PEDAL |
| | | WASGOOD. CAME BACK 35060 BLED AGAIN PEDAL WAS |
| | 7 | GOOD . BACK AGAIN PEDAL GOES TO FLOOR 37052 |
| | 8 | MILES. |
| | 9 07/06/05 09:36:12 DAVEM:> | SEE ABOVE |
| | 10 MOD ABS, IF PDL COMES BACK, RPLC THE ABS | |
| | 11 MOD> | OK |
| | | |

| T/L Ref# | Created By Date Created By | | eated | Last Edited By | # of Edits | |
|------------------------------|---|----|---|---|---|--|
| 1402590 | DAVE | EM | 07/27/20 | 004 | DAVEM | 1 |
| Code P 4150 | Original Complaint BRKE PDL SOFT AGAI | N | Probable Cause/Soli AIR FROM ABS MOI Resin Source: Status: | | | Date: Mileage: 10,475 |
| DPSM: KI | 240001 ERIC NELSON (608) 829-1118 CHARLIE CUPP ZIMBRICK HONDA S 430 GRAND CANYON MADISON 08) 829-1118 EITH LEVINS ealer/Contact | | CST | Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: | 2003 5AT 4DR MARYSVILLE ACCORD 4DR EX-V P/S, SUN ROOF, AI | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: |

Tech Line Suggests

Information from Dealer

| lech Line Suggests | Information from Dealer |
|---|---|
| 7/27/2004 DAVEM | |
| 1 07/27/04 12:16:45 ISIS:> | SECOND TIME IN FOR VERY LOW BRAKE PEDAL. FIRST TIME |
| 2 | WAS AT 9934 MILES. |
| 3 07/27/04 12:16:50 DAVEM:> | ERIC |
| 4 | SEE ABOVE |
| 5 DID YOU GET THE BRAKE PDL BACK TODAY?> | NO. WHN THE CAR CAME IN ORIG, ONE SIDE HAD |
| 6 | ALOT OF AIR AND WE BLEED IT AND IT WAS OK, NOW |
| 7 | BACK AGAIN |
| 8 EXRCS ABS, IF PDL COMES BACK, RPLC ABS MOD> | |

| | | AND THE RESIDENCE OF THE PARTY | | | | innering black floors oe | |
|------------------------------|---------------------------------|---|------------|--------------|------------------|--------------------------|--------------|
| T/L Ref # | | reated By | Date Cre | | Last Edited E | Зу | # of Edits |
| 2395859 | T | OMP | 07/13/20 | 007 | TOMP | · | |
| Code | Original Complain | t | Probable | e Cause/Solu | ıtion | | |
| P 4150 | BRAKE PEDAL SOFT, EXCESS TRAVEL | | FAULTY | ABS MODU | LATOR;REPAIR AS | NEEDED | |
| | | | Resin Sc | ource: | None | Dat | e: |
| | | | Status: | | N/A | Mile | eage: 66,000 |
| Dealer #: | 208333 | TZ: | CST | VIN: 1HGC | CM66553A | Err: | |
| Dir Cont: | SCOTT VERRET | Training %: | 37 | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | 985-649-9091 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | SCOTT WHITE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MARK WILSON | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF SLID | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 |) HP 3.0 |
| | 510 HOWZE BEA | [경기발생생경기생기 사고 가장 보는 생님, 그는 것] | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | SLIDELL | LA 70461 | | Engine #: | J30A41132073 | Trans #: | BAYA5129603 |
| Phone: (98 | 85) 649-9091 | Fax #: (985) 726-48 | 377 | Em Type: | | | |
| DPSM: DA | ANIEL FYFFE | Zone/Dist: 03E | | RO #: | 24095 | | |
| Previous Dealer/Contact Date | | | Case Type: | Technical | | | |
| | | | | W.O. #: | | | |
| | | | | | | | |

Tech Line Suggests

Information from Dealer

| 1 ORIGINAL COMPLAINT | 3 MASTER CYLINDERS HAVE BEEN REPLACED. CAR"S |
|---------------------------------------|--|
| | BRAKESYSTEM HAS BEEN BLED 6 TIMES. BRAKE PEDAL |
| | STIIL S INKS WHEN BRAKES ARE APPLIED. NO LEAKS ARE |
| | VISIBLEAND BRAKE FLUID IS AT CORRECT LEVEL IN |
| | RESEVOIR. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | PENTINE PER PENTINE DE L'ANDRE DE |
| 3 PREVIOUS REPAIR DESCRIPTION | 3 MASTER CYLINDERS 6 TIMES THE BRAKE SYSTEM HAS BEEN BLED |
| 4 | SCOTT |
| 5 ABS MODULATOR IS PROBABLY FAULTY | |

- 5 ABS MODULATOR IS PROBABLY FAULTY.
- 6 EXERCISE ABS; IF PEDAL TRAVEL/FEEL IS NORMAL.
- 7 THE MODULATOR IS FAULTY.
- 8 IF NOT; LOOK FOR OTHER CAUSES

| T/L Ref # 1519952 | Created By PETERL | Date Created 02/14/2005 | Last Edited By PETERL | # of Edits 1 |
|----------------------|--------------------|--------------------------------|--------------------------|---------------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | LOW BRAKE PEDAL | MOD/MASTER; BL | EED BRAKES AND REC | CHECK FOR LOW PEDAL |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 10,848 |

Dir Cont: **EUGENE** Training %: Serv Ph: (617) 381-9000 Extn: Serv Mgr: STEPHEN WHALEN Parts Mgr: PHIL PLANTE Dir Name: HONDA CARS OF BOSTON 100 BROADWAY

EVERETT MA 02149

Phone: (617) 381-9000 DPSM: JOHN DEMARTINI Fax #: (617) 389-9267

09H

Previous Dealer/Contact

Date

Zone/Dist:

VIN: 1HGCM66513A Year: Tran: Doors: Fact: WhtBdy:

4DR MARYSVILLE Desc:

2003

5AT

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG,

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

Country: USA

Trans #:

RO #:

Engine #:

Em Type:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 2/14/2005 PETERL | |
|---|--|
| 1 02/14/05 11:12:47 ISIS:> | CUSTOMER STATES WHEN BRAKE PEDAL IS PRESSED IT |
| 2 원리전 회로를 발생하는 반대를 만하는 것이 같아 되었다. | DOESN'T STOP VEHICLE, I WAS ABLE TO DUPLICATE |
| 3 | CONDITION BUT PEDAL SINKS TO THE FLOOR IN ANY |
| | CONDITION, COLD, WARM, CAR ON, AND CAR OFF |
| 5 02/14/05 11:13:00 PETERL:> | I SAW A HSB FOR SAME PROBLEM WITH A/C IS ON |
| | THIS WILL OCCUR WITH A/C OFF. |
| 7 A/M ACCESS> | NONE |
| 8 ANYTHING REPLACED> | |
| 9 BLEED THE BRAKES> | NO WE HAVE NOT |
| 10 BLEED BRAKES AND SEE IF THE PEDAL COMES UP | |
| 11 IF YES REPLACE THE MOD. | |

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| | | I GOIL L | mic oo | illact ixc | port | |
|---------------|--------------------|-----------------------|------------|--------------|---------------------|-------------------|
| T/L Ref# | Creat | ted By | Date Cre | eated | Last Edited By | # of Edits |
| 1416958 | DAVE | EM | 08/20/2004 | | DAVEM | 1 |
| Code | Original Complaint | | Probabl | e Cause/Solu | ıtion | |
| P 4150 | LOW PDL INTERM | | ABS MC | D;RPLC MO | D, BLEED, EXRCS ABS | 5 |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 13,659 |
| Dealer #: | 207879 | TZ: | CST | VIN: 1HG0 | CM66553A | Err: |
| Dir Cont: | PHUONG TANG | Training %: | | Year: | 2003 | Model: ACCORD V6 |
| Serv Ph: | (847) 297-5700 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | PAUL BENEDETTO | | | Doors: | 4DR | WD : 2 |
| Parts Mgr: | ROBERT GERMANN | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | O'HARE HONDA | | | Desc: | ACCORD 4DR EX-V6 | 6CYL 240.0HP 3.0L |
| | 1533 RIVER ROAD | II 60019 | | WhtBdy: | P/S, SUN ROOF, ABS | S, AIR BAG, |
| | DES PLAINES | IL 60018 | | Engine #: | | Trans #: |
| Phone: (84 | 47) 297-5700 | Fax #: (847) 297-6060 |) | Em Type: | | |
| DPSM: G | EORGE MARIS | Zone/Dist: 08E | 1.0% | RO #: | | |
| Previous De | ealer/Contact | Date | - , | Case Type: | Technical | |
| | | | | W.O. #: | | |
| | | | | | | |

Tech Line Suggests

Information from Dealer

| i con Eme daggests | miormation nom beater |
|--------------------------------------|--|
| 8/20/2004 DAVEM | |
| 1 08/20/04 06:52:46 ISIS:> | BRAKE PENAL SINK TO THE FLOOR |
| 2 08/20/04 06:52:55 DAVEM:> | SEE ABOVE |
| 3 BLEED BRAKES?> | IN PAST AND IT WENT FOR 1 MONTH. IT HAS BEEN |
| 4 | IN 2X FOR SAMETHING |
| 5 RPLC ABS MOD, BLEED AND EXRCS ABS> | |
| | |

| | | | | THE COURT OF THE CO | | AND DESCRIPTION OF THE PROPERTY OF THE PROPERT | |
|----------------------|--|--|--------------------------------|--|--|--|---------------------|
| T/L Ref # 1804066 | - | | Date Created 04/25/2006 | | Last Edited By # of Edits CHRISV 1 | | # of Edits |
| Code | Original Complaint LOW PEDAL | ACCOUNT OF THE PARTY OF THE PAR | Probabl | e Cause/Solu DD; REPLACE | tion | Da Mil | te: eage: 51,082 |
| , | 207669 BERNIE TAFT (972) 569-4242 KENNY GRANT GALEN HASTINGS HONDA CARS OF METAL ENTER SENTER SENT | | CST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | 5M66833A 2003 5AT 4DR MARYSVILLE ACCORD 4DR EX-V P/S, SUN ROOF, AE | | 40.0HP |

Tech Line Suggests

14 REPLACE THE ABS MOD

Information from Dealer

| icon Enic odggood | |
|---|---|
| 4/25/2006 CHRISV | |
| 1 04/25/06 09:54:03 ISIS:> | BRAKE PEDAL GOING TO THE FLOOR. 4 MONTHS AGO CAR |
| 2 | CAME IN WITH THIS PROBLEM, BLEED BRAKE SYSTEM AND |
| 3 | BRAKES WERE GOOD FOR 2 MONTHS AND PEDAL STARTED |
| 4 | SINKING AGAIN, REPLACED MASTER CYLINDER AND BRAKES |
| 5 | WERE GOOD FOR 1 MONTH AND PEDAL STARTED SINKING |
| 6 | AGAIN. SYSTEM HAS NO LEAKS AND ALL CLIPERS AND HARD |
| 7 | WEAR SEEM OK. I READ SOME WHERE THAT THE ABS |
| 8 | MODULATOR CAN CAUSE THIS PROBLEM BUT I CAN'T FIND |
| 9 | WHERE I READ IT AT. |
| 10 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 11 THIS PROBLEM?> | YES |
| 12 IF YES, REPAIR DESCRIPTION?> | BLEED BRAKES, REPLACED MASTER CYLINDER |
| 13 04/25/06 09:54:15 CHRISV:> | |
| | |

| | | I GCII L | | III AULIN | -horr | | | STATE OF THE PARTY |
|---------------|---------------------|---------------------------|----------|---------------------------------------|--------------------|-----------|---------------|--|
| T/L Ref# | Created By Date | | Date Cr | eated | Last Edited By | | # of Edits | |
| 1410872 | CHRISV | | 08/10/20 | 004 | CHRISV | | 1 | |
| Code | Original Complaint | | Probabl | e Cause/Sol | ution | | | |
| P 4150 | LOW PEDAL | | ABS MC | D; REPLAC | Е | | | |
| | | | ResIn S | ource: | None | Da | te: | |
| | | | Status: | | N/A | Mi | leage: 11,577 | |
| Dealer #: | 208310 | TZ: | CST | VIN: 1HG | CM66843A | Err: | | |
| Dir Cont: | SCOTT MASIELSKI | Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (312) 628-4400 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV | |
| Serv Mgr: | ANDREW ZAJAC | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | VIDAL TORRES | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | FLETCHER JONES HON | IDA | | Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP | | | | |
| | 1111 NORTH CLARK ST | | | WhtBdy: | P/S, SUN ROOF, ABS | , AIR BAG | - - | |
| | CHICAGO | IL 60610 | | Engine #: | | Trans #: | | |
| Phone: (3 | 12) 944-0500 Fa | x #: (312) 944-014 | 9 | Em Type: | | | | |
| DPSM: M | IKE CLARK Zo | one/Dist: 08C | | RO #: | | | | |
| Previous D | ealer/Contact Da | ate | | Case Type | Technical | | | |
| | | | | W.O. #: | | | | |
| | | | | | | | | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | information nom bealer |
|------------------------------|--|
| 8/10/2004 CHRISV | |
| 1 08/10/04 13:09:13 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR, PREVIOUSLY HAD |
| 2 | MASTER CYLENDER REPLACED, DROVE VEHICLE TO |
| | ACTIVATE |
| 3 | ABS AND BLEED BRAKE SYSTEM SEVERAL TIMES WITH NO |
| 4 | IMPROVEMENT |
| 5 08/10/04 13:09:25 CHRISV:> | |
| 6 REPLACE THE ABS MOD | |
| | |

| T/L Ref # 1707316 | Cre: KEN | ated By IE | Date Cre 12/29/20 | anadori (1977 - 1978) | Last Edited KENE | By # of Edits 1 |
|---|---|--------------------------------------|----------------------|---|---|---|
| Code Original Complaint Probab | | e Cause/Solu ATOR; REPL ource: | | Date: | | |
| | | | Status: | | N/A | Mileage: 29,406 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208343 STEPHEN REED (910) 739-9871 TODD DRIVER TODD DRIVER LUMBERTON HONE 301 WINTERGREEN LUMBERTON | | EST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: | 2003 5AT 4DR MARYSVILLE ACCORD 4DR EX P/S, SUN ROOF, | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA K-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| 1 | PEN POSIT 10/22/08 | Zone/Dist: 06L | | RO #: | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | |

Tech Line Suggests

Information from Dealer

| | inioniation nom beater |
|--|---|
| 12/29/2005 KENE | |
| 1 12/29/05 10:57:02 ISIS:> | PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTERCYLINDER TWICE AND BLED SYSTEM |
| 5 12/29/05 10:57:12 KENE:> | WE CAN DUP |
| 6 REPLACE THE ABS MODULATOR | |

| | IECHL | IIIE CO | IIIAUL NE | 5POIL | | | |
|------------------------------|--|-----------------------|--|-------------|---------------------------|--------------|--|
| T/L Ref# | Created By | Date Cre | eated | Last Edited | Last Edited By # of Edits | | |
| 1753264 | DAVEK | 02/24/2006 | | DAVEK | | 1 | |
| Code | Original Complaint | Probabl | e Cause/Sol | ution | | | |
| P 4150 | BRKE "FEEL"PRBLMS | ABS?; R | EPLACE | | | | |
| | | Resin S | ource: | None | Da | te: | |
| | | Status: | | N/A | Mil | eage: 18,624 | |
| Dealer #: | 207325 TZ : | PST | VIN: 1HG | CM66313A | Err: | | |
| Dir Cont: | SAL CONTRERAS Training %: | | Year: | 2003 | Model: | ACCORD V6 | |
| Serv Ph: | (310) 515-5700 Extn: | | Tran: | 5AT | Trim: | LX-V6 | |
| Serv Mgr: | MIGUEL ORTIZ | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | JOHN BAACK | | Fact: | MARYSVILLE | Country | USA | |
| Dir Name: | DCH GARDENA HONDA | | Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L | | | | |
| | 15541 SO. WESTERN AVE. | | WhtBdy: POWER STEERING, ABS, SRS AIRBAG, | | | | |
| | GARDENA CA 90249 | | Engine #: | | Trans #: | | |
| Phone: (3 | 10) 515-5700 Fax #: (310) 515-056 | §1 | Em Type: | | | | |
| DPSM: JC | NAH ROHDE Zone/Dist: 01F | | RO #: | | | | |
| Previous Dealer/Contact Date | | Case Type: W.O. #: | : Technical | | | | |
| | | | | | | | |

| Tech Line Suggests | Information from Dealer |
|--|---|
| 2/24/2006 DAVEK | |
| 1 02/24/06 13:59:08 ISIS:> | BRAKE PEDAL GOES TO FLOOR-BRAKE MASTER CYL WAS |
| 2 | REPLACED 3 TIMES OK AFTER REPLACEMENT FOR 1 MONTH |
| 3 | THEN B/PEDAL GOES TO FLOOR AGAIN |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | SAME |
| 7 02/24/06 13:59:34 DAVEK:> | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

8 REPLACE ABS MODULATOR. BLEED AND ACTIVATE

| | | | and an arranged street and the | | | | |
|------------------------------|---|---|---------------------------------|---|---|---------|------------|
| T/L Ref # | Creat | ted By | Date Cre | eated | Last Edited By | | # of Edits |
| 1847354 | TOMP 06/ | | 06/15/20 | 06/15/2006 TOMP | | 1 | |
| Code P 4150 | BRAKE PEDAL GOES TO FLOOR AIR Resi | | | e Cause/Solu | | |) + IEEDED |
| 1 4100 | | | Resin Source: None Status: N/A | | R;REPAIR AS NEEDED Date: Mileage: 22,799 | | |
| Dealer #: | 208272 | TZ: | EST | VIN: 1HGC | CM66553A | Err: | |
| Dir Cont: | ROBERT KOZAK | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (845) 623-1200 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DOMINICK GARRETS | SON | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ORLANDO RIVERA | | | Fact: | MARYSVILLE | Country | USA |
| DPSM: St | HONDA OF NANUET 10 ROUTE 304 NANUET 45) 623-1200 tefanie Senkiw ealer/Contact | NY 10954 Fax #: (845) 624-3588 Zone/Dist: 05E Date | | Desc: WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | ACCORD 4DR EX-V P/S, SUN ROOF, AE Technical | | |

18

| Tech Line Suggests | Information from Dealer |
|--|--|
| 6/15/2006 TOMP | |
| 1 06/15/06 06:01:20 ISIS:> | C/S BRAKE PEDAL GOES TO FLOOR (REPLACED MASTER |
| 2 | CYL2X BEFOR) . WHEN THIS HAPPENS PEDAL STAYS |
| 3 | ON FLOO R, DOES NOT COME BACK UP |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED TWICE, BRAKE SYSTEM |
| 7 | WAS BLEED OUT TWICE ALSO |
| 8 06/15/06 06:01:34 TOMP:> | ROBERT: |
| 9 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 10 | YES |
| 11 DOES THE CAR FAIL TO STOP?> | NO, THE CAR WILL STOP; BUT PEDAL GOES TO |
| 12 | FLOOR. |
| 13 EXERCISE ABS AND PRESSURE BLEED BRAKES. | |
| 14 IS THE PEDAL STROKE NORMAL? | |
| 15 YES: FAULTY MODULATOR | |
| 16 NO: LOOK FOR OTHER CAUSES | |
| 17 | |

| T/L Ref # 1574977 | Created By TOMP | Date Created 05/18/2005 | Last Edited By TOMP | # of Edits 1 |
|-----------------------------|----------------------------------|--------------------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | P 4150 BRAKE PEDAL GOES TO FLOOR | FAULTY ABS MOD | DULATOR; REPLACEMENT | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 22,895 |

207549 Dealer #: CST TZ: VIN: 1HGCM66573A Err: Dir Cont: TIM PEARSON 2003 Training %: Year: Model: ACCORD V6 Serv Ph: (601) 957-3400 Trim: EX-V6 Extn: Tran: 5AT Serv Mgr: **THOMAS CRAFT** 2 WD: Doors: 4DR Parts Mgr: THOMAS CRAFT Fact: MARYSVILLE Dir Name: PATTY PECK HONDA Desc: 555 SUNNYBROOK ROAD WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **RIDGELAND** MS 39157 Engine #: Trans #: Phone: (601) 957-3400 Fax #: (601) 707-0221 Em Type:

DPSM: WILLIAM KIRK Zone/Dist: 03K Previous Dealer/Contact Date

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L RO #: Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 5/18/2005 TOMP | |
|--|--|
| 1 05/18/05 12:05:52 ISIS:> | BRAKE PEDAL GOES TO FLOOR. BRAKE MASTER |
| | CYLINDER AND PROPORTIONING VALVE REPLACED |
| 3 | PREVIOUSLY. AFTER 5K MILES PEDAL GOES TO |
| 4 | FLOOR ONCE AGAIN |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | NECES TO THE SECOND SEC |
| 7 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER TWICE AND |
| 8 | PROPORTIONING VALVE ONCE |
| 9 05/18/05 12:07:02 TOMP:> | TIM: |
| 10 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 11 | YES. |
| 12 DOES THE CAR EVER FAIL TO STOP?> | NO |
| 13 HOW WERE BRAKES BLED?> | VACUUM BLEEDER, PUMP PEDAL METHOD. |
| 14 EXERCISE ABS; PRESSURE BLEED BRAKES. | |
| 15 DOES THE PEDAL FEEL NORMAL? | |
| 16 YES: FAUTLY ABS MODULATOR | |
| | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

17 NO: LOOK FOR OTHER CAUSES

| Water and the second second | ave version for substitution of the substitution | | | TILOLOC I V | | and the second s | |
|------------------------------|--|-----------------------|----------------------------------|-------------------------------|--------------------------------------|--|---------------|
| T/L Ref# | Crea | ted By | Date Cr | eated | Last Edited By | y . | # of Edits |
| 1399043 | LAN | CEK | 07/21/20 | 004 | PAULI | | 3 |
| Code | Original Complaint | | Probabl | e Cause/Soli | ution | | |
| P 4150 | BRKE PEDAL GOES T | O FLOOR | MODULATOR; REPLACE ABS MODULATOR | | | | |
| | | | Resin S | ource: | None | Da | te: |
| | | | Status: | | P HAM | Mi | leage: 10,397 |
| Dealer #: | 206527 | TZ: | PST | VIN: 1HG | CM66503A | Err: | |
| Dir Cont: | JEU THAO | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (916) 226-7000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MICHAEL SILVA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RUBEN VALLEJO | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | ELK GROVE HONDA 8550 LAGUNA GROV ELK GROVE | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AI | | |
| Phone: (91 | 6) 226-7000 | Fax #: (916) 478-2319 |) | Em Type: | | | |
| DPSM: BA | RRY CHANDLER | Zone/Dist: 12C | | RO #: | | | |
| Previous Dealer/Contact Date | | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 7/21/2004 LANCEK | |
|--|--|
| 1 07/21/04 10:00:02 ISIS:> | PEDAL GOES TO THE FLOOR. |
| 2 07/21/04 10:00:16 LANCEK:> | REPLACED THE MASTER CYLINDER |
| 3 EXERCISE ABS AND BLEED BRAKES AS PER SM | |
| 4 IF PEDAL COMES UP, REPLACE ABS MODULATOR | |
| 5 07/21/04 12:50:20 GEORGEK:> | LK, please forward this contact to PI so he can |
| 6 | have the modulator shipped to HAM if it is to be |
| 7 | replaced. thanks |
| 8 07/21/04 14:52:44 LANCEK:> | PAULI |
| 9 PLEASE PICK UP THE MODULATOR | |
| 10 07/21/04 15:24:33 PAULI:> | WILL ARRANGE FOR ABS MOD>HAM, JEREMY GERRARD |
| 11 07/22/04 13:56:39 PAULI:> | JEANNIE,ADVISOR |
| 12 | DONE PER RO#435080 |
| 13 | REUBEN |
| 14 | SENT PER A/B #8458-0361-7088 |

| T/L Ref # 1388788 | Created By TOMP | | - | | By # of Edits 1 | |
|--------------------------|----------------------------------|--------------------|---------------------|----------------------------------|-----------------------|--|
| Code P 4150 | Original Complaint SOFT PEDAL | | | e Cause/Solution TO KB# 10759 | | |
| | | | Resin Se Status: | ource: None P HAM | Date: Mileage: 23,353 | |
| Dealer #: Dir Cont: | 206747 RANDY DOAN | TZ: Training %: | EST | VIN: 1HGCM66593A Year: 2003 | Err: Model: ACCORD V6 | |

Dir Cont: RANDY DOAN Training %:
Serv Ph: (614) 882-1535 Extn:
Serv Mgr: KENT WILLIAMS
Parts Mgr: CHRIS NORZ
Dir Name: ROUSH HONDA
100 WEST SCHROCK ROAD
WESTERVILLE OH 43081

Phone: (614) 882-1535 Fax #: (614) 895-5737

DPSM: MARK KELLEY Zone/Dist: 04L
Previous Dealer/Contact Date

 VIN:
 1HGCM66593A
 Err:

 Year:
 2003
 Model:
 ACCORD V6

 Tran:
 5AT
 Trim:
 EX-V6

 Doors:
 4DR
 WD:
 2

 Fact:
 MARYSVILLE
 Country:
 USA

 Desc:
 ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

 WhtBdy:
 P/S, SUN ROOF, ABS, AIR BAG,

Engine #: Trans #:
Em Type:
RO #:

Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 7/2/2004 TOMP | |
|---|---|
| 1 07/02/04 12:39:11 ISIS:> | BRAKE PEDAL FEELS SOFT |
| 2 07/02/04 12:40:00 TOMP:> | RANDY: |
| 3 CAR EVER FAILED TO STOP?> | NO |
| 4 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 5 | FELT A LITTLE SOFT TO ME. |
| 6 | AFTER BLEEDING (GOT AIR FROM RIGHT FRONT |
| 7 | CALIPER) THE PEDAL FEELS NORMAL, TO ME NOW. |
| 8 REPLACE ABS MODULATOR. | |
| 9 PI, PLEASE SHIP MODULATOR TO FACTORY SEE KB# 10759 | |
| 10 07/02/04 15:12:25 PAULI:> | WILL ARRANGE FOR PARTS>HAM, JEREMY GERRARD |
| 11 07/06/04 11:53:23 PAULI:> | FAXED SHIP REQUEST |
| 12 07/06/04 13:16:57 PAULI:> | CHRIS |
| 13 | WE SENT PER A/B #8467-3971-7501 |

| control to the first for the state of the control debates are con- | | ICCIIL | IIIC CO | IIIIACL IN | port | | |
|--|-----------------------------------|----------------------|------------|-------------|--------------------|-------------|--------------|
| T/L Ref# | Created | l By | Date Cr | eated | Last Edited By | | # of Edits |
| 1390940 | LANCE | K | 07/07/20 | 004 | PAULI | | 2 |
| Code | Original Complaint | | Probabl | e Cause/Sol | ution | | |
| P 4150 | BRAKE PEDAL SINKS TO | THE FLOOR | MODUL | ATOR; REPI | LACE ABS MODULATO | R | |
| | | | Resin S | ource: | None | Dat | e: |
| | | | Status: | | P HAM | Mile | eage: 21,034 |
| Dealer #: | 208025 | TZ: | EST | VIN: 1HG | CM66563A | Err: | ,, |
| Dir Cont: | RICH WYATT | Training %: | | Year: | 2003 | Model: | ACCORD V6 |
| Serv Ph: | (410) 575-7249 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | COLONIAL HONDA | | | Desc: | ACCORD 4DR EX-V6 | 6CYL 240.0 | HP 3.0L |
| | 5439 PULASKI HIGHWA PERRYVILLE | MD 21903 | | WhtBdy: | P/S, SUN ROOF, ABS | S, AIR BAG, | |
| | FERRIVILLE | MD 21903 | | Engine #: | | Trans #: | |
| Phone: (4 | 10) 575-7249 F | ax #: (410) 642-6508 | | Em Type: | | | |
| DPSM: Robert Borzilleri Zone/Dist: 06E | | | RO #: | | | | |
| Previous Dealer/Contact Date | | | Case Type: | Technical | | | |
| | | | W.O. #: | | | | |
| 1 | ~ | | | 1 | | | |

| Tech Line Suggests | Information from Dealer |
|---|---|
| 7/7/2004 LANCEK | |
| 1 07/07/04 13:07:58 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR, CHECKED OTHER 03' |
| 2 | ACCORDS ON THE LOT, AND THIS PEDAL IS LOWER HAVE |
| 3 | ALREADY REPLACED MASTER CYLINDER |
| 4 07/07/04 13:08:10 LANCEK:> | BRAKE PEDAL SINKS TO THE FLOOR |
| 5 AFTER THE MASTER CYL REPLACMENT WAS THERE | |
| 6 ANY CHANGE?> | NO, IT FEELS THE SAME |
| 7 DID YOU EXERCISE ABS AND BLEED BRAKES | |
| 8 AS PER SM?> | NO |
| 9 REPLACE THE ABS MODULATOR | |
| 10 07/07/04 13:20:13 LANCEK:> | PAULI |
| 11 PLEASE PICK UP ABS MODULATOR AS PER F6 | |
| 12 07/07/04 13:25:30 PAULI:> | WILL ARRANGE FOR PRTS>HAM, JEREMY GERRARD |
| 13 07/07/04 13:56:57 TOMP:> | RICH: |
| 14 | DID GET AIR WHEN BLED BRAKES. |
| 15 | PEDAL GOT A LITTLE BETTER. |
| 16 | SO WILL REPLACE ABS MODULATOR |
| 17 OK. | |
| 18 07/08/04 11:27:45 PAULI:> | FAXED SHIP REQUEST |
| 19 07/13/04 11:05:22 PAULI:> | MIKE, |
| 20 | WE SENT PER A/B #184-040-5464 |

| T/L Ref # 1610272 | | ated By THC | Date Cro 07/18/20 | | Last Edited E KEITHC | By # of Edits 1 |
|---|---|---|--------------------------|---------------------------------------|---|---|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | 5 | | e Cause/Solu CE MODULAT | | |
| | | | Resin Se Status: | ource: | None N/A | Date: Mileage: 23,419 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 207504 WILLIE AGUILAR (703) 823-8085 LARRY SHIFFLETT | TZ: Training %: Extn: | EST | VIN: 1HGC Year: Tran: Doors: | 2003 5AT | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 |
| Parts Mgr: Dir Name: | TRENTON PRIEST ROSENTHAL LAND 5125 DUKE STREE ALEXANDRIA | MARK HONDA | | Fact: Desc: WhtBdy: Engine #: | ADR MARYSVILLE ACCORD 4DR EX P/S, SUN ROOF, A | Country: USA -V6 6CYL 240.0HP 3.0L |
| DPSM: MI | 03) 823-8085 CHAEL RIEDEL paler/Contact | Fax #: (703) 823-3785 Zone/Dist: 06C Date | 5 | Em Type: RO #: Case Type: | Technical | |

Tech Line Suggests

Information from Dealer

| recir Line Ouggests | information nom beater |
|--|--|
| 7/18/2005 KEITHC | |
| 1 07/18/05 07:42:22 ISIS:> | CUST. STATES BRAKE PEDAL IS GIONG TO THE FLOOR |
| - [2] 이글 발로 프로젝트 프로그램 그는 그는 그는 시간 | ANDNOT HOLDING PRESSURE, VERY HARD TO STOP AT |
| | THE SPEED AND THE STATE OF THE SPEED AND THE |
| 3 | OVER 40MPH. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | BACK IN 09/20/04 THE BRAKE MASTER CYL. WAS REPLACED |
| 7 | THE VEHICLE AT THAT TIME IT HAD 14008 MILES. |
| 8 07/18/05 07:42:54 KEITHC:> | HAVE INSPECTED BRAKES, NTF |
| 9 REPLACE MODULATOR> | |

W.O. #:

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD V6 2004 FIELD REPORT

| Code P 4150 | Original Complaint BRKE SPUNGY PEDAL | | Probable Cause/Solution ABS/TCS MODULATOR?; BLEED.REPLACE | | | |
|--------------------|---|-----------------------|---|-------------------------------|------------------------------------|--|
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 18,486 |
| Dealer #: | 208242 | TZ: | CST | VIN: 1HG | CM66594A | Err: |
| Dir Cont: | PEDRO ESQUIVEL | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (915) 544-9100 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | CARLYLE MEEKS | | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | RUBEN ALVARADO | | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: | RUDOLPH HONDA 5655 SOUTH DESERT EL PASO | BLVD TX 79932 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| Phone: (9° | 15) 544-9100 | Fax #: (915) 298-0363 | 3 | Em Type: | | |

Tech Line Suggests

DPSM: CHRISTIAN CRUZ

Previous Dealer/Contact

Zone/Dist:

Date

10E

Information from Dealer

Case Type: Technical

| | rech Line Suggests | information from Dealer |
|-----------|---|---|
| 420020000 | 12/6/2004 DAVEK | |
| | 1 12/06/04 15:18:13 ISIS:> | PEDAL LOSES FORCE WHEN BRAKING AT TIMES |
| | 2 12/06/04 15:18:26 DAVEK:> | SPUNGY PEDAL, HSB 04-012 WAS PERFORMED |
| | | REPLACED MASTER NO CHANGE |
| | 4 CYCLE ABS/TCS AND BLEED. IF RETURNS REPLACE | |
| | MODULATOR | |

RO #:

W.O. #:

| T/L Ref # 1709691 | Created By DAVEM | | Date Cr 01/04/20 | | Last Edited B DAVEM | y # of Edits 1 |
|----------------------|--|-------------|----------------------------|----------------------------------|------------------------|----------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL FADE | | ABS MC | le Cause/So DD;RPLC ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 49,085 |
| Dealer #: | 207983 | TZ: | EST | VIN: 1HC | GCM66544A | Err: |
| Dir Cont: | PABLO SERRANO | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (201) 451-5370 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | MICHAEL CONVERTINO | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | JOHN BATTAGLIA | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | METRO HONDA ROUTE 440 NORTH | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0HP 3.0L |

Phone: (201) 451-5370

NJ 07305

DPSM: GEOFFREY ALDARELLI Zone/Dist:

JERSEY CITY

Previous Dealer/Contact

Date

Fax #: (201) 369-2322

RO #: Case Type: Technical

W.O. #:

WhtBdy:

Engine #:

Em Type:

Tech Line Suggests

Information from Dealer

P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

| 1/4/2006 DAVEM | |
|--|---|
| 1 01/04/06 07:04:05 ISIS:> | BRAKE PEDAL FADE |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | TWIICE REPLACED MASTER CYLINDER, BLEED |
| 5 | COMPLETYSYSTEM |
| 6 01/04/06 07:04:11 DAVEM:> | SEE ABOVE; EVERY 30 DAYS THE CAR COMES BACK AND |
| 7 | WE EITHER RPLC THE MSTR CLY OR JUST BLEED IT |
| | AND IT'S OK AGAIN |
| 9 RPLC THE ABS MOD> | |

| Ref# | Created By | Date Created | Last Edited | By # of Edits |
|---------------|---------------------|--------------------------------------|---|---|
| 8870 | LANCEK | 11/28/2005 | LANCEK | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE PEDAL IS LOW | ABS MODULATOR | R; REPLACE THE ABS | MODULATOR |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 10,000 |
| | 8870 Code | B870 LANCEK Code Original Complaint | 2870 LANCEK 11/28/2005 Code Original Complaint Probable Cause/S 4150 BRKE PEDAL IS LOW ABS MODULATOR Resin Source: | 2870 LANCEK 11/28/2005 LANCEK Code Original Complaint Probable Cause/Solution 4150 BRKE PEDAL IS LOW ABS MODULATOR; REPLACE THE ABS Resin Source: None |

206637 Dealer #: VIN: 1HGCM81624A Err: Dir Cont: **DOUGLAS** Training %: 2004 ACCORD V6 Model: Year: Serv Ph: (913) 648-7980 Trim: EX-V6 Extn: Tran: 6MT 2 Serv Mgr: **DONALD DALE** WD: Doors: 2DR Parts Mgr: JIM CUSTER Country: USA Fact: **MARYSVILLE** Dir Name: O'NEILL HONDA Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L 7979 METCALF AVENUE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **OVERLAND PARK** KS 66204 Engine #: Trans #: Phone: (913) 648-7980 Fax #: (913) 383-4158 Em Type: DPSM: Michael Wehmeir Zone/Dist: 08L RO #: Previous Dealer/Contact Case Type: Technical Date

Tech Line Suggests

Information from Dealer

| 11/28/2005 LANCEK | |
|--|---|
| 1 11/28/05 10:32:38 ISIS:> | EXCESSIVE BRAKE PEDAL TRAVEL, MASTER CYLINDER HAS |
| | BEEN REPLACED, BRAKES BLEED TWICE BOTH TIMES GOT |
| | AIR OUT OF SYSTEM, PEDAL TRAVEL OK FOR AWHILE |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACEMENT |
| 7 11/28/05 10:33:07 LANCEK:> | I BLEED THE BRAKES AND THE PEDAL IS FINE. |
| 8 REPLACE THE ABS MODULATOR | |

W.O. #:

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|-------------------|----------------|-----------------|
| 1536352 | DAVEK | 03/14/2005 | DAVEK | |
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 | BRKE "FEEL"PRBLMS | ABS?; REPLACE N | MODULATOR | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 19,453 |
| | | | | |

| | | | | 19/7 | initiage: 10,100 |
|--------------|-------------------------------------|-----------------------|----------------|-----------------|--|
| Dealer #: | 207653 | TZ: | CST VIN: | 1HGCM66534A | Barra Erra Barra Bar |
| Dir Cont: | PAUL SKADSHIEM | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (612) 866-8832 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | ROY REYNOLDS | | Doors | : 4DR | W D: 2 |
| Parts Mgr: | GORDY ECKLUND | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | RICHFIELD-BLOOM 400 WEST 78TH ST | REET | Desc: WhtBo | | EX-V6 6CYL 240.0HP 3.0L , ABS, AIR BAG, |
| | RICHFIELD | MN 55423 | Engine | ∍#: | Trans #: |
| Phone: (612 | 2) 866-8832 | Fax #: (612) 866-9915 | Em Ty | pe: | |
| DPSM: Dick | c Sargent II | Zone/Dist: 08G | RO #: | | |
| Previous Dea | ler/Contact | Date | Case 1 | Type: Technical | |

Tech Line Suggests

Information from Dealer

| 3/14/2005 DAVEK | |
|---|---|
| 1 03/14/05 13:31:11 ISIS:> | BRAKE PADAL FEELS SOFT AND GOES TO THE FLOOR. |
| 클릴 2 통실하면 하면 하는 것이 되었다. 그런 그리고 있는 것은 그리고 있다. | SEEPROIR |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | SYES BERKER BERKER STEEL SEED SEED SEED SEED SEED SEED SEED S |
| 5 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER REPLACED FIRST TIME IN. |
| | BRAKES WERE BLED SECOND TIME IN. CONDITION IS NOW |
| 7 | REOCCURING. |
| 8 03/14/05 13:31:29 DAVEK:> | CAN PUMP UP PEDLE |
| 9 REPLACE ABS MODULATOR | |

W.O. #:

| | Ref # 5609 | Created By PETERL | Date Created 09/14/2005 | Last Edited By PETERL | # of Edits | |
|---|----------------------|-----------------------|---|--------------------------|--|--|
| | Code | Original Complaint | Probable Cause/S | | The three contributions is a second of the contribution of the con | |
| P | 4150 | BRAKE PEDAL INT DROPS | CHARACTERISTIC; FIND OUT IF ONLY AT STOPS W/AC ON | | | |
| | | | ResIn Source: | None | Date: | |
| | | | Status: | N/A | Mileage: 11,956 | |

208276 VIN: 1HGCM82644A Dealer #: CST Err: Dir Cont: ANDREW ZENDEK Training %: 2004 Model: ACCORD V6 Year: Serv Ph: 414-281-2700 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: DAVID MEYER 2 WD: Doors: 2DR Parts Mgr: **GARY GANAS** Fact: Country: USA MARYSVILLE Dir Name: **BOYLAND HONDA** Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L 6141 S. 27TH STREET WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **GREENFIELD** WI 53221 Engine #: Trans #: Phone: 414-281-2700 Fax #: (414) 325-6197 Em Type: DPSM: Wayne Nicklas Zone/Dist: RO #: 08B **Previous Dealer/Contact** Date Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 9/14/2005 PETERL | |
|---|--|
| 1 09/14/05 06:14:42 ISIS:> | CUSTOMER STATES BRAKE PEDAL NEEDS TO BE PUMPED |
| | TO |
| | STOP CAR |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 09/14/05 06:14:57 peterl:> | I CANNOT DUPLICATE THE PROBLEM. I DID MASTER |
| | CYLINDER CHECK AND COULD NOT FIND A PROBLEM |
| 7 LEAKS> | NO LEAKS |
| 8 ONLY AT STOPS> | DO NOT KNOW I SEEN HSN ON A/C KICKING ON |
| 9 DID ANY QUESTION THE CUSTOMER> | NO |
| 10 QUESTION CUSTOMER WHEN IT OCCURS AND WHAT IS | |
| | |
| 11 AT THE TIME. SEE IF CUSTOMER CAN ESTABLISH A | |
| PATTERN | |
| 12 WHEN IT OCCURS | |

| T/L Ref # | Created By | Date Created | Last Edited By | / # of Edits |
|-----------------|--------------------------|------------------------------|--------------------|--|
| 1514332 Code | DAVEM Original Complaint | 02/03/2005 Probable Cause/S | DAVEM olution | transi ya 1991 kwa 1991 ya Pangiya kuta na 1991 kwa 1991 |
| P 4150 | BRKE PDL LOW/HARD | ABD MOD?;EXRS | C ABS AND MON>RPLO | MOD |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 11,646 |

ERIC SIMMONS Dir Cont: Training %: 2004 ACCORD V6 Year: Model: Serv Ph: (619) 563-1095 EX-V6NV Extn: Tran: 5AT Trim: Serv Mgr: WD: 2 Doors: 4DR Parts Mgr: Country: USA Fact: **MARYSVILLE** Dir Name: **CUSH HONDA SAN DIEGO** Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP **5812 MISSION GORGE** WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SAN DIEGO CA 92120 Engine #: Trans #: Phone: (619) 563-1095 Fax #: (619) 584-1275 Em Type: DPSM: **BRIAN DERBYSHIRE** Zone/Dist: 01K RO #:

Previous Dealer/Contact Date

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 2/3/2005 DAVEM 1 02/03/05 13:32:04 ISIS:> | BRAKE PEDAL GOES TO FLOOR, CAR HAD MASTER CYL |
|---|---|
| | 교실 등 그는 이 전에 하는 사람이 되면 살아서 전혀 전쟁을 확인하면 하면 하면 하면 하다. 그리고 하는데 하는데 하는데 하다는데 그리고 있다는 그 모든 |
| 그 작2 불하다 하다 한 사람들은 사람들은 사람들은 사람들은 사람들은 사람들은 사람들이 되었다. | REPLACED 12/1/04 AT 10096 MILES. PEDAL FEELS VERY |
| 3 | SOFT BUT GETS STIFF WHEN PUMPED. |
| 4 02/03/05 13:32:15 DAVEM:> | SEE ABOVE |
| 5 ABS MOD YET?> | NOT YET |
| 6 HAVE SEE AIR IN ABS MOD CAUSE THIS IN PAST> | |
| 7 TRY IT AND MON> | |

| T/L Ref # 2610489 | Created By STEVEN | Date Created 05/09/2008 | Last Edited By STEVEN | # of Edits 1 | | | |
|----------------------|---|--------------------------------|---|-----------------|--|--|--|
| Code P 4150 | Original Complaint PEDAL MUSHY, GOES TO FLOOR | | Probable Cause/Solution MODULATOR?; FOLLOW HSB 07-045 | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 28,823 | | | |
| Dealer #: | 208399 TZ: | EST VIN: 1H | GCM665X4A | Err: | | | |

| Dealer #: | 208399 | TZ: ES | VIN: 1HG | CM665X4A | Err: | |
|------------|-------------------|-------------------|-----------|------------------|---------------|-------------|
| Dir Cont: | ANDREW FARKAS | Training %: 75 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (814) 262-2140 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JAMES MOLNAR | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RICHARD FLEEGLE | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | THOMAS HONDA OF | JOHNSTOWN | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 |) HP 3.0 |
| | 107 BANTLEY PLACE | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | WINDBER | PA 15963 | Engine #: | J30A42003020 | Trans #: | BAYA6003096 |
| Phone: (81 | 4) 467-5591 | Fax #: 8144678677 | Em Type: | | | |
| DPSM: BR | UCE WILSON | Zone/Dist: 05N | RO #: | 803398 | | |

| Tech Line Suggests | Tec | h L | ine | Su | aa | ests |
|--------------------|-----|-----|-----|----|----|------|
|--------------------|-----|-----|-----|----|----|------|

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 5/9/2008 7:27:37 AM STEVEN | |
|---------------------------------------|---|
| 1 ORIGINAL COMPLAINT | PEDAL MUSHY GOES TO THE FLOOR ABS ACTIVATES AND |
| | SEEMS LIKE REAR BRAKES NOT WORKING WE FEEL 07-045 |
| | SHOULD FIX IT |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO SEE SEE SEE SEE SEE SEE SEE SEE SEE SE |
| 3 VERIFY THE COMPLAINT? | YES |
| 4 SO YOU HAVE A LOW SPONGY PEDAL? | YES GOES TO THE FLOOR BEFORE THE CAT STOPS |
| 5 FOLLOW THE BULLETIN | OK |
| | |

Printed: 06/29/2009 5:58:40PM By SYSTEM Page 618 of 661

| T/L Ref# 2393349 | Created By STEVEN | Date Created 07/10/2007 | Last Edited By STEVEN | # of Edits 1 |
|---------------------|--|-----------------------------------|--------------------------|--------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW SPONGEY | Probable Cause/S MODULATOR?; R | | |
| | | Resin Source: Status: | None N/A | Date: Mileage: 45,192 |
| Dealer #: | 206717 TZ : | EST VIN: 1F | HGCM81724 <i>P</i> | Err |

| Dealer #: | 206717 | TZ: | EST | VIN: 1HG | CM81724 <i>P</i> | Err: | |
|------------|--------------------------------|--------------------------|-----|------------------|------------------------------------|----------|-------------|
| Dir Cont: | WOODY JOHNSON | Training %: | 91 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (727) 521-4000 | Extn: | | Tran: | 6MT | Trim: | EX-V6NV |
| Serv Mgr: | JOHN SCHNEPP | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | MICHELE LEGGET | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CROWN HONDA 7671 US HIGHWAY | 경험 문화가 하는 것은 아이를 보는 것이다. | | Desc: WhtBdy: | ACCORD 2DR EX- P/S, SUN ROOF, A | | 40.0 HP |
| | PINELLAS PARK | FL 33781 | | Engine #: | J30A42020251 | Trans #: | ATC62002557 |
| Phone: (72 | 7) 521-4000 | Fax #: (727) 329-155 | 8 | Em Type: | | | |
| DPSM: DO | NALD LOGAN | Zone/Dist: 07M | | RO #: | 98704 | | |

Date

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| Tech Line Suggests | Information from Dealer |
|---|-------------------------|
| 7/10/2007 3:16:39 PM STEVEN | |
| 1 | PEDAL FEELS SOFT |
| 2 LOW SPONGY PEDAL OR HARD SINKING PEDAL? | LOW SPONGY |
| 3 BLEED THE BRAKES? | NOT THIS TIME |
| 4 MASTER ALREADY BEEN REPLACED? | YES |
| 5 ACTIVATE THE ABS? | YES |
| 6 DID YOU GET A MOMENTARY HARD PEDAL? | I DIDNT NOTICE THAT |
| 7 NO LEAKS, RESERVIOR FULL? | YES ITS STILL FULL |
| 8 REPLACE ABS MOD | |

| T/L Ref # 1462965 | | eated By RISV | Date Created 11/05/2004 | Last Edited CHRISV | I By # of Edits 1 |
|----------------------|--|----------------------|----------------------------------|-----------------------|---|
| Code P 4150 | Original Complaint LOW PEDAL | | Probable Cause/ ABS MOD; REPL | | Data |
| | | | Resin Source: Status: | | Date: Mileage: 15,071 |
| Dealer #: | 208308 | TZ: | EST VIN: 1 | HGCM82614A | Em. Santa |
| Dir Cont: | RONALD CREWS | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (301) 218-2111 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | DERWENT WILLIA | MSON | Doors: | 2DR | W D: 2 |
| Parts Mgr: | JOSEPH MCCAUL | EY | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HONDA OF BOWIE 2260 CRAIN HIGH BOWIE | | Desc: WhtBdy Engine | y: P/S, SUN ROOF | EX-V6 6CYL 240.0HP 3.0L , ABS, AIR BAG, Trans #: |
| Phone: 30 | 1-218-3100 | Fax #: (301) 218-665 | 7 Em Typ |)e: | |
| DPSM: RA | AFIK ABDULLAHI | Zone/Dist: 06B | RO #: | | |
| Previous De | ealer/Contact | Date | Case T | | |

Tech Line Suggests

Information from Dealer

| 11/5/2004 CHRISV | |
|------------------------------|---|
| 1 11/05/04 10:56:01 ISIS:> | BRAKE PEDAL SINKS WHEN STOPPING. |
| 2 11/05/04 10:56:05 CHRISV:> | BLED THE SYSTEM AND NC. THE M/C IS GOOD |
| 3 REPLACE THE ABS MOD | |

| Code P 4150 | Original Complaint BRAKE PEDAL FEEL SOFT | | | e Cause/Sol ATOR?; REF | | | |
|--------------------|--|----------------------------|---------------------|-------------------------------|--|--|--------|
| | | | Resin Se Status: | ource: | None N/A | Date: Mileage: | 43,279 |
| Dealer #: | 208118 | TZ: | PST | VIN: 1HG | CM82694A | Err: | |
| Dir Cont: | BLONG VANG | Training %: | 78 | Year: | 2004 | Model: ACC | ORD V6 |
| Serv Ph: | (209) 320-6700 | Extn: | | Tran: | 5AT | Trim: EX-V | /6 |
| Serv Mgr: | MITCH FRISK | | | Doors: | 2DR | W D: 2 | |
| Parts Mgr: | DENNIS TENBRINK | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | STOCKTON HONDA 2002 EAST HAMMER LAN STOCKTON | NE CA 95210 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A J30A42023824 | V6 6CYL 240.0 HP 3 BS, AIR BAG, Trans #: BAY | |
| Phone: (20 | 09) 320-6700 Fa x | : #: (209) 320-6779 | 9 | Em Type: | | | |

Tech Line Suggests

DPSM: MARCEL VILLEGAS

Previous Dealer/Contact

Zone/Dist:

Date

12E

Information from Dealer

15573

Case Type: Technical

| 6/29/2007 3:05:31 PM RUDYG | |
|---|--|
| 1 06/29/2007 03:06:09 PM RUDYG | BRAKES SINK TO THE FLOOR. AIR IN BRAKE SYSTEM. |
| 2 REPLACED ANY PARTS YET? | YES, MASTER CYL AND BLED MULTIPLE TIMES. WORKS OK |
| | AFTER BLEEDING FOR ABOUT 1-2 WEEKS. |
| 3 NO FLUID LEAKS? | NO |
| 4 DOES PEDAL IMPROVE IN ABS ACTIVATED? | ANO COMPANY DE LA COMPANY DE L |
| 5 ARE YOU SURE? | WELL, MAYBE A LITTLE |
| 6 DO YOU ALWAYS FIND AIR IN SYSTEM WHEN YOU | YES, |
| BLEED IT? | |
| 7 REPL ABS MODULATOR | OK |

RO #:

W.O. #:

| KEITHC | 09/17/2004 | | |
|----------------------------|----------------------------|--|--|
| | 03/11/2004 | PAULI | |
| Complaint | Probable Cause/S | olution | |
| P 4150 BRKE PEDAL LOW/SOFT | TRAPED AIR?; BA | CK BLEED SYSTEM | |
| | Resin Source: | None | Date: |
| | Status: | P NA | Mileage: 7,278 |
| | Complaint EDAL LOW/SOFT | EDAL LOW/SOFT TRAPED AIR?; BA Resin Source: | EDAL LOW/SOFT TRAPED AIR?; BACK BLEED SYSTEM Resin Source: None |

207857 Dealer #: VIN: 1HGCM66534A TZ: CST Err: Dir Cont: **PATRICK** 2004 Training %: Model: ACCORD V6 Year: Serv Ph: (281) 338-6666 EX-V6 Extn: Tran: Trim: 5AT Serv Mgr: KENNETH HUTCHINGS 2 WD: Doors: 4DR Parts Mgr: **GLENN GREGORY** Fact: Country: USA MARYSVILLE Dir Name: HONDA OF CLEAR LAKE Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 20233 GULF FRWY. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, WEBSTER TX 77598 Engine #: Trans #: Phone: (281) 338-6666 Fax #: (281) 332-4783 Em Type: RO #:

DPSM: VERNON SAGE Zone/Dist: 03C

Previous Dealer/Contact Date

W.O. #:

Case Type: Technical

Tech Line Suggests

Information from Dealer

| . con Line ouggeote | information from Beater |
|--|--|
| 9/17/2004 KEITHC | |
| 1 09/17/04 10:28:42 ISIS:> | BRAKE PEDAL TRAVEL REACHES ALMOST TO |
| | FLOOR REPLACED |
| - 15 2 마루막 경기를 보고 있다. 그는 그는 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 | MASTER CYLINDER TWICEAND RELACED FRONT CALIPERS |
| 3 | NEXT STILL TOO LOW BLED ALLFOUR CALIPERS STILL NO |
| 그것 수 살아보고 나무 하는 것이 하는 것으로 가장 되었다는 모양되었다. | IMPROVEMENT PLEASE ADVISE |
| 5 09/17/04 10:29:54 KEITHC:> | |
| 6 EXCERSIZE ABS> | GOT BETTER |
| 7 REPLACE MODULATOR> | |
| 8 C/B WITH RESULTS> | |
| 9 09/20/04 08:50:06 GEORGEK:> | PI, please call this modulator in for us to eval. |
| | thanks |
| 11 09/20/04 08:52:13 PAULI:> | WILL PICKUP |
| 트 12 - 환경 환경 등 환경 및 발표를 받는 경우를 하는 것이 되었다. | FAXED SHIP REQUEST |
| 13 09/22/04 10:29:34 DAVEK:> | REPLACED THE ABS AND STILL GOES TO THE FLOOR |
| 14 PUMP UP PEDDLE AND HOLD WILL IT DROP?> | NO, RELEASE PEDDLE AND REAPPLY IT WILL BE LOW |
| 15 REMOVE TIRES AND GET A HELPER, WITH PEDDL | 그는 발표 한 경영 전에 함께 가게 되었다. 그 전에 가는 하는 것이 되었다. 그런 것이 되었다. 그런 그는 그는 것이 되었다. 그런 그는 것이 되었다. 그는 것이 되었다. 그는 것이 되었다. 그는 |
| RELEASED INSPECT | |
| 16 CLEARENCE BETWEEN INNER AND OUTER PADS | |
| 17 TO THE ROTORS?> | LOOKS LIKE ALL PADS ARE TOUCHING THE ROTORS. |
| 18 CK PISTON MOVEMENT AND CALPER MOVEMENT ?> | APPLYING BRAKES THAY BARLY MOVE. |
| 19 PUSH THE PISTONS BACK ?> | FEEL BETTER. |
| 20 REMOVE INNER PAD AND PUSH THE PISTON 10MM OUT. | |
| BLEED ANY AIR | |
| 21 IN CALLIPER. PUSH PISTON BACK IN. DO THIS ON ALL 4 | |
| WHEELS | |
| 22 THIS WILL BACK BLEED THE SYSTEM | |
| 23 09/27/04 08:56:19 PAULI:> | NO CLM |
| 324 SAS COMPUTED SERVICE OF THE SERVICE SERVICES OF THE SERVIC | |
| 25 10/05/04 10:02:39 PAULI:> | CLM #247879 (\$1,415.66/PAID 10/4/04) |
| A 26 Transis in Carlo March and the Carlo | R&R (2) CALIPERS,MSTR CYL, ABS MOD |
| | |

| T/L Ref # 1516668 | Created By RAYD | Date Created 02/08/2005 | Last Edited By RAYD | # of Edits 1 |
|----------------------|--------------------|--------------------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 | BRKE PEDAL LOW | M/C?;MODULATOR | R?;REFERED TO HSN 2/95 | AND 96 |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 15,442 |
| | | omino. | IV/A | amouge: 10,142 |

206648 Dealer #: **EST** VIN: 1HGCM82634A TZ: Err: Dir Cont: AARON MASON 2004 Training %: Model: ACCORD V6 Year: Serv Ph: (317) 574-9600 Extn: 274 EX-V6 Tran: Trim: 5AT Serv Mgr: 2 JEFFERY BELL Doors: WD: 2DR Parts Mgr: **BOB COOK** Fact: **MARYSVILLE** Country: USA Dir Name: PENSKE HONDA Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L 4140 E. 96TH STREET WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **INDIANAPOLIS** IN 46240 Engine #: Trans #: Phone: (317) 574-9600 Fax #: (317) 817-0298 Em Type: **DPSM:** JEANNE ALTMILLER Zone/Dist: 04D RO #: **Previous Dealer/Contact** Case Type: Technical Date W.O. #:

Tech Line Suggests

Information from Dealer

| 2/8/2005 RAYD | |
|---|--|
| 1 02/08/05 11:27:22 ISIS:> | CUSTOMER STATES BRAKE PEDAL GOES FARTHER DOWN THAN |
| | IT USED TO WHEN STOPPING. PEDAL ALMOST TOUCHES THE |
| 3 | FLOOR WHEN STOPPING(TECHNICIAN). |
| 4 02/08/05 11:27:31 RAYD:> | |
| 5 SO THE PEDAL IS LOW?> | YES, I'M NOT SURE IF IT IS THE M/C OR THE |
| | MODULATOR, I WAS TOLD TO CALL |
| 7 DID YOU DO THE M/C TEST?> | NO |
| 8 DOES THE PEDAL FADE FROM UNDER YOUR FOOT?> | TYES 지원 강경 등 보는 경우를 가는 경우를 다 되었다. |
| 9 SOUNDS LIKE M/C, USUALLY THE MODULATOR WILL | |
| 10 HAVE A LOW PEDAL, NOT FADE, DO THE M/C TEST IN | |
| 11 S/NEWS 2/95 AND 2/96, OR TAKE THE CAR OUT AND | |
| 12 EXERCISE THE ABS, IF THE PEDAL COMES UP FOR | |
| AWHILE | |
| 13 THE MODULATOR IS NO GOOD> | |

| Code P 4150 | Original Complaint BRKE PEDASL SOFT, 2X | | Probable Cause/Solution REPLACE MODULATOR | | | | |
|------------------------------|---|-------------|---|------------------|------------------------------------|----------|--------------|
| | | | | | None Date: | | te: |
| | | | Status: | | N/A | Mil | eage: 23,279 |
| Dealer #: | 206801 | TZ: | CST | VIN: 1HG | CM66534A | Err: | |
| Dir Cont: | BRANDT SNIDER | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (256) 539-5300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | GIL WILLIAMS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RANDY KEEL | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | JERRY DAMSON HONDA | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | OHP 3.0L |
| | 2200 BOB WALLACE AV.SW HUNTSVILLE AL 35805 | | WhtBdy: | P/S, SUN ROOF, A | | | |
| | | | Engine #: | | Trans #: | | |

Fax #: (256) 382-3756

07C

Zone/Dist:

Date

Em Type:

Case Type: Technical

RO #:

W.O. #:

Tech Line Suggests

Phone: (256) 539-5300

DPSM: CHRIS BRUNI

Previous Dealer/Contact

Information from Dealer

| 2/1/2005 KEITHC | |
|------------------------------|---|
| 1 02/01/05 11:47:56 ISIS:> | CUSTOMER STATES AT TIMES BRAKE PEDAL BECOMES |
| | SEIZED |
| | AND SOMETIMES PEDAL HAS GONE TO FLOOR, NO ABS |
| | DTC'S |
| 3 | STORED AT THIS TIME. |
| 4 02/01/05 11:49:39 KEITHC:> | 2X IN FOR LOW PEDAL |
| 5 REPLACE MODULATOR> | |

| T/L Ref # 1709093 | Created By DAVEK | Date Created 01/03/2006 | Last Edited I PAULI | By # of Edits 1 |
|----------------------|---------------------|--------------------------------|------------------------|--------------------|
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 | BRKE PDLE LOW/ SOFT | AIR IN SYSTEM?; | REPLACE ABS MODU | JLATOR |
| | | Resin Source: | None | Date: |
| | | Status: | P MAP | Mileage: 28,193 |

| | | _ | | 1 101/31 | |
|-------------|--------------------|----------------------------------|-------------|------------------|----------------------|
| Dealer #: | 208158 | TZ: | ST VIN: 1HG | GCM81694A | Err: |
| Dir Cont: | RIGOBERTO | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (941) 743-8883 | Extn: | Tran: | 6MT | Trim: EX-V6 |
| Serv Mgr: | STEVE GAY | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | PHILLIP BOYLES | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | CHARLOTTE HOND/ | | Desc: | ACCORD 2DR EX- | V6 6CYL 240.0HP 3.0L |
| | 1252 TAMIAMI TRAIL | 하는 사람들은 아이가 얼마나 먹는 사람들이 있다면 살았다. | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| | PORT CHARLOTTE | FL 33953 | Engine #: | | Trans #: |
| Phone: (94 | 1) 743-8883 | Fax #: (941) 743-4487 | Em Type: | | |
| DPSM: ER | IN BAILEY | Zone/Dist: 07K | RO #: | | |
| Previous De | aler/Contact | Date | Case Type | : Technical | |
| | | | W.O. #: | | |

Tech Line Suggests

Information from Dealer

| recir Ellie ouggests | illioillation iloin Dealei |
|---|--|
| 1/3/2006 DAVEK | |
| 1 01/03/06 11:25:06 ISIS:> | BRAKE PEDAR IS GOINT TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS RE | PAIRS FOR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION? | > TWO MASTER CYLINDES LUBE AND CLEIIN CALIPER PINS |
| 5 | FOUN AIR IN THE SYSTEN |
| 6 01/03/06 11:25:32 DAVEK:> | RT/L FT CALIPER PIN WAS STUCK. CAR BETTER |
| 7 | STILL SOFT PEDAL |
| 8 | BLEED GET AIR FROM LF WHEEL. NOW IT FEELS |
| 9 | GREAT |
| 10 REPLACE ABS MODULATOR KB 10759 | |
| 11 PEND TO PAUL FOR SHIPPING TO HAM | |
| 12 01/03/06 11:45:40PAULI:> | WILL ARRANGE PRT>MAP |
| | FAXED SHIP REQUEST |
| 14 01/10/06 16:15:42PAULI:> | R&R MODULATOR |
| 15 CLM #021813> | (\$1,138.73,PAID 1/9/06) |
| 16 | R&R 57110-SPD-013 |
| 17 01/11/06 11:18:57PAULI:> | FAXED SHIP REQUEST |
| 18 01/17/06 08:45:14PAULI:> | MIKE, GOT REQUEST, WILL SEND |
| 19 01/20/06 10:31:07PAULI:> | Here is the second of the seco |
| 20 | WE SENT PER A/B #8337-0169-2967 |
| | |

| T/L Ref # 1553583 | Created B DAVEK | Date Cre 04/12/20 | | t Edited By # of Edits /EK 1 | | |
|----------------------|--------------------|----------------------|-------------------------------------|---------------------------------|--|--|
| Code | Original Complaint | Probable | Cause/Solution | | | |
| P 4150 | LOW BRAKE PEDDLE | ABS?; RI | ABS?; REPLACE AFT INSPECTING BRAKES | | | |
| | | Resin So | ource: None | Date: | | |
| | | Status: | N/A | Mileage: 25,650 | | |
| Dealer #: | 207358 | TZ: EST | VIN: 1HGCM826X4A | Erra | | |
| Dir Cont: | JAN | Training %: | Year: 2004 | Model: ACCORD V6 | | |
| Sony Dh | (614) 764-9449 | | [보호 기계 회사 회문에 보기되었 | | | |

Serv Ph: (614) /64-9449 Extn: Serv Mgr: **GARY KENNEDY** Parts Mgr: MIKE KRISTOF Dir Name: IMMKE NORTHWEST HONDA 6715 SAWMILL ROAD **DUBLIN** OH 43017 Phone: (614) 764-9449 Fax #: (614) 766-4746 DPSM: MARK KELLEY

Zone/Dist: 04L Previous Dealer/Contact Date

Tran: 5AT Trim: EX-V6

2 WD: Doors: 2DR Country: USA MARYSVILLE ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type:

RO #:

Case Type: Technical

W.O. #:

Fact:

Desc:

Tech Line Suggests

Information from Dealer

| 4/12/2005 DAVEK | |
|--|--|
| 1 04/12/05 15:46:17 ISIS:> | CUSTOMER COMPLAINS THAT BRAKE PEDAL GOES TO FLOOR |
| · 12 多数的复数形式 医多型性动物 的复数人名英格兰人 | BOARD, HAPPENED TO SERVICE ADVISOR IN SERVICE |
| 3 | DRIVE. WE HAVE REPLACED THE MASTER CYLINDER |
| | TWICEHELPII1 |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | 가는 YES 가득하다는 사람들은 모양하는 것은 얼마나 사람들이 되었다. |
| 7 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYL. TWICE BEFORE |
| 8 04/12/05 15:46:31 DAVEK:> | AN JAN BENERAL |
| 9 CK TO SEE IF BRAKE FLUID DROPS WHEN PUMPING | |
| BRAKE PEDDLE | |
| 10 IF CHANGES 1-3 MM NOT THE MASTER. | |
| 11 CK CALIPER SLIDE PIN. SHIMS. BRAKE HOSES, | |
| 12 IF ALL OK REPLACE ARS | |

| T/L Ref # | Created By | Date Created 02/10/2006 | Last Edited By KENE | # of Edits |
|-----------------|--------------------------|--------------------------------|------------------------|--|
| 1741101 Code | KENE Original Complaint | Probable Cause/So | | The state of the s |
| P 4150 | BRKE PEDAL GOES TO FLOOR | MODULATOR; CH | IECK FLUID VOLUME | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 46,497 |

Dir Cont: MARIO SANCHEZ Training %: Serv Ph: (718) 507-5000 Extn: Serv Mgr: MIKE TIMPONE Parts Mgr: PAUL ACCIARITO Dir Name: PARAGON HONDA 57-02 NORTHERN BLVD.

WOODSIDE NY 11377

Phone: (718) 507-5000 DPSM: JOHN POMPILE

Zone/Dist:

Fax #: (718) 426-0299

05A

Previous Dealer/Contact Date 2004

Year: Tran:

6MT Doors: 2DR

MARYSVILLE

ACCORD 2DR EX-V6NV 6CYL 240.0HP

Model:

Trim:

WD:

ACCORD V6

EX-V6NV

2

Country: USA

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

Em Type: RO #:

Fact:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

| Information from Deal | er |
|-----------------------|----|
|-----------------------|----|

| reen Eme ouggests | anomation nom beater |
|---|--|
| 2/10/2006 KENE | |
| 1 02/10/06 12:39:00 ISIS:> | C/S BRAKES PEDAL FADING TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER WAS REPLACED 3 TIMES |
| 5 02/10/06 12:39:10 kene:> | WE HAVE REPLACED THE MASTER CYL 3X |
| 6 NO BRAKE?> | |
| 7 HOW DO YOU STOP THE CAR?> | WITH HAND BRAKE ONLY WAY TO STOP THE CAR |
| 8 HAND BRAKE?> | MEYES 교통 기본 기본 이 사람들은 사람들은 사람들이 되었다. |
| 9 THEN THERE IS A PROBLEM WITH THE SYSTEM?> | OK, SHOULD I REPLACE THE MASTER AGAIN |
| 10 NO. WE HAVE SEEN LOW AND SOFT BRAKE PEDAL BUT | |
| 11 TO USE THE HAND BREAK TO STOP CAR IS NOT SAFE | |
| 12 ? | WELL YOU CAN PUMP THE PEDAL AND THE CAR WILL |
| 13 | STOP |
| 14 BUT CUST HAS TO USE THE HAND BRAKE?> | NOT THE CUST, ME |
| 15 YOU? | YES, I DONT FEEL COMFORTABLE DRIVING THE CAR |
| 16 YOU PUSH ON BREAKS AND PEDAL GOES TO FLOOR | |
| 17 AND CAR DOES NOT SLOW?> | er-No al Tradición de la Calabara d |
| 18 UNLESS YOU PUMP?> | TO YES TO BE A SECURE OF THE SECURITY OF THE S |
| 19 HOW LONG AGO WAS LAST MASTER REPLACED?> | |
| 20 FLUID COND?> | GOOD |
| 21 AIR IN SYSTEM?> | NO |
| 22 CHECK VOLUME OF FLUID WITH PEDAL AT LOW AND | |
| 23 FULL DEPRESSED. IF SME NOT A MASTER BUT MOST | |
| 24 LIKELY A MODULATOR. CONTACT DPSM, MAY WANT TO | |
| 25 KEEP CAR FOR A WHILE AND DRIVE IT TO SEE IF IT | |
| 26 FAILS, NO BRAKES ARE UNSAFE | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

27

Page 354 of 661

| T/L Ref # 1425938 | Created B DAVEK | Y | 09/03/20 | | Last Edited B DAVEK | y # of Edits | |
|----------------------------|---|-------------------|---------------------------------------|-------------------------------|--|---|--|
| B 4150 PRAKE COEC TO ELOOP | | | Probable Cause/Solution ABS?; REPLACE | | | | |
| | | | Resin So Status: | ource: | None N/A | Date: Mileage: 1,101 | |
| Dealer #: | 208193 | TZ: | MST | VIN: 1HG | CM82214A | Erra (A Sala | |
| Dir Cont: | DOUGLAS | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (602) 789-9771 | Extn: | | Tran: | 5AT | Trim: LX-V6 | |
| Serv Mgr: | JIM COLE | | | Doors: | 2DR | W D: 2 | |
| Parts Mgr: | GWEN DENNEY | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | BELL HONDA 701 WEST BELL ROAD PHOENIX A | Z 85023 | | Desc: WhtBdy: Engine #: | ACCORD 2DR LX-V6 6CYL 240.0HP 3.0L POWER STEERING, ABS, SRS AIRBAG, Trans #: | | |
| Phone: (60 | 02) 789-9771 Fax | #: (602) 298-2061 | | Em Type: | | | |

Tech Line Suggests

DPSM: RICHARD REBORI

Previous Dealer/Contact

Zone/Dist:

Date

10D

Information from Dealer

| 9/3/2004 DAVEK | |
|-----------------------------|---|
| 1 09/03/04 16:23:58 ISIS:> | BRAKE PEDAL SPONGY AT TIMES GOES TO FLOOR |
| 2 09/03/04 16:24:05 DAVEK:> | |
| 3 REPLACE ABS | |

RO #:

W.O. #:

Case Type: Technical

| T/L Ref # | Created By | Date Created | Last Edited By | # of Edits | |
|---------------|---|-------------------------------------|-----------------|----------------|--|
| 1505725 | DAVEM | 01/20/2005 | JIMH | | |
| Code | - · · · · · · · · · · · · · · · · · · · | Probable Cause/S | olution | | |
| P 4150 | 1ST PMP SOFT, 2ND PMP FIRM | 1/25: ABS MODULATOR, REPLACED FIXED | | | |
| | | Resin Source: | Spoke w/ Dealer | Date: | |
| | | Status: | N/A | Mileage: 5,235 | |

W.O. #:

207123 Dealer #: CST TZ: **Dir Cont:** JIM THORELL Training %: Serv Ph: (715) 341-2440 Extn: Serv Mgr: STEVEN ZALEWSKI Parts Mgr: PETER KIEFER Dir Name: **COURTESY HONDA** 301 N. GREEN AVENUE STEVENS POINT WI 54481 Phone: (715) 341-2440 Fax #: (715) 341-5424 DPSM: KELLY LYNNE Zone/Dist: 08A Previous Dealer/Contact Date

VIN: 1HGCM82274A Err: 2004 Model: ACCORD V6 Year: Tran: Trim: LX-V6 5AT 2 WD: Doors: 2DR Fact: Country: USA **MARYSVILLE** Desc: ACCORD 2DR LX-V6 6CYL 240.0HP 3.0L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: Trans #: Em Type: RO #: Case Type: Technical

Tech Line Suggests

| Tech Line Suggests | Information from Dealer |
|---|---|
| 1/20/2005 DAVEM | |
| 1 01/20/05 07:41:43 ISIS:> | CUSTOMER CONCERN THAT BRAKE PEDAL SEEMS TO FALL TO |
| | FAR AFTER BRAKING. CAN "PUMP UP" BRAKES TO GET |
| 3 | PEDAL FIRM AGAIN. WE JUST RELPACED |
| 4 01/20/05 07:41:47 DAVEM:> | WE RPLCD THE MSTR. GOOD BRAKE 1ST PRESS, 2ND |
| 5 | PRESS GOES DROP 1/2 WAY AND GETS FIRM. NO |
| | FLEX, NO AIR, NO RESOLVE AFTER ABS MOD |
| 7 CHK MSTR TO BOOSTER circns> | |
| 8 RPLC ABS MOD AND MON> | |
| 9 01/25/05 13:42:06 jamesh:>msg: REPLAC | ED |
| THE MODULATOR FIXED | |

| T/L Ref# | Created By | Date Created | Last Edited B | By # of Edits |
|---------------|--------------------|-------------------|---------------|-----------------|
| 1481544 | JIMH | 12/08/2004 | CHRISV | |
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 | BRKE "FEEL"PRBLMS | AIR; ACTIVATE AE | S THEN BLEED | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 15,808 |
| | | | | |

| | | | | | 18// | | , o, o o o |
|---|----------------|-------------------------------|-------|------------------------------------|------------------------------|----------|------------|
| Dealer #: | 206740 | TZ: | CST | VIN: 1HGC | CM82674A | Err: | |
| Dir Cont: | BRIAN HENLEY | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (847) 362-4300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DAN FENDICK | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | BARTH BARA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: PAULY HONDA 1111 S. MILWAUKEE AVE. | | | Desc: | ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L | | | |
| | | 맞지 않는데지막 하는 나는 그는 그는 그는 이번 때문 | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | |
| | LIBERTYVILLE | IL 60048 | | Engine #: | | Trans #: | |
| Phone: (847 | 7) 362-4300 | Fax #: (847) 367-58 | 15 | Em Type: | | | |
| DPSM: MIK | E CLARK | Zone/Dist: 08C | | RO #: | | | |
| Previous Dealer/Contact | | Date | | Case Type: Technical | | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 12/8/2004 JIMH | |
|-----------------------------------|---|
| 1 12/08/04 09:13:18 ISIS:> | PEDAL GOES TO FLOOR |
| 2 12/08/04 09:15:00 JAMESH:> | REPLACED THE ABS MODULATOR AND WAS OK FOR A |
| 3 | WEEK. NOW CAR IS BACK WITH THE SAME COMPLAINT |
| 4 HOW DID YOU BLEED?> | PRESSURE |
| 5 REPLACE THE ABS MODULATOR | |
| 6 12/13/04 06:13:04 CHRISV:> | REPLACED IT AND NC |
| 7 DID YOU BLEED THE SYSTEM> | YES AND NC |
| 8 HAVE YOU REPLACED THE M/C> | YES, BEFORE THIS |
| Q ACTIVATE THE ARR AND THEN DIEED | |

| T/L Ref # 2271813 | Cr ea DAV | ited By IDK | Date Cre 02/07/20 | | Last Edited By DAVIDK | / | # of Edits |
|---|---|-----------------------|----------------------|------------------|-------------------------------------|-------------|--------------------|
| Code Original Complaint P 4150 BRAKE FEEL (SOFT, LOW, HARD) | | | | e Cause/Sol | ution | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mile | e: eage: 64,968 |
| Dealer #: | 208437 | TZ: | CST | VIN: 1HG | CM82614A | Err: | |
| Dir Cont: | CAMPOS SERGIO | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (773) 582-5000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JOSE CAMACHO | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | STEPHEN BURDA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA CITY 4950 S. PULASKI RO CHICAGO | DAD IL 60632 | | Desc: WhtBdy: | ACCORD 2DR EX-V P/S, SUN ROOF, A | |) HP 3.0 |
| | UNIOAGO | 16 00032 | | Engine #: | J30A42042290 | Trans #: | BAYA6040654 |
| Phone: (77 | 73) 582-5000 | Fax #: (773) 582-4418 | 3 | Em Type: | | | |
| DPSM: TI | A MARIE BATTLE | Zone/Dist: 08F | | RO #: | 71850 | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 2/7/2007 10:31:53 AM DAVIDK | |
|-----------------------------|---|
| 1 | BRAKE PEDAL GOES TO THE FLOOR |
| | MASTER WAS REPLACED. CAR RETURNED. WE BLEED. |
| | PEDAL GOOD. RETURNS SOFT PEDAL. BLEED AGAIN PEDAL |
| | GOOD |
| 3 REDIACE ARS | |

| T/L Ref # 1449701 | Created By CHRISV | Date Created 10/14/2004 | Last Edited | By # of Edits |
|----------------------|------------------------------|--------------------------------|-------------|----------------|
| Code P 4150 | Original Complaint LOW PEDAL | Probable Cause/S | Solution | |
| F 4150 | LOWFEDAL | ABS MOD; REPLA | ACE None | Date: |
| | | Status: | P MAP | Mileage: 5,411 |
| Dealer # | 207915 T7 - | EST VAN. 11 | ICCM66524A | Fer. |

| | | | Status: | | PMAP | Mile | eage: 5,411 | |
|------------------------------|------------------|----------------------|-----------------|------------------------------------|------------------|---------------|-------------|--|
| Dealer #: | 207915 | TZ: | EST | VIN: 1HGC | M66524A | Err: | | |
| Dir Cont: | THOMAS | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (843) 689-2880 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | JON CARPENTER | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | JIMMIE ETTERLE | | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: Hilton Head Honda | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | | | |
| | 161 FORDING ISLA | | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | | |
| | BLUFFTON | SC 29910 | | Engine #: | | Trans #: | | |
| Phone: (84 | 3) 689-2880 | Fax #: (843) 342-782 | | Em Type: | | | | |
| DPSM: TR | ACY GARNEAU | Zone/Dist: 07H | | RO #: | | | | |
| Previous Dealer/Contact Date | | | Case Type: | Technical | | | | |
| | | | ****** * | W.O. #: | | | | |

Tech Line Suggests

Information from Dealer

| 10/14/2004 | CHRISV | | | |
|-----------------------------|---------------------------|-----------------------|--------------------|--------------|
| 1 10/14/04 10:52:41 ISIS: | | BRAKE PEDEL GOES TO | THE FLOOR I HAVE F | REPLACED THE |
| | | MASTER CLD AND BLEE | D THE SYSTEM WITH | A POWER |
| 3 | | BLEEDER AND I HAVE B | LEED THEM MANUALL | .Y. |
| 4 10/14/04 10:52:44 chrisv: | and for the second second | ONLY DOES IT W/ THE C | CAR ON | |
| 5 REPLACE THE ABS MOD | | | | |
| 6 PEND TO PI FOR PICK UP | | | | |
| 7 10/14/04 11:22:48PAULI: | | WILL ARRANGE FOR PR | | |
| | | FAXED SHIP REQUEST | | |
| 9 11/05/04 13:06:56PAULI: | | CLM #060842 UPDATED | AS RCVD 10/19/04 | |
| | | | | |

| Edits | By # of Ed | Last Edited By | Created | Date Crea | Created By | # | T/L |
|--------|------------|----------------|--------------------|-----------|--------------------|--------------|-----|
| | | CHRISV | /2005 | 07/19/200 | CHRISV | 5 | 161 |
| | | lution | ıble Cause/Solutio | Probable | Original Complaint | de O | |
| | | E | MOD; REPLACE | ABS MOI | 4150 LOW PEDAL | Р | |
| | Date: | None | Source: N | Resin So | | | |
| 25,851 | Mileage: | N/A | s: 1 | Status: | | | |
| : | | N/A | ., | Status: | 000050 | Frank Navysk | |

| Dealer #: | 206956 | TZ: PST | VIN: 1HG | CM82764A | Err: | |
|--------------|---------------------------------|-----------------------|------------------|------------------------------------|----------|-----------|
| Dir Cont: | JOHN | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (760) 438-1818 | Extn: | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | MARIO GARCIA | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | IGNACIO VALDEZ | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HOEHN HONDA 5454 PASEO DEL N | ORTE | Desc: WhtBdy: | ACCORD 2DR EX- P/S. SUN ROOF, A | | 40.0HP |
| | CARLSBAD | CA 92008 | Engine #: | | Trans #: | |
| Phone: (760 | 0) 438-1818 | Fax #: (760) 438-2536 | Em Type: | | | |
| DPSM: KEN | N ILLMAN | Zone/Dist: 01J | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 7/19/2005 CHRISV | |
|--|--|
| 1 07/19/05 11:00:27 ISIS:> | CUSTOMER CLAIMS THAT BRAKE PEDAL SINKS TO FLOOR |
| | AFTER RECENT BRAKE WORK AT ANOTHER HONDA DEALER. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 07/19/05 11:00:30 CHRISV:> | |
| 6 CAN YOU DUP> | The State of the S |
| 7 WHAT WAS REPLACED> | SEEMS LIKE THEY JUST DID A BRAKE JOB |
| 8 MOD ABS AND BLEED, IF NC REPLACE THE ABS MOD | |

W.O. #:

| Γ/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|-------------------------------------|------------------|------------------------|-----------------|
| 2516321 | RAYD | 12/18/2007 | RAYD | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | 9 4150 BRAKE FEEL (SOFT, LOW, HARD) | MODULATOR?;DO | 0 8-9 ABS STOPS FOR TE | ST |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 50,914 |

| Dealer #: | 208111 | TZ: | PST | VIN: 1HG | CM82704A | Err: | |
|------------|------------------------|---------------------------|-----|-----------|------------------|--------------|-------------|
| Dir Cont: | SHERMAN WONG | Training %: | 77 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (707) 769-4044 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | LUKE AMMANN | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | JOHN HURLBERT | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | HANSEL HONDA | | | Desc: | ACCORD 2DR EX- | V6NV 6CYL 2 | 40.0 HP |
| | 1310 AUTO CENTER DRIVE | 불면 화면을 하는데 얼마나 하는 하는데 하는데 | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | PETALUMA | CA 94952 | | Engine #: | J30A42051673 | Trans #: | BAYA6049771 |
| Phone: (70 | 7) 769-4044 | Fax #: (707) 769-404 | 19 | Em Type: | | | |

Zone/Dist:

Date

12B

RO #:

W.O. #:

| Tech | Line | Suggests |
|------|------|----------|

DPSM: JASON SCHER

Previous Dealer/Contact

Information from Dealer

97423

Case Type: Technical

| 12/18/2007 2:59:43 PM RAYD | |
|---|---|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOES TO FLOOR MASTER CYL FLUID |
| | FULL, WE CHECKED FOR FLUID LEAKS LINES CALIPERS |
| | PROPORTIONING VALVE ALL LOOK DRY, INSPECTED BEHIND |
| | MASTER CYL AND NO LEAKS WE REPLACED BRAKE MASTER |
| | CYL WEBLEED OUT LOTS OF AIR,,ROAD TEATED ALL BRAKES |
| | WOR K GREAT. WE INSTALLED A MASTER CLY 7000 MILES |
| | AGO |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | MASTER BRAKE CYL FOR SAME COMPLAINT |
| 4 CAN YOU DUPLICATE? | YES |
| 5 NEED TO GO OUT AND DO 8-9 ABS STOPS, IF THE | |
| PEDAL FEELS BETTER, REPLACE THE MODULATOR | |

| Г/L Ref# 1866630 | Created By DAVEK | Date Created 07/07/2006 | Last Edit DAVEK | 실과 하는 아내는 동물을 하실하고 하고 사람들이 모습니다. 학자 |
|---------------------|--------------------|--------------------------------|--------------------|-------------------------------------|
| Code | Original Complaint | Probable Cause/S | | |
| P 4150 PEDAL LOW | ABS?; REPLACE | | | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 30,300 |

Dir Cont: 2004 ACCORD V6 JAMIE RUNGA Training %: Model: Year: Trim: Serv Ph: (630) 833-7700 LX-V6 Tran: Extn: 5AT 2 WD: Serv Mgr: Doors: 4DR Parts Mgr: Country: USA Fact: MARYSVILLE Dir Name: **GRAND HONDA** Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L 300 W. GRAND AVENUE WhtBdy: POWER STEERING, ABS, SRS AIRBAG, **ELMHURST** IL 60126 Trans #:

Phone: (630) 833-7700 Fax #: (630) 833-7753 Em Type:

 DPSM:
 GEORGE MARIS
 Zone/Dist:
 08E
 RO #:

 Previous Dealer/Contact
 Date
 Case Type: Technical

Tech Line Suggests

Information from Dealer

| redir Enile Daggests | | information from Dealer |
|------------------------------|-------------------------|--|
| 7/7/2006 DA | AVEK | |
| 1 07/07/06 13:23:48 ISIS: | | BRAKE PEDAL IS LOW WHEN APPLYING BRAKES |
| 2 HAS THE VEHICLE HAD AN | Y PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM? | | YES |
| 4 IF YES, REPAIR DESCRIPTION | ON?> | REPLACED MASTER CYLINDER, COMPLAINT STILL EXISTS |
| 5 07/07/06 13:24:10 DAVEK: | | BLEED THE SYSTEM DID NOT HELP. |
| 6 CK CALIPER, SLIDE PIN, SH | IIMS, ANYTHING THAT CAN | |
| PUSH THE PISTON BACK | | |
| 7 IF ALL OK REPLACE ABS | | |

W.O. #:

| T/L Ref # 1592141 | Created CHRISV | Ву | Date Crea 06/16/200 | | Last Edited CHRISV | By # of Edits |
|--|-------------------|-------------|--|-----------------|-----------------------|------------------|
| Code Original Complaint P 4150 LOW PEDAL | | | Probable Cause/Solution ABS MOD; REPLACE | | | |
| | | | Resin So | urce: | None | Date: |
| | | | Status: | | N/A | Mileage: 12,636 |
| Dealer #: | 206952 | TZ: | сѕт | VIN: 1H0 | GCM81674A | Erra |
| Dir Cont: | TIM WASHINGTON | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (314) 894-1330 | Extn: | | Tran: | 6MT | Trim: EX-V6 |
| Serv Mgr: | RICK WITGES | | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | TODD HANSEN | | | Fact: | MARYSVILLE | Country: USA |

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

W.O. #:

Dir Name: ST. LOUIS HONDA 5939 S. LINDBERG BLVD.

SAINT LOUIS MO 63123

Phone: (314) 894-1330

Fax #: (314) 649-1381

DPSM: JOHN LENON

Zone/Dist: 08J

Previous Dealer/Contact

Date

Case Type: Technical

ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L

Trans #:

P/S, SUN ROOF, ABS, AIR BAG,

Tech Line Suggests Information from Dealer 6/16/2005 1 06/16/05 09:55:47 ISIS:---LOW BRAKE PEDAL 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 3 THIS PROBLEM?----> 4 IF YES, REPAIR DESCRIPTION?-----**INSTALLED MASTER CYLINDER 1000 MILES AGO** 5 06/16/05 09:55:53 chrisv:----NO LEAKS 6 REPLACE ABS MOD

| Code P 4150 | Original Complaint PEDAL SINKS WHEN FIRS | ST PUSHED | | e Cause/So NBS MOD?; | olution EXRCS AND MON>D | PSM |
|--------------------|--|-------------|---------|-------------------------|----------------------------|-----------------------|
| | | F | | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 14,244 |
| Dealer #: | 207631 | TZ: | PST | VIN: 1H | GCM66534A | Err: |
| Dir Cont: | DAVID COX | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (541) 752-2150 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | ERIC HART | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | JUSTIN MALO | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | UNIVERSITY HONDA | | | Desc: | ACCORD 4DR EX | -V6 6CYL 240.0HP 3.0L |

Phone: (541) 752-2150

Fax #: (541) 752-3403

DPSM: CANDICE

Zone/Dist: 02H

OR 97330

Previous Dealer/Contact

Date

2150 N. W. 9TH STREET

CORVALLIS

Em Type: RO #:

WhtBdy:

Engine #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

| 8/9/2004 DAVEM | |
|--|-------------------------------------|
| 1 08/09/04 10:23:00 ISIS:> | BRAKE PEDAL SINKS WHEN FIRST PUSHED |
| 2 08/09/04 10:23:07 DAVEM:> | THE CUST STATES PEDAL SINKS INTRM |
| 3 EXRSC ABS AND MON> | |
| 4 IF OK. DPSM_EVAL FOR NEW MOD OR MON> | |

| T/L Ref# | Created By | Date Created | Last Edited | By # of Edits | | |
|---------------|--------------------|-------------------------|-------------------|-----------------------|--|--|
| 1441254 | JOHNB | 09/30/2004 | DAVEK | | | |
| Code | Original Complaint | Probable Cause/Solution | | | | |
| P 4150 | BRKE PEDAL LOW | PRESSURE BLEE | D,EXERCISE ABS,TH | HEN PRESS BLEED AGAIN | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 15,627 | | |

| | | | | 1477 (| 3 | |
|------------------------------|-----------------|-----------------------------|-----------------|------------------|-----------------------|--|
| Dealer #: | 207756 | TZ: | PST VIN: 1HG | CM82614A | Err: | |
| Dir Cont: | JAIME | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (805) 654-0066 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | MICHAEL SHEETS | | Doors: | 2DR | WD: 2 | |
| Parts Mgr: | GARRETT RIGGS | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | VISTA HONDA | | Desc: | ACCORD 2DR EX | -V6 6CYL 240.0HP 3.0L | |
| | 6450 LELAND STR | 기가도 하고 있는 이번 이번 사람이 얼마나 있다. | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | VENTURA | CA 93003 | Engine #: | | Trans #: | |
| Phone: (80 | 5) 654-0066 | Fax #: (805) 644-6225 | Em Type: | | | |
| DPSM: TO | NY FITENI | Zone/Dist: 01C | RO #: | | | |
| Previous Dealer/Contact Date | | Date | Case Type: | Technical | | |
| | | | W .O. #: | | | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | information from Dealer |
|--|---------------------------------------|
| 9/30/2004 JOHNB | |
| 1 09/30/04 12:37:03 ISIS:> | BRAKE MASTER SINKS TO THE FLOOR |
| 2 09/30/04 12:41:01 JOHNB:> | ANY KNOWNS |
| 3 WHNE DOES THIS OCCUR> | BRAKING AND WHEN STOPPED |
| 4 SO THE BRAKE PEDAL TOUCHES THE FLOOR?> | |
| 5 DOES THE VEHICLE STOP WHEN YOU HAVE THIS LOW | |
| PEDAL | |
| | YES,IT STOPS,JUST PEDAL LOW |
| 7 THEN IT IS NOT FULLY TOUCHING THE FLOOR, IT IS A | |
| VERY LOW PEDAL | |
| | OK,YES IT IS NOT TOUCHING THE FLOOR |
| 9 OK,BRAKE PADS AND ROTORS OK> | YES,OVER 50% |
| 10 PRESSURE BLEED SYSTEM;IF PEDAL BETTER,THEN IN | |
| A SAFE LOCATION, EXERCISE THE ABS AND THEN | 사용으로 불다 있는 다른 물을 받을 때로 모르는 말을 하고 말한다. |
| PRESSURE | |
| | BLEED AGAIN;RE-EVALUATE PEDAL;CB |
| 12 10/12/04 14:58:18 DAVEK: | CAME BACK W SAME PROBLEM |
| 13 REPLACE ABS UNIT | |
| 그림 14 아이를 불다 가는 사람이라는 사람이 만든 것들은 다 보는 하는 지난 모양 모양을 받은 아이트라 | |

| T/L R | ef# | Created By | Date Created | Last Edited By | # of Edits |
|-------|------------------------|--------------------|------------------|----------------|-----------------|
| 15632 | 202 | KENE | 04/28/2005 | KENE | |
| С | ode | Original Complaint | Probable Cause/S | olution | |
| P 4 | P 4150 BRAKE PEDAL LOW | BRAKE PEDAL LOW | ABS MODULATOR | R; REPLACE | |
| | | | Resin Source: | None | Date: |
| | , | | Status: | N/A | Mileage: 23,759 |

Dealer #: 206609 EST VIN: 1HGCM665X4A Err: Dir Cont: PHAN NGUYET Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (703) 749-6600 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: 2 WD: Doors: 4DR Parts Mgr: Fact: Country: USA MARYSVILLE Dir Name: **ROSENTHAL HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1580 SPRING HILL ROAD WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **VIENNA** VA 22180 Engine #: Trans #:

 Phone:
 (703) 749-6600
 Fax #:
 (703) 748-5956

 DPSM:
 TOM ZUIDEMA
 Zone/Dist:
 06D

 Previous Dealer/Contact
 Date

Em Type:

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 4/28/2005 KENE | |
|---|--|
| 1 04/28/05 13:14:37 ISIS:> | BRAKE PEDAL IS SOFT EVEN THOUGH THE MASTER |
| - 1 2 P. C. B. | CYLINDER'D BEEN REPLACE CALIPER PINS ARE NOT STUCK |
| 3. | AT ALL PLEASE HELP |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | NO |
| 6 04/28/05 13:14:55 KENE:> | THE PEDAL IS LOW, WE REPLACED THE MASTER AND |
| 7 | BACK WITH LOW PEDAL DONT SEE ANY LEAKS OR |
| | REASON |
| 9 YOU CAN DUP?> | YES |
| 10 REPLACE THE MODULATOR | |
| 11 CM VIN: 1HGCM66544A045404 | |

| T/L Ref # 1497828 | Created B CHRISV | У | Date C i 01/06/2 | | Last Edited B CHRISV | y # of Edits 1 | |
|----------------------|--|-------------|----------------------------|----------------------------|-------------------------|---|--|
| Code P 4150 | Original Complaint LOW PEDAL | | | ole Cause/So OD; REPLAC | | | |
| | | | ResIn Source: | | None | Date: | |
| | | | Status: | | N/A | Mileage: 2,263 | |
| Dealer #: | 207215 | TZ: | AHST | VIN: 1HC | GCM82254A | Err: | |
| Dir Cont: | MARIANO | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (808) 680-7120 | Extn: | | Tran: | 5AT | Trim: LX-V6 | |
| Serv Mgr: | KURTIS TSUHA | | | Doors: | 2DR | W D: 2 | |
| Parts Mgr: | SOLOMON II | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | TONY HONDA 94-1299 KA UKA BLVD. WAIPAHII | II 06707 | | Desc: WhtBdy: | | V6 6CYL 240.0HP 3.0L G, ABS, SRS AIRBAG, | |

Phone: (808) 680-7120

Fax #: (808) 486-9375

DPSM: DAN OUTTEN

Zone/Dist: 02E

HI 96797

Previous Dealer/Contact Date

WAIPAHU

RO #: Case Type: Technical

W.O. #:

Engine #:

Em Type:

Tech Line Suggests

Information from Dealer

Trans #:

| 1/6/2005 CHRISV | |
|------------------------------|---|
| 1 01/06/05 14:06:01 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR (SOFT PEDAL) 3RD |
| | TIME BACK FOR SAME PROBLEM. |
| 3 01/06/05 14:06:03 CHRISV:> | ALREADY REPLACED THE M/C. NO LEAKS |
| 4 REPLACE THE ABS MOD | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1761192 | Created TOMP | Ву | Date Cre 03/07/20 | | Last Edite PAULI | d By # of Edits 1 | |
|--------------------------|---|-------------|--|--------|---------------------|----------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution AIR IN SYSTEM OR ABS MODULATOR FAULTY; REPAIR AS NE | | | | |
| | | | Resin Sc | ource: | None | Date: | |
| | | | Status: | | P MAP | Mileage: 20,000 | |
| Dealer #: | 208278 | TZ: | CST | VIN: | 1HGCM665X4A | Err; | |
| Dir Cont: | JAMES HARNESS | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (865) 938-4222 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | RON FOX | | | Doors: | 4DR | W D: 2 | |

Dir Name: RUSTY WALLACE HONDA
109 CALLAHAN DRIVE

JASON MEREDITH

KNOXVILLE

TN 37912

Phone: (865) 938-4222

DPSM: Michael Murphey

Parts Mgr:

Fax #: (865) 251-1064

Zone/Dist: 07B

Previous Dealer/Contact

Date

Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,
Engine #: Trans #:

MARYSVILLE

Country: USA

Em Type: RO #:

Fact:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 3/7/2006 TOMP | |
|--|---|
| 1 03/07/06 06:29:25 SIS:> | BRAKE PEDAL GOES TO FLOOR 'LOWER AS COMPARED TO |
| - 12.2 시간 원리 경기를 위한 경기에 가는 보는 사람이 되는 것이다. 그렇는 | OTHER VEHICLES |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES TO THE HEALTH OF THE SELECTION AND A SELECTION |
| 5 IF YES, REPAIR DESCRIPTION?> | R&R BRAKE MASTER CYL. |
| 6 03/07/06 06:29:40 TOMP:> | JAMES: Programme and the state of the state |
| 7 HAS CAR EVER FAILED TO STOP?> | NO |
| 8 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 9 | YES. |
| 10 EXERCISE ABS, PRESSURE BLEED BRAKES. DID THIS | |
| 11 FIX THE LOW PEDAL? | |
| 12 YES: FAULTY ABS MODULATOR | |
| 13 NO: LOOK FOR OTHER CAUSES. | |
| 14 HAM is still interested in collecting after c/m ABS modulators that cause a low brake pedal for | |
| | more analysis. Please pend the contact to PI so he |
| | can ship the faulty modulator directly to Jeremy |
| A 17 스트리크 보다 아니라 그 그 그는 그 보다 다 다니다. | Gerrard. |
| 18 CM VIN: 1HGCM66544A045404 | |
| 19 03/07/06 08:50:04PAULI:> | WILL ARRANGE PRT>MAP |
| 선20대학교 등 등 등 등 등 등 하는 학자 학교 학교 등 등 등 등 등 등 등 | FAXED SHIP REQUEST |
| 21 03/13/06 09:33:27PAULI:> | NO CLM |
| #22. SAS / 트립트를 받았다. 이 기계를 하는 사람들은 마르지나 있는 글로를 받았다. | |
| 23 03/17/06 08:56:08PAULI:> | (PARTS DEPT) |
| | WE SENT PER A/B #8513-0093-9039 |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|-------------------------------|--------------------|-------------------|----------------|-----------------|
| 2717052 | JOHNB | 11/04/2008 | JOHNB | |
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 BRAKE PEDAL LOW/SPONGY | ADVISE REPLACE | MENT OF MODULATOR | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 39,938 |

| Dealer #: | 207787 | TZ: EST | VIN: 1HG | CM66344A | Err: | |
|---|----------------|-----------------------|-----------------------|--------------|----------|-------------|
| Dir Cont: | MICHAEL MCGILL | Training %: 89 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (770) 534-0086 | Extn: | Tran: | 5AT | Trim: | LX-V6 |
| Serv Mgr: | CURT SLOYER | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT THOMAS | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: MILTON MARTIN HONDA 2420 BROWNS BRIDGE RD. GAINESVILLE GA 30504 | | Desc: WhtBdy: | | | NRBAG, | |
| Phone: (77 | '0) 534-0086 | Fax #: (770) 535-2312 | Engine #: Em Type: | J30A42012950 | irans#: | BAYA6012661 |
| DPSM: ME | LISSA MECHAN | Zone/Dist: 07E | RO #: | 186415 | | |
| Previous De | aler/Contact | Date | Case Type: | : Technical | | |

Tech Line Suggests

Source: HSB-07-045

Information from Dealer

| | mileting and in the same and i |
|---------------------------------------|--|
| 11/4/2008 9:25:36 AM JOHNB | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOES TO FLOOR. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | |
| 3 | REPLACED MASTER AND BLEED SYSTEM; OK, EVENTUALLY |
| | NOW BACK WITH PEDAL LOW AGAIN |
| 4 ANY EXTERNAL LEAKS | NONE |
| 5 PADS WITHIN NORMAL SERVICE LEVELS | YES |
| 6 THEN ADVISE ABS MODULATOR | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

7 LOW, SOFT BRAKE PEDAL (R&R VSA MODULATOR) Tech Line Knowledge Base Name: 15326 Issue Date: 31-Jul-2007

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| T/L F 1414 | Ref # 1941 | Created By TOMP | Date Created 08/17/2004 | Last Edited By PAULI | # of Edits 5 | |
|---------------|---------------|-------------------------------------|--------------------------------|-------------------------|----------------|--|
| | Code 4150 | Original Complaint PEDAL LOW/SPONGY | | Probable Cause/Solution | | |
| Г ' | 4130 | PEDAL LOW/SPONGY | MSG: REPLACED | ABS MODULATOR | | |
| | | | Resin Source: | Message center | Date: | |
| | | | Status: | P HAM | Mileage: 3,713 | |

| | | | Status: | P HAM | Mileage: 3,713 |
|-------------|---|-----------------------|------------------------|--------------------|--|
| Dealer #: | 207667 | TZ: | PST VIN: | 1HGCM81794A | |
| Dir Cont: | STEVEN | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (503) 667-7077 | Extn: | Tran: | 6MT | Trim: EX-V6NV |
| Serv Mgr: | DAVID POWELL | | Doors | :: 2DR | WD: 2 |
| Parts Mgr: | ALEX LEE | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | TONKIN GRESHAN 24999 SE STARK S TROUTDALE | | Desc: WhtB Engin | dy: P/S, SUN ROOF, | X-V6NV 6CYL 240.0HP ABS, AIR BAG, Trans #: |
| Phone: (50 | 3) 667-7077 | Fax #: (503) 667-8322 | Em Ty | /pe: | |
| DPSM: KA | RL LUKASZEWICZ | Zone/Dist: 02C | RO #: | | |
| Previous De | aler/Contact | Date | Case | Type: Technical | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | information from Dealer |
|---|---|
| 8/17/2004 TOMP | |
| 1 08/17/04 12:15:48 ISIS:> | CUSTOMER REPORTS BRAKE PEDAL REAL LOW, ABS |
| | ACTIVATING ON STOPS. |
| 3 08/17/04 12:16:02 TOMP:> | STEVE: |
| 4 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 5 | YES THE PEDAL IS VERY LOW. |
| | BLED BRAKES AND GOT A LOT OF AIR FROM THE BRAKES. |
| | PEDAL STILL FEELS SOFT/SPONGY. |
| 9 EXERCISE ABS, THEN PRESSURE BLEED THE BRAKES. | |
| 10 DOES THE PEDAL STILL FEEL SPONGY? | |
| 11 YES: REPLACE ABS MODULATOR. | |
| 12 NO: RETURN CAR TO CUSTOMER | |
| 13 THE FACTORY WILL WANT THE ABS MODULATOR IF YOU | |
| 14 REPLACE IT. | |
| 15 8/24/04 15:49:41 LANCEK:(MSG)> | STEVEN |
| | REPLACED THE ABS MODULATOR, PROBLEM REPAIRED |
| 17 08/24/04 15:50:58 LANCEK:> | GREGN |
| 18 PLEASE PICK UP ABS MODULATOR FOR FACTORY | |
| 19 08/25/04 08:50:23 GREGN:CB> | STEVEN BALLWEBER |
| 20 PARTS PERSONS NAME> | ALEX LEE |
| 21 FAXED SHIPPING REQUEST> | |
| 22 PLEASE CALL ME BACK WITH A/B #> | |
| 23 09/20/04 14:23:42 PAULI:> | CLM #209176 UPDATED AS RCVD 8/27/04 |

| | Created By | Date Created | Last Edited By | |
|--------------|---------------------------|-----------------------------|---|---|
| | TOMP | 02/11/2005 | TOMP | 1 |
| e Original (| Complaint | Probable Cause/So | olution | |
| BRAKE P | BRAKE PEDAL GOES TO FLOOR | FAULTY ABS MOD | OULATOR; REPLACEME | ENT |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 12,063 |
| | • | TOMP le Original Complaint | TOMP 02/11/2005 De Original Complaint Probable Cause/So BRAKE PEDAL GOES TO FLOOR FAULTY ABS MOD Resin Source: | TOMP 02/11/2005 TOMP Original Complaint Probable Cause/Solution BRAKE PEDAL GOES TO FLOOR FAULTY ABS MODULATOR; REPLACEME Resin Source: None |

208208 Dealer #: VIN: 1HGCM82684A CST Err: Dir Cont: **JAVIER LUCIO** Training %: 2004 ACCORD V6 Model: Year: Serv Ph: (972) 437-4145 Extn: Trim: EX-V6 Tran: 5AT Serv Mgr: **ALEX RODRIGUEZ** 2 WD: Doors: 2DR Parts Mgr: **VALTER ODOM** Country: USA Fact: **MARYSVILLE** LUTE RILEY HONDA Dir Name: Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L 1331 N. CENTRAL EXPWY. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, RICHARDSON TX 75080 Engine #: Trans #: Phone: (972) 437-4145 Fax #: (972) 437-9769 Em Type: RO #:

DPSM: OLEN CURL Zone/Dist:

Previous Dealer/Contact Date

03A

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 2/11/2005 TOMP | |
|--|---|
| 1 02/11/05 06:15:29 ISIS:> | C.S.PEDAL GOES TO FLOOR |
| 2 02/11/05 06:15:33 TOMP:> | TAYLOR: |
| 3 WHO IS JAVIER?> | I'M USING HIS DPTS #. |
| 4 THAT IS NOT ALLOWED. | |
| 5 DATE DEALER D D CODE DATE EMP NUM CHANGE | |
| REASON JOB DESC PCT. | |
| 6 070704 208208 W A 0030 2546 NULL | |
| TECHNICIA 10 | |
| 7 | |
| 8 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 9 | YES: |
| 10 DOES CAR EVER FAIL TO STOP?> | SNO. BESTELLE SEE SEE SEE SEE SEE SEE SEE SEE SEE |
| 11 THEN WHAT IS THE PROBLEM?> | THE BRAKE PEDAL TRAVELS TOO FAR. |
| 12 WHAT HAVE YOU DONE SO FAR?> | REPLACED THE MASTER CYLINDER. |
| 13 DID THAT FIX THE PROBLEM?> | YES FOR A WHILE. |
| 14 WHEN WAS THE M/C INSTALLED?> | 20JAN05 |
| 15 EXERCISE THE ABS SEVERAL TIMES, THEN PRESSURE | |
| 16 BLEED THE BRAKES. | |
| 17 DOES THE BRAKE PEDAL FEEL NORMAL? | |
| 18 YES: FAULTY ABS MODULATOR | |
| 19 NO: LOOK FOR OTHER CAUSES. | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| | . Ref # 10332 | Created By JIMH | Date Created 01/04/2006 | Last Edited By JIMH | # of Edits 1 | |
|---|----------------------|---|--------------------------------|---|--------------------------|--|
| Р | Code 4150 | Original Complaint BRAKE PEDAL SINKS TO THE FLOOR | | Probable Cause/Solution MODULATOR?; INSPECT, TEST, REPLACE | | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 21,790 | |

208310 Dealer #: TZ: CST VIN: 1HGCM66584A Err: Dir Cont: ANDREW ZAJAC Training %: Year: 2004 Model: ACCORD V6 Serv Ph: (312) 628-4400 Trim: EX-V6 Extn: Tran: 5AT Serv Mgr: **ANDREW ZAJAC** 2 WD: Doors: 4DR Parts Mgr: **VIDAL TORRES** Fact: MARYSVILLE Country: USA Dir Name: FLETCHER JONES HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1111 NORTH CLARK ST. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, CHICAGO IL 60610 Engine #: Trans #: Phone: (312) 944-0500 Fax #: (312) 944-0149 Em Type: DPSM: MIKE CLARK Zone/Dist: 08C RO #:

Previous Dealer/Contact Date Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/4/2006 JIMH | |
|--|---|
| 1 01/04/06 14:12:13 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR IMMEDIATELY. |
| · 경·2 소리를 통해를 보고 있는 것은 사람들이 되었다. 그 사람들이 다 되었다. | TECHNICIAN RECALLS AN INCIDENT WHERE HE WAS TOLD TO |
| 3 | BLEED A.B.S. AND POSSIBLY REPLACE MODULATOR |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | NO |
| 6 01/04/06 14:17:28 JAMESH:> | |
| 7 CHECK FOR AIR, IF AIR IN SYSTEM W/NO LOW FLUID | |
| 8 OR LEAK REPLACE THE ABS MODULATOR. | |
| 9 TEST MASTER C YLINDER, IF FAULTY REPLACE. | |
| 10 IF JUST LOWER THAN EXPECTED PEDAL TRAVEL AND | |
| 11 ALL HARDWARE IS GOOD, REPLACE THE MODULATOR | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 320 of 661

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|-------------------|----------------|----------------|
| 1458002 | KENE | 10/28/2004 | PAULI | 2 |
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 | BRKE "FEEL"PRBLMS | MODULATOR; RE | PLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | P MAP | Mileage: 9,257 |
| , | | | | |

206754 Dealer #: **EST** VIN: 1HGCM82714A Err: Dir Cont: **REN NEWCOMER** Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (301) 279-8600 Trim: EX-V6NV Extn: Tran: 5AT 2 Serv Mgr: **ROBERT LOGAN** WD: Doors: 2DR Parts Mgr: MARK NICCHITTA Fact: Country: USA **MARYSVILLE** Dir Name: HERSON'S HONDA Desc: ACCORD 2DR EX-V6NV 6CYL 240.0HP 15525 FREDERICK ROAD WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, ROCKVILLE MD 20855 Engine #: Trans #: Phone: (301) 279-8600 Em Type: Fax #: (301) 279-7664 DPSM: DANIEL MAY Zone/Dist: 06A RO #: **Previous Dealer/Contact** Case Type: Technical Date

W.O. #:

Tech Line Suggests

Information from Dealer

| Toon Eme Ouggests | information nom bealer |
|---|--|
| 10/28/2004 KENE | |
| 1 10/28/04 10:45:01 ISIS:> | OWNER STATES BRAKES HARD TO STOP, PEDAL GOES |
| | TOO FAR |
| 3 10/28/04 10:45:20 KENE:> | HAVE BLEED THE BRAKES AND SAME |
| 4 DID YOU GET ANY AIR?> | |
| 5 IS IT BROKEN?> | DOES NOT COMPARE TO LIKE |
| 6 REPLACE MODULATOR | |
| 7 PEND TO PAUL I | |
| 8 HAM is still interested in collecting ABS modulators that | |
| cause a low brake pedal for more | |
| 9 | analysis. Please pend the contact to PI so he can |
| | ship the faulty modulator directly to Jeremy |
| 11 | Gerrard. |
| 12 10/28/04 12:21:30PAULI:> | WILL ARRANGE |
| 13 10/29/04 07:58:44 TOMP:> | The REN: 1 And the same of the contract of the same of |
| 14 | REPLACED ABS MODULATOR AND BOTH MYSELF AND THE |
| | SERVICE DIRECTOR, FEEL IT'S QUITE NORMAL. (I |
| 16 | DIDN'T THINK IT WAS BROKEN IN THE FIRST PLACE) |
| 17 RETURN CAR TO CUSTOMER. | |
| 18 10/29/04 13:52:03PAULI:> | FAXED SHIP REQUEST |
| 19 11/05/04 13:23:11PAULI:> | NO CLM? |
| 20 11/05/04 14:18:19PAULI:> | REFAXED SHIP REQUEST> ROB,PRTS |
| 21 11/10/04 10:51:53PAULI;> | CLM #043482 (842.18/PAID 11/9/04) |
| 22 | R&R 57110-SDB-023 |
| 23 DLR HAS DCS MSG TO SEND TO WPI | |
| | |

| ef# | Created By | Date Created | Last Edited By | # of Edits |
|-----|--------------------|---------------------------------|---|---|
| 912 | KENE | 01/21/2005 | PAULI | |
| ode | Original Complaint | Probable Cause/S | olution | |
| 150 | BRKE PEDAL LOW | MODULATOR; RE | PLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | P MAP | Mileage: 10,254 |
|) | 112 ode | 112 KENE ode Original Complaint | 112 KENE 01/21/2005 Ode Original Complaint Probable Cause/S 150 BRKE PEDAL LOW MODULATOR; RE Resin Source: | 12 KENE 01/21/2005 PAULI 150 Ode Original Complaint Probable Cause/Solution 150 BRKE PEDAL LOW MODULATOR; REPLACE Resin Source: None |

| Dealer #: | 207316 | TZ: EST | VIN: 1HG | CM66304/ | Em: |
|--------------|--|-----------------------|------------------|-------------|---|
| Dir Cont: | MIKE QUINONE | S Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (239) 643-4044 | Extn: | Tran: | 5AT | Trim: LX-V6 |
| Serv Mgr: | WILLY DEMJAN | CZUK | Doors: | 4DR | WD: 2 |
| Parts Mgr: | DAVID SANCHE | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | GERMAIN HONDA OF NAPLES 3707 DAVIS BOULEVARD | | Desc: WhtBdy: | | V6 6CYL 240.0HP 3.0L G, ABS, SRS AIRBAG, |
| | NAPLES | FL 34104 | Engine #: | | Trans #: |
| Phone: (239 | 9) 643-4044 | Fax #: (239) 643-0718 | Em Type: | | |
| DPSM: ERI | N BAILEY | Zone/Dist: 07K | RO #: | | |
| Previous Dea | ler/Contact | Date | Case Type: | : Technical | |

W.O. #:

Tech Line Suggests

Information from Dealer

| . con mile odggeoto | information from Dealer |
|---|--|
| 1/21/2005 KENE | |
| 1 01/21/05 13:28:12 ISIS:> | PEDL SINKS TO FLOOR REPLACED MASTER TWICE |
| | ALREADY |
| 3 01/21/05 13:28:25 KENE:> | HAVE YOU SEEN |
| 4 AIR IN SYSTEM?> | NO, JUST PEDAL SINKS |
| 5 HAM is still interested in collecting after c/m ABS modulators that cause a low brake pedal for | |
| | more analysis. Please pend the contact to PI so he |
| 7 | can ship the faulty modulator directly to Jeremy |
| | Gerrard. |
| 9 CM VIN: 1HGCM66544A045404 | |
| 10 01/21/05 14:09:42PAULI:> | WILL ARRANGE |
| 11 02/03/05 13:34:42PAULI:> | NO CLM? |
| 12 SAS | |
| 13 02/04/05 11:03:33PAULI:> | SERGIO |
| 14 | DONE PER RO #619993 |
| | BOB,PRTS |
| 16 | WE SENT PER A/B #8353-6941-3626 |
| | |

| T/L Ref# | Created By | Date Created | Last Edit | ed By # of Edits |
|---------------|----------------------------|------------------|-----------|------------------|
| 1821061 | DAVEM | 05/15/2006 | DAVEM | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | PEDAL > FLOOR,OK AFTR BLED | ABS MOD;RPLC | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 34,408 |
| Dealer #: | 206666 TZ: | EST VIN. 1H | GCM66334A | Err: |

| | | Otatus. | | 19/74 | inneage. Othroo |
|----------------------------------|-----------------------|------------------|--|-----------------|------------------|
| Dealer #: 206666 | EST | VIN: 1HGCM66334A | | Err. Caller St. | |
| Dir Cont: ANTHONY | Training %: | Y | ear: | 2004 | Model: ACCORD V6 |
| Serv Ph: (570) 341-1400 | Extn: | T | ran: | 5AT | Trim: LX-V6 |
| Serv Mgr: MICHAEL GRAMIO | ם | oors: | 4DR | W D: 2 | |
| Parts Mgr: MARTIN ROCHE | | F | act: | MARYSVILLE | Country: USA |
| Dir Name: MATT BURNE HO | ם | esc: | ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L POWER STEERING, ABS, SRS AIRBAG, | | |
| 1110 WYOMING A | V | VhtBdy: | | | |
| SCRANTON | PA 18509 | E | ingine #: | | Trans #: |
| Phone: (570) 341-1400 | Fax #: (570) 207-9675 | | m Type: | | |
| DPSM: ALAN LEBAIR Zone/Dist: 05L | | R | RO #: | | |
| Previous Dealer/Contact Date | | c | ase Type: | Technical | |
| | | V | V.O. #: | | |

Tech Line Suggests

Information from Dealer

| 5/15/2006 DAVEM | |
|--|---|
| 1 05/15/06 12:32:53 SIS:> | PEDAL GOES TO FLOOR ON INITIAL STOP MUST BE |
| | PUMPEDMASTER CYLINDER REPLACED TWICE |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED TWICE NEW BRAKES AND |
| | ROTORS REPLACED |
| 7 05/15/06 12:33:01 DAVEM:> | WE BLEED BRAKES AND IT'S GOOD FOR 1 MONTH. |
| 8 RPLC THE ABS MOD> | |

| JOHNB | 시간 그리아는 등에 그 그리가 되었다면 한 그 생생이라고 있었다면서 없는 것 같습니다. |
|--------------------|--|
| JUHIND | |
| Solution | |
| OR;MANUAL BLEED EN | NG ON,REPLC |
| None | Date: |
| N/A | Mileage: 94,756 |
| | |

| | | | Status: | | N/A | Mileage: 94,756 |
|--------------|------------------|----------------------|------------|------------|---------------|------------------------|
| Dealer #: | 206831 | TZ: | EST | VIN: 1HGC | CM81644A | Err: |
| Dir Cont: | CRITES RONALD | Training %: | 0 | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (703) 368-9100 | Extn: | | Tran: | 6MT | Trim: EX-V6 |
| Serv Mgr: | MICHAEL CLANCY | | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | PAUL REEVES | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | KOONS HONDA | | | Desc: | ACCORD 2DR E | X-V6 6CYL 240.0 HP 3.0 |
| | 7105 SUDLEY ROAD | | | WhtBdy: | P/S, SUN ROOF | , ABS, AIR BAG, |
| | MANASSAS | VA 20109 | | Engine #: | J30A42071951 | Trans #: |
| Phone: (70 | 3) 368-9100 | Fax #: (703) 365-716 | i 1 | Em Type: | | |
| DPSM: TO | M ZUIDEMA | Zone/Dist: 06D | | RO #: | 570939 | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | |
| | | | | W.O. #: | | |

Tech Line Suggests

Information from Dealer

| rech Line Ouggests | information from Dealer |
|--|--|
| 4/12/2007 11:55:03 AM JOHNB | |
| 1 2 | BRAKE PEDAL SINKS BRAKE PEDAL SINKS LOW WHEN TRYING TO STOP THE CAR;WE HAVE REPLACED WITH TWO MASTER CYLINDERS AND CAR KEEPS RETURNING |
| 3 ARE THE BRAKE PADS,ROTORS,CALIPERS SLIDE PINS OK | YES |
| 4 MANUALLY BLEED CAR PER S/M WHILE ENGINE IS RUNNING; IF PEDAL IMPROVES, REPLACE MODULATOR AND MAUALLY BLEED THE SAME WAY AGAIN. | |

| T/L Ref # 1678150 | Created By TOMP | Date Created 11/08/2005 | Last Edited By ROBERTH | # of Edits 2 | |
|----------------------|---------------------------|-----------------------------------|---------------------------|-----------------|--|
| Code | Original Complaint | Probable Cause/S | | | |
| P 4150 | BRAKE PEDAL GOES TO FLOOR | MSG: REPL ABS MODULATOR | | | |
| | | ResIn Source: | Message center | Date: | |
| | | Status: | N/A | Mileage: 23,623 | |

206778 Dealer #: TZ: **EST** VIN: 1HGCM66524A Err: Dir Cont: BRIAN Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (585) 586-0120 Extn: Trim: EX-V6 Tran: 5AT MARK FREY 2 Serv Mgr: WD. Doors: 4DR Parts Mgr: **JEFFREY BROOKS** Fact: MARYSVILLE Country: USA Dir Name: DICK IDE HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 875 PANORAMA TRAIL WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, ROCHESTER NY 14625 Engine #: Trans #: Phone: (585) 586-0120 Fax #: (585) 586-0429 Em Type: DPSM: Malcolm Hoff Zone/Dist: 09A RO #: **Previous Dealer/Contact** Case Type: Technical Date W.O. #:

Tech Line Suggests

Information from Dealer

| 11/15/2005 TOMP | |
|--|--|
| 1 11/08/05 10:00:08 ISIS:> | BRAKE PEDAL GOES TO FLOOR NEW MATER AT 16232 |
| | MILES BY ANOTHER TECH. BLEED SYSTEM 2000 |
| 3 | MILES AGO BLEED TO DAY PEDAL STILL SINKS |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTER BLEAD SYTEM |
| 7 11/08/05 10:00:20 TOMP:> | BRIAN: |
| 8 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 9 | YES. |
| 10 DOES CAR FAIL TO STOP?> | HAVE NOT DRIVEN TODAY. |
| 11 EXERCISE ABS, THEN BLEED BRAKES. | |
| 12 DOES PEDAL FEEL NORMAL? | |
| 13 YES: FAULTY ABS MODULATOR | |
| 14 NO: LOOK FOR OTHER CAUSES | |
| 15 11/15/05 07:18:32 ROBERTH:MSG> | REPL ABS MODULATOR |
| | |

| T/L Ref # 1775336 | Created By DAVEK | Date Created 03/22/2006 | Last Edited DAVEK | By # of Edits | | |
|----------------------|---------------------|-----------------------------------|-----------------------------|-----------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | BRKE "LOW PEDAL" | MODULATOR?; RI | MODULATOR?; REPLACE | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 35,328 | | |

VIN: 1HGCM66544A Dir Cont: JOHN SAGE Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (810) 227-5552 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: **KEVIN KLINGLER** WD: 2 Doors: 4DR Parts Mgr: **BRIAN LEENSTRA** Fact: **MARYSVILLE** Country: USA Dir Name: **BRIGHTON HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 8294 W.GRAND RIVER AVE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **BRIGHTON** MI 48116 Engine #: Trans #:

Phone: (810) 227-5552 Fax #: (810) 494-6166

DPSM: STEVE WALTERS Previous Dealer/Contact

Zone/Dist: 04G

Date

Case Type: Technical

W.O. #:

Em Type:

RO #:

Tech Line Suggests

Information from Dealer

| 3/22/2006 DAVEK | |
|---|---|
| 1 03/22/06 11:51:16 ISIS:> | BRAKE PEDAL GOES TO THEFLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 | WE REPLACED THE REAR CALIPER FOR STUCK SLIDER |
| | PIN. BLEED SYSTEM. CALIPERS AND PISTON. |
| 7 | PEDAL WILL GO TOTHE FIRST PISTON. |
| 8 REPLACE ABS MODULATOR | |
| 9 | |
| 를 하 게 () 그 그는 그 전에 전 하는 사람들은 사람들은 사람들이 하는 것이 되었다. 그는 그 사람들은 그 | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|-----------------------|--------------------|------------------|----------------|----------------|
| 1461085 | HMIL | 11/03/2004 | JIMH | 2 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRKE PEDAL LOW | BRKE PEDAL LOW | ABS MODULATOR | ; REPLACE | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 8,638 |

Dir Cont: JIM Training %: Serv Ph: (703) 660-0110 Extn: Serv Mgr: **DONNA KELLY** Parts Mgr: **GREG BELL** Dir Name: SHEEHY HONDA

7434 RICHMOND HIGHWAY **ALEXANDRIA** VA 22306

Phone: (703) 660-0110 DPSM: MICHAEL RIEDEL Fax #: (703) 660-0119 Zone/Dist: 06C

Previous Dealer/Contact

Date

2004 Year:

Tran: 5AT Doors: 4DR

MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Model:

Trim:

WD:

ACCORD V6

EX-V6

2

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

Em Type: RO #:

Fact:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 11/3/2004 JIMH | |
|--|---|
| 1 11/03/04 06:11:06 JAMESH:> | BRAKE PEDAL WAS LOW. REPLACED THE MASTER |
| - 프 2 회사 전환 경험 등록 경험하는 그 그리고 있는 그를 받고 있다. | CYLINDER 1X. RETURNED TO CUSTOMER AND THE CAR |
| 3 | CAME BACK WITH A LOW PEDAL. I BLED AND THERE |
| [124] : [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] [2018] | IS NO AIR. |
| 5 REPLACE THE ABS MODULATOR | |

| T/L Ref # 1935522 | 엄니 아들은 얼마나 있다. 그리고 있다면 하면 하는 것 같아 하는 아이지를 모르겠다. | | 이름이는 전하다면 수 없는 모양 보다 가장 사람들이 없다면 하다 하다는 사람들이 살아 들었다면 하는 것이 없다는 것이다. | | y | # of Edits | |
|----------------------|---|-------------|---|---------------------------|------------------------------------|------------------------|---------------------|
| Code P 4150 | Original Complaint BRAKE IS LOW | | | le Cause/So _ATOR; REF | Dution PLACE THE ABS MOD | ULATOR | |
| | | | Resin S Status: | | None N/A | Da [.] Mil | te: eage: 17,649 |
| Dealer #: | 208089 | TZ: | EST | VIN: 1H | GCM66584 <i>P</i> | Err: | |
| Dir Cont: | STEPHEN SALVAS | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (401) 553-6000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | EDDY PEREIRA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DANIEL DIAS | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | METRO HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240. | OHP 3.0L |

JOHNSTON RI 02919

1880 HARTFORD AVENUE

Fax #: (401) 273-4940

Phone: (401) 553-6000 DPSM: BARRY ZOLL

Previous Dealer/Contact Date

Zone/Dist: 09F

> Case Type: Technical W.O. #:

WhtBdy:

Engine #:

Em Type:

RO #:

Information from Dealer

P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

Tech Line Suggests LANCEK 1 09/25/06 09:44:13 ISIS:-----BRAKES FEEL SOFT, PEDAL GOES TO THE FLOOR 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 3 THIS PROBLEM?----YES 4 IF YES, REPAIR DESCRIPTION?-----BLEAD THE BRAKES AND IT WAS FINE FOR A FEW WEEKS NOW IT GOES TO THE FLOOR AGAIN 6 09/25/06 09:44:41 LANCEK:-----CAR IS BACK WITH THE SAME CONDITION. 7 REPLACE THE ABS MODULATOR.

| T/L Ref # 1415897 | Crea TON | ited By IP | Date Cre 08/18/20 | | Last Edited I ROBERTH | By # of Edits 2 |
|---|--|--|--|---------------------------------------|-------------------------------|---|
| Code P 4150 | | | Probable Cause/Solution MSG: CYCLE ABS AND BLEED PROBLEM FIXED | | | |
| | | | Resin Se Status: | ource: | Message center N/A | Date: Mileage: 19,040 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 207706 JIMMY JOINER (912) 267-7000 CHARLES DICKEY | TZ: Training %: Extn: | EST | VIN: 1HGC Year: Tran: Doors: | M66594A 2004 5AT 4DR | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 |
| Parts Mgr: Dir Name: | RON PANKE NALLEY HONDA 178 ALTAMA CONNI BRUNSWICK | ECTOR GA 31525 | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE | Country: USA (-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: |
| DPSM: TR | 2) 267-7000 ACY GARNEAU caler/Contact | Fax #: (912) 267-712 Zone/Dist: 07H Date | 0 | Em Type: RO #: Case Type: | Technical | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | Illioilliation nom Dealer |
|---|---|
| 8/18/2004 TOMP | |
| 1 08/18/04 13:24:04 ISIS:> | C/S THE BRAKE PEDAL GOES TO THE FLOOR |
| | SEARCHED ISIS FOR DIAGNOSES PERFORMED MASTER |
| 3 | CYLINDER BOOSTER TEST RESULTS WERE FAULTY |
| | MASTER CYLINDER REPLACED M/C BLEED SYSTEM |
| 5 | STILL SAME PROBLEM NEED ASSISTANCE |
| 6 08/18/04 13:24:24 TOMP:> | William St. 1995 Berger Berger Berger Berger Berger |
| 7 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| | FYES. 교육 시간 발생하는 경험 경험 시간 발생이 하는 문학 전략이 되었다. |
| 9 DOES THE CAR EVER FAIL TO STOP?> | |
| 10 THE M/C HAS BEEN REPLACED?> | YES OF THE BOOK AS SERVICE AND THE BOOK OF |
| 11 DID THAT MAKE A DIFFERENCE?> | |
| 12 EXERCISE ABS, THEN PRESSURE BLEED BRAKE | |
| SYSTEM. Control of the second | |
| 13 IF BRAKE PEDAL STILL TRAVELS TOO FAR; | |
| 14 REPLACE ADS MODULATOR. | |
| 15 08/19/04 09:32:13 ROBERTH:MESSAGE> | CYCLE ABS AND BLEED PROBLEM FIXED |

W.O. #:

| Created By | Date Created 01/24/2005 | Last Edited By | # of Edits 2 |
|----------------------|----------------------------|--|--|
| Original Complaint | | | The street of the control to the con |
| 4150 BRAKE PEDAL LOW | MSG: REPL ABS | MODULATOR | |
| | ResIn Source: | Message center | Date: |
| | Status: | N/A | Mileage: 11,414 |
| | TOMP Original Complaint | TOMP 01/24/2005 Original Complaint Probable Cause/S BRAKE PEDAL LOW MSG: REPL ABS ResIn Source: | TOMP 01/24/2005 ROBERTH Original Complaint Probable Cause/Solution BRAKE PEDAL LOW MSG: REPL ABS MODULATOR Resin Source: Message center |

| Dealer #: | 208371 | TZ: ES | Γ VIN: 1HG | CM66874A | Err: | |
|-------------|----------------------------------|--|------------------|------------------------------------|----------|-----------|
| Dir Cont: | AL PETERMAN | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (770) 457-0016 | Extn; | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | CHRISTOPHER BES | SER | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JUNIOR COKER | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | CURRY HONDA 5525 PEACHTREE II | 2. 전쟁 : [12] 10 : 10 : 10 : 10 : 10 : 10 : 10 : 10 | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| | CHAMBLEE | GA 30341 | Engine #: | | Trans #: | |
| Phone: (77 | 0) 457-0016 | Fax #: (770) 455-0345 | Em Type: | | | |
| DPSM: GE | ORGE KELECHECK | Zone/Dist: 07F | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type | :: Technical | | |

Tech Line Suggests

Information from Dealer

| 1/24/2005 TOMP | |
|---|--|
| 1 01/24/05 06:19:51 ISIS:> | BRAKE PEDAL IS VERY LOW. DROPS APX. 3/4 OF |
| 그 2 불편하다는 항상 하는 사람들은 사람들은 사람들은 사람들은 사람들은 사람들은 사람들은 사람들은 | THE WAY TO THE FLOOR. IF YOU RELEASE PEDAL AND |
| 3 | THEN HIT IT AGAIN QUICKLY THE PEDAL IS THEN |
| | HIGHER. BLED BRAKES. NO AIR IN FLUID AND NO |
| 5 | HELP. SUSPECT ABS UNIT |
| 6 01/24/05 06:20:07 TOMP:> | |
| 7 EXERCISE ABS, THEN PRESSURE BLEED BRAKES. | |
| 8 DOES PEDAL FEEL NORMAL? | |
| 9 YES: MODULATOR FAULTY | |
| 10 NO: LOOK FOR OTHER CAUSES3 | |
| 11 01/27/05 8:01:51 ROBERTH MSG:> | REPL ABS MODULATOR |

W.O. #:

| T/L Ref # 1673289 | Create KEITHO | 경기 기가 보고 있는 것이다. | Date Cr 10/31/2 | | Last Edited KEITHC | d By # of Edits 1 |
|------------------------------|--------------------------------------|------------------|---------------------------|-------------|-----------------------|----------------------|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | | le Cause/So | | |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 30,442 |
| Dealer #: | 208229 | TZ: | EST | VIN: 1HC | GCM66854A | Err: |
| Dir Cont: | PRESTON | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (410) 267-7100 | Extn: | | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | DAVID TENNANT | | | Doors: | 4DR | W D: 2 |

Parts Mgr: FRANK HARRIS HONDA OF ANNAPOLIS Dir Name: 1736 WEST STREET

ANNAPOLIS MD 21401

Phone: (410) 267-7100 DPSM: BILL

Fax #: (410) 267-5925

Previous Dealer/Contact

Zone/Dist: 06F

Date

Fact: Desc:

MARYSVILLE

Country: USA ACCORD 4DR EX-V6NV 6CYL 240.0HP

P/S, SUN ROOF, ABS, AIR BAG, Trans #:

Em Type:

WhtBdy:

Engine #:

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 10/31/2005 KEITHC | |
|--|---|
| 1 10/31/05 13:17:27 ISIS:> | BRAKES FEEL LIKE ARENT WORKING PROPERLY |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER TWICE, NOT INCLUDING THE |
| 5 | ORIGINAL ONE |
| 6 10/31/05 13:18:30 KEITHC:> | BRAKE PEDAL TO FLOOR, WON'T PUMP UP |
| 7 REPLACE MODULATOR> | |

| T/L Ref # 1481743 | | ated By TERL | Date Cr 12/08/20 | | Last Edited B | Y | # of Edits 1 |
|--|--|--|---------------------|-------------------------------|------------------------------------|------------|---------------------|
| Code Original Complaint P 4150 LOW BRAKE PEDAL | | Probable Cause/Solution MOD; BLEED SEE IF AIR IN SYSTEM | | | | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mil | te: eage: 10,465 |
| Dealer #: | 208216 | TZ: | MST | VIN: 1HGC | CM816X4A | Err: | |
| Dir Cont: | MICHAEL MINER | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (480) 893-7900 | Extn: | | Tran: | 6MT | Trim: | EX-V6 |
| Serv Mgr: | DAVID CLARK | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | RONALD SMOLNIS | KY | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | TEMPE HONDA 8030 S. AUTOPLEX TEMPE | (LOOP AZ 85284 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A | | |
| Phone: (4 | 30) 893-7900 | Fax #: (480) 421-48 | 65 | Em Type: | | | |
| DPSM: RI | CHARD REBORI | Zone/Dist: 10D | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 12/8/2004 PETERL | |
|---|--|
| 1 12/08/04 11:46:33 ISIS:> | SOFT BRAKE PEDAL, ALMOST TO FLOOR, CYCLE ABS PEDAL |
| | COMES UP SLIGHTLY. ABS MODULATOR PULLING AIR INTO |
| 3 | SYSTEM,I SEEM TO REMEMBER SAME ISSUE ONCE BEFORE |
| | ON |
| | OTHER ACCORD.OR I'AM I SMOKING BAD STUFF? |
| 5 12/08/04 11:46:40 PETERL:> | |
| 6 ANYTHING REPLACED> | NOTHING YET |
| 7 BLEED SYSTEM AND IF AIR COMES OUT REPLACE THE | |
| MOD | |

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 93 of 661

| Date: Mileage: 6,599 |
|--|
| |
| Err: |
| Model: ACCORD V6 |
| Trim: EX-V6 |
| WD: 2 |
| Country: USA |
| CYL 240.0HP 3.0L AIR BAG, Trans #: |
| |

RO#:

W.O. #:

Tech Line Suggests

Previous Dealer/Contact

DPSM: ANDREW MCGOWAN

Zone/Dist:

Date

05K

Information from Dealer

Case Type: Technical

| reon mine eaggeote | |
|--|---|
| 12/3/2004 DAVEK | |
| 1 12/03/04 11:30:48 ISIS:> | BRAKE PEDAL GOES ALL THE WAY TO FLOOR. REPLACED |
| - [2] 2 등 2 등 1 등 1 등 2 등 2 등 2 등 2 등 2 등 2 등 | MASTER CYLINDER AND BLED BRAKE SYSTEM. DID NOT FIX. |
| 3 | NO EXTERNAL LEAKS. |
| 4 12/03/04 11:31:08 DAVEK:> | THE CAR DOES STOP. |
| 5 PUMP UP PEDDLE> | NO CHANGE |
| 6 REPLACE ABS. TEST DRIVE AND USE ABS/TCS. | |
| REBLEED | |
| 7 IF NEEDED | |
| 그리 🛪 하늘 하는 살이 그렇다는 사람들이 모든 그리고 내를 모르는 모든 모든 모든 | |

| Code Original Complaint P 4150 BRKE PEDAL LOW | | | Probable Cause/Solution AIR?,MODULATOR?;EXERCISE ABS,PRESSURE BLEED | | | | |
|---|--|--------------------------|--|-------------------------------|----------------------|---|--|
| | | | Resin Se Status: | ource: | None N/A | Date: Mileage: 18,630 | |
| Dealer #: | 208098 | TZ: | EST | VIN: 1HG | CM66394A | Erra | |
| Dir Cont: | CHRISTOPHE | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (616) 956-0000 | Extn: | | Tran: | 5AT | Trim: LX-V6 | |
| Serv Mgr: | | | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | DUTHLER HONDA 3050 BROADMOOR S.E. GRAND RAPIDS | MI 49512 | | Desc: WhtBdy: Engine #: | 시시시 경험 경우 보다 가지 않는다. | V6 6CYL 240.0HP 3.0L G, ABS, SRS AIRBAG, Trans #: | |
| Phone: (6 | 16) 956-0000 Fax | #: (616) 956-9789 | | Em Type: | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: STEVE WALTERS

Previous Dealer/Contact

Zone/Dist:

Date

04G

Information from Dealer

Case Type: Technical

| 10/11/2004 JOHNB | |
|---|---|
| 1 10/11/04 07:46:06 ISIS:> | BRAKE PEDAL VERY LOW. |
| 2 10/11/04 07:46:17 JOHNB:> | BRAKE PEDAL LOW; REPLACED MASTER AND BLED |
| 3 | SYSTEM;PEDAL NORMAL,NOW BACK AGAIN,SAME |
| | PEDALLOW |
| 5 EXERCISE ABS MULTIPLE TIMES IN A SAFE | |
| LOCATION, THEN PRESSURE BLEED | * |
| SYSTEM;RE-EVALUATE PEDAL FEEL | |
| 그녀6 하는 아이들의 중에 가장이 가장을 받는 것이 들어서 하지 않다. | AND BRAKE OPERATION;CB |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|------------------|----------------|-----------------|
| 1599750 | ROSSL | 06/29/2005 | KENE | 2 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | 60 BRKE PEDAL LOW | VSA MODULATOR | R; REPLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 20,503 |

| | | | Status: | N/A | Mileage: 20,503 | |
|-------------|---------------------------------------|-----------------------|--------------|--|------------------|--|
| Dealer #: | 206664 | TZ: | EST VIN: 1HC | GCM66594A | Err; | |
| Dir Cont: | RANCE REED | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (419) 841-2222 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | TROY MOMANY | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | KEITH GREEN | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | [기가 2014년 때 2014년 2015년 [1일 2014년 11] | 155 W. CENTRAL AVENUE | | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG, | | |
| | TOLEDO | OH 43615 | Engine #: | | Trans #: | |
| Phone: (41 | 9) 841-2222 | Fax #: (419) 842-0392 | Em Type: | | | |
| DPSM: OP | EN POSIT 2/4/09 | Zone/Dist: 04B | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type | e: Technical | | |
| | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| 6/29/2005 ROSSL | |
|---|---|
| 1 06/29/05 07:46:56 ISIS:> | BRAKE PEDAL SINKS |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | DR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | , REPLACED MASTER CYLINDER 03/21/05. ON 5/24/05 |
| 5 | VEHICLE RETURNED WITH BRAKE PEDAL FADE WENT ALL |
| 그들6 하는 사람들 등 등 하는 사람들 등 등 등 등 등 등 등 등 등 등 등 등 등 | THEWAY TO FLOOR. BLED SYSTEM UNTIL BRAKE PEDAL |
| | WAS |
| 7 | FIRM. VEHICLE BACK TODAY 6/28/2005 FOR SAME |
| | PROBLEM. BRAKE FLUID IS NOT LOW |
| 9 06/29/05 07:47:02 ROSSL:> | |
| 10 TRANSFER TO GENERAL> | |
| 11 06/29/05 07:49:03 KENE:> | PEDAL LOW |
| 12 REPLACE VSA MOD | |

| T/L Ref # Created By 1494113 LANCEK | | Date CreatedLast Edited By# of Edits12/30/2004LANCEK1 | | | | | | |
|---|-------------------------------------|---|-------------------------------|--|-------------|-----------|---------------------|--|
| Code P 4150 | Original Complaint BRKE PEDAL SINKS | Original Complaint BRKE PEDAL SINKS TO THE FLOOR | | Probable Cause/Solution MODULATOR; EXERCISE THE ABS AND BLEED AS PER SM | | | | |
| | | | ResIn S Status: | ource: | None N/A | Da Mil | te: eage: 10,136 | |
| Dealer #: | 208238 | TZ: | PST | VIN: 1HG | CM66514A | Err: | | |
| Dir Cont: | WILLIAM WILSON | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (509) 783-7171 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country | : USA | |
| DIr Name: HONDA OF TRI-CITIES 6901 W. CLEARWATER AVE KENNEWICK WA 99336 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | | | |
| Phone: (509) 783-7171 | | 2 | Em Type: | | | | | |
| DPSM: M | ARC MARTIN | Zone/Dist: 02D | | RO #: | | | | |
| Previous De | ealer/Contact | Date | | Case Type: | : Technical | | | |
| | | | W.O. #: | | | | | |

Tech Line Suggests

Information from Dealer

| 12/30/2004 LANCEK | |
|---|--|
| 1 12/30/04 14:36:45 ISIS:> | PEDAL SINKS TO THE FLOOR, BLEED BRAKES TWO TIMES |
| | NOW REPLACED MASTER CYLINDER, PEDAL GOES TO THE |
| 3 | FLOOR- AIR IN SYSTEM. HAVE ACTIVATE ABS SOLENOIDS |
| | TO BLEED BRAKES ORIGINALLY. CAME BACK BLEED BRAKES |
| 5 | MANUAL STYLE AND VACUUM BLEED SYSTEM OK FOR |
| | AWHILE |
| 7 12/30/04 14:36:59 LANCEK:> | HAVE REPLACED THE MASTER CYL THE BRAKE PEDAL |
|] | SINKS TO THE FLOOR. |
| 9 WAS THE CUST IN ANY ACCIDENTS BECAUSE OF | |
| 10 THIS CONDITION?> | TNO BE STATE OF THE PROPERTY O |
| 11 EXERCISE THE ABS AND BLEED THE BRAKES AS | |
| 12 PER THE SM, PERF THIS PROCEDURE 2-3X. | |
| 13 IF THE PEDAL COMES UP, REPLACE THE ABS | |
| MODULATOR | |
| 14 AND REBLEED WITH THE SAME PROCEDURE. | |
| 15 | |
| - 16 | |

| Code P 4150 | Original Complaint BRKE SINKING | | Probable Cause/Solution ABS?; REPLACE | | | | |
|--------------------|--|-------------|--|-------------------------------|------------------------------------|--------------|-------------------|
| | | | ResIn S Status: | ource: | None N/A | Date Mile | e: eage: 4,038 |
| Dealer#: | 207157 | TZ: | EST | VIN: 1HG | CM66514A | Err: | |
| Dir Cont: | JACOB DAVIS | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (330) 637-7926 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DOUG SMITH | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | NICK SPANOS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | APOSTOLAKIS HONDA 3156 ELM RD. EXTENSION CORTLAND OH 44410 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | HP 3.0L |

Tech Line Suggests

DPSM: RON HOPKINS

Previous Dealer/Contact

Zone/Dist:

Date

04F

Information from Dealer

Case Type: Technical

| reon Enic Oaggeoto | initiation non-zono. |
|--|---|
| 12/27/2004 DAVEK | |
| 1 12/27/04 11:44:28 ISIS:> | CUSTOMER STATES BRAKES ARE GOING CLEAR TO THE |
| | FLOOR |
| | BRFORE STOPPING CUSTOMER AFRAID TO DRIVE IT |
| 3 12/27/04 11:44:44 DAVEK:> | THAY WILL PUMP UP. |
| 4 CK EXCIVE MOVEMENT ON PISTON/CALIPERS. IF OK | |
| REPLACE ABS MODULATOR | |
| | |

RO #:

W.O. #:

| Code P 4150 | Original Complaint BRKE PEDAL SOFT 2X, MC 1X | | Probable Cause/Solution REPLACE MODULATOR | | | | |
|-------------------------|--|---|---|--|--|----------------|--------------------|
| | | | Resin Sou Status: | rce: | None N/A | Dat Mile | e: eage: 15,818 |
| Dealer #: Dir Cont: | 206620 HUGH GARDNER | TZ: Training %: | | /IN: 1HGC /ear: | M66894A(1 | Err: Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (850) 576-5165 DON MONDA | Extn: | | ran: Doors: | 5AT 4DR | Trim: WD: | EX-V6NV 2 |
| Parts Mgr: Dir Name: | TERRY WEBER PROCTOR HONDA 2373 W. TENNESSE TALLAHASSEE | E ST. FL 32304 | C | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| DPSM: GE | 00) 576-5165 ORGE OPPEL aler/Contact | Fax #: (850) 576-1660 Zone/Dist: 07G Date | F | Em Type: RO #: Case Type: N.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 1/10/2005 KEITHC | |
|--|---|
| 1 01/10/05 12:10:08 ISIS:> | PEDAL SINKS TO FLOOR, NEW MASTER CYL INSTALLED AT |
| | 13959 MILES, BACK AT 15076 MILES PEDAL TO FLOOR |
| 3 | AGAIN ANOTHER NEW MASTER CYL INSTALLED, NOW BACK |
| 보고 4 보고를 했다면 함께를 하고 있다면 하는데 | AT 15818 MILES PEDAL TO FLOOR AGAIN, NO FLUID |
| 5 | LEAKS, SYSTEM SEEMS TO BE FULL OF AIR,, WHAT IS |
| HT6 : : : : : : : : : : : : : : : : : : : | PROBLEM |
| 7 01/10/05 12:10:53 KEITHC:> | |
| 8 REPLACE MODULATOR | |

| T/L Ref # 1552645 | Crea GAR | ted By YR | Date Cre 04/11/20 | | Last Edited B | | # of Edits |
|----------------------|--|-----------------------|--|-------------------------------|------------------------------------|------------|---------------------|
| Code P 4150 | Original Complaint BRKE PEDAL TO FLOOR | | Probable Cause/Solution MODULATOR?; REPL | | | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mil | te: eage: 14,888 |
| Dealer #: | 206574 | TZ: | PST | VIN: 1HG | CM66544AI | Err; | |
| Dir Cont: | CLIFFORD | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (503) 370-3060 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | GREG ANDERSON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | SCOTT GUENTHER | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | HONDA OF SALEM 750 COMMERCIAL S SALEM | T. NE OR 97301 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | OHP 3.0L |
| Phone: (50 | 03) 370-3060 | Fax #: (503) 316-1389 | 9 | Em Type: | | | |
| DPSM: CANDICE Zon | | Zone/Dist: 02H | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type | : Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

8 ACTIVATE ABS AND BLEED AGAIN

Information from Dealer

| BRAKE PEDAL GOES TO FLOOR M/C WAS REPLACED 2 |
|--|
| MONTHS |
| AGO AND WAS OK UNTIL A FEW DAYS AGO. |
| |
| 를 YES 문제를 보고 보다는 프랑스를 가는 말했다. 전문에 보는 다시 모르다 |
| MASTER CYL. WAS REPLACED |
| |
| |
| |

| 177 | 6646 | KEITHC | 03/23/2006 | KEITHC | |
|-----|--------------------------|--------------------|------------------|---------|-----------------|
| | Code | Original Complaint | Probable Cause/S | olution | |
| Р | P 4150 BRKE "FEEL"PRBLMS | REPLACE MODUL | .ATOR | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 34,287 |

| | | | Jiaius. | IN/A | inneage. 04,20 |
|---|-----------------|--------------------------|------------------|--|------------------|
| Dealer #: | 207838 | TZ: | PST VIN: | 1HGCM82614A | Err; |
| Dir Cont: | DANNY TSANG | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (510) 412-6100 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | CHRIS NOBLE | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | WALT REED | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: HONDA OF EL CERRITO 11755 SAN PABLO AVENUE EL CERRITO CA 94530 | | Desc: WhtBd Engine | y: P/S, SUN ROOF | EX-V6 6CYL 240.0HP 3.0L , ABS, AIR BAG, Trans #: | |
| Phone: (5 | 10) 412-6100 | Fax #: (510) 232-5475 | Em Ty | pe: | |
| DPSM: ST | TEVEN ROSTOMILY | Zone/Dist: 12D | RO #: | | |
| Previous D | ealer/Contact | Date | Case T | ype: Technical | |

| Tach | 1 | in۵ | SIII | ane | ete |
|------|---|-----|------|-----|-----|

Information from Dealer

| 3/23/2006 KEITHC | |
|---|--|
| SIZSIZUUU KETITIG | |
| 1 03/23/06 13:31:33 ISIS:> | BRAKE PEDAL SINKS TO FLOOR |
| | FO FOR 가는 그를 위해 함께 열차면 열차면 하지 않아 있다는 그는 그는 그를 다 먹는 다른 것 같다. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPA | IRS FOR A SECOND SE |
| 3 THIS PROBLEM?> | YES |
| * · · · · · · · · · · · · · · · · · · · | CANADA CANADA CANADA DE LA CANADA DE LA CANADA CANA |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER |
| 5 REPLACE MODULATOR> | |

W.O. #:

| T/L Ref # 1734619 | Created By JIMH | Date Created 02/03/2006 | Last Edited By JIMH | # of Edits |
|----------------------|--------------------|--------------------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE PEDAL SINKS | MODULATOR?; C | HECK FOR AIR | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 47,095 |

JOHN HILL Dir Cont: Training %: Serv Ph: (586) 412-9600 Extn: Serv Mgr: JERRY THABET Parts Mgr: JEFFREY KAURICH Dir Name: JIM RIEHL'S FRIENDLY HONDA 18900 HALL ROAD **CLINTON TOWNSHI** MI 48038 Phone: (586) 412-9600

Fax #: (586) 412-8802 DPSM: WILLIE IVORY Zone/Dist: 04A Previous Dealer/Contact Date

2004 Year: Model: ACCORD V6 EX-V6 Tran: Trim: 5AT 2 WD: Doors: 4DR Fact: MARYSVILLE Country: USA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #:

Tech Line Suggests

Information from Dealer

Case Type: Technical

W.O. #:

| 2/3/2006 JIMH | |
|--|---|
| 1 02/03/06 11:56:23 ISIS:> | BRAKE PEDAL GOES TO FLOOR AND VERY LITTLE BRAKING |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER HAS BEEN REPLACED PREVIOUSLY AT |
| 5 | 3/29/05 27467 MILES,AGAIN AT 1/13/06 46166 MILES |
| | ANDBRAKE FLUID FLUSHED LAST TIME MASTER CYLINDER |
| 7 | WAS REPLACED |
| 8 02/03/06 11:56:45 JAMESH:> | |
| 9 DOES THE BRAKE SYSTEM HAVE AIR IN IT?> | NOT SURE |
| 10 CHECK BRAKE SYSTEM HARDWARE | |
| 11 CHECK BRAKE SYSTEM FOR AIR, IF HAS AIR, REPLACE | |
| 12 THE MODULATOR. | |
| 13 SEE IF MODULATION CAN IMPROVE THE PEDAL | |
| | |
| 15 | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 352 of 661

| T/L Ref # | Created By | Date Created 09/07/2005 | Last Edited | By # of Edits |
|-----------------|---------------------------|-----------------------------------|------------------|------------------|
| 1641532 Code | KEITHC Original Complaint | Probable Cause/S | KEITHC olution | |
| P 4150 | BRKE "FEEL"PRBLMS | REPLACE MODUL | ATOR | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 14,784 |
| Dealer#: | 207171 TZ : | | N/A GCM82684A | willeage: 14,704 |

| | | • | otatus: | N/A | wineage: 14,704 |
|-------------|--|-----------------------|--------------------------|-------------------|---|
| Dealer #: | 207171 | TZ: | PST VIN: | 1HGCM82684A | Err: |
| Dir Cont: | ROBERT LEBEL | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (541) 770-3785 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | GREG MEIER | | Doors | : 2DR | W D: 2 |
| Parts Mgr: | MICHAEL BODEN | BENDER | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | LITHIA HONDA 700 NORTH CEN MEDFORD | FRAL OR 97501 | Desc: WhtBo Engine | ly: P/S, SUN ROOF | X-V6 6CYL 240.0HP 3.0L , ABS, AIR BAG, Trans #: |
| Phone: (54 | 1) 770-3785 | Fax #: (541) 770-3790 | Em Ty | pe: | |
| DPSM: CA | NDICE | Zone/Dist: 02H | RO #: | | |
| Provious Do | olor/Contact | Pata Salah | Casa | Type: Tochnical | |

Tech Line Suggests

Information from Dealer

| 9/7/2005 KEITHC | |
|---|--|
| 1 09/07/05 10:01:58 ISIS:> | LOW BRAKE PEDLE |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPA | AIRS FOR |
| 3 THIS PROBLEM?> | NO |
| 4 09/07/05 10:02:28 KEITHC:> | REPLACED M/C, BLED SYSTEM, KEEPS COMING BACK |
| 5 REPLACE MODULATOR | |
| - B. 6 프를 등록으로 있었습니다. 그 보고 있는데 그 모든 다른 | |

W.O. #:

| T/L Ref# | Created By | Date Created | Last Edit | 등학자 연극 등 시민들은 경기가 되는 그리는 말을 하는 것은 모든 모든 모든 |
|---------------|-------------------------------|------------------|-----------------|--|
| 1649603 | TOMP | 09/20/2005 | TOMP | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | 150 BRAKE PEDAL GOES TO FLOOR | FAULTY ABS MOI | DULATOR; REPAIR | R AS NEEDED |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 10,246 |
| Dealer #: | 206643 TZ: | CST VIN: 1H | GCM82654A | S. Err |

Dir Cont: **JUAN CONTRERAS** 2004 ACCORD V6 Training %: Model: Year: Serv Ph: EX-V6 (210) 341-1356 Extn: Tran: Trim: 5AT 2 Serv Mgr: MARTY DUFFY WD: Doors: 2DR Parts Mgr: **GABRIEL PEDROZA** Country: USA Fact: **MARYSVILLE** Dir Name: **BENSON HONDA** Desc: ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L 9100 SAN PEDRO AVENUE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SAN ANTONIO TX 78216 Engine #: Trans #: Phone: (210) 341-1356 Fax #: (210) 341-5928 Em Type: DPSM: JERRY MEADE RO #: Zone/Dist: 03B Case Type: Technical Previous Dealer/Contact Date

Tech Line Suggests

Information from Dealer

| 9/20/2005 TOMP | |
|--|--|
| 1 09/20/05 14:14:46 ISIS:> | PEDDLE SINKS TO THE FLOOR |
| | HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | AT 5,605 MILES MASTER CYLINDER WAS REPLACED . |
| 5 | AT 7,062 MILES A LH CALIPHER FT WAS REPLACED. |
| - TO 6 THE TREE TO BE TO B | TODAY AT10,246 MILES A MASTER CYLINDER WAS |
| 7 | REPLACED. |
| 8 09/20/05 14:14:51 TOMP:> | JUAN: |
| 9 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 音句 电影影音和影响影响影响影响影响影响影响影响影响 | THE YES THE SECOND OF THE SECO |
| 11 HAS CAR EVER FAILED TO STOP FOR YOU? | |
| - [1] 2 마음은 사람들은 경우를 가지 않는 사람들은 사람들이 되었다. | NO; BUT THE PEDAL MOVES TOO FAR DOWN. |
| 13 EXERCISE THE ABS, THEN PRESSURE BLEED BRAKES | |
| 14 DOES THE PEDAL FEEL NORMAL NOW? | |
| 15 YES: FAULTY ABS MODULATOR. | |
| 16 NO: LOOK FOR OTHER CAUSES | |

W.O. #:

| Code Original Complaint P 4150 LOW PEDAL | | | Probable Cause/Solution ABS MOD; REPLACE | | | | |
|--|------------------|-------------|--|----------|------------------------------------|---------------|-------|
| | | Resin S | ource: | None | Date: | | |
| | | Status: | | N/A | Mileage: 12,566 | | |
| Dealer #: | 208014 | TZ: | EST | VIN: 1HG | CM66554A | Err: | |
| Dir Cont: | SHAWN BREEHNE | Training %: | | Year: | 2004 | Model: ACCO | RD V6 |
| Serv Ph: | (513) 528-8000 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | TINA LADENBURGER | | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | GARY ORME | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HONDA EAST | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 529 OHIO PIKE | | | WhtBdy: | P/S, SUN ROOF, A | .BS, AIR BAG, | |
| CINCINNATI OH 4 | OH 45255 | | Engine #: | | Trans #: | | |

Em Type:

RO #:

W.O. #:

Tech Line Suggests

Phone: (513) 528-8000

DPSM: MIKE DITMER

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

| 12/13/2004 CHRISV | |
|-----------------------------|--|
| 1 12/13/04 10:34:48 ISIS: | > LOW/SINKING PEDAL OTHER TECHS REPLACED |
| | MASTERCYLINDER 2 TIMES CAR IS BACK FOR |
| | SAME/CHECKED |
| 3 | ALL HOSES LINES SLIDE PINS ETC ALL OK |
| 4 12/13/04 10:34:51 CHRISV: | |
| 5 REPLACE THE ARS MOD | |

Fax #: (513) 528-8060

04C

Zone/Dist:

Date

| Created By | Date Created | Last Edited B | y # of Edits |
|----------------------------|-------------------------|--|---|
| RAYD | 09/07/2005 | DAVEK | 2 |
| Original Complaint | Probable Cause/S | olution | |
| BRAKE PEDAL SINKS TO FLOOR | ABS?; REPLACE | | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 7,547 |
| | RAYD Original Complaint | RAYD 09/07/2005 Original Complaint Probable Cause/Some BRAKE PEDAL SINKS TO FLOOR ABS?; REPLACE Resin Source: | RAYD 09/07/2005 DAVEK Original Complaint Probable Cause/Solution BRAKE PEDAL SINKS TO FLOOR ABS?; REPLACE Resin Source: None |

Dealer #: Err: PST VIN: 1HGCM822X4A Dir Cont: VICTOR VO Training %: 2004 ACCORD V6 Model: Year: Serv Ph: (408) 249-1811 LX-V6 Extn: Tran: 5AT Trim: 2 Serv Mgr: DAVID MORRONE WD: Doors: 2DR Parts Mgr: STEVEN SMITH Country: USA Fact: MARYSVILLE Dir Name: HONDA OF STEVENS CREEK Desc: ACCORD 2DR LX-V6 6CYL 240.0HP 3.0L 4590 STEVENS CREEK BL. WhtBdy: POWER STEERING, ABS, SRS AIRBAG, SAN JOSE CA 95129 Engine #: Trans #: Em Type:

Phone: (408) 249-1811 Fax #: (408) 247-0506

DPSM: KIM TOWER Zone/Dist: 12G

Previous Dealer/Contact Date Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| | mornadon nom board. |
|--|---|
| 11/14/2005 RAYD | |
| 1 09/07/05 14:59:46 ISIS:> | BRAKE PEDAL SINKS TO FLOOR, BRAKE MASTER CYLINDER |
| | BEEN REPLACED , CAR CAME BACK WITH SAME PROBLEM/ |
| 3 | NO SIGN OF EXTERNAL LEAKAGE. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER |
| 7 09/07/05 15:00:18 RAYD:> | M/C WAS REPLACED 3 WEEKS AGO, NOW IS BACK |
| 8 IS THE PEDAL HIGH AND SINKS TO THE FLOOR OR | |
| 9 IS IT JUST LOW?> | IT IS OK, I CANT DUPLICATE THE PROBLEM, NOT |
| | SURE WHY THE CUSTOMER DIDNT BRING THE CAR BACK |
| 11. | RIGHT AWAY |
| 12 WILL FAX POLICY/PROCEEDURE> | |
| 13 11/14/05 09:41:10 DAVEK:> | DIMITER. CK LEAKS AND CK FOR CODES. PERFORM |
| 4.14 N. B. | FUNCTION TEST. FOUND PEDAL HIGHT 182 MM. WE |
| 15 | ADJUSTED TO S/M SPEC. STILL HAVE LOW PEDAL. CAN |
| 교16 전환학자 우리하는 교육을 수가는 일상 경험을 가능했다. | REPRODUCE>YES |
| 17 REPLACE ABS MODULATOR | |

RO #:

| T/L Ref # 1482132 | Created By PETERL | Date Created 12/09/2004 | Last Edited By PAULI | # of Edits 1 |
|-------------------|----------------------|-----------------------------------|--------------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | 150 BRAKE PEDAL LOW | MOD; REPLACE | | |
| | | ResIn Source: | None | Date: |
| | | Status: | P MAP | Mileage: 7,468 |

| | | | Jiaius. | | PIMAP | IAILIE | rage. 1,400 |
|-------------|--------------------------------|-----------------------|---------|-----------------|------------------|----------------|-------------|
| Dealer #: | 208117 | TZ: | EST | VIN: 1HGC | M82674A | Err: | |
| Dir Cont: | MARTY MARTIN | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (518) 563-7686 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | ARVIN MARTIN | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | RONALD PARSONS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | DELLA HONDA | | | Desc: | ACCORD 2DR EX- | -V6 6CYL 240.0 |)HP 3.0L |
| 702 ROUTE 3 | 일시 역사 이번 생각 사람이 하나 시간 하는 것 같다. | NY 12901 | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | PLATTSBURGH | | | Engine #: | | Trans #: | |
| Phone: (51 | 8) 563-7686 | Fax #: (518) 563-0144 | | Em Type: | | | |
| DPSM: KE | TH MANNING | Zone/Dist: 09C | | RO#: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W .O. #: | | | |

Tech Line Suggests

Information from Dealer

| | this are the second to the sec |
|--|--|
| 12/9/2004 PETERL | |
| 1 12/09/04 06:15:11 PETERL:> | BRAKE PEDAL FADES |
| 2 LOW OR GOES TO THE FLOOR AFTER DRIVING> | DEALER REPLACED MASTER THEN IT CAME BACK |
| 3 DID DEALER TAKE AIR OUT> | DONT KNOW IF SAME THING |
| 4 BLEED BRAKES DOES IT GET BETTER> | YES THEN IT COMES BACK. REPLACED MOD AND NOW |
| 5 | CANT DUPLICATE NOW. |
| 6 ROTORS BLUED> | NOW ITS OK |
| 7 GOOD CHANCE THAT VEHICLE IS FIXED. CYCLE ABS | |
| 8 AND SEE IF LOW PEDAL COMES BACK | |
| 9 12/09/04 08:38:05PAULI:> | WILL ARRANGE PRT>MAP, JEREMY CAMPBELL |
| | FAXED SHIP REQUEST |
| 11 12/10/04 09:20:20PAULI:> | BILL |
| 내 12 내 돌아를 잃어 가는 말이 있는 그리면 하는 말이라고 있다는 학교 말 되었다. | A/B 8313-8508-8897 |

| T/L Ref # 1537256 | Created By KENE | Date Creat 03/15/2005 | 회사는 하다 보는 사람들은 마음을 가면 되다. | ed By # of Edits 1 | | |
|---|--------------------|---------------------------------|--|------------------------|--|--|
| Code Original Complaint P 4150 BRKE PEDAL LOW INTER | | | Probable Cause/Solution ABS MODULATOR; REPLACE | | | |
| | | ResIn Sour | rce: None N/A | Date: Mileage: 32,234 | | |
| Dealer #: Dir Cont: | | | IN: 1HGCM66544A | Err: Model: ACCORD V6 | | |

| Dir Cont: | JAIME FLORES | Training %: |
|------------|--------------------|-------------|
| Serv Ph: | (504) 888-2277 | Extn: |
| Serv Mgr: | THOMAS HINES | |
| Parts Mgr: | RUSSELL WROTEN | |
| Dir Name: | ROYAL HONDA | |
| | 5600 VETERANS BLVD | |
| | METAIRIE | LA 70003 |
| | | |

| | Phone: (504) 888-2277 |
|-----|--|
| - 3 | Phone: (504) 888-2277 |
| 1 | [4] 사람들은 사람들은 사람들이 사용하는 아픈 전쟁을 받는 사람들이 하는 사람들이 되었다면 하는 사람들이 되었다면 하는 사람들이 되었다면 하는데 그렇다면 하는데 |
| | [조물 전기 시간 시간 기계 1.17 전 경험 시간 |
| 1 | [그 그 그리고 하다는 일 일급은 [자료사료으로 그리고 말라다 하고 하고만 학생하고 하면 그리고 되었습니다] 요하는 |
| - 1 | DPSM: DANIEL FYFFE Zone/Dist: 03E |
| - 1 | DI OIR. DI WILL III L ZUIIGIDISE. UUL |
| | [마다마다] 아니라 시간 아니라 |
| | |

Zone/Dist: 03E Date
 VIN:
 1HGCM66544A
 Err:

 Year:
 2004
 Model:
 ACCORD V6

 Tran:
 5AT
 Trim:
 EX-V6

 Doors:
 4DR
 WD:
 2

 Fact:
 MARYSVILLE
 Country:
 USA

 Desc:
 ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

 WhtBdy:
 P/S, SUN ROOF, ABS, AIR BAG,

Em Type:

RO #:

Case Type: Technical

W.O. #:

Trans #:

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

| 33 | |
|--------------------------------------|---|
| 3/15/2005 KENE | |
| 1 03/15/05 13:33:51 ISIS:> | PEDAL SOFT AT TIMES GOES TO FLOOR AT TIMES/// |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS R | EPAIRS FOR |
| 3 THIS PROBLEM?> | NO |
| 4 03/15/05 13:34:10 KENE:> | WE CAN DUP |
| 5 ALL THE TIME?> | NO, INTER |
| 6 REPLACE THE MODULATOR | |

Engine #:

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|------------------|----------------|-----------------|
| 2216504 | CHRISV | 12/06/2006 | CHRISV | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | 4150 LOW PEDAL | ABS MOD; REPLA | CE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 33,411 |
| | 206808 | | | |

Dealer #: EST VIN: 1HGCM66544A Err: SMITH MICHAEL 2004 ACCORD V6 Dir Cont: Training %: 0 Model: Year: Serv Ph: (304) 768-1251 EX-V6 Trim: Extn: Tran: 5AT 2 Serv Mgr: DAVID ABARE WD: Doors: 4DR Parts Mgr: KENT NICHOLS Country: USA Fact: **MARYSVILLE** DIr Name: LESTER RAINES HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0 HP 3.0 5102 MAC CORKLE AVE SW WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **SOUTH CHARLESTO** WV 25309 Engine #: J30A42029118 Trans #: BAYA6027397 Phone: (304) 768-1251 Fax #: (304) 768-2428 Em Type:

Zone/Dist:

Date

04K

Tech Line Suggests

DPSM: JOHN WIGGILL

Previous Dealer/Contact

Information from Dealer

364045

Case Type: Technical

| 12/6/2006 10:01:50 AM CHRISV | |
|------------------------------|-------------------------------|
| 12/0/2000 10:01:50 AW CHINGV | |
| 1 | BRAKE PEDAL GOES TO FLOOR |
| | REPLACED M/C AND NC. NO LEAKS |
| 3 REPLACE THE ARS MOD | |

RO #:

W.O. #:

| Code | Original Complaint | 200 | Probable Cause/So | olution | |
|------------------------|--------------------|-----------------------|--|----------------|--------------------|
| P 4150 | PEDDLE TO THE FLO | JOR | ABS UNIT?; REPLACE AND SEND TO HAM HTL 10759 | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | P HAM | Mileage: 6,988 |
| Dealer #: | 207397 | TZ: | PST VIN: 1H | GCM66894A | Erra |
| Dir Cont: | DEREK | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (209) 334-6632 | Extn: | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | MARK MORGAN | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | ALAN MEIER | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | LODI HONDA | | Desc: | ACCORD 4DR EX- | -V6NV 6CYL 240.0HP |
| 1700 SO. CHEROKEE LANE | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | LODI | CA 95240 | Engine #: | | Trans #: |
| Phone: (2 | 09) 334-6632 | Fax #: (209) 473-2613 | Em Type: | | |
| DPSM: M | ARCEL VILLEGAS | Zone/Dist: 12E | RO#: | | |

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| reen Eme ouggests | mormation nom beater |
|-------------------------------------|--|
| 8/9/2004 DAVEK | |
| 1 08/09/04 11:51:25 ISIS:> | BRAKE PEDAL GOES ALMOST TO THE FLOOR. VEHICLE STOPS |
| | GOOD |
| 3 08/09/04 11:51:35 DAVEK:> | REAL LOW. |
| 4 DONE ?> | THE A TENOTHING THE HER RESERVED TO THE RESERV |
| 5 REPRODUCE?> | YES. |
| 6 REPLACE MODULATOR | |
| 7 PEND TO PAULI FOR SHIPPING TO HAM | |
| 8 HTL 10759 | |
| 9 08/09/04 12:32:05 PAULI:> | WILL ARRANGE FOR PRT>JEREMY GERRARD, HAM |
| | FAXED SHIP REQUEST |
| 11 08/10/04 15:55:43 ROBERTH:> | REPL ABS MOD HAVE CODE 84-1 |
| 12 TRANSFURE TO GENERAL> | |
| 13 08/10/04 16:00:38 GARYR:> | DERICK, REPLD MOD AND NOW HAVE TCS CODE 84-1 |
| 14 CLEAR CODE AND T/D | |
| 15 IF N/C CHK FUSES | |
| 16 08/11/04 11:44:00 PAULI:> | GERNALAN STONE OF THE STANDARD SERVERS OF THE SERVE |
| 17 | WE SENT PER A/B #8418-5457-7774 |
| | |

| 1754087 | JIMI | 1 | 02/27/20 | 06 | JIMH | | 1 Ver 1 Ver 1 Ver |
|--------------------|--|----------------------|----------|-------------------------------|------------------------------------|----------|-------------------|
| Code P 4150 | Original Complaint HAVE BLED BRAKES | TO REMOVE AIR | | e Cause/Solu DULATOR; F | | | |
| | | | Resin So | ource: | None | Dat | e: |
| | | | Status: | | N/A | Mile | eage: 18,809 |
| Dealer #: | 207986 | TZ: | CST | VIN: 1HGC | CM66814A | Err: | |
| Dir Cont: | JOSHUA | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (618) 529-3700 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | JEREMY JONES | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | GRAHAM JOHNSON | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | IKE HONDA 4407 WEST DEYOU MARION | NG ST IL 62959 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | 10.0HP |
| Phone: (61 | 8) 529-3700 | Fax #: (618) 529-376 | 66 | Em Type: | | | |
| DPSM: Da | vid Jackson | Zone/Dist: 08K | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 2/27/2006 JIMH | |
|--|--|
| 1 02/27/06 09:19:36 ISIS:> | CUSTOMER STATES BRAKE PEDAL FEELS MUSHY |
| 2 BRAKES DO NOT APPLY UNTILL BRAKE PEDAL IS | |
| CLOSE TO FLOOR | |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | 3 |
| 4 THIS PROBLEM?> | BONG BETTER OF A HEALT FOR THE TO HAM BEEN AS A STANKED OF HER CONTROL |
| 5 IF YES, REPAIR DESCRIPTION?> | HAVE REPLACED MASTER CYLINDER X 2 ALSO HAVE |
| 나 6 - 이번 생생님들은 얼마나 하는 사람이 되었다고 있다. | BLED BRAKES TO REMOVE AIR IN SYSTEM- AFTER BEEDING |
| 7 | BRAKES PEDAL IS OK FOR A COUPLE OF MONTHS |
| 8 02/27/06 09:22:52 JAMESH:> | WE KEEP GETTING AIR THE THE BRAKE SYSTEM |
| 9 HAS SYSTEM HAD LOW FLUID OR LEAKS?> | NO |
| 10 REPLACE THE ABS MODULATOR | |

| Created By | Date Created | Last Edited By | y # of Edits |
|----------------------|--------------------|--|---|
| DAVEM | 02/08/2005 | DAVEM | |
| Original Complaint | Probable Cause/S | olution | |
| PEDAL GOING TO FLOOR | ABS MOD;EXRSC | >RPLC MOD | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 3,193 |
| | Original Complaint | Original Complaint Probable Cause/S PEDAL GOING TO FLOOR ABS MOD;EXRSC Resln Source: | Original Complaint Probable Cause/Solution PEDAL GOING TO FLOOR ABS MOD;EXRSC>RPLC MOD Resin Source: None |

| Dealer #: | 207134 | TZ: EST | VIN: 1HG0 | CM81674A | Err: | |
|-------------|--------------------------------|-----------------------|------------|--------------------------------------|--------------|-----------|
| Dir Cont: | MARTIN | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (540) 869-5000 | Extn: | Tran: | 6MT | Trim: | EX-V6 |
| Serv Mgr: | JAMES BISHOP | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | BYRON MORGAN | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | MILLER HONDA | | Desc: | : ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 3985 VALLEY PIKE WINCHESTER | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | | VA 22602 | Engine #: | | Trans #: | |
| Phone: (54 | 0) 869-5000 | Fax #: (540) 869-1074 | Em Type: | | | |
| DPSM: Mo | nroe Nute | Zone/Dist: 06G | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type: | Technical | | |
| | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 2/8/2005 DAVEM | |
|-------------------------------|--|
| 1 02/08/05 06:38:32 ISIS:> | MASTER CYLINDER SEEMS TO BE BYPASSING |
| | ITSELF.COMPLAINT OF PEDAL GOING TO FLOOR TWO |
| | MASTER |
| 3 | CYL. IN 3 MONTHS AND 2000 MILES. |
| 4 02/08/05 06:38:58 DAVEM:> | SEE ABOVE |
| 5 EXRCS THE ABS>RPLC THE MOD> | |

| Code | Original Complaint | | Probable | e Cause/Solu | tion | |
|------------------------------|---------------------------|------------------------|----------|---------------------------------|----------------|-------------------|
| P 4150 BRAKE PEDAL LOW 3X | '3X | MODULATOR; REPLACE | | | | |
| | | Resin So | ource: | None | Date: | |
| | | | Status: | | N/A | Mileage: 21,318 |
| Dealer #: | 207653 | TZ: | CST | VIN: 1HGC | CM66824A | Err: |
| Dir Cont: | MIKE | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (612) 866-8832 | Extn: | | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | ROY REYNOLDS | | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | GORDY ECKLUNE | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | RICHFIELD-BLOO | MINGTON HONDA | | Desc: | ACCORD 4DR EX- | V6NV 6CYL 240.0HP |
| | 400 WEST 78TH S | 오래프랑하다 아들은 아이는 그는 아니다. | | WhtBdy: P/S, SUN ROOF, ABS, AIR | | ABS, AIR BAG, |
| | RICHFIELD | MN 55423 | | Engine #: | | Trans #: |
| Phone: (6 | 12) 866-8832 | Fax #: (612) 866-991 | 5 | Em Type: | | |
| DPSM: Die | ck Sargent II | Zone/Dist: 08G | | RO #: | | |
| Previous Dealer/Contact Date | | Date | | Case Type: | Technical | |
| | | | | W.O. #: | | |

Tech Line Suggests

Printed: 06/29/2009 5:58:40PM By SYSTEM

Information from Dealer

| 4/20/2006 KENE | | |
|---------------------------------|--|---|
| 1 04/20/06 07:29:45 ISIS: | ·> | BRAKE PEDAL FEELS TOO SOFT AGAIN, BEEN REPAIRED 2 |
| | | TIMES PREVIOUSLY |
| 3 HAS THE VEHICLE HAD ANY PRE | VIOUS REPAIRS FOR | |
| 4 THIS PROBLEM? | | YES AND A THE STORY OF STREET OF STREET OF STREET |
| 5 IF YES, REPAIR DESCRIPTION? | ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | MACHINED BOTH FRONT ROTORS, REPLACED BOTH FRONT |
| | | CALIPERS BLED THE BRAKE SYSTEM. |
| 7 04/20/06 07:30:16 KENE: | > | THERE WAS AIR IN THE SYSTEM BLEED THE SYSTEM |
| | | AND OK, NOW BACK WITH A LOW PEDAL |
| 9 AIR AGAIN? | > | SEEMS LIKE IT |
| 10 IF AIR, REPLACE THE MODULATO | OR HOLD BUILDING THE NEW YORK | |
| 11 04/20/06 15:37:03 DAVEK: | | REPLACED MODULATOR. STILL HAVE LOW PEDAL |
| 12 CK CALIPER AND PADS FOR PIST | TON PUSH BACK. IF OK | |
| 13 FIND GRAVLE ROAD AND ACTIVA | ATE ABS AS HARD AS | |
| YOU CAN | | |

14

| T/L Ref 160148 | | Created By DAVEM | Date Created 07/01/2005 | Last Edited By DAVEM | # of Edits |
|-------------------|--------------------|------------------|-----------------------------------|-------------------------|-----------------|
| Co | de Original Compla | int | Probable Cause/So | olution | |
| P 415 | 50 PEDAL SINKS | | ABS MOD;RPLC | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 28,588 |

| Dealer #: | 206890 | TZ: PST | VIN: 1HG | CM66854A | Err: | |
|------------|--|-----------------------|----------|---------------------------------|--------------------------------|---------------------------|
| Dir Cont: | MICHAEL ARRUDA | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (510) 445-5300 | Extn: | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | NORBERT GALLEC | BUS | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHRIS ESTES | | Fact: | MARYSVILLE | Country | r: USA |
| Dir Name: | AUTOWEST HONDA FREMONT 5780 CUSHING PARKWAY | | Desc: | ACCORD 4DR EX-V6NV 6CYL 240.0HP | | |
| | FREMONT | CA 94538 | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG. # Trans | 통기의 등 없는데 기르를 들어 있는 것 같다. |
| Phone: (51 | 0) 445-5300 | Fax #: (510) 252-5046 | Em Type: | | | |
| DPSM: STI | EVE TULEJA | Zone/Dist: 12F | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 7/1/2005 DAVEM | |
|--|---|
| 1 07/01/05 11:11:53 ISIS:> | PEDAL SINKS |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | PREVOIUS MASTER CYL. REP. |
| 5 07/01/05 11:12:00 davem:> | *** JOE DOMIGUS D054754 *** |
| 6 C. | AR WAS 6 MO AGAO AND WEW RPLCD THE MSTR. BACK |
| 7 | TODAY AND RPLC IT AGAIN AND ALL OK |
| 8 exrs abs, if fixed, rplc mod> | |
| 9 | |

| T/L I | Ref# | Created By | Date Created | Last Edited By | # of Edits |
|-------|------|-----------------------|------------------|----------------|--|
| 1483 | 3825 | KEITHC | 12/13/2004 | KEITHC | The state of the s |
| (| Code | Original Complaint | Probable Cause/S | olution | |
| P | 4150 | 150 BRKE "FEEL"PRBLMS | REPLACE MODUL | _ATOR | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 14,808 |

Dealer #: EST VIN: 1HGCM66564A Err: **Dir Cont:** AL PETERMAN Training %: 2004 ACCORD V6 Year: Model: Serv Ph: (770) 457-0016 EX-V6 Extn: Tran: 5AT Trim: Serv Mgr: CHRISTOPHER BESSER 2 WD: Doors: 4DR Parts Mgr: JUNIOR COKER Country: USA Fact: **MARYSVILLE** Dir Name: **CURRY HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 5525 PEACHTREE INDUST. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **CHAMBLEE** GA 30341 Engine #: Trans #: Phone: (770) 457-0016 Fax #: (770) 455-0345 Em Type: DPSM: GEORGE KELECHECK Zone/Dist: 07F RO #: **Previous Dealer/Contact** Date Case Type: Technical

Tech Line Suggests

Information from Dealer

| 12/13/2004 KEITHC | |
|------------------------------|--|
| 1 12/13/04 08:10:10 ISIS:> | BRAKE PEDAL FEELS SOFT. MASTER CYLINDER HAS BEEN |
| # 2 | REPLACED AND FRONT BRAKE PADS A ANOTHER TIME. |
| | PEDAL |
| 3 | DROPS VERY LOW AGAIN. FEELS LIKE THERE IS A LOT OF |
| | AIR IN THE SYSTEM. SUSPECT BRAKE MODULATOR? |
| 5 12/13/04 08:10:57 KEITHC:> | CUST SAYS IT FELT BETTER AFTER A PANIC STOP |
| 6 REPLACE MODULATOR> | |

W.O. #:

| T/L Ref # | Created By | | Last Edited By | # of Edits |
|---------------|---------------------------|------------------------------|---------------------|------------------|
| 1665893 Code | CHRISV Original Complaint | 10/18/2005 Probable Cause | CHRISV /Solution | |
| P 4150 | | ABS MOD; REP | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 28,304 |
| Dealer #: | 206815 | TZ: CST VIN: | IHGCM66564A | Err: |
| Dir Cont: | BRIAN BIGGS | Training %: Year: | 2004 | Model: ACCORD V6 |

| Dealer #: | 206815 | TZ: CST | VIN: 1HG | CM66564A | Err: | |
|------------|--|-----------------------|------------------|------------------------------------|----------|----------|
| Dir Cont: | BRIAN BIGGS | Training %: | Year: | 2004 | Model: | ACCOR |
| Serv Ph: | (205) 823-3333 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | RUDY ARVIZU | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHRIS ABSTON | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | TAMERON HONDA 1675 MONTGOMERY BIRMINGHAM | / HWY AL 35216 | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | | OHP 3.0L |
| | DIMMINOTAN | AL 33210 | Engine #: | | Trans #: | |
| Phone: (20 | 5) 823-3333 | Fax #: (205) 443-7656 | Em Type: | | | |
| DPSM: CHI | RIS BRUNI | Zone/Dist: 07C | RO #: | | | |

Date

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| , | morniadon nom beater |
|---|--------------------------------|
| 10/18/2005 CHRISV | |
| 1 10/18/05 11:24:20 ISIS:> | BRAKE PADEL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | RS FOR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER |
| 5 10/18/05 11:24:22 CHRISV:> | |
| 6 REPLACE THE ABS MOD | |

| T/L Ref # 1488497 | | eated By ITHC | Date Cr 12/20/2 | | Last Edited B KEITHC | y # of Edits 2 | |
|----------------------|--|------------------------------|--------------------|-------------------------------|------------------------------------|---|---|
| Code P 4150 | Original Complaint BRKE PEDAL SOFT | | | | | Date: Mileage: 11,454 | f |
| Dealer #: | 207414 | TZ: | EST | VIN: 1HGC | CM66524AI | Ern Salas Salas Salas | |
| Dir Cont: | DANIEL EFIRD | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (704) 979-7500 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | ERIC WRIGHT | | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | JOSEPH KIKER | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HONDA OF CONCO 7650 BRUTON SMI CONCORD | 경기를 하는 사람이 살아 하는 것이 얼마나 되었다. | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | V6 6CYL 240.0HP 3.0L NBS, AIR BAG, Trans #: | |
| Phone: (70 | 04) 788-4188 | Fax #: (704) 979-7563 | 3 | Em Type: | | | |
| DPSM: CE | EDRIC STONE | Zone/Dist: 06K | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 12/20/2004 KEITHC | |
|------------------------------|---------------------------|
| 1 12/20/04 13:04:51 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 12/20/04 13:05:12 KEITHC:> | REPLACED M/C AT 9K |
| 3 | 3RD X BACK |
| 4 REPLACE MODULATOR | |
| E. | |

| T/L Ref # | Created B | y Date Created | Last Edite | ed By # of Edits |
|-------------------------|--------------------|-------------------|-------------|------------------|
| 1425164 | GARYR | 09/02/2004 | GEORGE | Κ2 |
| Code | Original Complaint | Probable Cau | se/Solution | |
| P 4150 BRKE PEDAL SINKS | ACTIVATE AE | S?;REPL MODULATOR | ₹ | |
| | | Resin Source | : None | Date: |
| | | Status: | N/A | Mileage: 21,371 |
| Dealer #: | 206671 | TZ: EST VIN: | 1HGCM66564A | Err: |
| Dir Cont: | ROBERT ELMORE | Training %: Year | : 2004 | Model: ACCORD V6 |

Serv Ph: (770) 306-4600 Extn: Serv Mgr: JOEY KELLEY Parts Mgr: ANDY OCONNELL Dir Name: **NALLEY HONDA** 4197 JONESBORO ROAD **UNION CITY**

GA 30291

Phone: (770) 306-4600 DPSM: GEORGE KELECHECK Zone/Dist:

Previous Dealer/Contact Date

Fax #: (770) 306-4640

07F

Tran:

5AT Doors: 4DR

MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Trim:

WD:

Trans #:

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG,

Engine #: Em Type: RO #:

Case Type: Technical

W.O. #:

Fact:

Desc:

WhtBdy:

Tech Line Suggests

Information from Dealer

| 9/2/2004 GARYR | | |
|----------------------------------|---|--|
| 1 09/02/04 14:26:21 ISIS:> | BRAKE PEDAL SINKS | |
| 2 09/02/04 14:26:30 GARYR:> | | |
| 3 ACTIVATED ABS | | |
| 4 IF PEDAL GET HARD REPL THE MOD | | |
| 5 09/03/04 07:00:01 GEORGEK:> | PI, please have this modulator sent to Jeremy | |
| - 발6 후 전체로 발생하는 것 같다. 를 가고 있는 것 | Gerrard if it is replaced. thanks | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 43 of 661

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|------------------------|-------------------|---------------------|-----------------|
| 1962270 | LANCEK | 10/24/2006 | LANCEK | |
| Code | Original Complaint | Probable Cause/Se | olution | |
| P 4150 | 150 BRAKE PEDAL IS LOW | MODULATOR; REI | PLACE THE MODULATOR | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 21,751 |

| | | | Status: | N/A | whieage: 21,751 |
|-------------|--|--------------------------------------|---------------------------------------|---------------------|---|
| Dealer #: | 206984 | TZ: | CST VIN: | 1HGCM66874A | Err: |
| Dir Cont: | MICHAEL | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (773) 274-7777 | Extn: | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | MIKE SPANO | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | KEITH SUDIE | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | CARRS HONDA C 6600 N. WESTER CHICAGO | | Desc: WhtBd | y: P/S, SUN ROOF | 생명 회장 결과 사용 지원이를 받는 경우를 가장하는 것이 없는 것이다. |
| | 3) 274-7777 ORGE MARIS | Fax #: (773) 761-7714 Zone/Dist: 08E | Engine Em Ty _l RO #: | | Trans #: |
| Previous De | aler/Contact | Date | | ype: Technical : | |

Tech Line Suggests

Information from Dealer

| 10/24/2006 LANCEK | |
|---|--|
| 1 10/24/06 13:01:39 ISIS:> | EXCESSIVE BRAKE PEDAL TRAVEL. BRAKE GOES CLOSE TO |
| | THE FLOOR. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | OR Control of the con |
| 4 THIS PROBLEM?> | |
| 5 IF YES, REPAIR DESCRIPTION?> | MASTER CYL REPL@ 14000 MILES, AND AGAIN |
| | @17159MILES. SYSTEM HAS BEEN BLED NUMEROUS TIMES. |
| .7 | CALIPERS HAVE BEEN CHECKED FOR BINDING AND VISUAL |
| : 8 | INSP FOR LEAKS AND SEAL PROBLEMS HAS BEEN |
| 9 | PERFORMED. NO PROBLEMS FOUND IN THESE AREAS. |
| 10 10/24/06 13:01:58 LANCEK:> | THE CUST IS BACK WITH THE LOW PEDAL. |
| 11 | THE PEDAL IS FINE AFTER I BLEED, OR REPLACE |
| | THE MASTER. |
| 13 REPLACE THE ABS MODULATOR | |

| T/L Ref # 1460730 | 얼마는 가 그는 그 그래요요? 그를 하라 사용하는 그리는 그리고 모든 사람이 되자 | | Date Cr 11/02/20 | | Last Edited B GARYR | y # of Edits 2 |
|----------------------|---|-------------|---------------------|------------------------|------------------------|----------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | | e Cause/So PRESS BL | | PRESS BLEED;RE-EVAL |
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 6,475 |
| Dealer #: | 206702 | TZ: | EST | VIN: 1H | GCM66854A | Err: |
| Dir Cont: | THOMAS CARR | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (201) 569-5515 | Extn: | | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | ROBERT BRISLIN | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | LISA MAGDA | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | D & C HONDA OF TENAFLY | | | Desc: | ACCORD 4DR EX- | V6NV 6CYL 240.0HP |

28 COUNTY ROAD TENAFLY NJ 07670

Phone: (201) 569-5515 DPSM: Stefanie Senkiw Fax #: (201) 541-8538

Zone/Dist: 05E

Previous Dealer/Contact

Date

RO #:

Case Type: Technical

W.O. #:

WhtBdy:

Engine #:

Em Type:

Tech Line Suggests

Information from Dealer

Trans #:

P/S, SUN ROOF, ABS, AIR BAG,

| 11/2/2004 JOHNB | |
|--|--|
| 1 11/02/04 12:21:33 ISIS:> | VERY LOW PEDAL TRIED BLEEDING NO CHANGE |
| 2 11/02/04 12:21:42 johnb:> | SO DO WE REPLACE MASTER, OR MODULATOR, OR BOTH |
| 3 NEED TO PRESSURE BLEED THE SYSTEM, THEN | |
| EXERCISE IN SAFE MANNER THE ABS | |
| MODULATOR;THEN PRESSURE | |
| | BLEED AGAIN; THEN NOTE RESULT |
| 5>CANNOT,NO PRESSURE BLEEDER | |
| 6 VACUUM BLEEDER> | THE PROPERTY OF THE PROPERTY O |
| 7 THEN NEED TO OBTAIN A PRESSURE BLEEDER, OR | |
| CONTACT YOUR DPSM FOR MODULATOR | |
| REPLACEMENT; MDOULATOR | |
| - 18 - 19 1 - 19 | REPLACEMENT MAY NOT BE NECESSARY IF A PRESSURE |
| 9 | BLEEDER CAN REMOVE THE AIR |
| 10 11/02/04 13:00:34 GARYR:> | WE DON'T HAVE A PRESS BLEEDED ATIVATE |
| 11 | ABS AND BLEED |
| 12 IF YOU GET AIR THEN REPL THE MODULATOR | |

| T/L Ref# | Created By | Date Created | Last Edite | d By # of Edits |
|---------------|--------------------|------------------|------------|-----------------|
| 1544990 | CHRISV | 03/29/2005 | CHRISV | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | LOW PEDAL | ABS MOD; REPLA | CE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 17,022 |

Dealer #: VIN: 1HGCM66564A Dir Cont: MARK GEROW 2004 Training %: Year: Serv Ph: (512) 458-2511 Extn: Tran: 5AT Serv Mgr: **GARRETT LIMING** Doors: 4DR Parts Mgr: **DAVID HILFER** Fact: **MARYSVILLE** Dir Name: FIRST TEXAS HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1301 WEST KOENIG LANE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **AUSTIN** TX 78756 Engine #: Phone: (512) 458-2511

Fax #: (512) 380-0796 **DPSM:** JERRY MEADE

Previous Dealer/Contact Date

Em Type: Zone/Dist: 03B RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 3/29/2005 CHRISV | |
|--|---|
| 1 03/29/05 11:27:50 ISIS:> | BRAKE PEDAL GOES AWAY BETWEEN STOPS, PUMPING |
| | APPLIES LEFT FRONT AND RIGHT REAR. (THOSE ROTORS |
| 3 | WERE HOT, THE OTHERS COLD). HAS BEEN IN 3 TIMES |
| | BEFORE. STARTED AT THE END OF LAST YEAR. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | 가는 사이 프라스 보다는 것 같아 하네요? 그 사는 Nation 등 1 등 1 등 1 등 1 등 1 등 1 등 1 등 1 등 1 등 |
| 7 03/29/05 11:27:56 CHRISV:> | M/C HAS BEEN REPLACED 3X SO FAR |
| 8 REPLACE THE ABS MOD | |

ACCORD V6

EX-V6

2

Country: USA

Model:

Trim:

WD:

Trans #:

| T/L Ref # 1487913 | Crea JIMH | ted By | Date Cre 12/20/20 | | Last Edited By JIMH | , | # of Edits 1 |
|----------------------|---|-----------------------|--|-------------------------------|------------------------------------|-------------|--------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | Probable Cause/Solution ABS MODULATOR; REPLACE | | | | |
| | | | Resin Source: Status: | | None N/A | Dat Mile | e: eage: 15,892 |
| Dealer #: | 208213 | TZ: | EST | VIN: 1HG | CM66504A | Err: | |
| Dir Cont: | BERT LAMM | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (443) 535-0500 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | ERIC HAWKES | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | LONNIE MAZZA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | JIM COLEMAN HONI 12441 AUTO DRIVE CLARKSVILLE | DA MD 21029 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | OHP 3.0L |
| Phone: (44 | 3) 535-0500 | Fax #: (443) 535-0792 | 2 | Em Type: | | | |

Tech Line Suggests

DPSM: RAFIK ABDULLAHI

Previous Dealer/Contact

Zone/Dist:

Date

06B

Information from Dealer

Case Type: Technical

| 12/20/2004 JIMH | |
|------------------------------|--|
| 1 12/20/04 07:00:56 ISIS:> | LOW BRAKE PEDAL |
| 2 12/20/04 07:01:28 JAMESH:> | PEDAL LOWER THAN NORMAL. IF YOU PUMP THE BRAKE |
| 3 | IT WILL HOLD. IT IS JUST LOWER THAN NORMAL |
| 4 DOES IRT FADE?> | |
| 5 AIR IN SYSTEM?> | BLED SYSTEM FOUND NO AIR |
| 6 REPLACE THE ABS MODULATOR | |

RO #:

W.O. #:

| T/L Ref | # Created By | Date Created | Last Edited B | y # of Edits |
|---------------|-------------------------|---------------------|------------------|-----------------|
| 2605307 | GARYR | 04/30/2008 | GARYR | |
| Cod | e Original Complaint | Probable Cause/Solu | ution | |
| P 4150 | P 4150 BRAKE PEDAL SOFT | HSB 07-045, ACTIVA | TE AND BLEED, RE | PL MOD |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 39,605 |

| | | | Status: | | N/A | Mile | eage: 39,605 |
|--------------------|--|------------------------------|---------|-------------------------------|--|--------------|-------------------------|
| Dealer #: | 207697 | TZ: | PST | VIN: 1HGC | CM66504A | Err: | |
| Dir Cont: | KEITH BATES | Training %: | 65 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (253) 472-2300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TERRY ZELLER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BERNIE GREGO | RY | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SOUTH TACOMA 7802 SOUTH TAC TACOMA | 불통하다 화진한 외 경기를 하는 사람이 하다 하다고 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A J30A42037239 | BS, AIR BAG, |) HP 3.0 BAYA6035771 |
| Phone: (253 | 3) 472-2300 | Fax#: 2534729590 | | Em Type: | J30A42037239 | | |
| DPSM: PHIL | _ HEINZMAN | Zone/Dist: 02B | | RO #: | 278445 | | |
| Previous Dea | ler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

W.O. #:

| T/L Ref # 1420168 | Created By LANCEK | Date Created 08/25/2004 | Last Edited E PAULI | By # of Edits |
|----------------------|---|---|-------------------------------|-----------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL SINKS TO THE FLOOR | Probable Cause/Solution MODULATOR, REPLACE ABS MODULATOR | | |
| | | ResIn Source: Status: | None P HAM | Date: Mileage: 18,285 |

| | | | otatao. | | r i izaivi | 181110 | age. 10,200 |
|-----------|--------------------|-----------------------|---------|------------|------------------------------------|----------|-------------|
| Dealer #: | 207330 | TZ: | CST | VIN: 1HGC | CM66524A | Err: | |
| Dir Cont: | KENT | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (816) 251-8700 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr | : DAVID RODGERS | | | Doors: | 4DR | WD: | 2 |
| Parts Mg | r: SCOTT HUBBARD | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name | : LEE'S SUMMIT HO | NDA | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | HP 3.0L |
| | 401 NE COLBERN RD. | | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | |
| | LEES SUMMIT | MO 64086 | | Engine #: | | Trans #: | |
| Phone: | (816) 251-8700 | Fax #: (816) 251-8778 | | Em Type: | | | |
| DPSM: | Michael Wehmeir | Zone/Dist: 08L | | RO #: | | | |
| Previous | Dealer/Contact | Date | | Case Type: | Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 8/25/2004 LANCEK | |
|--|---|
| 1 08/25/04 13:32:59 ISIS:> | BRAKE PEDAL SINKS ALMOST TO THE FLOOR, VERY SOFT. |
| R 2 학교통을 불학하는다는 호텔 R 트로드를 하는다. 말이다. | MILEAGE 17720 AT TIME OF FIRST COMLAINT. I CHECKED |
| 3 | ALL CALIPER SLIDES AND PISTON MOVEMENT BACK INTO |
| | CALIPERS AND FOUND NO PROBLEMS. I REPLACED MASTER |
| 5 | CYLINDER. CAR IS BACK WITH THE SAME PROBLEM???? |
| 6 08/25/04 13:33:19 LANCEK:> | THE CAR IS BACK WITH THE SAME CONDITION |
| 7 EXERCISE THE ABS AND BLEED AS PER SM | |
| 8 IF PEDAL COMES BACK UP REPLACE ABS MODULATOR | |
| 9 WE WILL BE CALLING THE MODULATOR IN | |
| 10 08/25/04 13:37:38 LANCEK:> | GREGN/PAULI |
| 11 PLEASE PICK UP MODULATOR AS PER F6 | |
| 12 SHIP TO HAM ATT: Jeremy Gerrard | |
| 13 08/26/04 07:14:11 GREGN:CB> | SERVICE |
| 14 PARTS PLEASE> | DENNIS W |
| 15 FAXED SHIPPING REQUEST> | |
| 16 PLEASE CALL ME BACK WITH A/B#> | 818323574682 |
| 17 09/20/04 14:16:08 PAULI:> | CLM #133925 UPDATED AS PRTS RCVD 9/10/04) |
| 18 08/27/04 09:22:56 GREGN:> | MSG: SEE ABOVE A/B # |
| | on the state of the The state of the state o |

| dits |
|--------|
| |
| |
| |
| |
| 39,380 |
| |

208301 Dealer #: **EST** VIN: 1HGCM66584A0 TZ: Err: Dir Cont: **ROBERT POWERS** 2004 Training %: Year: Model: ACCORD V6 Serv Ph: 240-864-0880 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: JOHN BIERMAN 2 WD: Doors: 4DR Parts Mgr: **DWIGHT MITCHELL** Fact: MARYSVILLE Country: USA Dir Name: CRISWELL HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 19525 AMARANTH DRIVE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **GERMANTOWN** MD 20874 Engine #: Trans #: Phone: 240-864-0880 Fax #: (240) 364-7165 Em Type: DPSM: DANIEL MAY Zone/Dist: RO #: 06A Previous Dealer/Contact Case Type: Technical Date

W.O. #:

Tech Line Suggests

Information from Dealer

| reon Enic Oaggests | | mornation nom beater |
|---|------------------------------|--|
| 1/9/2006 | RAYDAVIS | |
| 1 01/09/06 11:14:07 ISIS | :> | CUSTOMER COMPLAINS OF "NO BRAKE PRESSURE". UPON |
| 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 | | TEST DRIVE, BRAKE PEDAL SINKS TO FLOOR ON FIRST |
| 3 | | APPLICATION OF EACH STOP; OPERATES SATISFACTORILY |
| 4.4 | | ON SUBSEQUENT APPICATIONS. PEDAL CONTINUES TO SINK |
| 5 | | TO FLOOR ON FIRST APPLICATION OF EACH STOP; CAN BE |
| | | "PUMPED UP" TO STOP CAR SATISFACTORILY. |
| 7 HAS THE VEHICLE HA | AD ANY PREVIOUS REPAIRS FOR | |
| 8 THIS PROBLEM? | | YES |
| 9 IF YES, REPAIR DESC | CRIPTION?> | CUSTOMER HAS HAD TWO MASTER CYLINDER |
| | | REPLACEMENTS |
| 10 | | UNDER WARRANTY: 8/21/04, AND 12/3/04. |
| 11 01/09/06 11:14:46 RAY | 'D:> | |
| 12 WILL THE CAR STOP? | | YES, IT DOES BUT IT FEELS LIKE AN UNASSISTED |
| 13 | | BRAKE PEDAL |
| 14 UNASISTED BRAKE P | EDAL TO ME WOULD BE HIGH AND | |
| 15 HARD? | > | WELL, NO THIS IS LOW AND HARD |
| 16 EXERCISE ABS, IF PE | DAL COMES UP, REPLACE THE | |
| 17 MODULATOR | <u> </u> | |

| T/L Ref # 1562722 | | eated By MP | Date Cre 04/28/20 | | Last Edited By JIMH | | # of Edits 2 |
|----------------------|--|-----------------------|-----------------------------|-------------------------------|------------------------------------|-------------------|----------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOE | S TO FLOOR | | e Cause/Solu R CYLINDER | ition FAULTY;REPAIR AS | S NEEDED | |
| | | | Resin Se Status: | ource: | None N/A | Da M il | te: leage: 19,651 |
| Dealer #: | 207260 | TZ: | EST | VIN: 1HGC | CM66574A | Err; | |
| Dir Cont: | SCOTT | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (407) 291-6090 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DERVIN CARTY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JEFF TURJA | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | CLASSIC HONDA 4000 WEST COLO ORLANDO | NIAL DR. FL 32808 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (40 | 07) 291-6090 | Fax #: (407) 298-4169 |) | Em Type: | | | |
| DPSM: RO | BERT RICHERT | Zone/Dist: 07L | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 1/25/2006 TOMP | |
|--|--|
| 1 04/28/05 06:48:41 ISIS:> | PEDAL GOES TO FLOOR EVERY TIME. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 04/28/05 06:48:49 TOMP:> | H SCOTT: 사용하는 사용자는 사용자는 사용자는 보다 되었다고요? |
| 5 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 그는 6 - 사용하다 하는 사람들은 사람들은 사람들은 사는 보다는 그는 사람들이 없다. | 도본 YES. 그리다 크리를 통한 사람들은 살길 가능한 기본 기를 다 있는 것 |
| 7 IF PEDAL GOES TO FLOOR HOW DO YOU STOP THE CAR? | |
| (2) 8 시간의 요마시아라이지 않는 사람이 하고 모르는 것이다. | HAVE TO PUMP THE PEDAL. |
| 9 HOW CAN I HELP?> | I'M GETTING DIFFERENT STORIES AS TO WHAT IS |
| 2·10 | WRONG FROM OTHER TECHS HERE. SOME SAY ABS IS THE PROBLEM OTHERS SAY M/C. |
| 12 COULD BE EITHER, DEPENDING ON THE "ACTUAL" | |
| 13 SYMPTOM. IF THE PEDAL IS REALLY GOING ALL THE | |
| 14 WAY TO THE FLOOR AND THE CAR DOES NOT STOP. | |
| 15 THEN THE M/C IS THE LIKELY CAUSE. | |
| 16 IF THE PEDAL JUST TRAVELS EXCESSIVLY, BUT THE | |
| 17 CAR STOPS WITHOUT PUMPING, THEN THE ABS MODULATOR | |
| 18 COULD BE THE CAUSE. | |
| 19 PERFORM MASTERCYLINDER TEST SEE HSN-96/02 | |
| 20 IF NTF; FAULTY ABS MODULATOR? | |
| 21 01/25/06 09:49:35 ISIS:> | BRAKE PEDAL GOES LOW HAS TO PUMP.CAN'T DUPLICATE |
| | .HAD MASTER AND MODULATOR REPLACED 8000 MILES |
| . 23 | AGO SAME PROBLEM COULD NOT DUPLICATE AT THE TIME |
| | EITHER HAS BEEN IN FOR 2 OIL CHANGES SINCE REPAIRS |
| 25 NAME OF THE PROPERTY OF THE | . NOW SAYS IT HAPPENING AGAIN WHEN WIFE |
| 된 26 시간 시간 회사는 사람들이 되었다면 하는 사람들이 되었다. | DRIVES???? |
| 27 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | ter en la meropeo de la majorita de la meropeo de la m |
| 28 THIS PROBLEM?> | |
| 29 IF YES, REPAIR DESCRIPTION?> | REPLACE MASTER CYL. AND MODULATOR |
| 보 30 등록하시는 경험하는 말라고 있다. 그리고 보다 전 보는 다른 사람들이 되었다. | CAR HAS 29943. WE CANNOT DUPLICATE. THE |
| in 31. O al la transportación de Alexanda de la lagra de la completa para de la seria la viva de la completa de la com | HUSBAND BROUGHT THE CAR IN. HE HAS NEVER |
| 보 <mark>32</mark> . 기계가 하지만 보고 있는 것은 | DUPLICATED IT HIM SELF. HIS WIFE IS THE ONLY |
| | ONE TO HAVE THIS PROBLEM. ALL PARTS HAVE BEEN |
| | REPLACED. |
| 35 DOES COUSTOMER RECOGNIZE ABS MODULATION | ne mana ang atawa kalala ang kanapatan na kanapatan na kalala na kanapatan na kanapatan na kanapatan na kanapa Kanapatan na kanapatan na kanapa |
| 36 COMPLETLY CK BRAKE SYSTEM AND REFER TO DPSM | |
| 37 | |

| T/L Ref # 2223199 | Creat KENE | ed By | Date Cre 12/13/20 | | Last Edited By KENE | | # of Edits |
|----------------------|--|--------------------------------------|--|--------------------------|------------------------|--------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution ABS MODULATOR; CHECK FLUID VOLUME | | | | |
| | | | Resin So Status: | ource: | None N/A | Dat Mile | e: eage: 24,839 |
| Dealer #: | 206938 | TZ: | EST | VIN: 1HG | CM66554A | Err: | |
| Dir Cont: | RIDENOUR | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (717) 597-3101 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TOM HOUPT | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RANDALL HARBAUG | H | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | ANTRIM WAY HOND/ 200 S. ANTRIM WAY GREENCASTLE | A PA 17225 | | Desc: WhtBdy: | ACCORD 4DR EX- | BS, AIR BAG, |) HP 3.0 BAYA6036161 |
| | 17) 597-3101 bert Borzilleri | Fax #: (717) 597-6712 Zone/Dist: 06E | 2 | Engine #: Em Type: RO #: | J30A42037712 | II alis #. | BA1A0030101 |

Tech Line Suggests

OR ABS MODULATOR

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

| 12/13/2006 7:51:04 AM KENE | |
|--|--|
| 1 | BRAKE PEDAL GOES TO FLOOR WHEN STOPPING. CHECKED |
| | ALL PADS, CALIPES AND LINES. MAST. CYL. IS LOW. |
| 2 CAN YOU DUP | TYES |
| 3 CHECK FLUID VOLUME TO DETERMIN IF MASTER CYL | |

W.O. #:

| T/L Ref # 1563777 | Created By JOHNB | Date Created 04/29/2005 | Last Edited | By # of Edits 1 | | | |
|----------------------|---------------------|---|-------------|--------------------|--|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | | |
| P 4150 | BRKE PEDAL LOW/SOFT | PRESS BLEED, EXERCISE, PRESS BLEED; RE-EVAL | | | | | |
| | | ResIn Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 22,423 | | | |

VIN: Dir Cont: **ALEX GONZALES** 2004 Training %: Year: Model: ACCORD V6 Serv Ph: (325) 793-3030 EX-V6 Extn: Tran: Trim: 5AT 2 Serv Mgr: WD: Doors: 4DR Parts Mgr: Fact: **MARYSVILLE** Country: USA Dir Name: STAR HONDA OF ABILENE Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1395 S.DANVILLE AVENUE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **ABILENE** TX 79605 Engine #: Trans #: Phone: (325) 793-3030 Fax #: (325) 793-3036 Em Type: DPSM: L.D. ANDRUS Zone/Dist: 03F RO #: Previous Dealer/Contact Date Case Type: Technical

W.O. #:

Information from Dealer

| 4/29/2005 JOHNB | |
|--|--|
| 1 04/29/05 12:25:01 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER, BLED BRAKES SYSTEM THE |
| 5 | LAST TWO TIMES THAT CAME IN AND THIS TIME MAKE IT |
| | THREE THE REPORT OF THE PROPERTY OF THE PROPER |
| 7 04/29/05 12:25:08 JOHNB:> | PRIOR VISIT;BLED BRAKES AND REPLACED |
| · 경영· 경영· 경영· 경영· 경영· 경영· 경영· 경영· 경영· 경영 | MASTER;BRAKES FIXED;NOW BACK PEDAL LOW AND |
| 9 | SOFT AGAIN; VACUUM BLEED AND NOW PEDAL NORMAL |
| 10 PRESSURE BLEED SYSTEM AND THEN IN A SAFE | |
| LOCATION, EXERCISE ABS MANY TIMES; THEN | |
| PRESSURE BLEED | |
| 11 | AGAIN, IF PROBLEM REOCCURS, REPLACE MODULATOR |
| | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Tech Line Suggests

| T/L Ref# | Created By | Date Created | Last Edited | By # of Edits |
|---------------|-----------------------|------------------|-------------|-----------------|
| 1605683 | PETERL | 07/11/2005 | PETERL | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | P 4150 LOW SOFT PEDAL | MOD; REPLACE | | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 19,146 |

Dealer #: VIN: 1HGCM66554 Err: Dir Cont: MARC DUFORT 2004 Training %: Year: ACCORD V6 Model: Serv Ph: (336) 785-3380 Extn: Trim: EX-V6 Tran: 5AT Serv Mgr: **KELLY MOORE** 2 WD: Doors: 4DR Parts Mgr: FRANK PARRO Country: USA Fact: MARYSVILLE Dir Name: **FLOW HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 2600 PETERS CREEK PKWY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, WINSTON-SALEM NC 27127 Engine #: Trans #: Phone: (336) 785-3380 Fax #: (336) 784-0067 Em Type: DPSM: OPEN POSIT 10/22/08 Zone/Dist: 06L RO #: Previous Dealer/Contact Date Case Type: Technical

Tech Line Suggests

Information from Dealer

| 7/11/2005 PETERL | |
|--|--|
| 1 07/11/05 06:24:35 ISIS:> | BRAKE PEDAL SINKING TO FLOOR AGAIN-MASTER |
| - 반후 호텔 사용로를 발생하는데 하는 하는 하는데 그는 사람이 그 때문? | CYLINDERREPLACED ONCE HERE AT 15,478 MILES IN |
| 3 | 4/05 |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | BRAKE PEDAL SINKING TO FLOOR |
| 7 07/11/05 06:24:41 PETERL:> | WE REPLACED THE MASTER AND NOW ITS BACK |
| 8 DID IT LEAVE WITH I HIGH HARD PEDAL> | THE YES TO THE TOTAL THE PROPERTY OF THE PROPE |
| 9 REPLACE THE MOD | |

W.O. #:

| 140 | 9105 | KENE | 08/06/2004 | PAULI | |
|-----|-----------------------------|--------------------|----------------------|-----------|----------------|
| | Code | Original Complaint | Probable Cause/S | olution | |
| Р | P 4150 BRKE PEDAL LOW INTER | ABS MODULATOR | R; REPLACE WILL PICH | KUP PARTS | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | P HAM | Mileage: 4,375 |

207975 Dealer #: **EST** VIN: 1HGCM66554A Err: Dir Cont: SHAWN VIEIRA 2004 Training %: ACCORD V6 Year: Model: Serv Ph: (508) 336-7100 EX-V6 Tran: Trim: Extn: 5AT Serv Mgr: PETER SLOTA 2 WD: Doors: 4DR Parts Mgr: TROY ESPINOLA Country: USA Fact: MARYSVILLE Dir Name: HERB CHAMBERS HONDA OF SEEKONK Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L **185 TAUNTON AVENUE** WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SEEKONK MA 02771 Engine #: Trans #: Phone: (508) 336-7100 Fax #: (508) 336-7286 Em Type: DPSM: BARRY ZOLL Zone/Dist: 09F RO #: Previous Dealer/Contact Case Type: Technical Date

W.O. #:

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|--|---|
| 8/6/2004 KENE | |
| 1 08/06/04 13:12:13 ISIS:> | DID TEST REPLACED MASTER CYLINDER PERFORMED |
| - 필 2 골프를 맞아하는 사람들은 그를 가는 것은 그는 그를 보고 있다. 그는 것은 | BLEED PROCEEDURE PER SERVICE MANUAL AND PEDAL |
| 3 | SINKS AGAIN AFTER DRIVING CAR A COUPLE OF DAYS |
| 4 08/06/04 13:12:19 KENE:> | PETE S/M |
| 5 DO YOU GET AIR IN SYSTEM?> | I DONT SEE BUBBLES |
| 6 SAME AS ORIGINAL MASTER?> | THE ORIGINAL WOULD GO ALL THE WAY DOWN, NOW IF |
| 7 | YOU PUMP THE PEDAL IT GETS NORMAL |
| 8 AIR IN SYSTEM?> | (NO 역원 등의 사진 등은 사람들은 기를 하면 그는 역간 등을 하기 |
| 9 AND YOU CAN DUP?> | YES |
| 10 REPLACE ABS MODULATOR | |
| 11 HAM is still interested in collecting ABS modulators that | |
| cause a low brake pedal for more | |
| 조12 - 트리크라스 본프를 개발 등 시간 등 경험 중인 사람이 되었다고 | analysis. Please pend the contact to PI so he can |
| 13 | ship the faulty modulator directly to Jeremy |
| 가 <mark>게 되었다. 그 나는 사람들은 사용하는 가 하는 사람들은 사람들은 함께</mark> 살았다. | Gerrard. |
| 15 08/06/04 13:47:54 PAULI:> | WILL ARRANGE |
| 16 08/09/04 15:42:43 PAULI:> | FAXED SHIP REQUEST |
| 17 09/20/04 14:41:48 PAULI:> | CLM #25043 UPDATED AS RCVD 9/7/04 |
| | |

| Created By | Date Created | Last Edited E | By # of Edits | | |
|--|---|---|--|--|--|
| LANCEK | 05/17/2007 | ROSSL | 3 | | |
| Original Complaint BRAKE PEDAL IS LOW | Probable Cause/Solution MODULATOR; EXERCISE ABS, BLEED BRAKES AS PERF SM | | | | |
| | ResIn Source: | None | Date: | | |
| | Status: | N/A | Mileage: 39,323 | | |
| | LANCEK Original Complaint | LANCEK 05/17/2007 Original Complaint Probable Cause/S BRAKE PEDAL IS LOW MODULATOR; EX Resin Source: | LANCEK 05/17/2007 ROSSL Original Complaint Probable Cause/Solution BRAKE PEDAL IS LOW MODULATOR; EXERCISE ABS, BLEED Resin Source: None | | |

| | | Resin So | ource: | None | Dat | e: |
|------------------------------|--|--|---|---|--------------|-----------------------|
| | | Status: | | N/A | Mile | eage: 39,323 |
| 207442 | TZ: | PST | VIN: 1HGC | M66534A | Err: | |
| RODNEY RIVERA | Training %: | 82 | Year: | 2004 | Model: | ACCORD V6 |
| (925) 934-0530 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| TOM QUINLAN | | | Doors: | 4DR | WD: | 2 |
| TOM ERVIN | | | Fact: | MARYSVILLE | Country: | USA |
| 하는 경우 사람들은 사람들은 사람들이 하는 것이다. | [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] - [14] | | Desc: WhtBdy: Engine #: | P/S, SUN ROOF, A | BS, AIR BAG, | HP 3.0 BAYA6040407 |
| 5) 934-0530 | Fax #: 9254764248 | | Em Type: | | | |
| EVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | 68069 | | |
| aler/Contact | Date | | Case Type: W.O. #: | Technical | | |
| | RODNEY RIVERA (925) 934-0530 TOM QUINLAN TOM ERVIN WALNUT CREEK HO 1707 NORTH MAIN S WALNUT CREEK 5) 934-0530 EVEN ROSTOMILY | RODNEY RIVERA Training %: (925) 934-0530 Extn: TOM QUINLAN TOM ERVIN WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596 5) 934-0530 Fax #: 9254764248 EVEN ROSTOMILY Zone/Dist: 12D | Status: 207442 TZ: PST RODNEY RIVERA Training %: 82 (925) 934-0530 Extn: TOM QUINLAN TOM ERVIN WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596 5) 934-0530 Fax #: 9254764248 EVEN ROSTOMILY Zone/Dist: 12D | 207442 TZ: PST VIN: 1HGC RODNEY RIVERA Training %: 82 Year: (925) 934-0530 Extn: Tran: TOM QUINLAN Doors: Fact: TOM ERVIN Fact: Desc: WALNUT CREEK HONDA Desc: WhtBdy: 1707 NORTH MAIN STREET WhtBdy: Engine #: E0) 934-0530 Fax #: 9254764248 Em Type: EVEN ROSTOMILY Zone/Dist: 12D RO #: Aller/Contact Date Case Type: | Status: N/A | Status: N/A Miles |

Tech Line Suggests

Information from Dealer

| 5/17/2007 9:34:12 AM LANCEK | CUSTOMER REPORTS THAT THE BRAKES ARE NOT STOPPING |
|---|---|
| | THE CAR FAST ENOUGH |
| 2 DUPLICATE? | YES |
| 3 CHECK ALL BRAKE CALIPERS, SLIDE PINS? | YES |
| 4 EXERCISE ABS AND BLEED BRAKES AS PERF S/M 2-3 | 3X |
| 5/17/2007 10:12:44 AM ROSSL | |

5 TRANSFER TO GENERAL

| | Ref # 31436 | Created By KEITHC | Date Created 12/08/2004 | Last Edited B KEITHC | y # of Edits 1 |
|---|-----------------------|----------------------|----------------------------|-------------------------|-------------------|
| | Code | Original Complaint | Probable Cause/S | | |
| P | P 4150 | BRKE "FEEL"PRBLMS | REPLACE MODUL | ATOR | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 10,500 |

| | | | 11001110 | ouroc. | None | Date. | |
|------------------------------|---|--------------------------------|----------|-------------------------------|------------------------------------|--|---------------|
| | | | Status: | | N/A | Mileage: 1 | 0,500 |
| Dealer #: | 207200 | TZ: | EST | VIN: 1HG0 | CM66534A | Err: | |
| Dir Cont: | ERIC LEEDS | Training %: | | Year: | 2004 | Model: ACCOR | ₹D V 6 |
| Serv Ph: | (201) 368-0190 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | TIMOTHY MAHON | | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | EDWARD BOGER | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | DCH PARAMUS H WEST 120, ROUTE PARAMUS | 일반 및 경기 전 보다는 이번 가는 그리는 것 같아요? | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: | |
| Phone: (20° | 1) 368-0190 | Fax #: (201) 368-0234 | | Em Type: | | | |
| DPSM: MA | THEW HATCH | Zone/Dist: 05D | | RO #: | | | |
| Previous Dealer/Contact Date | | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 12/8/2004 KEITHC | |
|-----------------------------|--------------------------------------|
| 1 12/08/04 07:05:30 ISIS:> | BRAKE PEDAL FEELS LOW. |
| 2 12/08/04 07:05:54 KEITHC: | REPLACED M/C 2K AGO |
| 3 | INSPECTED BRAKES, BLED, SEEMS BETTER |
| A REPLACE MODULATOR | |

| Code P 4150 | Original Complaint LOW PEDAL | | | e <mark>Cause/Sol</mark> u D; TRY TO F | | |
|--|---------------------------------|-------------|-------------------------------|---|--|-----------------------|
| | | | Resin So Status: | • | None N/A | Date: Mileage: 12,195 |
| Dealer #: | 208220 | TZ: | PST | VIN: 1HG | CM66514A | Err: |
| Dir Cont: | RAUL FLORES | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (626) 756-3800 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | MIKE RICKETT | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | CARLOS GOMEZ | | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: NORM REEVES HONDA SUPERSTORE WEST COVINA 1840 E. GARVEY AVE. SO WEST COVINA CA 91791 | | T | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: | |
| Phone: (626) 967-6251 | | | | Em Type: | | |
| DPSM: MARK BROWN Zone/Dist: 01E | | | | RO #: | | |
| Previous Dealer/Contact Date | | | | Case Type: | Technical | |

Tech Line Suggests

Information from Dealer

| 12/8/2004 CHRISV | |
|--|---|
| 1 12/08/04 15:34:38 ISIS:> | BRAKE PEDAL IS GOING ALL THE WAY DOWN TO THE FLOOR, |
| · 문 .2 보고 있는 회사를 통해를 통하는 것이라고 하는 하다면 하는 것이다. 그 것은 | DOES NOT STOP CORRECTLY |
| 3 12/08/04 15:34:41 chrisv:> | ANOTHER TECH REPLACED THE M/C BEFORE. CAME |
| | BACK. WE BLED THE BRAKES AND IT SEEMS OK NOW |
| 5 VERIFY THE REPAIR, IF OK SHIP THE CAR. IF YOU | |
| 6 CAN REDUP THEN REPLACE THE ABS MOD | |
| | |

W.O. #:

| Probable Cause/Solution UNKNOWN?;BLOCK EACH CLPR TO ISO | | | |
|---|--|--|--|
| 28,288 | | | |
| | | | |
| RD V6 | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Tech Line Suggests

DPSM: MATHEW HATCH

Previous Dealer/Contact

Zone/Dist:

Date

05D

Information from Dealer

Case Type: Technical

W.O. #:

| rech Line Suggests | Illiotiliation from Dealer |
|--|--|
| 5/2/2006 DAVEM | |
| 1 05/02/06 12:48:44 ISIS:> | BRAKE PEDAL IS SOFT AND GOING TO FLOOR. |
| - 보 2 회사 회사를 들었다고 하는 하는 글로 보는 것이다. | CHECKED AGAIN FOR ANY LEAKS-NO LEAKS FOUND. |
| 2 | CHECKED CALIPER SLIDES/PINS TO MAKE SURE MOVING |
| The state of the s | FREE-THEY ARE. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | Segres and the consequence of the second contract of the contr |
| 7 IF YES, REPAIR DESCRIPTION?> | CAR CAME IN ON 11/29/05 SOFT BRAKE PEDAL-JUST HAD 4 |
| 그리8 : 하다리는 얼마나를 들었을 때 그리고 하는 그리고 있을 느라는 하다. 다 | WHEEL BRAKE JOB AT OUTSIDE SHOP-REAR PINS ON |
| 9 | CALIPER PISTONS WERE NOT ALIGNED IN GROVE ON BACK |
| | OF PADS- PUT HONDA PADS ON REAR WITH PINS IN |
| | GROVE-PEDAL WAS GOOD. CAR CAME BACK ON 12/16/05 |
| 112 Property of the Control of the C | -SOFT PEDAL -PUT MASTER CYLINDER IN -PEDEL WAS |
| 13 | GOOD. |
| 14 05/02/06 12:49:06 davem:> | SEE ABOVE |
| 15 EXRCS ABS?> | YES, DID THAT, SAME |
| 16 RE-INPECTED THE SLIDE PINS, ETC.?> | YES, ALL OK |
| 17 REBLEED?> | YES, SAME |
| 18 BLOCK EACH CLPR ONE AT A TIME | |
| 19 | |

| T/L Ref # 1511568 | Created E GARYR | y | Date C 01/31/2 | reated 2005 | Last Edited By | y | # of Edits 2 | |
|-----------------------|--|-----------------|-------------------|--|------------------------------------|---------|----------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL TO FLOOR | | | Probable Cause/Solution MSG: REPL ABS MODULATOR | | | | |
| | | | Resin : Status | Source: : | Message center N/A | | te: leage: 18,357 | |
| Dealer #: | 208262 | TZ: | EST VIN: | | GCM66534A | Err: | rr: | |
| Dir Cont: | JIM FULLER | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (304) 325-9141 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | MARK TIBBS | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | JAMES MOORE | | | Fact: | MARYSVILLE | Country | : USA | |
| Dir Name: | COLE HONDA, LLC ROUTE 460 GREEN VALI BLUEFIELD | .EY WV 24701 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Tech Line Suggests

Phone: (304) 325-9141

Previous Dealer/Contact

DPSM: Monroe Nute

Information from Dealer

| 1/31/2005 GARYR | |
|-------------------------------|--|
| 1 01/31/05 10:49:27 ISIS:> | REPLACED MASTER CYL. AND CAPILER A MONTH AGO |
| | BRAKE |
| | IS GOING TO FLOOR AGAIN BOOSTER PASS TEST |
| 3 01/31/05 10:49:42 GARYR:> | |
| 4 REPL MODULATOR | |
| 5 02/03/05 08:07:06 ROBERTH:> | REPL ABS MODULATOR |
| | |

Fax #: (304) 327-0007

06G

Zone/Dist:

Date

| T/L Ref # 1436275 | Creat TOM | ed By | Date Created 09/22/2004 | Last Edited | I By # of Edits 1 | |
|----------------------|---------------------------|-------------|---|---|----------------------|--|
| Code | Original Complaint | | Probable Caus | *************************************** | | |
| P 4150 | BRAKE PEDAL GOES TO FLOOR | | FAULTY ABS MODULATOR; EXERCISE/BLEED BRAKES | | | |
| | | | ResIn Source: | rce: None | Date: | |
| | | | Status: | N/A | Mileage: 11,852 | |
| Dealer #: | 207260 | TZ: | EST VIN: | 1HGCM66814A | Err: | |
| Dir Cont: | NEVILLE | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (407) 291-6090 | Extn: | Tran: | 5AT | Trim: EX-V6NV | |

Doors:

Fact:

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

W.O. #:

Serv Mgr: **DERVIN CARTY** Parts Mgr: JEFF TURJA Dir Name: CLASSIC HONDA

4000 WEST COLONIAL DR. ORLANDO FL 32808

Phone: (407) 291-6090 DPSM: ROBERT RICHERT

Previous Dealer/Contact Date

Fax #: (407) 298-4169

Zone/Dist: 07L

Case Type: Technical

4DR

MARYSVILLE

WD:

Trans #:

ACCORD 4DR EX-V6NV 6CYL 240.0HP

P/S, SUN ROOF, ABS, AIR BAG,

Country: USA

| Tech Line Suggests | Information from Dealer |
|--|--|
| 9/22/2004 TOMP | |
| 1 09/22/04 13:15:23 ISIS:> | BRAKE PEDEL GOES TOO FAR |
| 2 09/22/04 13:15:29 TOMP:> | NEVILLE: |
| 3 WHAT DOES THAT MEAN? | |
| | THE BRAKE PEDAL GOES TO THE FLOOR. |
| 5 | I REPLACE THE MASTERCYLINDER AND IT WAS OK FOR |
| | ABOUT 2 WEEKS. THEN CUSTOMER RETURNED WITH A LOW PEDAL. |
| 8 HAS THE CAR EVER FAILED TO STOP?> | una del Titolo Titolo Titolo della come di anticolo di Propinsi di Sala di Sala di Sala di Sala di Sala di Sal |
| 9 WHAT HAVE YOU DONE TODAY? | 기보면 NO 보고 있는데 보고 있는데 보고 있는데 되었다. |
| | CHECK PEDAL ADJUSTMENT, AND COMPARE TO OTHER |
| 11 | LIKE CAR. THIS ONE THE BRAKE PEDAL GOES ABOUT |
| | 3" FARTHER DOWN. |
| 13 EXERCISE THE ABS, THEN PRESSURE BLEED BRAKES. | |
| 14 IF BRAKE PEDAL IS STILL LOW; REPLACE ABS | |
| MODULATOR | |
| 15 IF BRAKE PEDAL IS OK, RETURN CAR TO CUSTOMER. | |
| 1946 - 프랑마스를 하하고 있다는 이 얼마지 하는데 맛을 하고 모르는 맛이 없어? | |

| T/L Ref# | Created By | Date Created | Last Edi | ted By # of Edits |
|---------------|--------------------|------------------|----------|-------------------|
| 1419701 | KEITHC | 08/25/2004 | KEITHC | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE "FEEL"PRBLMS | REPLACE MODUL | ATOR | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 7,500 |

Dir Cont: MICHAEL VILLANI 2004 ACCORD V6 Training %: Model: Year: Serv Ph: (845) 278-4180 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: **RAYMOND PAINE** 2 WD: Doors: 4DR Parts Mgr: **KEVIN BENNETT** Country: USA Fact: MARYSVILLE Dir Name: **BREWSTER HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 899 ROUTE 22 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **BREWSTER** NY 10509 Engine #: Trans #: Phone: (845) 278-4180 Fax #: (845) 278-2360 Em Type: **DPSM: RENA BAEZA** 05F RO #: Zone/Dist: **Previous Dealer/Contact** Case Type: Technical Date

Tech Line Suggests

Information from Dealer

| 8/25/2004 KEITHC | |
|--|---|
| 1 08/25/04 07:44:36 ISIS:> | BRAKE PEDAL WENT TO FLOOR- REPLACED MASTER CYL, |
| - 4 2 - 14 - 15 - 15 - 15 - 15 - 15 - 15 - 15 | AFTER A WEEK, PEDAL SOFT AGAIN. BLED BRAKE SYSTEM |
| 3 | FROM ALL 4 CALPIERS. A WEEK LATER, PEDAL SOFT |
| 근 4 경찰에는 작가를 발발되고 말라고 말살살았다. | AGAIN. BLED SYSTEM AT MASTER, ABS MOD, |
| 5 | PROPORTIONING VALVE, AND CALIPERS. 1 WEEK LATER |
| 고면6 환경하다는 고급하는데 하는 이 이 이번에 되는 말을 받는 | SOFT PEDAL AGAIN |
| 7 08/25/04 07:45:22 KEITHC:> | M/C HAS BEEN REPLACED 2X, PEDAL STILL GETS |
| : [18] - 18 - 19 - 19 - 19 - 19 - 19 - 19 - 19 | SOFT |
| 9 POSS MODULATOR> | |

W.O. #:

| Code P 4150 | Original Complaint BRAKE FEEL (SOFT | | | le Cause/Sol SYSTEM OR | ution ABS MODULATOR F | AULTY;REPAI | R AS NE |
|--------------------|---|-------------|---------------|-------------------------------|--|--------------|-------------------------|
| | | | Resin Source: | | None | Date: | |
| | | | Status: | | N/A | Mile | eage: 24,026 |
| Dealer #: | 208312 | TZ: | EST | VIN: 1HG | CM665X4A | Err: | |
| Dir Cont: | MCNUTT TIMOTHY | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (248) 333-3200 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | ANDREW HAAS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DENNIS KNOX | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA BLOOMFIELD 1819 S. TELEGRAPH ROAD BLOOMFIELD HILL | MI 48302 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A J30A42048454 | BS, AIR BAG, |) HP 3.0 BAYA6046566 |

Em Type:

RO #:

W.O. #:

Phone: (248) 333-3200

DPSM: WILLIE IVORY

Previous Dealer/Contact

107973

Case Type: Technical

| Tech Line Suggests | Information from Dealer |
|--------------------------------------|---|
| 1/2/2007 9:13:01 AM TOMP | |
| 1 | BRAKE PEDAL IS SOFT AND HAS EXCESSIVE TRAVEL: TIM: |
| 3 WHAT HAVE YOU DONE? | REPLACED MASTERCYLINDER 2 TIMES. |
| 4 EXERCISE THE ABS, THEN PRESSURE BL | EED SYSTEM. |
| 5 DID THAT FIX THE PROBLEM? | |
| 6 YES: ABS MODULATOR FAULTY | |
| 7 NO LOOK FOR OTHER CAUSE | |

Fax #: (248) 292-2175

04A

Zone/Dist:

Date

| T/L F | Ref# | Created By | Date Created | Last Edited By | , # of Edits |
|-------|------|--------------------|-----------------------|----------------|-----------------|
| 1718 | 398 | CHRISV | 01/17/2006 | CHRISV | |
| (| Code | Original Complaint | Probable Cause/Soluti | on | |
| P 4 | 4150 | 0 INT LOW PEDAL | ABS MOD; REPLACE | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 11,648 |
| | | | | | |

| Dealer #: | 207697 | TZ: PST | VIN: 1HG | CM66524A | Err: | |
|--------------|---|--|------------------|------------------------------------|--------------|-----------|
| Dir Cont: | LEIF AMBROSIC | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (253) 472-2300 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TERRY ZELLER | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BERNIE GREGO | RY | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SOUTH TACOMA 7802 SOUTH TA TACOMA | 호텔 관련 회문 구매 학교를 내려왔다. 이 사이 사이 시간에 보고 있다. | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | BS, AIR BAG, | 0HP 3.0L |
| Phone: (25 | 3) 472-2300 | Fax #: (253) 472-9590 | Engine #: | | Trans #: | |
| DPSM: PHI | L HEINZMAN | Zone/Dist: 02B | RO #: | | | |
| Previous Dea | ler/Contact | Date | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 1/17/2006 CHRISV | |
|--|---|
| 1 01/17/06 11:14:18 ISIS:> | BRAKES STILL SPONGY, REPLACED THE MASTERCYLINDER. |
| | ABS PUMP LINE LOOK LIKE IT WAS SEEPING AT THE |
| 3 | FITTING. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | THE MASTERCYLINDER WAS REPLACED. |
| 7 01/17/06 11:14:29 CHRISV:> | INT LOW PEDAL. BLEED SYSTEM AND ITS FINE FOR A |
| | WHILE |
| 9 REPLACE ABS MOD | |

W.O. #:

| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, LOW, | HARD) | | e Cause/Sol ATOR?; REF | | | |
|--------------------|---|-------------|---------|---------------------------|------------------|---------------|--------------|
| | | | Resin S | ource: | None | Dat | æ: |
| | | | Status: | | N/A | Mile | eage: 67,675 |
| Dealer #: | 208354 | TZ: | CST | VIN: 1HG | CM665X4A | Err: | |
| Dir Cont: | HICKS MATTHEW | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (423) 282-5440 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CHUCK HIGGINS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JOE JACOBS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | JOHNSON CITY HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 |) HP 3.0 |
| | 2806 N. ROAN STREET | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | JOHNSON CITY | TN 37601 | | Engine #: | J30A42049318 | Trans #: | BAYA6047209 |

Tech Line Suggests

Phone: (423) 282-5440

DPSM: Michael Murphey

Previous Dealer/Contact

Information from Dealer

68242

Case Type: Technical

| | mormadon nom board |
|---|---|
| 11/30/2006 11:04:04 AM GARYR | |
| | PEDAL GOES TO THE FLOOR WHEN TRYING TO STOP |
| 2 WHAT HAVE YOU DONE | REPLD M/C AND BOOSTER |
| 3 REPL MODULATOR, BLEED, ACTIVATE AND BLEED | |

Fax #: (423) 282-4097

07B

Zone/Dist:

Date

Em Type:

RO#:

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 469 of 661

| T/L | Ref# | Created By | Date Created | Last Edited I | By # of Edits |
|-----|------|--------------------|------------------|--------------------|----------------------------------|
| 139 | 1292 | DAVEM | 07/08/2004 | DAVEM | The second section of the second |
| | Code | Original Complaint | Probable Cause/S | olution | v |
| Р | 4150 | SOFT & LOW BRAKES | AIR FROM ABS M | OD?;ACTIVATE ABS A | AND MON |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 1,882 |

| | | S | tatus: | N/A | Mileage: 1,882 |
|-------------------------------|----------------|-----------------------|---------------|-----------------------|------------------|
| Dealer #: | 208099 | TZ: E | ST VIN: 1H | IGCM66564AI | Err: |
| Dir Cont: | JOHN JODEKSN | IS Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (607) 433-1251 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | EDWARD TURNI | R | Doors: | 4DR | WD: 2 |
| Parts Mgr: | DOUGLAS MAC | DMBER | Fact: | MARYSVILLE | Country: USA |
| DIr Name: SCOVILLE-MENO HONDA | | Desc: | ACCORD 4DR EX | -V6 6CYL 240.0HP 3.0L | |
| | 65 ONEIDA STRE | ET NY 13820 | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| | ONEONIA | N1 1302U | Engine # | | Trans #: |
| Phone: (6 | 07) 433-1251 | Fax #: (607) 433-1426 | Em Type | | |
| DPSM: D | ON ANDREWS | Zone/Dist: 09B | RO #: | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 39000 | intermation nom beater |
|-----------------------------|--|
| 7/8/2004 DAVEM | |
| 1 07/08/04 07:20:26 ISIS:> | SOFT & LOW BRAKES *CAR HAS NEW MASTER CLY. * |
| 2 07/08/04 07:20:40 DAVEM:> | SEE ABOVE |
| 3 ACTIVATE ABS?> | NEVER DID |
| 4 ACTIVATE ABS AND MON | -> "보다"의 발경도 발경 항공한 보고 지근 성으로 하다 기가 내고 있다고 하는데 |
| 5 CB W/ UPDATE> | |
| | |

| T/L Ref # 1421970 | Created By TOMP | Date Created 08/30/2004 | Last Edited TOMP | By # of Edits 1 | |
|------------------------------|--|--------------------------------|--|--------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution AIR IN BRAKE SYSTEM,ABS/MOD FAULTY;REPAIR AS NEEDE | | |
| | | Resin Source: | None | Date: | |
| | | Status: | N/A | Mileage: 8,400 | |

Dealer #: EST VIN: 1HGCM66524A Err: Dir Cont: JOHN FERNANDEZ Training %: 2004 Year: Model: ACCORD V6 Serv Ph: (610) 649-5600 Extn: EX-V6 Tran: Trim: 5AT Serv Mgr: STEVEN BLOOMER 2 WD: Doors: 4DR Parts Mgr: **GREGORY POWELL** Fact: MARYSVILLE Country: USA Dir Name: MARTIN MAIN LINE HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 123 E. LANCASTER AVE. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **ARDMORE** PA 19003 Engine #: Trans #: Phone: (610) 649-5600 Fax #: (610) 649-8724 Em Type: 05J RO #:

DPSM: JOE GANUN Zone/Dist:

Previous Dealer/Contact Date

Case Type: Technical W.O. #:

Information from Dealer

Tech Line Suggests

| 8/30/2004 TOMP | |
|--|--|
| 1 08/30/04 06:39:49 ISIS:> | M/C WAS REPLACE IN JULY IN MARYLAND FOR LOW |
| | PEDAL. CAR CAME HERE FOR |
| 3 08/30/04 06:40:08 TOMP:> | JOHN: |
| 4 WHAT IS THE PROBLEM? | |
| . 5 | THE PEDAL GOES TO THE FLOOR. |
| 6 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 7 | YES. |
| 8 SO THE PEDAL ACTUALLY GOES TO THE FLOOR, AND | |
| 9 THE CAR DOES NOT STOP?> | WELL, THE PEDAL IS SPONGY AND TRAVELS A LONG |
| | WAY. The second of the way of the |
| 11 DOES THE CAR FAIL TO STOP?> | NO, THE CAR STOPS, THE PEDAL TRAVEL IS LONGER |
| 지12 (하시 라스트라 발생 (트리카리카 라스트로 스트라 스트트) | THAN NORMAL. |
| 13 SO THE OTHER DEALER REPLACED THE MASTER | |
| CLYINDER | |
| 14 IN JULY?> | YES. WHEN CAR CAME HERE A FEW DAYS AGO THE |
| 15 | PEDAL WAS SOFT. I BLED THE BRAKE SYSTEM, GOT |
| 216 Profesional Experience (Paris) (1988) (1988) | SOME AIR OUT, AND AFTER THAT, THE BRAKE PEDAL |
| 17 | FELT FINE. |
| '네8 아시아 화로 나는 아이는 그림을 하는 것 같다. | CAR BACK TODAY AND SAME THING HAS HAPPENED |
| 19 | AGAIN. PEDAL IS LOW AND SPONGY AND THERE WAS |
| | MORE AIR IN THE SYSTEM. |
| 21 DID YOU USE A PRESSURE (AIR/FLUID) BLEEDER TO | |
| 22 BLEED THE BRAKEES?> | NO, OPEN BLEEDERS AND PUMP PEDAL METHOD. |
| 23 EXERCISE ABS, PRESSURE BLEED BRAKES. | |
| 24 IF PEDAL IS STILL SOFT/SPONGY; REPLACE ABS | |
| MODULATOR. | |
| 25 IF PEDAL IS OK TODAY, AND CAR RETURNS WITH | |
| SYMPTOM, | |
| 26 IN THE FUTURE: REPLACE MODULATOR | |

| Code P 4150 | Original Complaint BRAKE PEDAL LOW;4X | | Probable Cause/Solution REPLACE MODULATOR, PRESS BLEED, EXERCISE, PRESS BLEED | | | | |
|--------------------|--|----------------------------|---|-----------|------------------|---------------|--------------------|
| | | | Resin So Status: | ource: | None N/A | Dat Mile | e: eage: 40,885 |
| Dealer #: | 207532 | TZ: | EST | VIN: 1HG | CM66534AI | Err: | |
| Dir Cont: | PERDOK DAVID | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (440) 243-5577 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | BOB HAWS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MATT WINKELMANN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SUNNYSIDE HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 |) HP 3.0 |
| | 7700 PEARL ROAD | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | MIDDLEBURG HEIG | OH 44130 | | Engine #: | J30A42050731 | Trans #: | BAYA6048791 |
| Phone: (4 | 40) 243-5577 F a | x #: (440) 243-8110 | | Em Type: | | | |
| DPSM: BF | IAN SOLENTHALER Zo | one/Dist: 04E | | RO #: | 215297 | | |

Tech Line Suggests

RE-EVAL

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| | mormation nome boards |
|--|--|
| 1/25/2007 7:14:36 AM JOHNB | |
| 1 | LOW BRAKE PEDAL, SOMETIMES GOES TO FLOOR |
| | CAR HAS BEEN IN MULTIPLE TIMES THIS YEAR;HAS A LOW |
| | BRAKE PEDAL, BLEED EACH TIME, AND IT REPAIRS IT EACH |
| | TIME;WE HAVE ALREADY REPLACED THE MASTER ONCE |
| 3 SO MORE THAN 3X BACK FOR THIS | YES |
| 4 IS THIS CAR UNDER WARRANTY | NO,BUT THIS PROBLEM WAS PRESENT DURING |
| | WARRANTY;SO IT WAS DOCUMENTED |
| 5 THEN I WOULD REPLACE THE MODULATOR, THEN | |
| PRESSURE BLEED, EXERCISE THE ABS IN A SAFE | |
| LOCATION; THEN PRESSURE BLEED AGAIN; THEN | |
| | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits | | | |
|---------------|-------------------------|-------------------|------------------------------------|-----------------|--|--|--|
| 1471824 | LANCEK | 11/19/2004 | KENTO | 2 | | | |
| Code | Original Complaint | Probable Cause/So | olution | | | | |
| P 4150 | P 4150 BRKE PEDAL FADES | MSG: THE MODUL | MSG: THE MODULATOR FIXED IT THANKS | | | | |
| | | ResIn Source: | Message center | Date: | | | |
| | | Status: | N/A | Mileage: 10,085 | | | |

| | | | Status. | N/A | willeage. 10,000 | |
|--------------|---|-----------------------|------------|--|------------------|--|
| Dealer #: | 207765 | TZ: | EST VIN: 1 | HGCM66814A | Err: | |
| Dir Cont: | LUIS FLORES | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (301) 656-1000 | Extn: | Tran: | 5AT | Trim: EX-V6NV | |
| Serv Mgr: | GARY MCDADE | | Doors: | 4DR | WD : 2 | |
| Parts Mgr: | TOM BEST | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | DIr Name: OURISMAN HONDA 4800 BETHESDA AVENUE BETHESDA MD 20814 | | Desc: | Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, | | |
| | | | WhtBdy | | | |
| | | | Engine | #: | Trans #: | |
| Phone: (30 | 1) 656-1000 | Fax #: (301) 656-0361 | Ет Тур | e: | | |
| DPSM: DAI | NIEL MAY | Zone/Dist: 06A | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Ty | /pe: Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 11/19/2004 LANCEK | |
|---|---|
| 1 11/19/04 13:53:30 ISIS:> | BRAKE PEDAL FADES, SYSTEM HAS BEEN BLEED MASTER |
| | CYLINDER REPLACED, LASTED 1 WEEK THEN PROBLEM |
| 3 | REOCCUR. |
| 4 11/19/04 13:53:52 LANCEK:> | I HAVE REPLACED THE MASTER CYL AND SAME. |
| 5 DUPLICATE?> | YES |
| 6 EXERCISE THE ABS AND BLEED 2-3X | |
| 7 IF PEDAL COMES BACK UP, REPLACE ABS MODULATOR | |
| 8 11/29/04 08:11:44KENTO:(MSG CENTER)> | THE MODULATOR FIXED IT THANKS |

| Code P 4150 | Original Complaint BRKE PDL LOW/SOFT 2X | | | le Cause/So DD;RPLC | lution | | |
|--------------------|--|-------------|---------|------------------------|------------------------------------|-----------------|-----------|
| | | | Resin S | Source: | None | Dat | e: |
| | | | Status: | | N/A | Mileage: 31,330 | |
| Dealer #: | 207442 | TZ: | PST | VIN: 1HG | CM66864A | Err: | |
| Dir Cont: | JEFF FORTUNO | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (925) 934-0530 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | TOM QUINLAN | | | Doors: | 4DR | W D: | 2 |
| Parts Mgr: | TOM ERVIN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | WALNUT CREEK HONDA 1707 NORTH MAIN STREET | | | Desc: WhtBdv: | ACCORD 4DR EX- P/S, SUN ROOF, A | | 10.0HP |

Phone: (925) 934-0530

CA 94596 Fax #: (925) 476-4248

DPSM: STEVEN ROSTOMILY

WALNUT CREEK

Zone/Dist: 12D

Previous Dealer/Contact

Date

Em Type: RO #:

Case Type: Technical

W.O. #:

Engine #:

Tech Line Suggests

Information from Dealer

Trans #:

| 2/14/2005 DAVEM | |
|-----------------------------|--|
| 1 02/14/05 09:46:59 ISIS:> | BRAKE PEDAL GOES TO FLOOR WHEN FIRST APPLIED |
| 2 02/14/05 09:47:10 DAVEM:> | SEE ABOVE |
| 3 VRFY?Y> | ES, 2 WEEKS AGO WE RPLCD THE MSTR CYL AND IT |
| | WAS OK FOR 2 WEEKS. IT STOPS BUT IT'S VERY, |
| 5 | VERY LOW AND RE-BLEEDING MADE IT'S OK AGAIN |
| 6 RPLC THE ABS MOD> | |

| T/L Ref # 1503018 | Created By TOMP | Date Created 01/17/2005 | Last Edited DAVIDN | By # of Edits |
|----------------------|---------------------------------------|-------------------------------------|-----------------------|--------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | Probable Cause/S AIR IN SYSTEM O | | R FAULTY;REPAIR AS NE |
| | | ResIn Source: Status: | None N/A | Date: Mileage: 16,489 |

| | | | Status: | N/A | ١. | Mile | eage: 16,489 |
|------------------------------|-----------------------|----------------------|------------|------------------|-------------|---------------------------------|--------------|
| Dealer #: | 206688 | TZ: | EST VIN | 1HGCM66 | 584A | Err: | |
| Dir Cont: | JAMES NEJATI | Training %: | Yea | r: 2004 | 1 | Model: | ACCORD V6 |
| Serv Ph: | (914) 963-5867 | Extn: | Trai | ı: 5AT | | Trim: | EX-V6 |
| Serv Mgr: | GREGORIOS KA | TEHIS . | Doo | rs: 4DF | } | WD: | 2 |
| Parts Mgr: | JOSE PENA | | Fac | : MAI | RYSVILLE | Country: | USA |
| Dir Name: | 2000 CENTRAL PARK AVE | | Des Wht | | ORD 4DR EX- | -V6 6CYL 240.0 ABS, AIR BAG, | HP 3.0L |
| YONKERS | TONKERS | NY 10710 | Eng | ine #: | | Trans #: | |
| Phone: (91 | 4) 963-5867 | Fax #: (914) 963-280 | 1 Em | Туре: | | | |
| DPSM: Ste | fanie Senkiw | Zone/Dist: 05E | RO | #: | | | |
| Previous Dealer/Contact Date | | Date | Cas | Type: Tec | hnical | | |
| | | | w.o | .#: | | | |

Tech Line Suggests

Information from Dealer

| _ | |
|--|---|
| 1/17/2005 TOMP | |
| 1 01/17/05 08:16:02 ISIS:> | CUSTOMER COMPLAINS, BRAKE PEDAL SINKS TO THE |
| | FLOOR: CONFIRMED BY TECH. (BOB BANKS) AND WE |
| 3 | THINK WE HAVE TO ORDER ABS MODULATOR. |
| 4 01/17/05 08:16:11 TOMP:> | JAMES: LET ME GET THE MECHANIC. |
| 5 | BOB: |
| 6 HAS CAR EVER FAILED TO STOP?> | DON'T KNOW. |
| 7 WHAT HAVE YOU DONE?> | TEST DROVE THE CAR. |
| 8 EXERCISE THE ABS; THEN POWER BLEED THE BRAKES. | |
| 9 IS THE BRAKE PEDAL NORMAL? | |
| 10 YES: FAULTY ABS MODULATOR | |
| 11 NO: LOOK FOR OTHER CAUSES, MASTER CYLINDER? | |
| | |
| 13 | |

| 69860 | PETERL | 10/25/2005 | PETERL | jan ang kapajaran diga katang di Ladja dika di kapana |
|--------------------|-----------------------|------------------|--------------------|---|
| Code P 4150 | Original Complaint | Probable Cause/S | olution | |
| | SPONGY BRAKE PEDAL 3X | MODULATOR;EXE | ERCISE ABS, REPLAC | E MODULATOR |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 33,608 |

Dir Cont: JOSE MACIAS 2004 Training %: ACCORD V6 Year: Model: Serv Ph: (909) 829-0830 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: JIM BOYD 2 WD: Doors: 4DR Parts Mgr: **LUIS MORENO** Fact: **MARYSVILLE** Country: USA Dir Name: **ROCK HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 9612 SIERRA AVE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **FONTANA** CA 92335 Engine #: Trans #: Phone: (909) 829-0830 Fax #: (909) 829-4360 Em Type: DPSM: ROBERT CRAIG Zone/Dist: 01B RO #: **Previous Dealer/Contact** Case Type: Technical Date

PEDAL

MODULATOR

| Tech Line Suggests | Information from Dealer |
|---|--|
| 10/25/2005 PETERL | |
| 1 10/25/05 10:38:23 RAYD:> | FROM ISIS, CUSTOMER COMPLAINS THAT THE BRAKE PEDAL |
| | IS LOW, THE M/C HAS BEEN REPLACED 3X, ONCE BY |
| 3 | SPREEN HONDA AND TWO TIMES HERE. |
| 4 10/25/05 10:39:53 RAYD:> | THIS CONTACT IS FROM EARLIER THIS MORNING, MY |
| 5 | VANTIVE PROGRAM CRASHED, THE TECH HAS A DIFFERENT |
| | REF #, THIS WILL BE FOUND BY THE VIN #. |
| 7 ********************************* | ******* |
| ********** | |
| 8 10/25/05 10:40:46 RAYD:> | |
| 9 INSTRUCTED TECH TO EXERCISE THE ABS. II | |

W.O. #:

10 COMES UP AFTER EXERCISING, REPLACE THE

| 1483762 | DAVEM | 12/13/2004 | DAVEM | | |
|---------|---|---------------|--|-----------------|--|
| | Original Complaint PDL SINKS @ STOPS,AIR IN SYSTM | | Probable Cause/Solution ABS MOD INTRODUCING AIR INTO SYSTEM?;RPLC | | |
| | | ResIn Source: | None | Date: | |
| | | Status: | N/A | Mileage: 12,268 | |

Dir Cont: **BILL BLANCHETTE** Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (603) 225-3371 Extn: Trim: EX-V6 Tran: 5AT Serv Mgr: STEVE MARTIN WD: 2 Doors: 4DR Parts Mgr: SCOTT HAMEL Country: USA Fact: **MARYSVILLE** Dir Name: **GRAPPONE HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L **507 STATE ROUTE 3A** WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **BOW** NH 03304 Engine #: Trans #: Phone: (603) 225-3371 Em Type: Fax #: (603) 226-8159

DPSM: JOE ROSE

Previous Dealer/Contact Date

Zone/Dist: 09K

Case Type: Technical

W.O. #:

RO #:

Tech Line Suggests

Information from Dealer

| 5.0 | |
|------------------------------|---|
| 12/13/2004 DAVEM | |
| 1 12/13/04 07:23:52 ISIS:> | BRAKE PEDAL GOES TO FLOOR WHEN STATING CAR WITH |
| | FOOT ON BRAKE PEDAL |
| 3 12/13/04 07:24:02 DAVEM:> | C/S STATES THE PDL WILL SINK UNDER FOOT, WHN |
| | PRESSING ON IT JUST SITTING @ A STOP. WE HAVE |
| 5 | RPLCD THE MSTR 2X AND IT FIXED IT EACH TIME. |
| | BACK TODAY AND WE GET ALOT OF AIR OUT OF THE |
| 7 | RT/FT. WE TOOK THE CAR OUT FOR A ROAD TEST AND |
| | THE PDL WENT SOFT AGAIN AND WE GOT AIR OUT OF |
| | THE RT/FT CLPR AGAIN. |
| 10 RPLC THE ABS MOD AND MON> | |

| T/L Ref # 1475110 | Created By KENE | Date Created 11/29/2004 | Last Edited E PAULI | By # of Edits 1 |
|-----------------------------|-----------------------|----------------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE LOW "FEEL"PRBLMS | ABS MODULATOR; REPLACE | | |
| | | Resin Source: | None | Date: |
| | | Status: | P MAP | Mileage: 11,325 |

Dealer #: CST VIN: 1HGCM66584A Err: Dir Cont: PAUL MACKEY Training %: 2004 Year: ACCORD V6 Model: Serv Ph: (972) 569-4242 Extn: Tran: Trim: EX-V6 5AT Serv Mgr: **KENNY GRANT** 2 Doors: WD: 4DR Parts Mgr: **GALEN HASTINGS** Fact: Country: USA **MARYSVILLE** Dir Name: HONDA CARS OF MCKINNEY Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 601 S. CENTRAL EXPWY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **MCKINNEY** TX 75070 Engine #: Trans #: Phone: (972) 569-4242 Fax #: (972) 569-4271 Em Type: DPSM: AMY CLAWSON RO #:

Previous Dealer/Contact

Zone/Dist: 03G

Date

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| . con Emic Oagg | COLO | information from Dealer |
|-------------------------|---|---|
| 11/29/2004 | KENE | |
| 1 11/29/04 07:04:1 | 10 ISIS:> | LOW BRAKE PEDAL REPLACED MASTER CYLYNDER |
| 2 | | CUSTOMER RETURNED LOW PEDAL AGAIN BLED ABS |
| 3 | | SYSTEM CUSTOMER RETURNED LOW PEDAL AGAIN BLED |
| 4 | | ABS SYSTEM AGAIN PEDAL OK AGAIN IS AIR |
| 5 | | ENTERING SYSTEM? |
| 6 11/29/04 07:05:2 | 24 KENE:> | HAVE YOU SEEN |
| 7 HAM is still interest | ested in collecting ABS modulators that | |
| cause a low brak | ke pedal for more | |
| 8 | | analysis. Please pend the contact to PI so he can |
| 9 | | ship the faulty modulator directly to Jeremy |
| 10 | | Gerrard. |
| | 1PAULI:> | FAXED SHIP REQUEST |
| 12 12/06/04 09:17:1 | 7PAULI:> | CLM #240966 (\$847.06/PAID 12/1/04) |
| 13 | | R&R 57110-SDB-023 (ABS MOD) |
| 14 12/06/04 13:43:1 | 8PAULI:> | REFAXED SHIP REQUEST>EVE,PRTS |
| 15 12/08/04 14:36:1 | 3PAULI:> | EVELYN |
| 16 | 폭발을 통하다. 보고 하는 사람들은 보통 등 관리 an | WE SENT PER A/B #7921-5482-1334 |
| | | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|-----------------------|--------------------|------------------|----------------|-----------------|
| 1531170 | KEITHC | 03/04/2005 | KEITHC | 1 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRKE "F | BRKE "FEEL"PRBLMS | EXCERCIZE ABS, | POSS MODULATOR | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 21,247 |

Dealer #: VIN: 1HGCM66514A Dir Cont: JESSE STAFFORD 2004 Training %: Model: ACCORD V6 Year: Serv Ph: (574) 256-3800 EX-V6 Extn: Trim: Tran: 5AT 2 Serv Mgr: **GREGG STAIEN** Doors: WD: 4DR Parts Mgr: MATT BAYES Fact: Country: USA MARYSVILLE Dir Name: **BASNEY HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 3820 N. GRAPE RD. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **MISHAWAKA** IN 46545 Engine #: Trans #: Phone: (574) 256-3800 Fax #: (574) 256-3816 Em Type: **DPSM:** KATHERINE AGNEW Zone/Dist: RO #: 04H Previous Dealer/Contact Date Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 3/4/2005 KEITHC | | |
|---|------------------|------|
| 1 03/04/05 12:21:36 ISIS:> | PEDAL GOES TO F | LOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | REPARTMENT | |
| 3 THIS PROBLEM?> | NO | |
| 4 03/04/05 12:22:05 KEITHC:> | REPLACED M/C, N/ | |
| 5 EXCERCIZE THE ABS, IF IT GETS BETTER, REPLACE | | |
| 6 MODULATOR | | |
| 7 | | |

| T/L Ref# | Created By | Date Created | Last Edited E | By # of Edits | | |
|---------------|---------------------------|------------------|----------------------------------|-----------------|--|--|
| 1983799 | RUDYG | 11/16/2006 | JIMH | 2 | | |
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | BRAKE PEDAL GOES TO FLOOR | ABS MODULATOR | ABS MODULATOR?; INSPECT, REPLACE | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 22,319 | | |

| | | | | | | - |
|-------------|----------------|---|------------|------------------|---------------|----------|
| Dealer #: | 207765 | TZ: EST | VIN: 1HGC | CM66574A | Err: | |
| Dir Cont: | LEONEL SOTO | Training %: | Year: | 2004 | Model: | ACCORD V |
| Serv Ph: | (301) 656-1000 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | GARY MCDADE | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TOM BEST | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | OURISMAN HON | DA | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 | HP 3.0L |
| | 4800 BETHESDA | [11] [12] [12] [12] [12] [12] [12] [12] | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | BETHESDA | MD 20814 | Engine #: | | Trans #: | |
| Phone: (30 | 01) 656-1000 | Fax #: (301) 656-0361 | Em Type: | | | |
| DPSM: DA | NIEL MAY | Zone/Dist: 06A | RO #: | | | |
| Previous De | ealer/Contact | Date | Case Type: | Technical | | |
| | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| . co., zmc caggoote | inomation from Dodior |
|---|--|
| 11/16/2006 RUDYG | |
| 1 11/16/06 09:35:38 ISIS:> | BRAKE PEDAL FADES TO THE FLOOR, I AM BEING TOLD |
| | TO CALL YOU TO OBTAIN AN EXPLANATION OF, WHY |
| 3 | THEMASTER CYLINDER GOES BAD BASICLY THANK |
| | YOU |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | |
| 6 THIS PROBLEM?> | |
| 7 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER REPLACE TWICE ALREADY LAST |
| | ONE INSTALLED JAN 200611/16/06 |
| 9 11/16/06 09:36:11 RUDYG:> | |
| 10 NO ONE ON THE LINE | |
| 11 11/16/06 09:59:56 JAMESH:> | |
| 12 WAS THERE AIR IN THE SYSTEM?MN | |
| 13 INSPECT THE COMPLETE SYSTEM. IF ALL HARD | WARE |
| 14 IS GOOD, REPLACE THE ABS MODULATOR | |
| 15 | |
| | |

| T/L Ref # 1449494 | | reated By DMP | Date Cre 10/14/20 | | Last Edited E PAULI | 3y # of Edits 1 | |
|----------------------|--------------------------------------|----------------------|----------------------|--------------------------------|-----------------------------------|---------------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL GO | ES TO FLOOR | | Cause/Solu YSTEM,FAU | | TOR; REPLACEMENT | |
| | | | Resin So | ource: | None | Date: | |
| | | | Status: | | P MAP | Mileage: 6,296 | |
| Dealer #: | 207522 | TZ: | EST | VIN: 1HGC | CM66594A | Err: | |
| Dir Cont: | ROBERT NEILL | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (412) 262-4755 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | ROSS LOBELLO | | | Doors: | 4DR | WD: 2 | |
| Parts Mgr: | STEVE MARTIN | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | MOON TOWNSHIP HONDA | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0 | | |
| | 5802 UNIVERSITY | | | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, | |
| | MOON TOWNSHI | P PA 15108 | | Engine #: | | Trans #: | |
| Phone: (41 | 2) 262-4755 | Fax #: (412) 264-239 | 5 | Em Type: | | | |
| DPSM: AR | T ESPINOZA | Zone/Dist: 05P | | RO#: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W O #: | | 이 없었다. 그 시간 그리고 나는 것을 된다. | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|---|---|
| 10/14/2004 TOMP | |
| 1 10/14/04 08:09:41 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR, REPLACED MASTER |
| | DROVE FOR |
| 3 10/14/04 08:09:48 TOMP:> | ROBERT: |
| 4 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 5 | YES |
| 6 DOES CAR EVER FAIL TO STOP?> | 골프로 활 NO (루스텔 프로그램 프로그램 스타스 이 스타스 이 이 이 기를 보고 있는 |
| 7 HOW CAN I HELP?> | REPLACED THE MASTER CYLINDER AND THE RIGHT |
| 188 - 프로그램 프로그램 그리고 그 그 그리고 하는데 그리고 그리고 하는데 그리고 | REAR BRAKE CALIPER. |
| 9 | BETWEEN THE M/C AND CALIPER THE REPAIR LASTS A |
| 물10 기본 학교 등은 하고 하는 사람들은 사람들은 하는 사람들은 | COUPLE OF WEEKS. I FOUND AIR IN BRAKE SYSTEM |
| 11 | BOTH TIMES IT RETURNED. |
| 12 WHAT HAVE YOU DONE TODAY?> | CHECKED FOR S/B OR OTHER INFO, VERIFIED THE |
| 13 | COMPLAINT. |
| 14 REPLACE ABS MODULATOR. | |
| 15 CONTACT> | STEVE PARTS MANAGER. |
| 16 10/14/04 10:32:00PAULI:> | WILL ARRANGE PRTS>MAP, JEREMY GERRARD |
| 17 | FAXED SHIP REQUEST |
| 18 11/05/04 13:06:03PAULI:> | CLM #272853 UPDATED AS RCVD 10/21/04 |
| | |

| Created By | Date Created | Last Edited By | # of Edits |
|--------------------|----------------------------|--|--|
| CHRISV | 06/07/2005 | ROBERTH | 2 |
| Original Complaint | Probable Cause/S | olution | |
| 0 LOW PEDAL | MSG: REPL ABS N | MODULATOR | |
| | ResIn Source: | Message center | Date: |
| | Status: | N/A | Mileage: 14,825 |
| | CHRISV Original Complaint | CHRISV 06/07/2005 Original Complaint Probable Cause/S LOW PEDAL MSG: REPL ABS M Resin Source: | CHRISV 06/07/2005 ROBERTH Original Complaint Probable Cause/Solution LOW PEDAL MSG: REPL ABS MODULATOR Resin Source: Message center |

| | | | | 1477 | | , |
|--------------|---|-----------------------|-------------------------------|------------------------------------|----------|-----------|
| Dealer #: | 208217 | TZ: PST | VIN: 1HG | CM66514A | Err: | |
| Dir Cont: | JOHN DEVINE | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (702) 367-1919 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | WAYNE KORTLAN | G | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT BOSLEY | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA WEST 7615 W. SAHARA / LAS VEGAS | AVE NV 89117 | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | DHP 3.0L |
| Phone: (70) | 2) 367-1919 | Fax #: (702) 367-8470 | Em Type: | | | |
| DPSM: PA | Γ THOMAS | Zone/Dist: 10H | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Type: | Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 6/9/2005 CHRISV | |
|--|---|
| 1 06/07/05 09:13:41 ISIS:> | BRAKES FEEL "AIRY", PEDAL WILL GO ALMOST TO FLOOR |
| | ON INITIAL BRAKING, ON SECOND PUMP, WILL HAVE |
| 3 | NORMAL PEDAL, FEELS LIKE SLIGHTLY REDUCED BRAKING |
| | FORCE. VEHICLE HAS HAD 2 MASTERS PREVIOUSLY. |
| 5 | PRESSURE BLED SYSTEM-NO CHANGE. |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED TWICE-9396 MILES, & |
| 9 | 12851MILES. |
| 10 06/07/05 09:13:45 CHRISV:> | |
| 11 REPLACE THE ABS MOD | |
| 12 06/09/05 07:44:21 ROBERTH:MSG> | REPL ABS MODULATOR |
| | |

| | . Ref # 59134 | Created By DAVEM | Date Created 10/06/2005 | Last Edited E DAVEM | By # of Edits 1 |
|-----|-------------------------|---------------------|----------------------------|------------------------|--------------------|
| 10. | Code | Original Complaint | Probable Cause/S | | |
| P | 4150 | 4150 BRKE PDL SOFT | ABS MOD;RPLC | | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 22,434 |

| | | | Status: | | N/A | IVIIIE | eage: 22,434 |
|--|----------------|-----------------------|---|-------------|------------|----------|----------------------|
| Dealer #: | 207450 | TZ: | EST VIN: | 1HG | CM66564A | Err: | |
| Dir Cont: | MARK ATKINSON | Training %: | Yea | r: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (813) 935-8585 | Extn: | Trar |); | 5AT | Trim: | EX-V6 |
| Serv Mgr: | BUTCH GIVENS | | Doo | rs: | 4DR | WD: | 2 |
| Parts Mgr: | MARTY OTTO | | Fact | : | MARYSVILLE | Country: | USA |
| DIr Name: TAMPA HONDA LAND 11000 NO. FLORIDA AVE. | | | Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S. SUN ROOF, ABS, AIR BAG. | | | HP 3.0L | |
| | TAMPA | FL 33612 | | , ine #: | | Trans #: | |
| Phone: (81 | 3) 935-8585 | Fax #: (813) 935-2488 | Em | Type: | | | |
| DPSM: DO | NALD LOGAN | Zone/Dist: 07M | RO: | # : | | | |
| Previous Dea | aler/Contact | Date | Cas | e Type: | Technical | | |
| | | | 147.0 | ш. | | | 이렇게 물로자인 모자 문화 같아 같아 |

Tech Line Suggests

Information from Dealer

| 10/6/2005 | DAVEM | |
|-------------|--|--|
| 1 10/06/05 | 5 10:41:08 ISIS:> | BRAKE PEDAL FADES |
| 2 HAS THE | E VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PR | ROBLEM?> | YES |
| 4 IF YES, I | REPAIR DESCRIPTION?> | REPL MASTER CYL |
| | 10:41:29 DAVEM:> | SEE ABOVE |
| 6 EXRCS | ABS? | YES AND IT FELT OK AFTER THAT, BUT THE PDL |
| 7 | | STARTED TO FADE AGAIN |
| 8 RPLC TH | HE ABS MOD> | |

| T/L Ref # 1550349 | Created By JIMH | Date Created 04/07/2005 | Last Edited I JIMH | By # of Edits 1 |
|----------------------|--------------------|-------------------------|-----------------------|--|
| Code | Original Complaint | Probable Cause/S | | and the state of t |
| P 4150 | BRKE PEDAL LOW | ABS MODULATOR | R; REPLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 7,961 |

| | | | Status. | N/A | Willeage: 7,901 | |
|--------------|---|-----------------------|---------------------------|-------------------|--|---|
| Dealer #: | 206600 | TZ: | EST VIN: 1 | HGCM66564A | Erra | |
| Dir Cont: | ERIC FOURAKER | Training %: | Year: | 2004 | Model: ACCORD V6 | 3 |
| Serv Ph: | (904) 389-8614 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | VINCENT RAFAEL | | Doors: | 4DR | WD: 2 | |
| Parts Mgr: | MICHAEL SWEENE | Y | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | DUVAL HONDA 1325 CASSAT AVEI JACKSONVILLE | NUE FL 32205 | Desc: WhtBdy Engine | y: P/S, SUN ROOF, | -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: | |
| Phone: (90- | 4) 389-8614 | Fax #: (904) 389-3767 | | | IIdiis #. | |
| DPSM: DAY | VID CATHCART | Zone/Dist: 07J | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case To | vne: Technical | | |

Information from Dealer

| Tech Line Suggests | Information from Dealer |
|--|--|
| 4/7/2005 JIMH | |
| 1 04/07/05 06:13:34 ISIS:> | PEDAL SINKS AFTER SITTING FOR EXTENDED PERIOD. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOI | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER |
| 5 04/07/05 06:13:45 JAMESH:> | SYSTEM HAD AIR IN IT WHEN IT CAME IN THE FIRST |
| | CERTIME PRESENTATION OF THE PROPERTY OF THE |
| 7 REPLACE THE ARS MODULATOR | |

W.O. #:

| T/L Ref # 1693770 | Created I DAVEK | 3y | Date Created 12/05/2005 | Last Edito PAULI | ed By # of Edits 1 |
|----------------------|--------------------|-------------|--------------------------------|---------------------|-----------------------|
| Code | Original Complaint | | Probable Caus | se/Solution | |
| P 4150 | BRKE "FEEL"PRBLMS | | ABS ?; REPLA | CE KB 11759 | |
| | | | Resin Source: | None | Date: |
| | | | Status: | P MAP | Mileage: 35,928 |
| Dealer #: | 208381 | TZ: | MST VIN: | 1HGCM66554A | Err: |
| Dir Cont: | GARY COOPER | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (520) 748-0099 | Fxtn· | Tran | 5 ΔΤ | Trim: FX-V6 |

Serv Mgr: JEROME POLANSKY Parts Mgr: **KEITH TAYLOR** CHAPMAN HONDA Dir Name: 4646 E. 22ND STREET TUCSON AZ 85711

Phone: (520) 748-0099 Fax #: (520) 512-5883 DPSM: PAT THOMAS

Previous Dealer/Contact

Zone/Dist: 10H

Date

2 WD: Doors: 4DR Fact: MARYSVILLE Country: USA Desc:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG,

WhtBdy: Engine #: Trans #: Em Type:

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 12/5/2005 | DAVEK | |
|------------|---|---|
| 1 12/05/0 | 05 15:44:50 ISIS:> | PEDAL FADES |
| 2 HAS T | HE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS F | PROBLEM?> | NO |
| 4 12/05/0 | 05 15:44:53 DAVEK:> | BLEEDING MAKES IT BETTER. THEN I ACTIVATE ABS |
| 5 | | AND THEN THE PEDAL GETS SPUNGY AGAIN |
| 6 REPAC | CE ABS UNIT | |
| 7 PEND | TO PAUL FOR PICK UP KB 10759 | |
| 8 12/05/0 | 05 16:03:25PAULI:> | FAXED SHIP REQUEST |
| 9 12/12/0 | 05 13:04:33PAULI:> | NO CLM? |
| 10 | | DALE,SVC |
| 11 | | RPLCD MSTR CYL & ABS MOD PER RO #56004881 |
| 12 | | FAXED SHIP REQUEST |
| 13 12/16/0 | 05 14:16:22PAULI:> | ANGUS,PRTS |
| 14 | | WE SENT 7907-4442-3188 |
| 15 | | |

| | Ref # 3687 | Created By DAVEM | Date Created 05/17/2005 | Last Edited By DAVEM | # of Edits 1 | |
|--------------------------------|----------------------|-------------------------|--------------------------------|-------------------------|-----------------|--|
| | Code | Original Complaint | Probable Cause/S | olution | | |
| P 4150 BRKE PDL LOW/SFTR MNY X | | BRKE PDL LOW/SFTR MNY X | ABS MOD;DPSM EVAL TO RPLC | | | |
| | | | Resin Source: | None | Date: | |
| | | | Status: | N/A | Mileage: 6,801 | |

| | | | | , a | None | 2000 | |
|--------------|---|-----------------------|---------|-------------------------------|------------------------------------|---------|-------------|
| | | | Status: | | N/A | Mil | eage: 6,801 |
| Dealer #: | 206687 | TZ: | EST | VIN: 1HGC | M66594A | Err: | |
| Dir Cont: | CHRISTOPHER | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (248) 353-1300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | WALLACE WALKE | R | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | TAMAROFF HONE 28585 TELEGRAP SOUTHFIELD | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (24 | 8) 353-1300 | Fax #: (248) 223-8440 | 0 | Em Type: | | | |
| DPSM: WIL | LIE IVORY | Zone/Dist: 04A | | RO #: | | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 33 | | |
|----------------------------------|-----------------|--|
| 5/17/2005 DAVEM | | |
| 1 05/17/05 07:28:41 ISIS: | > | BRAKE PEDAL VERY LOW & SOFT |
| 2 HAS THE VEHICLE HAD ANY PREVIO | US REPAIRS FOR | |
| 3 THIS PROBLEM? | | YES |
| 4 IF YES, REPAIR DESCRIPTION? | > | LOW BREAK PEDAL. AIR IN SYSTEM. BLED SYSTEM. CAR |
| 5 | | CAME BACK. AIR AGAIN IN SYSTEM. NO LEAKS FOUND. |
| | | REPLACED MASTER CYLINDER. NOW CAR IS BACK AGAIN |
| 7 | | 800 MILES LATER. |
| 8 05/17/05 07:28:52 DAVEM: | > | SEE ABOVE |
| 9 DPSM EVAL TO RPLC MOD | > | |

| 1734165 | KE | NE | 02/03/20 | 06 | KENE | | |
|------------------------------------|--------------------|----------------|--------------------------|------------|------------------------------------|--|--|
| Code Original Complaint | | Probable | Probable Cause/Solution | | | | |
| P 4150 | BRAKE PEDAL LOW | | MODULA | ATOR; CHEC | K FLUID VOLUME | | |
| | | | Resin Source: Status: | | None | Date: | |
| | | | | | N/A | Mileage: 27,817 | |
| Dealer #: | 206778 | TZ: | EST | VIN: 1HGC | CM66504A | Err: | |
| Dir Cont: | ANTHONY | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (585) 586-0120 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | MARK FREY | | | Doors: | 4DR | # Wp: 12 2 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 | |
| Parts Mgr: | JEFFREY BROOK | S | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | DICK IDE HONDA | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 875 PANORAMA TRAIL | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | ROCHESTER | NY 14625 | | Engine #: | | Trans #: | |
| Phone: (585) 586-0120 | | | Em Type: | | | | |
| DPSM: Ma | alcolm Hoff | Zone/Dist: 09A | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |
| 일일으로 프로그램 보고 하는 것 같은 것은 다스 그는 것이다. | | | W.O. #: | | | | |

Tech Line Suggests

Information from Dealer

| 2/3/2006 KENE | |
|--|--|
| 1 02/03/06 06:37:44 ISIS:> | CUSTOMER STATES WHEN BRAKING THE PEDAL FEELS |
| 조 2 학교회사회사회학교회교회 교육 교육 교육 학교 회사 회사 | SOFT WHEN I GOT INTO THE CAR, I STARTED IT AND |
| 3 | PRESSE D THE BRAKE PEDAL, IT WENT ALMOST TO THE |
| 그 4 한다 회에 돌려왔습니다 되었는데 한글 아니라 되었다. | FLOOR, I PRESSED IT SEVERAL TIMES AND EACH TIME IT |
| 5 | WENT LOW, I DROVE THE CAR AND IT SEEMED TO |
| 그 6 - 그는 사람들은 살이 되는 것은 모든 그리고 하셨다. | IMPROVE, BRAKING FELT NORMAL. I PULLED INTO BAY |
| 7 | AND TURNED OFFLET SIT FOR A MINUTE AND RESTARTED |
| - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 198 | CAR, BRAKE PE DAL WENT LOW AGAIN WHILE IDLING. |
| 9 | TOOK APART ALL BRAKES NO SEIZED SLIDERS OR LEAKING |
| the the state of t | CALIPERS. |
| 11 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 12 THIS PROBLEM?> | . ENO 프로젝트 사람들은 그림은 사람들은 보다는 말리를 다고 있다. |
| 13 02/03/06 06:40:35 KENE:> | PEDAL LOW |
| 14 CHECK FLUID VOLUME WITH PEDAL LOW AND | |
| MEASURE | |
| 15 AND WITH ONE FULL DEPRESSION AND CHECK IF | |
| SAME | |
| 16 MODULATOR IF MORE ON SECOND MEASUREMENT, | |
| MASTER | |

| T/L Ref # | Created By JOHNB | Date Created 10/12/2004 | Last Edited By JOHNB | y # of Edits 1 |
|--------------------|-------------------------------------|--------------------------------|-------------------------|-------------------|
| Code P 4150 | Original Complaint BRKE PEDAL DROPS | Probable Cause/S | | ABS.PRESS BLEED |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 9,625 |

Dealer #: 207107 TZ: EST VIN: 1HGCM66504A Err: Dir Cont: **ANDREW** 2004 Training %: Year: Model: ACCORD V6 Serv Ph: (631) 669-3110 Extn: Trim: EX-V6 Tran: 5AT Serv Mgr: JOHN MCGUIRE 2 WD: Doors: 4DR Parts Mgr: JAMES LANGAN Fact: MARYSVILLE Country: USA Dir Name: **BABYLON HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 650 MONTAUK HIGHWAY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, WEST BABYLON NY 11704 Engine #: Trans #: Phone: (631) 669-3110 Fax #: (631) 669-0914 Em Type: DPSM: RUSSELL BERSE Zone/Dist: 05B RO #: **Previous Dealer/Contact** Case Type: Technical Date W.O. #:

Tech Line Suggests

Information from Dealer

| 10/12/2004 JOHNB | |
|--|---|
| 1 10/12/04 12:06:50 JOHNB:> | BRAKE PEDAL VERY LOW, VERY POOR BRAKING; BLED |
| | SYSTEM,A LITTLE BETTER |
| 3 NEED TO PRESSURE BLEED SYSTEM, THEN IF PEDAL | |
| IMPROVES WHERE BRAKING IS MORE NORMAL, THEN | |
| GO TO A | |
| 절4 선명하다 학교 문화를 했다. 등학교 교육을 만들었는데 하다 | SAFE LOCATION AND EXERCISE THE ABS MULTIPLE |
| 5 | TIMES;THEN RETURN AND PRESSURE BLEED AGAIN;THEN |
| * 6 * 4 * 4 * 5 * 4 * 5 * 5 * 5 * 5 * 5 * 5 | RE-EVAL;CB |

| | Ref # 7635 | Created By KEITHC | Date Created 05/23/2005 | Last Edited E RAYD | By # of Edits 2 | | |
|---|--------------------------|----------------------|---|-----------------------|--------------------|--|--|
| | Code | Original Complaint | Probable Cause/S | olution | | | |
| P | P 4150 BRKE "FEEL"PRBLMS | BRKE "FEEL"PRBLMS | CUST SAYS CAUSED ACCIDENT; REFER TO DPSM/ZONE | | | | |
| | | | ResIn Source: | None | Date: | | |
| | | | Status: | N/A | Mileage: 15,144 | | |

| | | | Status: | | N/A | Mile | eage: 15,144 |
|--------------|---|---------------------------------|---------|----------------------|-----------------------------------|----------|--------------|
| Dealer #: | 207076 | TZ: | EST | VIN: 1HG | CM66564A | Err: | |
| Dir Cont: | ALVIN GRUBE | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (513) 829-6900 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TOM RILEY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CLINT CROMER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PERFORMANCE 5760 DIXIE HIGH FAIRFIELD | 이외를 불어맞아 한 일을 잃었다면 하는데 그렇게 되었다. | | Desc: WhtBdy: | ACCORD 4DR EX P/S, SUN ROOF, A | | DHP 3.0L |
| | | | | Engine #: | | Trans #: | |
| Phone: (51 | 3) 829-6900 | Fax #: (513) 829-5821 | | Em Type: | | | |
| DPSM: MIK | E DITMER | Zone/Dist: 04C | | RO #: | | | |
| Previous Dea | iler/Contact | Date | | Case Type: Technical | | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 5/23/2005 KEITHC | |
|---|--|
| 1 05/23/05 13:42:53 ISIS:> | LOW BRAKE PEDAL. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLENDER WAS REPLACED AT 13651 MILES. |
| 5 05/23/05 13:43:23 KEITHC:> | 2X BACK FOR AIR IN RF |
| 6 REPLACE ABS MODULATOR> | |
| 7 05/23/05 13:59:02 RAYD:> | MY S/MANAGER WANTS YOU TO KNOW THAT THE |
| | CUSTOMER WAS INVOLVED IN A ACCIDENT, THE |
| 9 | CUSTOMER SAYS IT WAS DUE TO THE BRAKE PROBLEM. |
| 10 SO THE CAR CAME BACK TWO TIMES WITH AIR IN THE | |
| 11 RT FRONT?> | NO, IT CAME INTO OUR BODY SHOP, THEY SENT IT |
| \$12 P.B. \$3 P.B. B.B. B.B. B.B.B.B.B.B.B.B.B.B.B.B. | TO US TO FIX THE BRAKE PEDAL. |
| 13 WERE ANY OF THE BRAKE LINES TAKEN LOOSE FOR | |
| 14 FOR THE BODY REPAIR?> | NO |
| 15 DID YOU DRIVE THE CAR INTO YOUR STALL?> | NO, MY S/MANAGER DID |
| 16 SO YOU HAVENT DRIVEN THE CAR?> | NO, I BACKED IT UP, THE PEDAL WAS LOW |
| 17 FAXXED BRAKE FAILURE POLICY KB 3764> | |

| å |
|--------|
| 11,557 |
| 11,55 |

Serv Ph: (219) 874-4293 Extn:

Serv Mgr: JIM SOMMER Parts Mgr: MICHAEL GALLAGHER Dir Name: **TEAM HONDA** 710 EAST U.S. HWY. 20

MICHIGAN CITY IN 46360

Phone: (219) 874-4293 **DPSM:** KATHERINE AGNEW Fax #: (219) 871-6305 Zone/Dist:

Previous Dealer/Contact

04H

Date

5AT

4DR

MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240 0HP 3.0L

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG,

Engine #: Em Type: Trans #:

Trim:

WD:

RO #:

Tran:

Fact:

Desc:

WhtBdy:

Doors:

Case Type: Technical

W.O. #:

Tech Line Suggests

| Into | rma | tion | trom | Deal | e |
|---------------------|-------------------|-------------------|---------------------------------------|-----------------|---------|
| 5150054654005600000 | 26/12/2016/2016/0 | NASSASSIANISASSAS | da est de processo de constante de co | uzelewenerowowo | 0000000 |

| 3/24/2005 KENE | |
|--|--|
| 1 03/24/05 08:08:10 ISIS:> | AFTER CAR SITS A FEW MINUTES BRAKE PEDAL SINKS TO |
| BR2 : [18] [18] [18] [18] [18] [18] [18] [18] | FLOOR, PUMPING PEDAL WILL RETURN NORMAL BRAKE |
| 3 | HIGHT. AFTER RELEASING PEDAL FOR A FEW MINUTES, |
| | BACK TO FLOOR(STOP AND GO DRIVING). HAS HAD A |
| 5 | MASTERCYLINDER REPLACED 500 MILES AGO FOR SAME |
| | PROBLEM. |
| 7 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 8 THIS PROBLEM?——> | [[[]][YES 전환환경하는 [다음 한 사람들은 모든 기본 10년 1년 |
| 9 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED 1ST COMPLAINT, BRAKES |
| 로(10.보다 원리일이 클로인 보고 있을 때문에 되고 있다. 그리고 있다. | BLEED 2ND COMPLAINT, NOW IT IS MY TURN. |
| 11 03/24/05 08:08:41 KENE:> | WE CAN DUP |
| 12 REPLACE THE ABS MODULATOR | |
| 13 | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 169 of 661

| T/L Ref # 1895720 | Created By LANCEK | Date Created 08/09/2006 | Last Edited LANCEK | By # of Edits 1 |
|----------------------|---------------------------------------|-------------------------|----------------------------|--------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL IS LOW | Probable Cause | | ATOD |
| 1 4100 | BIVINE! EBIL IO LOV | Resin Source: | REPLACE THE MODULA None | Date: |
| | | Status: | N/A | Mileage: 36,957 |
| Dealer #: | 206864 | TZ: PST VIN: | 1HGCM66874A | Err: |
| Dir Cont: | SHANON FOUTCH | Training %: Year: | 2004 | Model: ACCORD V6 |

Serv Ph: (360) 377-1100 Trim: EX-V6NV Extn: Tran: 5AT 2 WD: Serv Mgr: MICHAEL BRODERSEN Doors: 4DR Country: USA Parts Mgr: **GLEN EVANS** Fact: **MARYSVILLE** Dir Name: WEST HILLS HONDA Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP 520 WEST HILLS BLVD. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, BREMERTON WA 98312 Trans #: Engine #: Em Type: Phone: (360) 377-1100 Fax #: (360) 415-2668 DPSM: PHIL HEINZMAN Zone/Dist: 02B RO #: Previous Dealer/Contact Case Type: Technical Date

Tech Line Suggests

Information from Dealer

| BRAKE PEDAL FADES ALL THE WAY TO THE FLOOR. TWO |
|---|
| BRAKE MASTER CYLINDERS HAVE BEEN INSTALLED, FLUID |
| HAS BEEN BLEAD OUT BUT THE REPAIR ONLY LASTED A |
| SHORT TIME BEFORE REOCCURING WITH THE SAME |
| COMPLAINT! |
| |
| YES |
| BRAKE MASTER CYLINDERS |
| THE BRAKE PEDAL FADES TO THE FLOOR, IF I BLEED |
| THE BRAKES THE PEDAL IS FINE. |
| |
| |

W.O. #:

| T/L Ref # 1966497 | BRO | | Date Cro 10/30/20 | | Last Edited B TOMP | Y | # of Edits |
|---|---|--|----------------------|-------------------------------|------------------------------------|-------------|---------------------|
| Code Original Complaint P 4150 BRAKE PEDAL LOW, SINKS | | Probable Cause/Solution FAULTY ABS MODULATOR; REPAIR AS NEEDED | | | | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | te: eage: 17,153 |
| Dealer #: | 207158 | TZ: | EST | VIN: 1HG | CM66894A | Err: | |
| Dir Cont: | SEAN | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (804) 745-0686 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | JOHNNIE WILLIS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | STEVEN MEADE | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PEARSON HONDA 7450 MIDLOTHIAN PI RICHMOND | KE VA 23225 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | 40.0HP |
| Phone: (8 | 04) 745-0686 | Fax #: (804) 745-884 | 5 | Em Type: | | | |
| DPSM: JE | NNIFER KAMLER | Zone/Dist: 06H | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 10/30/2006 TOMP | |
|---|---|
| 1 10/30/06 08:22:24 ISIS:> | BRAKE PEDAL SINKS. MASTER CYLINDER HAS BEEN |
| 2 | REPLACED TWICE. REPAIR LASTS APROX |
| 3 | 3000 MILES . |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTERCYL REPLACEMENT |
| 7 10/30/06 08:22:36 TOMP:> | SEAN: |
| 8 CAN YOU DUPLICATE/VERIFY THE COMPLAINT TODAY? | |
| 9 | YES |
| 10 EXERCISE ABS AND PRESSURE BLEED THE BRAKES. | |
| 11 DOES THE PEDAL FEEL NORMAL? | |
| 12 YES: ABS MODULATOR IS FAULTY | |
| 13 NO: LOOK FOR OTHER CAUSE | |

| | | | | | | () 10 11 11 11 11 | |
|-------------------|--|----------------------|------------------|-------------------------------|--|-------------------|-------------------------|
| Code | Original Complaint | | | e Cause/Sol | | | |
| P 4150 LOW PEDAL. | | | ABS MOD; REPLACE | | | | |
| | | | Resin Source: | | None | Date: | |
| | | | Status: | | N/A | Mile | eage: 48,553 |
| Dealer #: | 207930 | TZ: | EST | VIN: 1HG | CM66554A | Err: | |
| Dir Cont: | JOHN DOHERTY | Training %: | 56 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (937) 667-4441 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | BRENT SMITH | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DANIEL BURK | | | Fact: | MARYSVILLE | Country: | USA |
| Oir Name: | VOSS HONDA 155 SOUTH GARBE TIPP CITY | R DRIVE OH 45371 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A J30A42059497 | BS, AIR BAG, |) HP 3.0 BAYA6057197 |
| Phone: (93 | 7) 667-4441 | Fax #: (937) 669-432 | 4 | Em Type: | | | |

Tech Line Suggests

DPSM: MIKE DITMER

Previous Dealer/Contact

Zone/Dist:

Date

04C

Information from Dealer

506719

Case Type: Technical

| 5/2/2007 11:32:16 AM CHRISV | |
|---|-------------------------|
| 1 | BRAKE PEDAL ON FLOOR. |
| 2.53.53.53.53.53.53.53.53.53.53.53.53.53. | REPLACED THE M/C AND NC |
| 3 REPLACE THE ABS MOD | |

RO #:

W.O. #:

| T/L Ref # 1508616 | | | 요즘 발표 맞아지는 회에 대통에 가는 아들은 아내는 아들은 나를 점심하는 것들은 아내는 하는데 한 것 같아 하지만 수 있는데 어린 이번 없는데 이번 경기를 하고 하다. 네 | | | | |
|--|---|--|---|--|---|-------------|--------------------|
| Code P 4150 | Original Complaint BRKE LOW SOFT P | EDAL | | le Cause/Solu REPLACE ource: | tion None N/A | Dat Mile | e: eage: 13,954 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207669 DEMETRIUS (972) 569-4242 KENNY GRANT GALEN HASTINGS HONDA CARS OF 601 S. CENTRAL I | MCKINNEY | CST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | M66864A 2004 5AT 4DR MARYSVILLE ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| DPSM: A | 72) 569-4242 MY CLAWSON ealer/Contact | Fax #: (972) 569-427 Zone/Dist: 03G Date | 1 | Em Type: RO #: Case Type: W.O. #: | Technical | | |

| rech Line Suggests | Information from Dealer |
|---|------------------------------------|
| 1/25/2005 DAVEK | |
| 1 01/25/05 13:08:25 ISIS:> | BRAKE PEDAL GOES TO FLOOR AT TIMES |
| 2 01/25/05 13:08:30 DAVEK:> | REPLACED MASTER, CUST RETURNED |
| 3 CK PADS. SLIDERS. SHIMS FOR PUSHING PISTON BA | ACK. |
| IF OK | |
| 4 REPLACE ABS UNIT | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|-------------------|--------------------|--------------------|
| 1578418 | TOMP | 05/24/2005 | TOMP | |
| Code | Original Complaint | Probable Cause/Se | olution | |
| P 4150 | 50 BRAKE PEDAL LOW | AIR IN SYSTEM O | R ABS MODULATOR FA | AULTY;REPAIR AS NE |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 30,897 |

| | | | Status: | | N/A | Mile | age: 30,897 |
|--------------|---|-----------------------|---------|-------------------------------|------------------------------------|----------|-------------|
| Dealer #: | 207498 | TZ: | EST | VIN: 1HGC | CM66544A | Err; | |
| Dir Cont: | JOHN FERGUSON | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (518) 587-9300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JOHN STORTECKY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT AUDETTE | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SARATOGA HONDA 3402 ROUTE 9 SARATOGA SPRING | NY 12866 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | HP 3.0L |
| Phone: (51 | 8) 587-9300 | Fax #: (518) 587-0846 | 3 | Em Type: | | | |
| DPSM: KEI | ITH MANNING | Zone/Dist: 09C | | RO #: | | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 5/24/2005 | TOMP | |
|--------------------|-----------------------------------|---|
| 1 05/24/05 12:26:3 | 87 ISIS:> | NO BRAKE PEDAL |
| 2 HAS THE VEHIC | CLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM | ?> | NO |
| 4 05/24/05 12:26:4 | 6 TOMP:> | JOHN: |
| 5 WHERE DID TH | E BRAKE PEDAL GO?> | IT GOES TO THE FLOOR. |
| 6 SO THE BRAKE | PEDAL DID NOT FALL OFF> | ANO REPORT OF THE PROPERTY OF |
| 7 DOES CAR FAIL | TO STOP?> | NO |
| 8 WHAT HAVE YO | OU DONE SO FAR?> | CHECKED FOR LEAKS. |
| 9 EXERCISE ABS | ; THEN PRESSURE BLEED THE BRAKES. | |
| 10 DOES THE BRA | KE PEDAL FEEL NORMAL NOW? | |
| 11 YES: ABS MODU | JLATOR FAULTY. | |
| 12 NO: LOOK FOR | OTHER CAUSE FOR LOW PEDAL, REPAIR | |
| AS NEEDED | | |

| T/L Ref # 1513014 | Created By KEITHC | Date Created 02/02/2005 | Last Edited KEITHC | I By # of Edits 1 |
|----------------------|----------------------|--------------------------------|-----------------------|----------------------|
| Code | Original Complaint | Probable Cause/S | olution | 4 m |
| P 4150 | BRKE "FEEL"PRBLMS | REPLACE MODUL | .ATOR | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 13,271 |

| | | | Catao. | IN/PA | mileage. 10,271 |
|-------------|-------------------------------|---------------------------------|-------------|------------------|--------------------|
| Dealer #: | 207291 | TZ: | CST VIN: 1H | GCM66824A | Err c |
| Dir Cont: | MIKE FRYE | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (423) 245-9141 | Extn: | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | ANTHONY LOPEZ | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | TIMOTHY ESTEP | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | PHIL BACHMAN HO | | Desc: | ACCORD 4DR EX- | -V6NV 6CYL 240.0HP |
| | 2217 E. STONE DR KINGSPORT | 경기는 경기를 느로 들고 하다 때 등을 보자 되는다고 ! | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| | KINGSPORT | TN 37660 | Engine # | | Trans #: |
| Phone: (423 | 3) 245-9141 | Fax #: (423) 245-1070 | Em Type | | |
| DPSM: Mich | nael Murphey | Zone/Dist: 07B | RO #: | | |

Previous Dealer/Contact Date

Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 2/2/2005 KEITHC | |
|---------------------------------------|--------------------|
| 1 02/02/05 06:18:31 ISIS:> | SPONGY BRAKE PEDAL |
| 2 02/02/05 06:19:05 KEITHC:> | M/C REPLACED 1X |
| 3 | BACK AGAIN, BLED |
| 본 4 로스로이 환경 환경 보는 하는 학생님은 사람들을 즐겁는 것은 | REPLACED M/C 2X |
| 5 REPLACE MODULATOR | |

| T/L Ref # 1531906 | Created CHRISV | 가게 하는 아니라 하다 이번 하는 아니라 모양하다. | | 방송 사용하는 경기는 얼마를 가는 마르면 하는 일반 모일을 받는데 되었다. |
|----------------------|--------------------|------------------------------|------------------|---|
| Code | Original Complaint | Probable (| Cause/Solution | |
| P 4150 | P 4150 LOW PEDAL | ABS MOD | REPLACE | |
| | | Resin Sou | rce: None | Date: |
| | | Status: | N/A | Mileage: 17,801 |
| Dealer #: | 206620 | TZ: EST | 'IN: 1HGCM66564A | Err: |
| Dir Cont: | CHARLES | Training %: | 'ear: 2004 | Model: ACCORD V6 |

Serv Ph: (850) 576-5165 Extn: Serv Mgr: DON MONDA Parts Mgr: **TERRY WEBER** Dir Name: **PROCTOR HONDA** 2373 W. TENNESSEE ST. TALLAHASSEE FL 32304

Phone: (850) 576-5165

DPSM: GEORGE OPPEL **Previous Dealer/Contact**

Fax #: (850) 576-1660

Date

Zone/Dist:

07G

Case Type: Technical

W.O. #:

RO #:

Tran:

Fact:

Desc:

WhtBdy:

Engine #:

Em Type:

Doors:

Tech Line Suggests

Information from Dealer

5AT

4DR

MARYSVILLE

Trim:

WD:

Trans #:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

P/S, SUN ROOF, ABS, AIR BAG,

EX-V6

2

Country: USA

| 3/7/2005 CHRISV | |
|--|--|
| 1 03/07/05 10:35:34 ISIS:> | HAS BRAKE PEDDLE DROP CAN PUMP UP ,HAS NO |
| | EXTERNELLEAKS BLEEDING DID NOT HELP FOR LONG |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 03/07/05 10:35:37 CHRISV:> | |
| 6 REPLACE THE ABS MOD | |

| eport | | | |
|------------------|----------------------|--|--|
| Last Edited B | y # of Edits 4 | | |
| lution | | | |
| Y ABS MODULATOR; | | | |
| None | Date: | | |
| P HAM | Mileage: 6,045 | | |
| GCM66334A | Err: | | |
| 2004 | Model: ACCORD V6 | | |
| 5AT | Trim: LX-V6 | | |
| 4DR | WD: 2 | | |
| MARYSVILLE | Country: USA | | |
| ACCORD 4DR LX- | V6 6CYL 240.0HP 3.0L | | |
| POWER STEERING | G, ABS, SRS AIRBAG, | | |
| | Trans #: | | |
| | | | |
| | | | |
| :: Technical | | | |
| | | | |
| | : Technical | | |

Tech Line Suggests

Information from Dealer

| 9/2/2004 DAVEM | |
|--|--|
| 1 09/02/04 06:44:25 ISIS:> | BRAKE PEDAL SINKS TO FLOOR. REPLACED TWO BRAKE |
| | LINES THAT RUN FROM THE BRAKE MASTER CYLINDER TO |
| | THE ABS MODULATOR. BLEED SYSTEM MANY TIMES AND |
| | CANNOT GET ANY TYPE OF BRAKE PEDAL. PEDAL JUST |
| 5 | SINKS TO THE FLOOR. |
| 6 09/02/04 06:44:31 DAVEM: | KEVIN |
| $rac{7}{8}$. The first section is the second of the sec | CAME IN FOR SOFT PDL AND BRAKING CLOSE TO FLOOR. |
| 9 | LINE BTTWN THE MSTRR AND MOD WERE LEAKING, SO I RPLCD THEM, AFTER BLEEDING |
| 10 WHERE WERE THE LINES LEAKING?> | @ THE FITTINGS @ THE MSTR. I'M NOT SURE IF |
| 11 | THEY WERE CRACKED IN THE PAST OR ???, BUT I |
| in <mark>iz</mark> i kita di kacamata kita kasali kata da kacamata da ka | RPLCD THEM ANYWAY. |
| 13 RMV CLPR MOUNTING BOLTS AND MON PDL TO ISO | |
| 14 A BENT PART> | |
| 15 WILL THE CAR STOP, JUST A LOW PDL?> | YES |
| 16 TRY A FEW ABS STOP AND MON. IF OK THEN, DPSM | |
| 17 EVAL TO RPLC MOD OR MON> | |
| 18 09/03/04 06:59:05 GEORGEK:> | PI, please have this modulator sent to Jeremy |
| in 19 and the state of the stat | Gerrard if it is replaced. thanks |
| 20 09/16/04 09:05:08 PAULI:> | WILL CHCK W/DLR |
| | DAN,SVC |
| - 19 10 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | NO MODULATOR RPLCD, FOUND LEAKING LINES |
| 23 THANKS, PLSE SEND TO HAM WPI 24 | FAXED SHIP REQUEST |
| 25 | CLM #312901 (\$485.69/ PAID 9/3/04) |
| | R&R 46375-SDB-A02 (BRKE LINE) |
| 27 (MAINFRAME SAYS DELIVERED 9/15/04 TO HAM WPI) | TRAIN 40070 ODD 7102 (DITTE LINE) |
| 28 12/28/04 08:14:28 KENE:> | BACK WITH PEDAL LOW AND THE LINES LEAKING |
| 29 | AGAIN |
| 30 WHAT LINES?> | FROM THE MODULATOR TO THE MASTER CYL |
| 31 DIGITAL PHOTOS AND REPLACE AS NEC ?> | SHOULD WE REPLACE THE MASTER AND MODULATOR |
| 32 HAVE YOUR DPSM EVALUATE | |
| 33 02/08/05 13:27:21 TOMP:> | KEVIN: |
| | 12504 MI TODAY. |
| 35 WHAT IS PROBLEM TODAY?> | BRAKE PEDAL IS LOW AGAIN. |
| 36 FAULTY ABS MODULATOR? | |

| Code | Original Complaint | | Probabl | Probable Cause/Solution | | | |
|------------------|-----------------------|-------------|--------------------|-------------------------|------------------|----------------------|--|
| P 4150 BF | BRKE "FEEL"PRBLMS | | ABS?; F | REPLACE | | | |
| | | | Resin Source: None | | None | Date: | |
| | | | Status: | | P RCV | Mileage: 6,943 | |
| Dealer #: | 207994 | TZ: | EST | VIN: 1HC | GCM66584A | Err: | |
| Dir Cont: | JIM WANZYK | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (203) 730-5701 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | JAMES WHITLOCK | | | Doors: | 4DR | WD: 2 | |
| Parts Mgr: | JOHN MEYER | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HONDA OF DANBURY | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0HP 3.0L | |
| | 102D-102A-104 FEDERAL | T 06940 | | WhtBdy: | P/S, SUN ROOF, A | .BS, AIR BAG, | |

Engine #:

Em Type:

RO #:

DANBURY Phone: (203) 730-5701

Fax #: (203) 730-5706

DPSM: RENA BAEZA

Previous Dealer/Contact Date

Zone/Dist: 05F

CT 06810

W.O. #: 28777

Case Type: Technical

Trans #:

Tech Line Suggests

Information from Dealer

| 33 | |
|--|---|
| 9/7/2004 DAVEK | |
| 1 09/07/04 13:16:16 ISIS:> | BRAKES FEEL SOFT |
| 2 09/07/04 13:16:27 DAVEK:> | PEDDLE GRABES IN MID OF TRAVLE. REPLACED |
| 3 | MASTER AND BLEED NO CHANGE |
| 4 PUMP PEDDLE UP ?> | 보다 되는 다시 NO 전문에 걸릴 때가 되었다. 그 모든 사람이 되는 사람들은 모든 |
| 5 REPLACED ABS | |
| 6 09/09/04 12:28:29 GEORGEK:> | PI, If this mod is replaced, please call it in here |
| 7 | for our eval. thanks |
| 8 09/15/04 10:53:37 PAULI:> | WILL CHCK |
| 9 | CLM #247336 (\$1,179.51/PAID 9/13/04) |
| Hao de sela dige de Rese, tred Recenção (perto | R&R 57110-SDB-023 (ABS MOD) |
| 11 | 46100-SDB-A02 (MSTR CYL) |
| 12 09/15/04 12:26:47 PAULI:> | FAXED SHIP REQUEST |
| 13 09/22/04 12:36:15 PAULI:> | NO PRTS RCVD BY TL |
| 14 WARR CLM #247336 UPDATED AS PRTS SENT T | OWPI AND THE SECOND REPORT OF THE PROPERTY OF |
| 15 (9/20/04) | |
| 16 09/22/04 17:16:10 PAULI:> | ABS MOD FRWD>TL,FRWD>GK |
| | |

| T/L Ref # 1724342 | Created By JIMH | Date Created 01/24/2006 | Last Edited By JIMH | # of Edits 1 |
|----------------------|--------------------------------|-----------------------------------|------------------------|---------------------------------------|
| Code P 4150 | Original Complaint | Probable Cause/S | | · · · · · · · · · · · · · · · · · · · |
| P 4150 | BRAKE PEDAL SINKS TO THE FLOOR | ABS MODULATOR | R; REPLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 14,421 |

| | | | Status: | | N/A | Mile | eage: 14,421 |
|--------------|-----------------|-----------------------|---------|------------|------------------|----------------|--------------|
| Dealer #: | 208322 | TZ: | EST VIN | 1HGC | CM66584A | Err. | |
| Dir Cont: | BEN SWARTZ | Training %: | Yea | r: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (419) 893-5581 | Extn: | Tra | 1; | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MARK JOHNSON | | Doc | rs: | 4DR | WD: | 2 |
| Parts Mgr: | DONALD DRISCO | | Fac | t : | MARYSVILLE | Country: | USA |
| Dir Name: | JIM WHITE HOND | A | Des | c: | ACCORD 4DR EX | -V6 6CYL 240.0 |)HP 3.0L |
| | 1505 REYNOLDS | | Wh | Bdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | MAUMEE | ОН 43537 | Eng | ine #: | | Trans #: | |
| Phone: (41 | 9) 893-5581 | Fax #: (419) 893-2079 | Em | Type: | | | |
| DPSM: OP | EN POSIT 2/4/09 | Zone/Dist: 04B | RO | #: | | | |
| Previous Dea | aler/Contact | Date | Cas | e Type: | Technical | | |
| | | | w.c | .#: | | | |
| | | | | | | | |

Tech Line Suggests

Information from Dealer

| 1/24/2006 JIMH | |
|---|--|
| 1 01/24/06 07:24:30 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR WHEN PRESSING, |
| | HAVETO PUMP BRAKES TO GET TO STOP, NO SIGNS OF ANY |
| 3 | LE AKS. ALREDY REPLACED MASTERCYLINDER WAS FINE |
| | FOR |
| | ABOUT A MONTH THEN STARTED SINKING AGAIN. CHECK |
| 5 | FLUID LEVEL-FULL. |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | |
| 8 01/24/06 07:27:12 JAMESH:> | |
| 9 DID YOU FIND AIR IN THE LINE ON THE FIRST | |
| 10 VISIT BEFORE ANY REPAIRS?> | TO STATE OF THE PROPERTY OF TH |
| 11 HAS THERE BEEN ANY SIGNS OF LOW FLUUID OR | |
| 12 LEAKS?> | NONE |
| 13 REPLACE THE BAS MODULATOR | |
| 하게 4 스트라이라는 사용하는 그리를 통로를 받아 되는 것은 것은 것은 것은 그를 받으셨다. | |

| | The second secon | | | actioport | | |
|----------------------|--|-------------|--------------------------------------|--------------------------|------------------------|--|
| T/L Ref # 1531574 | Creat TOMF | ed By | Date Create 03/07/2005 | 할 때 없고 않다는 사람은 경험을 하나 하실 | d By # of Edits 1 | |
| Code | Original Complaint | | Probable C | ause/Solution | | |
| P 4150 | BRAKE PEDAL GOING TO FLOOR | | FAULTY ABS MODULATOR; BLEED AND TEST | | | |
| | | | Resin Sour | ce: None | Date: | |
| | | | Status: | N/A | Mileage: 17,340 | |
| Dealer #: | 207174 | TZ: | EST V | N: 1HGCM66544A | Err: | |
| Dir Cont: | MIKE MEEKS | Training %: | Y | ear: 2004 | Model: ACCORD V6 | |
| Serv Ph: | (770) 993-2805 | Extn: | Tı | ran: 5AT | Trim: EX-V6 | |
| Serv Mgr: | BILL HUGHES | | | oors: 4DR | WD: 2 | |

11085 ALPHARETTA HWY

DON JONES

HONDA CARLAND

ROSWELL GA 30076

Phone: (770) 993-2805

Parts Mgr:

Dir Name:

Fax #: (770) 998-4880

DPSM: MELISSA MECHAN Previous Dealer/Contact

Zone/Dist: 07E

Date

MARYSVILLE

Country: USA

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #:

Trans #:

Em Type:

RO #:

Fact:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

| information | rrom | Dealer |
|-------------|------|--------|
| | | |

| 3/7/2005 TOMP | |
|--|--|
| 1 03/07/05 06:33:31 ISIS:> | BRAKE PEDAL GOING TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | FOUND AIR IN SYSTEM ABOUT 3,000 MILES AGO, |
| 5 | BLEED OUT PEDAL FELT FINE, NO LEAKS NOTICED |
| | LAST TIME OR THIS TIME, MASTER FULL OF FLUID |
| 7 03/07/05 06:33:46 TOMP:> | MIKE: |
| 8 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 9 | YES. |
| 10 DOES THE CAR EVER FAIL TO STOP?> | 보는 보면 NO 보스의 기를 가는 경우를 받는 것 같습니다. |
| 11 WHAT HAVE YOU DONE TODAY?> | NOTHING |
| 12 EXERCISE ABS SEVERAL TIMES; PRESSURE BLEED | |
| BRAKE SYSTEM | |
| 13 DOES THE BRAKE PEDAL FEEL NORMAL? | |
| 14 YES: FAULTY ABS MODULATOR; REPLACE | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

15 NO: LOOK FOR OTHER CAUSE

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| T/L Ref # 1537893 | Created By RAYD | Date Created 03/16/2005 | Last Edited B RAYD | y # of Edits 1 | | | |
|----------------------|--|--------------------------------|---|-------------------|--|--|--|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW IN AM 20F AMB | | Probable Cause/Solution UNABLE TO DUPLICATE; NOT COLD; EXERCISE/BLEED | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 18,285 | | | |

Dir Cont: MAURICIO GALVEZ Training %: 2004 Year: Serv Ph: (301) 890-7661 Extn: Tran: 5AT STEVEN BIRD Serv Mgr: Doors: 4DR Parts Mgr: **CHRIS KOCH** Fact: MARYSVILLE Dir Name: SPORT HONDA Desc: 3201 AUTOMOBILE BLVD. WhtBdy: SILVER SPRING MD 20904 Engine #: Em Type:

Phone: (301) 890-7661

DPSM: RAFIK ABDULLAHI Previous Dealer/Contact

Fax #: (301) 847-1624

Zone/Dist: 06B Date

WD:

Trans #:

Trim:

Model:

Country: USA

ACCORD V6

EX-V6NV

2

ACCORD 4DR EX-V6NV 6CYL 240.0HP P/S, SUN ROOF, ABS, AIR BAG,

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 3/16/2005 RAYD | |
|--|--|
| 1 03/16/05 11:26:36 ISIS:> | CUSTOMER STATES BRAKE PEDAL FALLS TO THE FLOOR, |
| - 로 ¹ 2 사용하다 등을 보다 하는 것은 사용하다 등을 받는 것이다. | USUALLY 1ST. IN THE MORNING, ALSO HAS EXCESSIVE |
| 3 | TRAVEL TO FLOOR (WORE IN 20 DEGREES AND COLDER. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER REPLACED AT ANOTHER HONDA |
| 7 | DEALER. |
| 8 03/16/05 11:26:50 RAYD:> | |
| 9 CAN YOU DUPLICATE?> | NO, THE PEDAL FEELS FINE, IT DOES FEEL A |
| | LITTLE SOFT BUT IT STOPS GOOD, |
| 11 IS IT 20F OUTSIDE?> | NO |
| 12 THE PEDAL IS LOW NOT HIGH WHEN COLD?> | THATS WHAT THE CUSTOMER SAYS, HE TOOK IT TO |
| 13 | THE DEALER WHERE HE BOUGHT IT, THEY REPLACED |
| 그러4 [발표시] 프린티 현장을 보고 불 때문 그런 그리고 있다. 그리고 있다. | THE M/C, THEN HE BROUGHT IT HERE WITH THIS |
| 15 | COMPLAINT |
| 16 YOU SHOULD KEEP THE CAR OVER NIGHT WHEN IT | |
| WILL | |
| 17 BE 20F OR LESS OUTSIDE TO DUPLICATE THE | |
| CUSTOMER | |
| 18 COMPLAINT, YOU COULD EXERCISE THE ABS AND | |
| BLEED STATE OF THE | |
| 19 THE HYD SYSTEM TO CHECK FOR AIR?> | |
| | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # | Created By CHRISV | Date Cre 01/05/20 | | dited By # of Edits 2 | | |
|---------------|----------------------|----------------------|------------------|--------------------------|--|--|
| Code | Original Complaint | Probable | Cause/Solution | | | |
| P 4150 | INT LOW PEDAL | ABS MO | DD; REPLACE | | | |
| | | Resin Sc | ource: None | Date: | | |
| | | Status: | N/A | Mileage: 31,802 | | |
| Dealer #: | 206772 | TZ: EST | VIN: 1HGCM66814A | Err: | | |
| Dir Cont: | GEOFFREY | | Year: 2004 | Model: ACCORD V6 | | |

Dealer #: 206772 TZ: EST
DIr Cont: GEOFFREY Training %:
Serv Ph: (301) 890-7661 Extn:
Serv Mgr: STEVEN BIRD
Parts Mgr: CHRIS KOCH
DIr Name: SPORT HONDA
3201 AUTOMOBILE BLVD.
SILVER SPRING MD 20904

EX-V6NV Trim: Tran: 5AT 2 WD: Doors: 4DR Country: USA Fact: MARYSVILLE Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #:

Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 1/10/2006 CHRISV | |
|---|--|
| 1 01/05/06 14:57:27 ISIS:> | CHECK BRAKE PEDAL TRAVLE, SEEMS TO HAVE TOO MUCH |
| | FREE PLAY. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | OR . |
| 4 THIS PROBLEM?> | |
| 5 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER 8/15/05, C/S THAT PEDAL FELT FINE |
| - 1966 - 프랑프를 프로그램 프로그램 - 트로그램 - 프로그램 | FOR 4 MONTHS NOW FEEL'S LIKE PRIOR TO REPAIR. |
| 7 | CHECKED ALL SLIDES AND CALIPERS NPF. PERFORMED |
| # 38 | PRESS BLEED, AND FOLLOWED UP WITH MANUAL BLEED. |
| | PEDAL STILL HAS INTERMITTENT EXCESS FREE PLAY. C/S |
| | THAT PUMPING PEDAL SEEMS TO INCREASE EFFECT OF |
| | BRAKES BUT PEDAL STILL FEEL'S "WRONG" |
| 12 01/05/06 14:57:38 CHRISV:> | INT LOW PEDAL |
| 13 REPLACE ABS MOD | |
| 14 01/10/06 13:55:47 AMYB:> | SURVEY |
| 15 GEOFFREY NESHKES | |
| 16 3201 AUTOMOBILE BLVD | |
| 17 SILVER SPRINGS, MD 20704 | |
| 18 PENDED>AMYB:LIGHT>DONE | |

| T/L Ref # 2418195 | | ated By RISV | Date C 08/09/2 | | Last Edited By CHRISV | | # of Edits 1 |
|----------------------|---|-----------------------|-------------------|-------------------------------|--|------------|--------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | ABS M | Source: | tion N BLEED AND RECK None N/A | Dat | e: eage: 57,839 |
| Dealer #: | 206772 | TZ: | EST | VIN: 1HGC | M66814A | Err: | |
| Dir Cont: | GEOFFREY | Training %: | 73 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (301) 890-7661 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | STEVEN BIRD | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHRIS KOCH | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SPORT HONDA 3201 AUTOMOBILE SILVER SPRING | BLVD. MD 20904 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AB J30A42066889 | 불편 불자물보였다. | 10.0 HP |
| Phone: (30 | 1) 890-7661 | Fax #: (301) 847-1624 | 1 | Em Type: | | | |
| DPSM: RA | FIK ABDULLAHI | Zone/Dist: 06B | | RO #: | 87297 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 8/9/2007 11:19:05 AM CHRISV | |
|--|--|
| 1 ORIGINAL COMPLAINT | C/S THAT PEDAL GOES TO FLOOR AND FEEL'S SPUNGY. |
| | ALSO THE PEDAL HAS GONE TO THE FLOOR AND BRAKE |
| | WILL PULL TO EITHER LEFT OR RIGHT SIDE (BOTH HAVE |
| | HAPPENED) THEN STOP. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | PRIOR TO SB 07-045 REPLACED VSA MODULATOR WITH |
| | UPDATED PART NUMBER, MATCHING ONE ON BULLITEN |
| 4 GO OUT AND MOD THE BRAKES THEN BLEED, IF | |

| T/L Ref # 2435289 | | ated By VEN | Date Ci 08/30/2 | | Last Edited By STEVEN | | # of Edits 1 |
|---|---|-----------------------|--------------------|-----------------------------------|--|---------|-----------------|
| Code Original Complaint P 4150 BRAKE PEDAL FEELS SPONGY | | CUST E | Source: | ntion H CANT DUPLICATE None | Da | " | |
| | | | Status: | | N/A | Mil | eage: 58,593 |
| Dealer #: | 206772 | TZ: | EST | VIN: 1HGC | CM66814A | Err: | |
| Dir Cont: | GEOFFREY | Training %: | 72 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (301) 890-7661 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | STEVEN BIRD | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHRIS KOCH | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | SPORT HONDA 3201 AUTOMOBILE SILVER SPRING | BLVD. MD 20904 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AI J30A42066889 | | |
| Phone: (30 | 01) 890-7661 | Fax #: (301) 847-1624 | | Em Type: | | | |
| DPSM: RA | AFIK ABDULLAHI | Zone/Dist: 06B | | RO #: | 88963 | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 8/30/2007 1:12:07 PM STEVEN | |
|--|--|
| 1 ORIGINAL COMPLAINT | C/S TAHT BRAKE PEDAL FADES TO THE FLOOR WHILE |
| | BACKING UP. ALSO NOTED THAT C/S BRAKE PEDAL FEELS |
| | SPONGY AT TIMES. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | PER PRIOR SB FOR VSA MODULATOR REPLACED ON 8/9/07 |
| | MILAGE OF 57839 |
| 4 CAN YOU VERIFY THE COMPLAINT? | E NO |
| 5 DID YOU BLEED THE BRAKES THIS TIME | NO |
| 6 BLEED THE BRAKES, SEE IF YOU GET ANY AIR, ALSO | THE OK THE BEST OF THE STATE OF |
| PERFORM THESE STEPPED OUTLINED FOR ALLEGED | |
| BRAKE FAILURE (E-MAILED INSTRUCTIONS) | |

| 7 | 03/09/2005 | DAVIDN | 2 |
|------------------------------|-----------------------|---|--|
| de Original Complaint | Probable Cause/So | lution | |
| R/F&L/F ROTORS RUSTY,LOW PDL | BAD MSTR CYL OR | ABS MOD?;RPLC MSTR 1 | ST>MON NXT |
| | ResIn Source: | None | Date: |
| | Status: | N/A | Mileage: 23,581 |
| | de Original Complaint | de Original Complaint Probable Cause/So OR/F&L/F ROTORS RUSTY,LOW PDL BAD MSTR CYL OR Resin Source: | de Original Complaint Probable Cause/Solution R/F&L/F ROTORS RUSTY,LOW PDL BAD MSTR CYL OR ABS MOD?;RPLC MSTR 1 Resin Source: None |

| Dealer#: | 207664 | TZ: EST | VIN: 1HG | CM66574A | Err: | |
|--|----------------|---|------------|-------------|--------|-----------|
| Dir Cont: | ERIC RUSS | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (860) 251-6838 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | PERRY GUTTMA | NN | Doors: | 4DR | WD: | 2 |
| Parts Mgr: DAVID AULT | | Fact: | MARYSVILLE | Country | : USA | |
| DIr Name: LIBERTY HONDA 71 WEST SERVICE ROAD | | Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, | | | | |
| | HARTFORD | CT 06120 | Engine #: | | Trans# | |
| Phone: (86 | 0) 251-6838 | Fax #: (860) 251-6841 | Em Type: | | | |
| DPSM: MA | RY DOWNING | Zone/Dist: 09D | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Type | : Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 3/9/2005 DAVEM | |
|--|---|
| 1 03/09/05 10:25:01 ISIS:> | VERY LOW BRAKE PEDAL, FOUND THE L/R AND THE R/F |
| | BRAKE ROTORS VERY RUSTY, INDICATING PROBLEM WITH |
| 3 | L/RAND R/F, BLED BRAKE SYSTEM (LOTS OF AIR)OBTAIN |
| | E D GOOD BRAKE PEDAL, ROADTESTED AND PEDAL BECAME |
| 5 | VERY POOR AGAIN, (DOES PUMP-UP) BLED BRAKES AGAIN |
| | AND |
| | FOUND AIR IN L/R AND R/F AGAIN. ABS MODULATOR ??? |
| 7 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | |
| 8 THIS PROBLEM?> | |
| 9 03/09/05 10:26:58 davem:> | SEE ABOVE |
| 10 RPLC MSTR AND MON, THEN MOD AND MON | > (|

| T/L Ref # 1468509 | Created E BOBE | y | Date Cr 11/15/20 | | Last Edite KEITHC | d By | # of Edits 2 | |
|------------------------------|--------------------------|-------------|---------------------|---|----------------------|--------|-----------------|--|
| Code P 4150 | 4150 BRKE "FEEL"PRBLMS R | | | Probable Cause/Solution REPLACE ABS MODULATOR | | | | |
| | | | Resin S | ource: | None | D | ate: | |
| | | | Status: | | N/A | M | ileage: 4,276 | |
| Dealer #: | 207337 | TZ: | CST | VIN: 1H | GCM66594A | Err: | | |
| Dir Cont: | DWAYNE | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (337) 235-9086 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | STEPHEN BORDELON | | | Doors: | 4DR | WD: | 2 | |

Fact:

Desc:

WhtBdy:

Engine #:

Em Type:

Serv Mgr: STEPHEN BORDELON Parts Mgr: DANIEL WOOLFOLK Dir Name: MOSS HONDA 1407 SURREY STREET LAFAYETTE LA 70501

Phone: (337) 235-9086

DPSM: DANIEL FYFFE Zone/Dist:

Fax #: (337) 262-0697

Previous Dealer/Contact Date

03E

RO #: Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

MARYSVILLE

Country: USA

Trans #:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

P/S, SUN ROOF, ABS, AIR BAG,

| 11/15/2004 BOBE | |
|------------------------------|-------------------------------------|
| 1 11/15/04 13:10:40 ISIS:> | BRAKES GO TO THE FLOOR , |
| 2 11/15/04 13:19:15 KEITHC:> | REPLACED M/C, NEVER ABLE TO DUP |
| 3 WHEN> | LAST WEEK, HAPPENED AGAIN FOR CUST, |
| 4 POSS MODULATOR> | |
| 5 | |

| T/L Ref # 2275684 | "라마, 나는 얼마 아름이 있는 얼마를 맞았다면 하는 나는 사람이 되고 있다"라고 말 | | Date Cr 02/13/2 | | Last Edited By DAVIDK | / | # of Edits |
|--|---|--|--------------------|---|---|-------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, | LOW, HARD) | | | | Dat Mile | e: eage: 40,747 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207399 GRIEDER MARK (201) 529-3966 DAVE LAGRUTH MICHAEL D'ANNA MAHWAH HONDA 99 FRANKLIN TURN MAHWAH | TZ: Training %: Extn: PIKE NJ 07430 | EST 0 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2004 2004 5AT 4DR MARYSVILLE ACCORD 4DR EX-V P/S, SUN ROOF, AI J30A42068495 | | |
| DPSM: Ste | 01) 529-3966 ⊵fanie Senkiw ealer/Contact | Fax #: (201) 529-541 Zone/Dist: 05E Date | 1 | Em Type: RO #: Case Type: W.O. #: | 284875 Technical | | |

Tech Line Suggests

Information from Dealer

| | mandi ma |
|-----------------------------|--|
| 2/13/2007 7:54:53 AM DAVIDK | |
| 1 | C/S WHILE PRESSING THE BRAKES BRAKES GO DOWN TO |
| | THE FLOOR |
| | BRAKES STILL WORKS. BUT VERY LOW. 2 MASTER HAVE |
| | BEEN REPLACED. BLEED BRAKES THE L FT HAD AIR IN |
| | SYSTEM. |
| 3 REPLACE ARS MODULATOR | |

| Code | Original Complaint | | Probab | le Cause/Sol | lution | |
|----------------------------|---------------------------|------------------------|---------------|--------------|------------------|-------------------|
| P 4150 BRAKE PEDAL SINKING | | ABS MODULATOR; REPLACE | | | | |
| | | | Resin Source: | | None | Date: |
| | | Status: | | N/A | Mileage: 3,618 | |
| Dealer #: | 207617 | TZ: | PST | VIN: 1HG | CM66864A | Err: |
| Dir Cont: | TOM KLIEMANN | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (206) 382-8800 | Extn: | | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | CHAD DOBBS | | | Doors: | 4DR | w D: 2 |
| Parts Mgr: | JOHN SWANSTROM | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HONDA OF SEATTLE | | | Desc: | ACCORD 4DR EX- | V6NV 6CYL 240.0HP |
| | 1015 OLIVE WAY SEATTLE | WA 98101 | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, |

Fax #: (206) 625-9744

02A

Zone/Dist:

Date

Engine #:

Em Type:

Case Type: Technical

RO#:

W.O. #:

Tech Line Suggests

Phone: (206) 382-8800

DPSM: PETER HOLT

Previous Dealer/Contact

Information from Dealer

Trans #:

| 1/7/2005 JIMH | |
|------------------------------|--|
| 1 01/07/05 12:28:51 ISIS:> | BRAKE PEDAL SINKING, REPLACED MASTER CYLINDER. |
| | CAR NOW BACK 2 MONTHS LATER, BRAKE PEDAL GOING ALL |
| 3 | THE WAY TO FLOOR. |
| 4 01/07/05 14:11:54 JAMESH:> | |
| 5 DID YOU RE BLEED?> | YES, AIR |
| 6 REPLACE THE ABS MODULATOR | |
| 7 | |

| T/L Ref# 1882799 | Created JIMH | Ву | Date Cr 07/26/20 | | Last Edited By JIMH | | # of Edits 1 |
|---------------------|---|-------------|----------------------------|------------------|--------------------------------------|----------|-----------------|
| Code P 4150 | Original Complaint BRKE "FEEL" SPONGY | | | e Cause/Sol | | | |
| | | | ResIn S | ource: | None | Dat | e: |
| | Status: | | N/A | Mile | eage: 23,288 | | |
| Dealer #: | 208414 | TZ: | CST | VIN: 1HG | CM66564A | Err: | |
| Dir Cont: | MICHAEL | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (940) 322-5451 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | YOSHI FUKASAWA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | GARY HEASTON | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PATTERSON HONDA 1000 7TH STREET WICHITA FALLS | TX 76301 | | Desc: WhtBdy: | ACCORD 4DR EX-V P/S, SUN ROOF, AB | | OHP 3.0L |
| | VVICTITA FALLS | IV (0901 | | Engine #: | | Trans #: | |

Fax #: (940) 687-8183

Zone/Dist:

Date

Tech Line Suggests

Phone: (940) 322-5451

DPSM: L.D. ANDRUS

Previous Dealer/Contact

Information from Dealer

| 7/26/2006 JIMH | |
|--|----------------------------------|
| 1 07/26/06 07:21:40 ISIS:> | CUST STATES BRAKES ARE SPONGY |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYL. |
| 5 07/26/06 07:22:23 JAMESH:> | KEEPS GETTING AIR IN BRAKE LINES |
| 6 REPLACE THE ABS MODULATOR | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

| T/L Ref # 1556260 | 회사들은 경우를 가는 것이 가득하지 않는데 되는데 뭐 먹었다. | | Date Cr 04/18/2 | | Last Edited B | | # of Edits 1 |
|---|---|-----------------------|--------------------|-------------------------------------|------------------------------------|-------------|--------------------|
| Code Original Complaint P 4150 BRAKE PEDAL SINKS TO FLOOR | | TO FLOOR | | le Cause/Sol u Y ABS MODU | ution LATOR;EXERCISE A | BS, BLEED B | RAKES |
| | | | Resin S Status: | | None N/A | Dat Mile | e: eage: 12,725 |
| Dealer #: | 208146 | TZ: | EST | VIN: 1HG | CM66554A | Err | |
| Dir Cont: | JUDE WATSON | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (215) 305-5012 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MURREY COHEN | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | THOMAS MCCOLLUM | 1 | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SLOANE HONDA 9903 BUSTLETON AV PHILADELPHIA | /E. PA 19115 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | DHP 3.0L |
| Phone: (21 | 5) 305-5012 | Fax #: (215) 305-5007 | 7 | Em Type: | | | |
| DPSM: TU | RK MCFADDEN | Zone/Dist: 05H | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 55 | |
|--|---|
| 4/18/2005 TOMP | |
| 1 04/18/05 10:34:35 ISIS:> | BRAKE PEDAL SINKS TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 04/18/05 10:34:43 TOMP:> | JUDE: |
| 6 DID THAT FIX THE PROBLEM THEN?> | I DIDN'T DO THE WORK; BUT I GUESS SO. |
| 7 | ANYWAY JUST INSTALLED ANOTHER MASTERCYLINDER. |
| 8 HAS CAR EVER FAILED TO STOP?> | NO CONTRACTOR OF THE PROPERTY |
| 9 EXERCISE ABS, THEN PRESSURE BLEED BRAKE | |
| SYSTEM. | |
| 10 DOES THE PEDAL STILL SINK? | |
| 11 YES: LOOK FOR OTHER CAUSES, NORMAL OPERATION, | |
| OR ABS MODULATOR FAULTY | |
| 12 NO: FAULTY ARS MODULATOR | |

| | Ref # 02993 | Created By DAVIDK | Date Created 07/23/2007 | Last Edited By PAULI | # of Edits 5 |
|---|-----------------------------|----------------------|--------------------------------|-------------------------|--|
| | Code | Original Complaint | Probable Cause/So | olution | A STATE OF THE STA |
| P | P 4150 BRAKE FEEL LOW PEDAL | | ABS?; REPLACE | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | P RCV | Mileage: 29,913 |

| | | | | | 1 NOV | | |
|--------------|---|-------------------|-----|------------------|------------------------------------|----------|-------------|
| Dealer#: | 208257 | TZ: | EST | VIN: 1HGC | CM66844A | Err: | |
| Dir Cont: | JOSEPH | Training %: | 81 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (440) 974-9500 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | TOM PAPISH | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JOSEPH SHULTZ | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF MENTO 8505 MENTOR AVE MENTOR | | | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | | .0.0 HP |
| | MENTOIX | ОП 44000 | | Engine #: | J30A42074080 | Trans #: | BAYA6071310 |
| Phone: (44 | 0) 974-9500 | Fax #: 4402052732 | | Em Type: | | | |
| DPSM: BR | IAN SOLENTHALER | Zone/Dist: 04E | | RO #: | 124741 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

| | | | Engine#: | J30A42074080 | irans#. | DATA60/1310 |
|---------|-------------------|-------------------|------------|--------------|---------|-------------|
| Phone: | (440) 974-9500 | Fax #: 4402052732 | Em Type: | | | |
| DPSM: | BRIAN SOLENTHALER | Zone/Dist: 04E | RO #: | 124741 | | |
| Previou | s Dealer/Contact | Date | Case Type: | Technical | | |
| | | | W.O. #: | | | |

| MP I. | | <u> </u> |
|-------|------|----------|
| Tecn | Line | Suggests |

Information from Dealer

| | Anomation nom bodio |
|---|------------------------------------|
| 7/23/2007 7:59:34 AM DAVIDK | |
| 1 ORIGINAL COMPLAINT | VERY LOW BRAKE PEDAL |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | 6/11/07 25139 MILES NEW MASTER CYL |
| 4 | CAR RETURNED WITH LOW PEDAL |
| 5 REPLACE ABS MODULATOR, | |
| 7/23/2007 8:57:13 AM DAVIDK | |
| 6 LOOKING FOR MASTERS | WE STILL HAVE THE MASTER |
| 7 PEND TO PAUL FOR MASTER | |
| 7/23/2007 9:54:29 AM PAULI | |
| 8 WILL P/U | |
| 9 208257 RO Date: 2007-06-11 Claim Number: 921262 | R&R 46100-SDB-A02 MASTER CYLINDER |
| 7/23/2007 10:56:12 AM PAULI | |
| 10 FAXED SHIP REQUEST>BEN, PRTS | |
| 7/27/2007 12:38:01 PM PAULI | |
| | |

11 MSTR CYL RCVD--FRWD>DK

| Created By | Date Created | Last Edited By | # of Edits | | | |
|---------------------------------|----------------------------|---|--|--|--|--|
| JOHNB | 11/09/2005 | DAVEK | 2 | | | |
| Original Complaint | Probable Cause/So | olution | | | | |
| P 4150 BRKE PDL DROPS,POOR STOP | ABS MODULATOR | ABS MODULATOR?; REPLACE | | | | |
| | ResIn Source: | None | Date: | | | |
| | Status: | N/A | Mileage: 21,500 | | | |
| • | JOHNB e Original Complaint | JOHNB 11/09/2005 e Original Complaint Probable Cause/Some BRKE PDL DROPS,POOR STOP ABS MODULATOR Resin Source: | JOHNB 11/09/2005 DAVEK e Original Complaint Probable Cause/Solution BRKE PDL DROPS,POOR STOP ABS MODULATOR?; REPLACE Resin Source: None | | | |

| Dealer #: | 207449 | TZ: EST | VIN: 1HG | CM66804A | Err: | |
|-------------------------|-----------------------------|-----------------------|------------|---------------------------------|--------------|-----------|
| Dir Cont: | DOMINIC SCALA | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (732) 542-5901 | Extn: | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | KENNETH KALLOK | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JASON WOODS | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: DCH KAY HONDA | | | Desc: | ACCORD 4DR EX-V6NV 6CYL 240.0HF | | 0.0HP |
| 200 ROUTE 36 | 옷을 하다 시간 마다를 가게 먹는데 하지 않아서는 | NJ 07724 | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | EATONTOWN | | Engine #: | | Trans #: | |
| Phone: (73 | 2) 542-5901 | Fax #: (732) 542-5397 | Em Type: | | | |
| DPSM: BIL | L HALLSWORTH | Zone/Dist: 05G | RO #: | | | |
| Previous Dealer/Contact | | Date | Case Type: | : Technical | | |
| | | | W.O.#: | | | |

| Tech | Line | Suggests |
|------|------|----------|

Information from Dealer

| 339,000 | |
|---|---|
| 4/4/2006 JOHNB | |
| 1 11/09/05 12:19:10 ISIS:> | CHECKED CAR ON SEP. 6 FOR CUST COMPL. FOUND |
| FE 2 통통통통통통통 보다 하다를 통통통 하는 사람들은 사람들은 사람들은 다른 기를 받는다. | MASTERCYL. TO BE BAD. CAR CAME BACK ON OCT. 12 |
| 3 | SAME PROBLEM REPLACED MASTER AGAIN. NOW CAR IS BACK |
| | A THIRD TIME THIS MASTER EVEN WORSE. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | |
| 7 11/09/05 12:19:32 JOHNB:> | PRIOR PEDAL LOW, BRAKE PERFORMANCE POOR DURING |
| - 52 8 프로토탈 프로토탈 프로토탈 프로토토토토토토토토토토토토토토토토토토토토토토 | STOPS;HAVE INSTALLED 2 MASTER CYLINDERS AND |
| 9 | BLED SYSTEM; SEEMED FIXED FOR ONE MONTH; NOW |
| | BACK AND CAR BARELY STOPS, PEDAL DROPS TO |
| 11 | FLOOR;THERE IS AIR IN THE SYSTEM |
| 12 PRESSURE BLEED SYSTEM; IF PEDAL IMPROVES, EXERCISE ABS IN A SAFE LOCATION, THEN PRESSURE BLEED | |
| 13 | AGAIN; IF PEDAL DOES NOT IMPROVE, REPLACE MODULATOR |
| 3.14 | AND PRESSURE BLEED. |
| 15 04/04/06 10:01:25 ISIS:> | BRAKE PEDAL LOW ON FLOOR AGAIN. MASTER CYL. |
| | SHOWING SIGHN OF WETNESS BY BOOSTER. REPLACED |
| 17 | MASTER 2 OTHER TIMES ,IN SEP.OCT AND POWER BLEED AN |
| [18] 11 (14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] 12 [14] | APPLI. ABS. SYS. THEN BLEED AGAIN IN NOV. |
| 19 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 20 THIS PROBLEM?> | |
| 21 IF YES, REPAIR DESCRIPTION?> | GAVE |
| 22 04/04/06 10:02:38 DAVEK:> | CAR RETURNED |
| 23 REPLACE ABS MODULATOR | |

| T/L Ref # 1954536 | Cre a KEN | nted By E | Date Cre 10/16/20 | | Last Edited By KENE | | # of Edits |
|----------------------|---|---------------------------|----------------------|--|--|------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, | DAKE EEEL (OOET LOW HARD) | | Probable Cause/Solution MODULATOR; REPLACE | | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mil | e: eage: 63,530 |
| Dealer #: | 208139 | TZ: | EST | VIN: 1HGC | CM66594A | Err: | |
| Dir Cont: | MARK MEDLOCK | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (770) 745-6828 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TIM PRESNELL | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL BROWN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | TEAM HONDA 1979 THORNTON R LITHIA SPRINGS | OAD GA 30122 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS | | DHP 3.0L |
| Phone: (7 | 70) 745-6828 | Fax #: (770) 745-2301 | | Em Type: | | | |
| DPSM: GI | ORGE KELECHECK | Zone/Dist: 07F | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 10/16/2006 KENE | |
|--|---|
| 1 10/16/06 12:52:01 ISIS:> | BRAKE PEDAL IS GOING TO THE FLOOR. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS F | -OR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTERCYLINDER WAS REPLACED ALSO BRAKE |
| 5 . | SERVICE WAS PREFORMED ON FRONT AND REAR. SYSTEM |
| | HAS |
| | BEEN BLEED THREE TIMES. |
| 7 10/16/06 12:53:36 KENE:> | HAVE DONE A COMPLETE BRAKE SERVICE AND MASTER |
| | CYL HAS BEEN REPLACED THE SYTEM GET AIR INSIDE |
| 9 REPLACE THE ABS MODULATOR | |

| T/L Ref # 1411884 | Created By RAYD | Date Created 08/11/2004 | Last Edited B PAULI | By # of Edits | | | |
|--------------------|--|--------------------------------|--|----------------|--|--|--|
| Code P 4150 | Original Complaint BRKE PEDAL FADES TO FLOOR | | Probable Cause/Solution AFTER M/C REPL;REPLACE ABS MOD;HOLD FOR FACTORY | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | P HAM | Mileage: 3,308 | | | |

Dealer #: 206881 VIN: 1HGCM66814A TZ: CST Err: Dir Cont: JAIME FLORES Training %: 2004 ACCORD V6 Model: Year: Serv Ph: (504) 368-5640 Trim: EX-V6NV Extn: Tran: 5AT 2 Serv Mgr: DAVID MCBETH WD: Doors: 4DR Parts Mgr: TIM MAYWALT Fact: Country: USA MARYSVILLE DIr Name: SUPERIOR HONDA Desc: ACCORD 4DR EX-V6NV 6CYL 240.0HP 1845 WESTBANK EXPWY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **HARVEY** LA 70058 Engine #: Trans #: Phone: (504) 368-5640 Fax #: (504) 367-2606 Em Type: DPSM: DANIEL FYFFE Zone/Dist: 03E RO #: **Previous Dealer/Contact** Case Type: Technical Date W.O. #:

Tech Line Suggests

Information from Dealer

| 8/11/2004 RAYD | |
|---|---|
| 1 08/11/04 14:29:25 ISIS:> | BRAKE PEDAL SINKS TO FLOOR EXCESSIVE TRAVEL AFTER |
| DE 2 기술 등록 를 통해 하는 사람들이 보고 있는 것으로 모르고 X | REPAIR FOR SAME CONCERN 2 WEEKS AGO BRAKES WERE |
| 3 | GOOD STARTED GOING TO FLOOR AGAIN???? |
| 4 08/11/04 14:29:51 RAYD:> | REPLACED THE MASTER CYLINDER A WEEK AGO, NOW |
| | THE CAR IS BACK WITH THE PEDAL SLOWELY GOING |
| | TO FLOOR |
| 7 REPLACE THE ABS MODULATOR, BLEED THE SYSTEM | |
| HOLD | |
| 8 THE MODULATOR IN ITS FAILED STATE, WE WILL PICK | |
| 9 UP> | OK, I WILL OVERNIGHT THE MODULATOR |
| 10 08/12/04 09:55:47 PAULI:> | WILL ARRANGE |
| | FAXED SHIP REQUEST, PRT>HAM, JEREMY GERRARD |
| 12 09/20/04 14:36:58 PAULI:> | CLM #089803 UPDATED AS RCVD 8/17/04 |
| | |

| Code | Original Complaint | | Probable | Cause/Solu | ution | |
|---------------|---------------------|----------------------------|----------|------------|------------------|------------------------|
| P 4150 | LOW BRAKE PEDAL | AKE PEDAL | | TOR?;REP | L | |
| | | | Resin So | urce: | None | Date: |
| | | | Status: | | P NA | Mileage: 10,985 |
| Dealer #: | 207626 | TZ: | CST | VIN: 1HG | CM66844A(| Err: |
| Dir Cont: | RYE HOSFORD | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (615) 791-1101 | Extn: | | Tran: | 5AT | Trim: EX-V6NV |
| Serv Mgr: | ARCHIE BECQUET | | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | MARK TAYLOR | 보는 바로 보는 것이다. | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | DARRELL WALTRIP HO! | NDA | | Desc: | ACCORD 4DR EX | -V6NV 6CYL 240.0HP |
| | 1430 MURFREESBORO | | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, |
| | FRANKLIN | TN 37067 | | Engine #: | | Trans #: |
| Phone: (61 | 5) 791-1101 Fa | x #: (615) 599-6297 | | Em Type: | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: CHRISTINE LANE

Previous Dealer/Contact

Zone/Dist:

Date

07A

Information from Dealer

Case Type: Technical

| PEDAL FALLS TOO LOW. RYE: |
|--|
| 그는 불가가 하면 사람이 가는 사람들이 되었다. 그는 |
| |
| |
| |
| JUST DOESN'T FEEL RIGHT |
| M/C WAS LEAKING SO WAS REPLACED A FEW MONTHS |
| AGO. |
| CUSTOMER BACK TODAY, SAYS PEDAL DOES NOT FEEL |
| RIGHT: BUT ALL SELECTION OF THE SELECTIO |
| NO, BUT THE PEDAL JUST FEELS A LITTLE LOWER |
| THAN OTHER LIKE CARS. |
| |
| |
| |
| |
| MODULATOR. |
| |
| |
| TODD, 14,070 MILES BACK WITH SOFT PEDAL |
| |
| |
| |
| ABS MOD SENT TO HAM WPI 8/24/04 |
| |
| |
| |

| T/L Ref # 1496003 | 강성하는 일반 일반 사람들은 얼마 토리를 하는 것이 없는 것이 없다. | | | Date CreatedLast Edited By# of E01/04/2005PAULI1 | | | | |
|----------------------|--|-------------|---------|--|--|---------|-------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | | | Probable Cause/Solution ABS MODULATOR; REPLACE | | | | |
| | | | | ource: | None | Date: | | |
| | | | Status: | | P MAP | Mil | eage: 3,400 | |
| Dealer #: | 207794 | TZ: | EST | VIN: 1HG | CM66544A | Err: | | |
| Dir Cont: | RONALD SHENK | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (717) 274-5936 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | JASON BAAB | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | MATTHEW DISHONG | | | Fact: | MARYSVILLE | Country | USA | |
| Dir Name: | EBERSOLE HONDA 1900 CUMBERLAND STREET LEBANON PA 17042 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG, | | OHP 3.0L | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Fax #: (717) 272-7455

Zone/Dist:

Date

Tech Line Suggests

Phone: (717) 274-5936

Previous Dealer/Contact

DPSM: WALTER

Information from Dealer

| 1/4/2005 KENE | |
|---|--|
| 1 01/04/05 12:13:06 ISIS:> | BRAKE PEDAL FADES ALMOST TO FLOOR MASTER |
| | CYLINDER WAS INSTALLED OK FOR ALMOST TWO WEEKS |
| 3 | NOW BACK THE WAY IT WAS |
| 4 01/04/05 12:13:54 KENE:> | WHEN YOU DRIVE THE CAR THE PEDAL WILL CHANGE |
| 5 REPLACE MODULATOR | |
| 6 Please pend the contact to PI so he can ship the faulty | |
| modulator directly to Jeremy Gerrard. | |
| 7 01/04/05 15:10:46PAULI:> | FAXED SHIP REQUEST |
| 8 01/10/05 12:44:52PAULI:> | NO CLM FOR ABS MOD |
| 9 01/12/05 13:59:47PAULI:> | JOHN,ADVISOR |
| | DONE PER RO #237014 |
| 11 , | DEAN,PRTS |
| 12 | WE SENT PER A/B #6608-9789-5580 |
| 13 CORE CHARGES?> | NOT THAT I KNOW OF |
| 14 THANKS | |

| | . Ref # 70632 | Created By DAVEM | Date Created 10/26/2005 | Last Edited By DAVEM | # of Edits 1 |
|---|-------------------------|---------------------|-----------------------------------|-------------------------|-----------------|
| | Code | Original Complaint | Probable Cause/Sol | ution | |
| P | 4150 | BRAKE PEDAL SINKS | ABS MOD;RPLC | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 22,860 |

| | | | Status: | | N/A | Mile | eage: 22,860 |
|--------------|---|--------------------------------|---------|-------------------------------|------------------------------------|----------|--------------|
| Dealer #: | 206709 | TZ: | EST | VIN: 1HGC | CM66594A | Err: | |
| Dir Cont: | MARK | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (215) 368-1840 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | STEVEN DITTY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JOSEPH SCIACCA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | J. L. FREED HONI 2001 N. BROAD S LANSDALE | 경찰을 모르는 하다가 살고 있다면 살 살 때가 되었다. | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | HP 3.0L |
| Phone: (21 | 5) 368-1840 | Fax #: (215) 362-6209 | | Em Type: | | | |
| DPSM: TUF | RK MCFADDEN | Zone/Dist: 05H | | RO #: | | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| 10/26/2005 DAVEM | |
|--|---|
| 1 10/26/05 09:39:58 ISIS:> | BRAKE PEDAL SINKS |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER, RESURFACE REAR ROTORS |
| 5 10/26/05 09:40:11 DAVEM:> | EVERY TIME I MOD THE ABS THE PDL COMES BACK |
| 6 RPLC THE ABS MOD> | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits | | |
|---------------|--------------------------------------|------------------------|----------------|-----------------|--|--|
| 1637210 | JIMH | 08/30/2005 | JIMH | | | |
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | P 4150 BRAKE PEDAL WENT TO THE FLOOR | ABS MODULATOR; REPLACE | | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 14,390 | | |
| | \$14.5 207524 | Status: | N/A | Mileage: 14,39 | | |

| | | | Status: | | N/A | Mil | eage: 14,390 |
|---|----------------|-----------------------|--|---------|-------------|--------------------------------------|--------------|
| Dealer #: | 207521 | 72: | CST VIN | ı: 1HG | CM66844A | Err: | |
| Dir Cont: | PEDRO | Training %: | Ye | ar: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (281) 955-6666 | Extn: | Tra | ın: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | DAVID KENT | | Do | ors: | 4DR | WD: | 2 |
| Parts Mgr: | JASSEN RICHAF | RDSON | Fac | ct: | MARYSVILLE | Country | : USA |
| DIr Name: JOHN EAGLE HONDA OF HOU 18787 NW FREEWAY | | WAY | Desc: ACCORD 4DR E WhtBdy: P/S, SUN ROOF | | | X-V6NV 6CYL 240.0HP ABS, AIR BAG, | |
| | HOUSTON | TX 77065 | En | gine #: | | Trans #: | |
| Phone: (28 | 1) 955-6666 | Fax #: (832) 237-8725 | Em | Type: | | | |
| DPSM: VE | RNON SAGE | Zone/Dist: 03C | RO |)#: | | | |
| Previous Dea | aler/Contact | Date | Ca | se Type | : Technical | | |
| | | | w. | O. #: | | | |

Tech Line Suggests

Information from Dealer

| 8/30/2005 JIMH | |
|--|--|
| 1 08/30/05 07:30:24 ISIS:> | CUST STATES THAT THE BRAKE PEDAL WENT TO THE |
| 2 | FLOORWHEN TRYGN TO BRAKE . MASTER CYL.WAS REPLACED |
| | A BOUT 1 MONTH AGO. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYL. |
| 7 08/30/05 07:33:59 JAMESH:> | |
| 8 WAS THERE AIR IN THE SYSTEM BEFORE YOU | |
| REPLACE | |
| 9 THE MASTER CYLINDER?> | YES |
| 10 LEAKS?> | NO |
| 11 REPLACE THE ABS MODULATOR | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits | | | |
|---------------|--------------------|------------------|----------------------------|------------------|--|--|--|
| 2840708 | KENE | 06/26/2009 | KENE | 1 | | | |
| Code | Original Complaint | Probable Cause/S | Solution | | | | |
| P 4150 | BRAKE FEEL LOW | UNKNOWN; TAKI | UNKNOWN; TAKE FLUID VOLUME | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 100,620 | | | |
| Dealer #: | 206527 | TZ: PST VIN: 11 | HGCM66814A(| Err: | | | |
| Dir Cont: | TOMMY HER | Training %: 62 | 2004 | Model: ACCORD V6 | | | |

| Dealer #: | 206527 | TZ: | PST | VIN: 1HG | CM66814A(| Err: | |
|------------|---------------------------------|------------------------------|-----|-----------|------------------------------------|----------|-------------|
| Dir Cont: | TOMMY HER | Training %: | 62 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (916) 226-7000 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | MICHAEL SILVA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RUBEN VALLEJO | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | ELK GROVE HON 8550 LAGUNA GR | 장님이 살아가 먹는 사람이 되는 것 같은 것 같아. | | Desc: | ACCORD 4DR EX- P/S, SUN ROOF, A | | 10.0 HP |
| | ELK GROVE | CA 95758 | | Engine #: | J30A42085491 | | BAYA6082404 |
| Phone: (91 | 6) 226-7000 | Fax #: 9164782319 | | Em Type: | | | |
| DPSM: BA | RRY CHANDLER | Zone/Dist: 12C | | RO #: | 632614 | | |

Previous Dealer/Contact

Date

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 6/26/2009 7:44:18 AM KENE | |
|--|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL FADES TO THE FLOOR INTERMITTENLY |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | BRAKE PEDAL FEELS SOFT AND FADES TO THE FLOOR. |
| | REPLACE ABS MODULATOR AS PER SERVICE BULLETIN. |
| 4 CAN YOU DUP | NO, BUT TEAM LEADER DID |
| 5 HAVE HIM DUPLICATE TAKE FLUID VOLUME | |

| T/L Ref # 1877282 | Created DAVEK | 상품 하시는 것을 보고 본 이 공연원 | Pate Created 7/19/2006 | Last Edited DAVEK | I By # of Edits 1 |
|----------------------|--------------------|----------------------|------------------------------|----------------------|----------------------|
| Code P 4150 | DDVE HEEELHOODI MO | | robable Cause BS?; REPLAC | | |
| | | R | lesin Source: | None | Date: |
| | | s | tatus: | N/A | Mileage: 8,320 |
| Dealer #: | 208268 | TZ: | ST VIN: | 1HGCM66504A | Err: |
| Dir Cont: | DANIEL | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (760) 241-6484 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | ANTHONY HAYES | | Doors | : 4DR | WD: 2 |
| Parts Mgr: | TERRI DEBOLT | | Fact: | MARYSVILLE | Country: USA |

Desc:

WhtBdy:

Engine #:

Em Type:

Case Type: Technical

RO #:

W.O. #:

VICTORVILLE

VALLEY HI HONDA

15710 VALLEY PARK LANE

CA 92394

Phone: (760) 241-6484

Dir Name:

Fax #: (760) 951-4585

DPSM: ROBERT CRAIG Previous Dealer/Contact

Zone/Dist:

Date

01B

Information from Dealer

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Trans #:

P/S, SUN ROOF, ABS, AIR BAG,

Tech Line Suggests 7/19/2006 **DAVEK** 1 07/19/06 14:43:55 ISIS:----SINKING OR MUSHY PEDAL 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 3 THIS PROBLEM?----> NO 4 07/19/06 14:44:03 DAVEK:-----BRAKE PEDAL CAN PUMP UP. 5 CK CALIPER SLID PINS. SHIMS AND WEAR IND PUSHING BACK. 6 IF ALL OK REPALCE ABS MODULATOR

| T/L | Ref# | Created By | Date Created | Last Edited By | # of Edits | | |
|-----|----------------------|--------------------|-------------------|----------------|-----------------|--|--|
| 150 | 5753 | KEITHC | 01/20/2005 | KEITHC | 2 | | |
| | Code | Original Complaint | Probable Cause/So | olution | | | |
| P | P 4150 BRKE SOFT/LOW | | REPLACE MODULATOR | | | | |
| | | | Resin Source: | None | Date: | | |
| | | | Status: | N/A | Mileage: 10,000 | | |

207391 Dealer #: VIN: 1HGCM665X4A Err: Dir Cont: DAVID SHIM Training %: 2004 ACCORD V6 Model: Year: Serv Ph: (954) 989-1600 Trim: EX-V6 Extn: Tran: 5AT **EDWARD MCAFEE** 2 Serv Mgr: WD: Doors: 4DR Parts Mgr: **EDUEN HERNANDEZ** Country: USA Fact: **MARYSVILLE** Dir Name: MAROONE HONDA OF HOLLYWOOD Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1450 NO. STATE ROAD 7 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **HOLLYWOOD** FL 33021 Engine #: Trans #: Phone: (954) 989-1600 Fax #: (954) 964-1868 Em Type: DPSM: DALE MEEKS Zone/Dist: 07P RO #: Previous Dealer/Contact Case Type: Technical Date

Tech Line Suggests

Information from Dealer

| 1/20/2005 KEITHC | |
|------------------------------|---|
| 1 01/20/05 08:01:52 ISIS:> | BRAKE PEDAL GOES TO FLOOR, ALREADY REPLACED |
| | MASTER |
| | CYL TWICE. BLED SYSTEM PER SERVICE MANUAL BY HAND |
| 3 | AND WITH PRESSURE BLEEDER. NO EVIDENCE OF LEAKS. |
| 4 01/20/05 08:02:36 KEITHC:> | REPLACED M/C, 2X, COMES BACK IN 2-3 WEEKS |
| 5 REPLACE MODULATOR> | |

W.O. #:

| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, LOW | | Probable Cause/Solution POSS MODULATOR | | | | |
|-----------------------|--|-----------------------|--|-------------------------------|---|--------------|-----------------------|
| | | | Resin So Status: | ource: | None N/A | Date Mile | e: eage: 35,694 |
| Dealer #: | 207915 | TZ: | EST | VIN: 1HGC | M66544A | Err: | |
| Dir Cont: | SMITH RONALD | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (843) 689-2880 JON CARPENTER | Extn: | | Tran: Doors: | 5AT 4DR | Trim: WD: | EX-V6 2 |
| Parts Mgr: | JIMMIE ETTERLE | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | Hilton Head Honda 161 FORDING ISLAN BLUFFTON | ID ROA SC 29910 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-P/S, SUN ROOF, A J30A42090617 | BS, AIR BAG, | HP 3.0 BAYA6086958 |
| Phone: (84 | 3) 689-2880 | Fax #: (843) 342-7821 | | Em Type: | | | |
| DPSM: TR | ACY GARNEAU | Zone/Dist: 07H | | RO #: | 77532 | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 12/7/2006 10:45:51 AM KEITHC | |
|------------------------------|---|
| 1 | BRAKE PEDAL IS LOW REPLACED M/C, BOOSTER, N/C |
| 2 REPLACE MODULATOR | |

W.O. #:

| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, LOW, HARD) | | Probable Cause/Solution REPLACE MODULATOR | | | | |
|--------------------|--|------------------------------|---|------------|------------------------------------|------------------|--|
| | | | ResIn Source: | | None | Date: | |
| | | Status | | | N/A | Mileage: 34,255 | |
| Dealer #: | 207986 | TZ: | CST | VIN: 1HGC | CM66554A | Err: | |
| Dir Cont: | JOHN ABNEY | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (618) 529-3700 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | JEREMY JONES | | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | GRAHAM JOHNSON | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | IKE HONDA | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 4407 WEST DEYOU | 경기 교리 내가 나는 아니라 나는 사람들이 되었다. | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | MARION | IL 62959 | | Engine #: | | Trans #: | |
| Phone: (6 | 18) 529-3700 | Fax #: (618) 529-3766 | | Em Type: | | | |
| DPSM: Da | vid Jackson | Zone/Dist: 08K | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 10/2/2006 KEITHC | |
|------------------------------------|---|
| 1 10/02/06 08:45:48 ISIS:> | CUSTOMER STATES BRAKES GO TO FLOOR AND WILL NOT |
| | STOP |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS | REPAIRS FOR |
| 4 THIS PROBLEM? | > YES |
| 5 IF YES, REPAIR DESCRIPTION? | > REPLACED BRAKE MASTER CYLINDER ON PREVIOUS REPAIR |
| 6 | AND BLEED BRAKE SYSTEM, MADE THE BRKE PEDAL |
| | BETTER |
| 7 | BUT STILL SEEMED SOFT . LET CUSTOMER HAVE CAR BAC K |
| 8 8 | TODAY WITH SAME PROBLEM |
| 9 10/02/06 08:46:44 KEITHC: | > |
| 10 DEDLACE MODULATOR | 요즘 하다 이 경우 그리는 그는 그리고 있는 것 같아 없는데 되어 가장 하지만 하는데 하는데 모든데 그리고 하는데 |

W.O. #:

| 2 |
|------------|
| |
| |
| |
| e: 4,850 |
| J € |

| | 00-004 | | | | | |
|-----------|---------------------------------|-----------------------|------------|------------------------------------|----------------------------------|--|
| Dealer #: | 207981 | TZ: EST | VIN: 1HGC | CM66584A | 시간 (Em: 사용하는 12 원모 등 시간) | |
| Dir Cont | : BUNDIT | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (616) 396-5268 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgı | : JUDY VANTUBBI | RGEN | Doors: | 4DR | WD: 2 | |
| Parts Mg | r: JERRY VANDENI | BERG | Fact: | MARYSVILLE | Country: USA | |
| Dir Name | 기는 눈이 가는 가장 되게 가게 되지 않고 하게 되었다. | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 196 REGENT BL\ HOLLAND | /D. MI 49423 | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | HOLLAND | 1 | Engine #: | | Trans #: | |
| Phone: | (616) 396-5268 | Fax #: (616) 394-5520 | Em Type: | | | |
| DPSM: | STEVE WALTERS | Zone/Dist: 04G | RO #: | | | |
| Previous | Dealer/Contact | Date | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| | miorina don modificación |
|---|---|
| 11/22/2005 CHRISV | |
| 1 09/29/04 13:39:09 ISIS:> | BRAKE PADLE KEEP SINKING AFTER BLEED BRAKE SYSTEM |
| 2 09/29/04 13:39:14 CHRISV:> | ALREADY REPLACED THE M/C. CAME BACK 2X AND |
| | BLED EACH TIME BUT NC, CUST KEEPS COMING BACK |
| 4 REPLACE ABS MOD | |
| 5 11/22/05 14:10:11 GARYR:> | BUNDIT, BACK WITH LOW PEDAL AFTER ABS |
| $-\frac{1}{2} \left(oldsymbol{6} ight) \left(oldsymbol{1} i$ | MODULATES. 20,862 |
| 7 REPL MODULATOR AND BLEED, ACTIVATE AND BLEED | |
| AGAIN | |
| 그렇지? 그렇게 경우하다 아니라 나는 나는 점점 하는 하는 그녀를 하는 것으로 말했다면 | |

W.O. #:

| T/L Ref # 1452855 | Created KEITHC | Ву | Date Create 10/20/2004 | •d | Last Edited E PAULI | 3y | # of Edits 2 | |
|--|--------------------------|--------------------|---|--------|------------------------|----------------|-----------------|--|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | | Probable Cause/Solution POSS MODULATOR, EXCERSIZE ABS | | | | | |
| | | Resin Source: None | | None | Date: | | | |
| | | Status: | | P NA | Mil | eage: 4,044 | | |
| Dealer #: | 206879 | TZ: | EST VI | N: 1HG | GCM66584A | Err: | | |
| Dir Cont: | MARIUSZ | Training %: | Ye | ar: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (203) 949-7400 | Extn: | Tr | an: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | TODD DIBIASI | | Do | ors: | 4DR | WD: | 2 | |
| Parts Mgr: | KENNETH WYMAN | | Fa | ct: | MARYSVILLE | Country | USA | |
| Dir Name: | EXECUTIVE HONDA | | De | esc: | ACCORD 4DR EX | -V6 6CYL 240.0 | OHP 3.0L | |

WhtBdy:

Engine #:

Em Type:

RO#:

W.O. #:

Phone: (203) 949-7400

WALLINGFORD

1194 N. COLONY ROAD

Fax #: (203) 949-7415

CT 06492

DPSM: MARY DOWNING

09D

Zone/Dist:

Previous Dealer/Contact

Date

Case Type: Technical

Trans #:

P/S, SUN ROOF, ABS, AIR BAG,

| Tech Line Suggests | Information from Dealer |
|--|--|
| 10/20/2004 KEITHC | |
| 1 10/20/04 07:53:28 ISIS:> | BRAKE PEDAL IS SINKING AGAIN |
| 2 10/20/04 07:53:59 KEITHC:> | REPLACE M/C ABOUT 4 MONTHS AGO |
| 3 | BACK WITH SOFT PEDAL |
| 4 EXCERCIZE ABS> | |
| 5 POSS MODULATOR | |
| 6 10/20/04 17:05:46 GEORGEK:> | PI, please call this modulator in if it is |
| | replaced thanks |
| 8 10/28/04 12:15:40PAULI:> | WILL CHCK |
| 9 | CLM #295208 (\$938.23/PAID 10/26/04) |
| 그걸10 나는 아름이 살아왔다면 하는 사람들은 사람들은 사람들은 사람들은 사람들은 그림을 받는다. | R&R |
| | 57110-SDB-023 |
| | FAXED SHIP REQUEST |
| 13 11/02/04 12:31:30PAULI:> | REFAXED SHIP REQUEST |
| 14 11/09/04 14:08:23PAULI:> | DLR SENDING TO WPI PER DCS MESSGE |

| Created By | Date Created | Last Edite | ed By # of Edits |
|--------------------|---------------------------|--|---|
| KEITHC | 01/24/2006 | KEITHC | |
| Original Complaint | Probable Cause/S | olution | |
| BRKE "FEEL"PRBLMS | REPLACE MODUL | ATOR | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 15,655 |
| | KEITHC Original Complaint | Criginal Complaint Probable Cause/Some BRKE "FEEL"PRBLMS REPLACE MODUL Resin Source: | KEITHC 01/24/2006 KEITHC Original Complaint Probable Cause/Solution BRKE "FEEL"PRBLMS REPLACE MODULATOR Resin Source: None |

VIN: 1HGCM66514A Dealer #: Err: EST Dir Cont: GEORGE KROM Training %: 2004 ACCORD V6 Model: Year: Serv Ph: (941) 923-3413 Extn: Trim: EX-V6 Tran: 5AT 2 Serv Mgr: **BRUCE RAND** WD: Doors: 4DR Parts Mgr: **BRIAN JOHNSON** Country: USA Fact: **MARYSVILLE** Dir Name: WILDE HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 7333 S. TAMIAMI TRAIL WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SARASOTA FL 34231 Engine #: Trans #: Phone: (941) 923-3413 Fax #: (941) 924-8569 Em Type:

DPSM: ERIN BAILEY

Zone/Dist: 07K

Previous Dealer/Contact

Date

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/24/2006 KEITHC | |
|---|--|
| 1 01/24/06 12:37:59 ISIS:> | BRAKES PULL TO THE LEFT, PEDAL DROPS TO THE FLOOR. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER REPLACED,AT HOLLER HONDA |
| 5 | 12/16/2005 FOR THE SAME PROBLEM CUSTOMER |
| 6 | STATES THE BRAKES WERE NORMAL FOR TWO |
| | WEEKS,THEN |
| 7 | STARTED AGAIN |
| 8 01/24/06 12:38:39 KEITHC:> | |
| 9 REPLACE ABS MODULATOR | |

| Code Original Complaint P 4150 LOW PEDAL | | | Probable Cause/Solution ABS MOD; REPLACE | | | | | |
|--|--------------------|-------------|--|----------|----------------|---------------|-----------|--|
| | | | Resin Source: | | None | Dat | Date: | |
| | Status: | | N/A | Mile | eage: 19,303 | | | |
| Dealer #: | 206801 | TZ: | CST | VIN: 1HG | CM66564A | Err: | | |
| Dir Cont: | HAROLD | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (256) 539-5300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | GIL WILLIAMS | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | RANDY KEEL | | | Fact: | MARYSVILLE | Country: | USA | |
| DIr Name: | JERRY DAMSON HONDA | V | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 |)HP 3.0L | |

Tech Line Suggests

Phone: (256) 539-5300

DPSM: CHRIS BRUNI

Previous Dealer/Contact

Information from Dealer

| 2/7/2005 CHRISV | |
|------------------------------|-------------------------------------|
| 1 02/07/05 14:23:04 ISIS:> | BRAKE PEDAL SINKS TO FLOOR AT STOPS |
| 2 02/07/05 14:23:06 CHRISV:> | |
| 3 ANY LEAKS> | NO |
| 4 REPLACE THE ABS MOD | |

Fax #: (256) 382-3756

07C

Zone/Dist:

Date

Em Type:

Case Type: Technical

RO #:

W.O. #:

| T/L Ref# 1664607 | Creat JIMH | ted By | Date Cre 10/17/20 | | Last Edited B | y N | # of Edits 1 |
|---|---|---|---------------------------|---------------------------------|---------------------------|--------------------------|--------------------|
| Code Original Complaint P 4150 C/S THE BRAKE PEDEL GOES TO FL | | | e Cause/Solu T HARWARE | tion /MASTER?; REPLAC | CE MODULATO | OR IF OK | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | e: eage: 17,532 |
| Dealer #: | 206685 JOHN CAPLIS | TZ: Training %: | CST | | M66514A | Err: Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (318) 212-1200 DARYL OLIVER | Extn: | | Year: Tran: Doors: | 5AT 4DR | Trim: WD: | EX-V6 2 |
| Parts Mgr: Dir Name: | BOBBY ROTHENBER | RGER | | Fact: | MARYSVILLE ACCORD 4DR EX- | Country: | |
| | 1331 E BERTKOUNS SHREVEPORT | LA 71105 | | WhtBdy: Engine #: | P/S, SUN ROOF, A | BS, AIR BAG, Trans #: | |
| DPSM: BU | 18) 212-1200 JTCH CLARK ealer/Contact | Fax #: (318) 212-1398 Zone/Dist: 03D Date | 3 | Em Type: RO #: Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 10/17/2005 JIMH | |
|--|---|
| 1 10/17/05 06:26:59 ISIS:> | C/S THE BRAKE PEDEL GOES TO THE FOOR AND FEELS |
| | SOFT |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | SAME AS ABOVE. WE REPLACED THE MASTER CYLINDER. |
| 6 10/17/05 06:32:41 JAMESH:> | |
| 7 CHECK BRAKE HARDWARE | |
| 8 CHECK SYSTEM FOR AIR | |
| 9 TEST THE MASTER CYLINDER | |
| 10 TEST AND REPLACE MODULATOR IF ALL OTHERS OK | |

W.O. #:

| T/L Ref # 1469490 | Crea KEIT | ted By HC | Date Cr 11/16/20 | | Last Edited By KEITHC | | # of Edits 1 |
|--|---|-----------------------|---|-------------------------------|------------------------------------|------------|---------------------|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | | Probable Cause/Solution REPLACE MODULATOR | | | | |
| | | | Resin S Status: | ource: | None N/A | Dar Mil | te: eage: 17,389 |
| Dealer #: | 206947 | TZ: | CST | VIN: 1HG0 | CM66544AI | Err: | |
| Dir Cont: | BUDDY | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (417) 625-0841 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JIM CLARK | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DARREN VICE | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | ROPER HONDA 902 N. RANGELINE JOPLIN | MO 64801 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (4 | 17) 625-0841 | Fax #: (417) 625-0855 | <u>5</u> | Em Type: | | | |
| DPSM: PA | AUL SEVERSON | Zone/Dist: 08M | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

| rech Line Suggests | illionnation from Dealer |
|--|---|
| 11/16/2004 KEITHC | |
| 1 11/16/04 13:37:45 ISIS:> | BRAKE PEDAL MUSHEY. PEDAL SANKE TO FLOOR LIKE BAD |
| | MASTER CYLENDER REPLACED CYLENDER BLEED ALL AIR |
| | OUT |
| | OF SYSTEM AND STILL SINKS TO THE FLOOR HAVE REBLEED |
| 18.4 | SYSTEM AND GOT NO AIR OUT OF THE SYSTEM AND NO |
| 5 | LEAKS |
| 6 11/16/04 13:39:02 KEITHC:> | |
| 7 EXCERCIZE ABS> | |
| 공기에서 그는 그리아 발간에 가장 되고 그가 있다는 그리고 그렇게 되었다. 그 그리는 아니는 그들은 나는 사람이다. | |

Printed: 06/29/2009 5:58:40PM By SYSTEM Page 81 of 661

| T/L Ref # 2816678 | Created By STEVEN | Date Created 05/07/2009 | Last Edited STEVEN | By # of Edits | | |
|--|----------------------|---|-----------------------|-----------------|--|--|
| Code Original Complaint P 4150 BRAKE PEDAL GOES TO THE FLOOR | | Probable Cause/Solution REPLACE ABS MODULATOR | | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 60,446 | | |

| | | | Status: | | N/A | 14111 | eage. 00,440 |
|------------|----------------|-------------------|---------|-----------|------------------|----------------------|--------------|
| Dealer #: | 207316 | TZ: | EST | VIN: 1HG | CM66834A | Err: | |
| Dir Cont: | JOSH BENNETT | Training %: | 50 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (239) 643-4044 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | WILLY DEMJANG | CZUK | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DAVID SANCHEZ | Z | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | GERMAIN HONE | OA OF NAPLES | | Desc: | ACCORD 4DR EX- | V6NV 6CYL 24 | 40.0 HP |
| | 3707 DAVIS BOL | JLEVARD | | WhtBdy: | P/S, SUN ROOF, A | BS AIR BAG | |
| | NAPLES | FL 34104 | | Engine #: | J30A42092149 | 일 보고 있다면 보고 말하고 있었다. | BAYA6088519 |
| Phone: (23 | 9) 643-4044 | Fax #: 2396430718 | | Em Type: | | | |
| DPSM: ER | IN BAILEY | Zone/Dist: 07K | | RO #: | 506023 | | |

| Tec | h | Li | ne | Su | ac | es | ts |
|-----|---|----|----|----|----|----|----|
| | | | | | | | |

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| 5/7/2009 10:43:23 AM STEVEN | |
|---|--|
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES BRAKE PEDAL GOES TO FLOOR WHEN APPLIED. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | 1 TECH REPLACED MASTER CYLINDER IN AUGUST OF |
| | 2008, CAME BACK WITH SAME PROBLEM IN NOVEMBER OF |
| | 2008 W HEN ANOTHER TECH REPLACED THE ABS |
| | MODULATOR. VEHICLE CAME BACK AGAIN AND WAS ABLE |
| | TO GET AIR OUT OFLEFT REAR AND RIIGHT FRONT CALIPERS |
| | WHEN BLEEDING MANUALLY. CUSTOMER HAS CALLED BACK |
| | A WEEK LATER COMPLAINING OF SAME SYMPTOM. |
| 4 IF YOU BLEED THE BRAKES DO YOU GET AIR OUT? | YES AND THE PEDAL IS FINE, BUT THEN IT CAME BACK TWO WEEKS LATER |
| 5 ANY SIGNS OF LEAKS? | NO |
| 6 REPLACE THE TCS MODULATOR | OK |

| T/L Ref # 1522713 | Created B DAVEK | У | Date Cr 02/17/20 | | Last Edited B DAVEK | y # of Edits 1 | |
|----------------------|---|-------------|---|--|------------------------|-------------------|--|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | Probable Cause/Solution ABS?; REPLACE AND BLEED MODULATOR | | | | |
| | | | Resin Source: | | None | Date: | |
| | | | Status: | | N/A | Mileage: 14,006 | |
| Dealer #: | 206601 | TZ: | CST | VIN: 1HG | CM66584A | Err: | |
| Dir Cont: | ROBBIE HANCE | Training %: | | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (806) 359-1675 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | ROBBIE HANCE | | | Doors: | 4DR | w D: 2 | |
| Parts Mgr: | DEWEY WATSON | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | SOUTHWEST HONDA 4300 SOUTH GEORGIA AMARILLO T | | Desc: WhtBdy: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG, | | | |

Phone: (806) 359-1675

DPSM: L.D. ANDRUS

Fax #: (806) 358-6529

Zone/Dist: 03F

Previous Dealer/Contact

Date

RO #:

Case Type: Technical

W.O. #:

Engine #:

Em Type:

Tech Line Suggests

Information from Dealer

Trans #:

| 2/17/2005 DAVEK | |
|----------------------------------|---|
| 1 02/17/05 13:37:09 ISIS:> | BRAKE PEDAL IS LOW BUT, STOPPED CAR. REPLACED |
| | MASTER CYL. & BLED. NO IMPROVEMENT. REPLACED ABS |
| 3 | MODULATOR ASSY, NO IMPROVEMENT-UNTIL PERFORMED |
| | INDIVIDUAL MODULATOR FUNCTIONS ON EACH WHEEL-THEN |
| | HAVE CORRECT BRAKE RESPONSE. IS THIS NORMAL FOR |
| | THIS REPAIR. NO DAMAGE TO CAR & ALL BRAKE LINES & |
| | CALIPERS OK. |
| 8 02/17/05 13:40:12 DAVEK:> | |
| 9 HOW DID WE BLEED THE SYSTEM> | PSI BLEED |
| 10 POSS TRAPED AIR. SHOULD BE OK | |

| T/L Ref # 1499449 | Created LANCE | | Date Cre 01/10/20 | | Last Edited B LANCEK | у | # of Edits 1 | |
|----------------------|--|-------------|-----------------------------|--|--|-----------------|-----------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL IS LOW | | | Probable Cause/Solution ABS MODULATOR; REPLACE THE ABS MODULATOR | | | | |
| | | | Resin Source: | | None | Date: | | |
| | | | Status: | | N/A | Mileage: 14,695 | | |
| Dealer #: | 207734 | TZ: | EST | VIN: 1HG | CM66394A | Err: | | |
| Dir Cont: | MATT SHELTON | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (703) 934-8500 | Extn: | | Tran: | 5AT | Trim: | LX-V6 | |
| Serv Mgr: | OSCAR ORTIZ | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | JAMES HERMANN | | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: | ROSENTHAL FAIRFAX HONDA 11020 MAIN STREET FAIRFAX VA 22030 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L POWER STEERING, ABS, SRS AIRBAG, Trans #: | | | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Fax #: (703) 273-4036

06C

Zone/Dist:

Date

Tech Line Suggests

Phone: (703) 934-8500

Previous Dealer/Contact

DPSM: MICHAEL RIEDEL

Information from Dealer

| rech Line Suggests | information from Dealer |
|--|---|
| 1/10/2005 LANCEK | |
| 1 01/10/05 13:21:13 ISIS:> | CONTINUOUS TO GET AIR IN THE SYSTEM |
| 2 01/10/05 13:22:00 LANCEK:> | CUST STATES THE BRAKE PEDAL IS LOW. |
| 3 PARTS?> | NOTHING YET, THE LAST TIME IN I BLEED THE |
| 4 | BRAKES AND THE PEDAL CAME UP. |
| 5 EXERCISE THE ABS AND BLEED AS PER TH | E SM, |
| 6 PERF THIS 2-3 TIMES. | |
| 7 IF THE PEDAL COMES UP, REPLACE THE | |
| 8 ARS MODULATOR | |

| | Ref # 39999 | Created By TOMP | Date Created 09/29/2004 | Last Edited PAULI | By # of Edits 2 | | | |
|---|-----------------------|---|--------------------------------|--|----------------------|--|--|--|
| Р | Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution AIR IN BRAKE SYSTEM OR ABS MOD FAULTY; REPAIR AS NE | | | | |
| | | | ResIn Source: Status: | None P NA | Date: Mileage: 4,317 | | | |

| | | | Status: | | PNA | INITIE | eage: 4,317 |
|-------------|------------------|-----------------------|---------|------------|----------------|-----------------|-------------|
| Dealer #: | 206594 | TZ: | CST | /IN: 1HGC | M66524A | Err: | |
| Dir Cont: | RAFAEL | Training %: | | /ear: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (210) 680-3371 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | RUSSELL ZEMIS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ALLEN POOLE | | F | act: | MARYSVILLE | Country: | USA |
| Dir Name: | GUNN HONDA | | | Desc: | ACCORD 4DR E | X-V6 6CYL 240.0 | HP 3.0L |
| | 14610 IH 10 WEST | TV 70040 | v | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, | |
| | SAN ANTONIO | TX 78249 | E | Engine #: | | Trans #: | |
| Phone: (21 | 0) 680-3371 | Fax #: (210) 647-5545 | | Em Type: | | | |
| DPSM: JEF | RRY MEADE | Zone/Dist: 03B | F | RO #: | | | |
| Previous De | aler/Contact | Date | c | Case Type: | Technical | | |
| | | | V | N.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 9/29/2004 TOMP | |
|---|--|
| 1 09/29/04 06:51:37 ISIS:> | BRAKE LOOSE |
| 2 09/29/04 06:51:41 TOMP:> | Grafael: Service Control of the Cont |
| 3 WHAT IS THE PROBLEM? | |
| | BRAKE PEDAL GOES TO THE FLOOR. |
| 5 WHAT HAVE YOU DONE TODAY?> | VERIFIED THE COMPLAINT, CHECKED FOR FLUID |
| (1) 6 등등 한 경영 등의 경영 등의 기업 등을 받는 것이 되었다. | LEAKS, AND FOUND NONE. |
| 7 DOES THE CAR EVER FAIL TO STOP?> | NO. |
| 8 REPLACED ANY PARTS TODAY?> | |
| 9 EXERCISE ABS, THEN PRESSURE BLEED THE BRAKES. | |
| 10 REPLACE ABS MODULATOR IF PEDAL IS STILL LOW. | |
| 11 09/30/04 08:08:21 GEORGEK:> | PI, please call this modulator in to AH for eval. |
| <u> </u> | thanks: |
| 13 09/30/04 09:51:03 PAULI:> | WILL PICKUP |
| <u> </u> | FAXED SHIP REQUEST |
| 15 10/07/04 09:00:46 PAULI:> | NO PRTS AVAIL FOR TL |
| | DLR SENT TO WPI PER DCS MESSAGE |
| 17 (CLM #907409 UPDATED AS RCVD 10/6/04) | |
| | |

| T/L Ref 153033 | | Date Created 03/03/2005 | Last Edited DAVEK | By # of Edits 1 |
|-------------------|-----------------------|--------------------------------|----------------------|--------------------|
| Cod | de Original Complaint | Probable Cause/S | olution | |
| P 415 | 60 BRKE "FEEL"PRBLMS | AIR IN SYSTEM?; | REPLACE ABS | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 7,619 |

| | | | Status. | | N/A | IATIL | age. 1,019 |
|-------------|----------------------------|-----------------------|---------|----------|------------------------------------|----------|------------|
| Dealer #: | 206774 | TZ: | EST VI | N: 1HGC | M66374A | Err: | |
| Dir Cont: | ANGEL PEREZ | Training %: | Ye | ar: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (908) 964-1600 | Extn: | Tr | an: | 5AT | Trim: | LX-V6 |
| Serv Mgr: | STEPHEN OBRIEN | | Do | oors: | 4DR | WD: | 2 |
| Parts Mgr: | PATRICK KNIERIEM | | Fa | ict: | MARYSVILLE | Country: | USA |
| Dir Name: | PLANET HONDA | | De | esc: | ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L | | |
| | 2285 ROUTE 22 WES UNION | ST NJ 07083 | W | htBdy: | POWER STEERIN | IIRBAG, | |
| | | | En | ngine #: | | Trans #: | |
| Phone: (90 | 8) 964-1600 | Fax #: (908) 964-1063 | En | n Type: | | | |
| DPSM: GE | OFFREY ALDARELLI | Zone/Dist: 05C | RO | O#: | | | |
| Previous De | aler/Contact | Date | Ca | se Type: | Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 3/3/2005 DAVEK | |
|--|---|
| 1 03/03/05 11:11:12 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR AGAIN |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER AND BLED SYSTEM. PRIOR , |
| | SYSTEM WAS BLED AND CORRECTED CONDITION FOR A |
| | |
| | DAYS THEN IT RETURNED. THE VIISIT AFTER MASTER |
| | WAS REPLACED, CONDITION CONTINUED, FOUND AIR AT THE |
| | TWO MAIN LINES COMING FROM MASTER TO ABS MODULE. |
| | BLED AGAIN. NOW IT BACK WITH SAME CONITION. ??? |
| 10 03/03/05 11:11:47 DAVEK:> | EACH TIME WE GOT AIR IN IT. |
| 11 MARK FLUID LEVEL, PUMP UP PEDDLE AND HOLD. | |
| 12 CK LEVEL DROP> | 3-4 MM |
| 13 SINCE AIR IS FOUND IN SYSTEM. REPLACE ABS | |

| T/L R | | Created By CHRISV | Date Created 01/16/2006 | Last Edited By CHRISV | # of Edits 1 |
|-------|-----|----------------------|--------------------------------|--------------------------|-----------------|
| | ode | Original Complaint | Probable Cause/S | | |
| P 4 | 150 | INT LOW PEDAL | ABS MOD; REPLA | CE | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 29,264 |

208408 Dealer #: TZ: **EST** VIN: 1HGCM66344A Err: **Dir Cont:** BEN 2004 Training %: ACCORD V6 Year: Model: Serv Ph: (703) 749-6600 Extn: Trim: LX-V6 Tran: 5AT Serv Mgr: **AARON PARTON** WD: Doors: 4DR Parts Mgr: JUAN HIDALGO Fact: **MARYSVILLE** Country: USA Dir Name: HONDA OF TYSONS CORNER Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L 1580 SPRING HILL RD. WhtBdy: POWER STEERING, ABS, SRS AIRBAG, **VIENNA** VA 22182 Engine #: Trans #:

Phone: (703) 749-6600 Fax #: (703) 821-4229 **DPSM:** TOM ZUIDEMA Zone/Dist: 06D Previous Dealer/Contact Date

RO #: Case Type: Technical W.O. #:

Em Type:

Tech Line Suggests

Information from Dealer

1/16/2006 **CHRISV** 1 01/16/06 11:33:55 CHRISV:-INT LOW PEDAL 2 REPLACE ABS MOD

Printed: 06/29/2009 5:58:40PM By SYSTEM

2

| T/L Ref # 1515966 | Crea JOH | ted By NB | Date Cro 02/07/20 | | Last Edited By CHRISV | | # of Edits |
|----------------------|--|-----------------------|----------------------|-------------------------------|--|-------------|--------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | | e Cause/Solu DD; REPLACE | | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | re: eage: 4,392 |
| Dealer #: | 206774 | TZ: | EST | VIN: 1HGC | CM665X4A(| Err: | |
| Dir Cont: | BENJAMIN HAUG | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (908) 964-1600 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | STEPHEN OBRIEN | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | PATRICK KNIERIEM | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PLANET HONDA 2285 ROUTE 22 WES UNION | ST NJ 07083 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS | | DHP 3.0L |
| Phone: (90 | 08) 964-1600 | Fax #: (908) 964-1063 | | Em Type: | | | |
| DPSM: GE | OFFREY ALDARELLI | Zone/Dist: 05C | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 2/7/2005 JOHNB | | |
|-----------------------------------|------------------|--|
| 1 02/07/05 13:04:50 ISIS: | > L | OW BRAKE PEDAL |
| 2 02/07/05 13:04:56 JOHNB: | | REPLACED MASTER AND NOW HARDLY ANY PEDAL |
| 3 BRAKE FLUID | > C | OK,CLEAN |
| 4 HOW ARE YOU BLEEDING THE SYS | STEM> V | (ACUUM |
| 5 PRESSURE BLEED SYSTEM AND R | RE-EVAL PEDAL;IF | |
| FAIRLY NORMAL, EXERCISE ABS IN | A SAFE LOCATION | |
| AND THEN | | |
| 126 33 33 33 33 33 33 33 33 33 33 | | BRING BACK AND PRESSURE BLEED AGAIN |
| 7 02/09/05 11:28:08 CHRISV: | > S | STILL HAVE A LOW PEDAL |
| 8 DEDLACE THE ARC MOD | | |

| T/L | Ref# | Created By | Date Created | Last Edited E | By # of Edits |
|-----|-------|--------------------|------------------|---------------|-----------------|
| 254 | 18876 | DAVIDK | 02/05/2008 | DAVIDK | |
| | Code | Original Complaint | Probable Cause/S | olution | |
| P | 4150 | BRAKE PEDAL LOW | ABS/VSA?; REPAL | CE HSB 07-045 | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 79,261 |

| | | | | | 140116 | | - |
|--------------|--|--|---------|-------------------------------|--|---------------|-----------------------|
| | | | Status: | | N/A | Mile | eage: 79,261 |
| Dealer #: | 207076 | TZ: | EST | VIN: 1HGC | M66544A | Err: | |
| Dir Cont: | GREGORY | Training %: | 37 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (513) 829-6900 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TOM RILEY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CLINT CROMER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PERFORMANCE H 5760 DIXIE HIGHW FAIRFIELD | (1946년 1947년 1947년 - 1948년 - 1947년 - 1 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A J30A42098897 | .BS, AIR BAG, | HP 3.0 BAYA6095647 |
| Phone: (513 | 3) 829-6900 | Fax #: (513) 829-582 | 1 | Em Type: | | | |
| DPSM: MIK | E DITMER | Zone/Dist: 04C | | RO #: | 06510 | | |
| Previous Dea | ler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Deale

| rech Line Suggests | information from Dealer |
|---------------------------------------|---|
| 2/5/2008 12:57:00 PM DAVIDK | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOING TO FLOOR HARD TO STOP. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | 1/10/06 MASTER CYLINDER REPLACED. 12/21/06 2ND MASTER |
| | CYLINDER REPLACED. 1/07/08 BRAKE SYSTEM COMPLETELY |
| | BLED AND CHECKED OK FOR LOW PEDAL AT TIME. 2/5/08 |
| | CAR IS BACK WITH PEDAL ALMOST ON FLOOR AGAIN. |
| 4 HAS HSB 07-045 BEEN DONE YET | AH NO. |
| 5 START WHSB | |

| T/L Ref # 1965824 | | eated By HNB | Date Cr 10/27/20 | | Last Edited By LANCEK | ' | # of Edits |
|----------------------|---|---|---------------------|---------------------------|------------------------------------|--------------|--------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL DRO | PS LOW | | e Cause/Solu BRAKE REP | ution AIR;PRESSURE BLE | ED SYSTEM,F | RECHECK |
| | | | ResIn S Status: | ource: | None N/A | Dat Mil | e: eage: 47,477 |
| Dealer #: | 207676 | IZ: | PST | VIN: 1HG | CM66804A | Err: | |
| Dir Cont: | KEVIN TEA | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (916) 783-5667 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | GREG LEATHERM | AN | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | KEVIN DUELL | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | AUTOWEST HOND 500 AUTO MALL D ROSEVILLE | 공사인과 사진 경기 (1) 10 10 10 10 10 10 10 10 10 10 10 10 10 | | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | BS, AIR BAG, | 10.0HP |
| | 16) 783-5667 | Fax #: (916) 783-92 | 10 | Engine #: Em Type: | | Trans #: | |
| DPSM: BA | RRY CHANDLER | Zone/Dist: 12C | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 10/27/2006 JOHNB | |
|--|---|
| 1 10/27/06 14:17:18 ISIS:> | BRAKE SPONGY AND GOES TO FLOOR AFTER BRAKE REPLACE. |
| | TECH BLEED AND ALSO REPLACE BRAKE MASTER. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 10/27/06 14:17:27 JOHNB:> | BRAKE TO THE FLOOR AFTER WE REPLACE BRAKES |
| 6 DOES THE CAR STOP, AND DOES THE CAR HOLD IN | |
| GEAR WITH BRAKES APPLIED | |
| 7 | YES |
| 8 THEN UNLIKELY TO THE FLOOR; LIKELY THE PEDAL IS | |
| LOW | |
| | YA Charles and charles and a c |
| 10 FIRST PRESSURE BLEED SYSTE, THEN EXERCISE THE ABS, THEN PRESSURE BLEED AGAIN; NOTE RESULT; CB | |
| 11 10/27/06 15:06:41 LANCEK:> | KEVIN |
| 12 | I BLEED THE BRAKES AND THE SAME CONDITION IS |
| 13 | PRESENT. |
| 14 DID YOU EXERCISE THE ABS ANS BLEED AS PER | |
| 15 THE SM?> | YES?? |
| 16 THERE WAS NO CHANGE?> | NO |
| 17 CHECK CALIPER SLIDE PINS?> | NO |
| 18 HOW DID YOU BLEED THE BRAKES?> | RR, LR, RF, LF |
| 19 CHECK CALIPER SLIDE PINS, IF PINS CHECK GOOD | |
| 20 EXERCISE THE ABS, BLEED AS PER SM 2-3X | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|-----------------------|-------------------|---------------------|----------------|
| 1426398 | LANCEK | 09/07/2004 | PAULI | |
| Code | Original Complaint | Probable Cause/So | lution | |
| P 4150 | BRKE PEDAL FEELS SOFT | MODULATOR; REF | PLACE ABS MODULATOR | ₹ . |
| | | ResIn Source: | None | Date: |
| | | Status: | P RCV | Mileage: 4,883 |

| | | | Status: | | PRCV | wiieage. 4,003 |
|--------------|--|-----------------------|---------|-------------------------------|-------------------------------|---|
| Dealer #: | 207523 | TZ: | PST | VIN: 1HGC | M665X4A | Err: |
| Dir Cont: | KENNETH LODGE | ☐ Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (909) 796-6955 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | FRANCISCO MAR | RTINEZ | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | BOB MARTIN | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | SPREEN HONDA 25140 REDLANDS LOMA LINDA | S BLVD. CA 92354 | | Desc: WhtBdy: Engine #: | ACCORD 4DR E P/S, SUN ROOF | X-V6 6CYL 240.0HP 3.0L , ABS, AIR BAG, Trans #: |
| Phone: (90 | 9) 796-6955 | Fax #: (909) 796-4165 | | Em Type: | | |
| DPSM: JEF | F MAY | Zone/Dist: 01L | | RO #: | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | |

W.O. #:

Tech Line Suggests

Information from Dealer

| reon Line Oaggests | information from Dealer |
|--|--|
| 9/7/2004 LANCEK | |
| 1 09/07/04 10:06:37 ISIS:> | PEDAL SOFT. AIR GETTING INTO SYSTEM AT ABS UNIT/ |
| 12 홈팅 보통하다 하는 함드 보호를 통통하는 이 15 로운 : | LINES RIGHT REAR AND FEFT FRONT AFTER 3-4 DAYS. NO |
| 3 | VISABLE LEAKS. HAVE REPLACED MASTER CYLINDER AND |
| AND SERVICE OF THE SE | BLEED SYSTEM TWICE. |
| 5 09/07/04 10:06:51 LANCEK:> | I REPLACED THE MASTER CYL, STILL SAME. |
| 전 <mark>36</mark> 기타 프로젝트를 보고 있다면 보다 보고 있는 사람들은 그리고 있다. | IF YOU BLEED THE SYSTEM IT FEELS GOOD. |
| 7 REPLACE THE ABS MODULATOR | |
| 8 09/07/04 10:11:39 LANCEK:> | PAULI MARKET EN LE LE LE CONTRACTION DE LA CONTRACTION DEL CONTRACTION DEL CONTRACTION DE LA CONTRACTI |
| 9 PLEASE PICK UP ABS MODULATOR AND SHIP TO | |
| 10 Jeremy Gerrard AT HAM | |
| 11 09/09/04 12:27:20 GEORGEK:> | PI, please have this modulator sent here so we can |
| 흥12 후 회사들은 살은 사람들은 사람들은 경기를 가는 것이다. | install this unit in one of our test vehicles. |
| 13 | thanks |
| 14 09/15/04 10:51:23 PAULI:> | WILL CHCK |
| 15 | CLM #240831 (\$392.27/ PAID 8/25/04) |
| 1416 프라마트 마트를 하고 하고 하고 하고 하고 하는 것이다. | 3 R&R |
| 17 | 46100-SDB-A02 (MSTR CLY) |
| 점18 아님과 어울러를 만든 보다는 그 그 모습니다는 나는 생겼다. | WILL PICKUP ABS MOD FOR GK |
| 19 | FAXED SHIP REQUEST |
| 20 09/17/04 17:00:37 PAULI:> | ABS MOD RCVD |
| | |

| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | Probable Cause/Solution REPLACE MODULATOR | | | | |
|--------------------|---|-------------------------|---|-------------------------------|------------------------------------|------------|---------------------|
| | | · · · · · · · · · · · · | | ource: | None N/A | Dat Mil | te: eage: 12,778 |
| Dealer #: | 208013 | TZ: | CST | VIN: 1HG | CM66504A | Err: | |
| Dir Cont: | JOHN GOCKEL | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (573) 334-6919 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | WIESER HONDA 385 SIEMERS DRIVE CAPE GIRARDEAU | MO 63701 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (5) | 73) 334-6919 | Fax #: (573) 334-6312 | | Em Type: | | | |
| DPSM: Da | vid Jackson | Zone/Dist: 08K | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 11/10/2004 KEITHC | |
|------------------------------|-------------------------------------|
| 1 11/10/04 07:02:22 ISIS:> | BRAKE PEDAL GOES TO FLOOR AT TIMES |
| 2 11/10/04 07:02:53 KEITHC:> | REPLACED M/C FOR LOW BRAKE 09/17/04 |
| 3 REPLACE MODULATOR> | |

| Created By ROSSL | Date Created 06/30/2006 | Last Edited JOHNB | By # of Edits 2 | | | |
|---|--------------------------------|--|--|--|--|--|
| Code Original Complaint 4150 BRKE PEDAL LOW | | Probable Cause/Solution PRESSURE BLEED,EXERCISE ABS,PRESSURE BLEED;CB | | | | |
| | Resin Source: Status: | None N/A | Date: Mileage: 32,191 | | | |
| | ROSSL Original Complaint | ROSSL 06/30/2006 Original Complaint Probable Cause/So BRKE PEDAL LOW PRESSURE BLEET Resin Source: | ROSSL 06/30/2006 JOHNB Original Complaint Probable Cause/Solution BRKE PEDAL LOW PRESSURE BLEED, EXERCISE ABS, PROBABLE SOURCE: None | | | |

| | | | Status. | | N/A | IAIIIC | age. 32,131 | |
|-------------------------|---------------|-----------------------|---------|------------------------------|------------------------------------|----------|-------------|--|
| Dealer #: 2 | 206664 | TZ: | EST | VIN: 1HG | CM66564A | Err: | | |
| Dir Cont: C | RAIG SEEDS | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: (4 | 119) 841-2222 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: Ti | ROY MOMANY | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: Kl | EITH GREEN | | | Fact: | MARYSVILLE | Country: | USA | |
| DIr Name: BROWN HONDA | | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | | |
| 6155 W. CENTRAL AVENUE | | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | | | |
| | OLEDO | OH 43615 | | Engine #: | | Trans #: | | |
| Phone: (419) 8 | 41-2222 | Fax #: (419) 842-0392 | | Em Type: | | | | |
| DPSM: OPENI | POSIT 2/4/09 | Zone/Dist: 04B | | RO #: | | | | |
| Previous Dealer/Contact | | Date | | Case Type: | Technical | | | |
| | | | | W O #- | | | | |

Information from Dealer

| 6/30/2006 ROSSL | |
|---|---|
| 1 06/30/06 10:12:31 ISIS:> | BRAKE PEDAL FADES TOO FAR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 06/30/06 10:12:39 ROSSL:> | |
| 5 TRANSFER TO GENERAL> | |
| 6 06/30/06 10:15:10 JOHNB:> | BRAKE PEDAL ALWAYS LOW; REPLACED MASTER AND NO |
| 7 | CHANGE |
| 8 ANY SYSTEM LEAKS, STICKING CALIPERS, LOW BRAKE | |
| PADS, DISHED ROTORS, CONTAMINATION | |
| | NONE ALL GOOD |
| 10 DID YOU BLEED SYSTEM> | YES FIRE AND AND THE THE SERVICE SERVICES AND |
| 11 HOW> | MANUALLY PUMPING PEDAL |
| 12 PRESSURE BLEED SYSTEM, THEN EXERCISE ABS IN A | |
| SAFE LOCATION 3-4 TIMES; THEN PRESSURE BLEED | |
| in 113 de la companya de la company El 100 de la companya | AGAIN;RE-EVAL PEDAL;IF CONTINUES TO HAVE LOW |
| N. 14. A. B. | PEDAL, POSS MODULATOR? |

| Г/L Ref# 1698376 | Created By TOMP | Date Created 12/13/2005 | Last Edited TOMP | By # of Edits 1 | | | |
|----------------------------|--------------------|-----------------------------------|--|--------------------|--|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | | |
| P 4150 BRAKE PEDAL LOW | BRAKE PEDAL LOW | FAULTY ABS MOD | FAULTY ABS MODULATOR OR OTHER CAUSE; REPAIR AS NEE | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 30,224 | | | |

Dir Cont: III JAMES Training %: Year: 2004 Model: ACCORD V6 Serv Ph: (708) 687-2800 EX-V6 Trim: Extn: Tran: 5AT 2 Serv Mgr: ARTHUR SCHAFFER WD: Doors: 4DR Parts Mgr: **BOB MADIA** Country: USA Fact: MARYSVILLE Dir Name: COMMUNITY HONDA OF ORLAND PARK Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 8340 W. 159TH STREET WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, ORLAND PARK IL 60462 Engine #: Trans #: Phone: (708) 687-2800 Fax #: (708) 364-2464 Em Type: DPSM: TIA MARIE BATTLE Zone/Dist: 08F RO #: Case Type: Technical Previous Dealer/Contact Date

Tech Line Suggests

Information from Dealer

| 12/13/2005 TOMP | |
|---|--|
| 1 12/13/05 12:18:18 ISIS:> | WHEN STOPPING THE PEDAL SINKS VERY LOW AND |
| | DONT GRAB RIGHT AWAY |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | R |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER 2 TIMES |
| 6 12/13/05 12:18:31 TOMP:> | JAMES: |
| 7 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 8 | YES |
| 9 HAS CAR EVER FAILED TO STOP (FOR YOU)?> | NO |
| 10 EXERCISE ABS, THEN PRESSURE BLEED BRAKES. | |
| 11 DOES PEDAL FEEL NORMAL? | |
| 12 YES: FAULTY ABS MODULATOR. | |
| 13 NO: LOOK FOR OTHER CAUSE. | |

W.O. #:

| T/L Ref # Created By 2383664 RUDYG | | Date Cr 06/27/2 | | Last Edited By RUDYG | | # of Edits 1 | | |
|--|---|---------------------------|---|-------------------------------|--|-----------------|-------------------------|--|
| Code P 4150 | 4150 BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution ABS MODULATOR?; REPLACE | | | | | |
| | | | ResIn Source: Status: | | None N/A | | Date: Mileage: 4,390 | |
| Dealer #: | | | EST | VIN: 1HGCM66884A | | Err: | | |
| Dir Cont: | DAVID ZIMNY | Training %: | 64 | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (585) 225-3200 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV | |
| Serv Mgr: | TERRY HARRISON | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | PHILIP PETTINATO | | | Fact: | MARYSVILLE | Country: | USA | |
| Olr Name: | RALPH HONDA 3939 WEST RIDGE ROAD ROCHESTER NY 14626 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AB J30A42109529 | BS, AIR BAG, | 10.0 HP BAYA6105246 | |
| Phone: (58 | 35) 225-3200 | Fax #: (585) 723-041 | 6 | Em Type: | | | | |
| DPSM: Ma | llcolm Hoff | Zone/Dist: 09A | | RO #: | 99477 | | | |
| Previous Dealer/Contact Date | | | Case Type: | Technical | | | | |

Tech Line Suggests

Information from Dealer

| 6/27/2007 12:51:23 PM RUDYG | |
|---|--|
| 1 06/27/2007 12:52:30 PM RUDYG | BRAKE PEDAL GOES TO FLOOR |
| 그 2 일반한 중 일반 사람들 말하는 하는 글로 하는 것을 받는 것은 | 3rd TIME IN FOR THIS. HAD M/C REPLACED FOR THIS. BRAKE |
| | FLUID WAS VERY DIRTY AT THAT TIME |
| 3 ANY CONTAMINATION? | NO |
| 4 DOES PEDAL IMPROVE IF ABS ACTIVATED? | NO. I DID NOTICE THAT ONCE HOT, IT PULLS RIGHT WHEN |
| | BRAKING AND LEFT ROTOR IS 100 DEG COOLER THAN RIGHT |
| 5 HOW LONG AGO WAS M/C REPLACED? | 5/10/07 |
| 6 NO EXTERNAL LEAKS? | |
| 7 BLEED BRAKES, IF AIR FOUND, REPLACE ABS | OK |
| MODULATOR | |

W.O. #:

| T/L Ref # 1494732 | 494732 DAVEK 01 Code Original Complaint Pr P 4150 BRKE "FEEL"PRBLMS AE Re | | Date Ci 01/03/2 | | Last Edited By DAVEK | | # of Edits 1 |
|--|---|-----------------------|---|--|-------------------------|----------|-----------------|
| | | | Probable Cause/Solution ABS?, REPLACE Resin Source: None Status: N/A | | Date: Mileage: 3,924 | | |
| Dealer #: | 206811 | īZ: | CST | VIN: 1HGC | M66554A | Err: | |
| Dir Cont: | MICHAEL | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (940) 322-5451 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: JOE PISTOCCO HONDA 7TH & AUSTIN STREETS WICHITA FALLS TX 76301 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS | | DHP 3.0L | |
| Phone: (940) 322-5451 | | Fax #: (940) 687-8183 | 3 | Em Type: | | | |
| DPSM: L.D. ANDRUS Zone/Dist: 03F | | | RO #: | | | | |
| Previous Dealer/Contact Date | | | Case Type: W.O.#: | Technical | | | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | information from Dealer |
|---|---|
| 1/3/2005 DAVEK | |
| 1 01/03/05 08:58:53 ISIS:> | CUST STATES THE PEDAL SEEMS TOO SOFT |
| 2 01/03/05 08:59:02 DAVEK:> | BRAKE PEDDLE GOING TO THE FLOOR. |
| 3 | REPLACED MASTER STILL WILL NOT BLEED OUT. |
| 4 CK CALIPER PISTON FOR EXCIVE MOVEMENT. IF | OK |
| REPLACE ABS MODULATOR | |
| | |

| T/L Ref # 1507547 | Cre JIM | ated By H | Date Cr 01/24/2 | | Last Edited B JIMH | y | # of Edits 1 |
|--|--|---|--------------------|--|--|---------------------|--------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES | S TO THE FLOOR | | | | Dat M ile | e: eage: 14,693 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208202 JEFF (336) 854-9900 BRAD ANDERSON SHANE WESTMOR CROWN HONDA GI 3633 W. WENDOVE GREENSBORO | REENSBORO | EST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2004 2004 5AT 4DR MARYSVILLE ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| DPSM: SC | 36) 854-9900 OTT MUDLIN ealer/Contact | Fax #: (336) 294-994 ² Zone/Dist: 06M Date | 1 | Em Type: RO #: Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 1/24/2005 JIMH | |
|--|--|
| 1 01/24/05 10:50:16 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 01/24/05 10:50:35 JAMESH:> | BLED THE BRAKES AND ACTIVATED THE ABS. THE |
| | PEDAL IS LOWER THAN NORMAL |
| 4 WAS THERE ANY AIR IN THE SYSTEM WHEN YOU | BLED? |
| | NO N |
| 6 DOES PEDAL FADE AT STOP?> | NO, LOWER THAN NORMAL PEDAL |
| 7 DOES IT STOP OK AT THAT LOWER LEVEL? | |
| 8 | YES |
| 9 REPLACE THE ARS MODULATOR | |

| T/L Ref # 1499252 | Created E GARYR | Вy | Date Cro 01/10/20 | | Last Edited By GARYR | r # of Edits 1 |
|----------------------|---|-----------------------|-----------------------------|-------------------------------|-------------------------|---|
| Code P 4150 | Original Complaint BRKE PEDAL LOW 3X | | | e Cause/So ATOR?; RE | | |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 9,601 |
| Dealer #: | 208054 | TZ: | EST | VIN: 1HG | CM66304A | Err: |
| Dir Cont: | WILLIAM LACEY | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (770) 924-9000 | Extn: | | Tran: | 5AT | Trim: LX-V6 |
| Serv Mgr: | SCOTT BAILEY | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | KEITH PIERCE | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HENNESSY HONDA OF N 8931 HIGHWAY 92 WOODSTOCK | WOODSTOCK GA 30189 | | Desc: WhtBdy: Engine #: | | /6 6CYL 240.0HP 3.0L 6, ABS, SRS AIRBAG, Trans #: |

Tech Line Suggests

Phone: (770) 924-9000

Previous Dealer/Contact

DPSM: MELISSA MECHAN

Information from Dealer

| 33 | |
|-----------------------------|--|
| 1/10/2005 GARYR | |
| 1 01/10/05 11:38:21 ISIS:> | MASTER CYLINDER HAS BEEN REPLACED AND PEDAL GETS |
| | LOW AND WILL PUMP UP AFTER ABOUT 1000 MILES |
| 3 01/10/05 11:38:35 GARYR:> | REPLD M/C AGAIN AND CAME BACK AGAIN |
| 4 REPL MODULATOR. | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Fax #: (770) 592-5768

07E

Zone/Dist:

Date

| T/L Ref # 1516019 | Creat JOHI | ted By NB | Date Cr 02/07/20 | | Last Edited B JOHNB | У | # of Edits 1 |
|---|---|-----------------------|-----------------------------------|-------------------------------|------------------------------------|-------------|--------------------|
| Code Original Complaint P 4150 BRKE PEDAL LOW | | | e Cause/Solu R? MODULAT | tion OR?;TRY PRESSU | RE BLEEDING | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | e: eage: 10,999 |
| Dealer #: | 206689 | TZ: | CST | VIN: 1HGC | :M66894A | Err: | |
| Dir Cont: | GARY MULLINS | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (501) 835-8996 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | MIKE HOLLAND | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL STIVERS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | RUSSELL HONDA 6100 LANDERS ROA SHERWOOD | D AR 72117 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | 10.0HP |
| Phone: (50 | 01) 835-8996 | Fax #: (501) 992-0084 | | Em Type: | | | |
| DPSM: BU | ITCH CLARK | Zone/Dist: 03D | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 2/7/2005 JOHNB 1 02/07/05 13:33:12 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR, CHECKED ALL |
|---|--|
| | BRAKE CALIPER PINS AND BLEED FLUID. |
| 3 02/07/05 13:42:40 JOHNB:> | ANY KNOWNS |
| 4 THIS WHILE BRAKING> | YES |
| 5 DOES CAR STOP> | YES,BUT NOT WELL |
| 6 BRAKE FLUID> | CLEAN |
| 7 TRY PRESSURE BLEEDING FIRST; IF PEDAL | |
| IMPROVES, EXERCISE ABS IN A SAFE LOCATION AND | |
| THEN PRESSURE | |
| | BLEED AGAIN: IF DOES NOT FIX POSS MODULATOR? MASTER? |

W.O. #:

| T/L Ref # 1589706 | Create CHRIS | | Date Cre 06/13/20 | | Last Edited B CHRISV | y | # of Edits 1 |
|--|--------------------|---|--------------------------|-----------|-------------------------|--------------|-----------------|
| Code Original Complaint P 4150 LOW PEDAL | | Probable Cause/Solution ABS MOD; REPLACE | | | | | |
| | | | Resin Sc | ource: | None | Da | te: |
| | | | Status: | | N/A | Mil | eage: 10,005 |
| Dealer #: | 207629 | TZ: | EST | VIN: 1HG | CM66564A(| Err: | |
| Dir Cont: | JEFF DESANDRE | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (770) 922-5292 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | CONYERS HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240. | 0HP 3.0L |
| | 1860 GA.HWY.20 SOU | [18] [18] [18] [2] [18] [18] [18] [18] [18] [18] [18] [18 | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG | |
| | CONYERS | GA 30013 | | Engine #: | | Trans #: | |

Phone: (770) 922-5292

DPSM: GEORGE KELECHECK Zone/Dist: 07F

Previous Dealer/Contact

Date

Fax #: (770) 922-9380

Case Type: Technical W.O. #:

Em Type:

RO #:

Tech Line Suggests

Information from Dealer

| roon zaio daggooto | mornation from Beater |
|---|--|
| 6/13/2005 CHRISV | |
| 1 06/13/05 11:45:32 ISIS:> | WE HAVE AN 04 ACCORD THAT THE BRAKE PEDEL WILL GO |
| | TO THE FLOOR / WE HAVE REPLACED THE BRAKE MASTER |
| 3 | CYLINDER, VACUM BOOSTER, AND HAVE BLED THE BRAKE |
| | LINES SEVERAL TIMES. AFTER REPAIRS WERE COMPLETED, |
| 5 | THE BRAKE PDEL WAS FINE / BUT CAR COMES BACK ABOUT |
| 6 | EVERY MONTH (4 TIMES) WITH THE SAME PROBLEM/ |
| 7 | AFTER WE BLEED THE BRAKE LINES AGAIN, THE PROBLEM |
| 8 | IS FIXED, BUT IT COMES BACK A MONTH LATER WITH THE |
| 9 | SAME PROBLEM. IT HAS A TOWING HITCH ON THE FRONT (|
| 10 | FOR MOTOR HOME) AND ONE ON THE BACK |
| 11 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 12 THIS PROBLEM?> | YES |
| 13 IF YES, REPAIR DESCRIPTION?> | NO ONE IS IN CAR USING BRAKES WHEN BEING PULLED |
| | BYMTR HOME, A LIGHT TRAILER IS USED |
| 15 06/13/05 11:45:39 CHRISV:> | |
| 16 REPLACE THE ARS MOD | |

| 1758 | 306 | CHRISV | 03/02/2006 | CHRISV | |
|------|------------------|--------------------|------------------|---------|-----------------|
| C | Code | Original Complaint | Probable Cause/S | olution | |
| P 4 | P 4150 LOW PEDAL | ABS MOD; REPLA | CE | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 28,170 |

| | | | Otatus. | IN/A | mileage: 20,110 | |
|-------------|------------------|-----------------------|------------|--------------------|------------------------|--|
| Dealer #: | 207450 | TZ: | EST VIN: 1 | HGCM665X4A | Err: | |
| Dir Cont: | RIGO ACEBEDO | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (813) 935-8585 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | BUTCH GIVENS | | Doors: | 4DR | w D: 2 | |
| Parts Mgr: | MARTY OTTO | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | TAMPA HONDA L | AND | Desc: | ACCORD 4DR EX | -V6 6CYL 240.0HP 3.0L | |
| | 11000 NO. FLORII | | WhtBdy | : P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | TAMPA | FL 33612 | Engine | #: | Trans #: | |
| Phone: (81 | 3) 935-8585 | Fax #: (813) 935-2488 | B Em Typ | e: | | |
| DPSM: DO | NALD LOGAN | Zone/Dist: 07M | RO #: | | | |
| Previous De | aler/Contact | Date | Case Ty | ype: Technical | | |
| | | | W O #: | | 이번 시간이 되는 이번 모양을 하나 들다 | |

Tech Line Suggests

Information from Dealer

| 3/2/2006 CHRISV | |
|--|---|
| 1 03/02/06 14:13:38 ISIS:> | CUSTOMER STATES THAT HE HAD TO DO A EMEGENCY STOP |
| 사실 2 강화를 돌아가 살을 하는 것이 모르는 그 일을 모양하고 있다는 말은 | AND PEDAL WENT TO THE FLOOR |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 03/02/06 14:13:45 CHRISV:> | NOW THE PEDAL IS LOW |
| 6 REPLACE THE ABS MOD | |

| T/L Ref # 1732463 | Created By JOHNB | Date Created 02/01/2006 | Last Edited JOHNB | By # of Edits 2 |
|--------------------------|--------------------------|--------------------------------|----------------------|--------------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | P 4150 BRKE "FEEL"PRBLMS | AIR?,MODULATOI | R?;PRESS BLEED,EX | ERCISE,PRESS BLEED |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 5,116 |

206683 Dealer #: TZ: EST VIN: 1HGCM66514A Err: Dir Cont: 2004 **DONALD HERMAN** Training %: ACCORD V6 Model: Year: Serv Ph: (814) 868-9678 Trim: EX-V6 Extn: Tran: 5AT 2 Serv Mgr: PHILIP PINZOK WD: Doors: 4DR Parts Mgr: Country: USA Fact: **MARYSVILLE** Dir Name: BIANCHI HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 8430 PEACH STREET WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, ERIE PA 16509 Engine #: Trans #: Phone: (814) 868-9678 Fax #: (814) 864-9765 Em Type: DPSM: ART ESPINOZA Zone/Dist: 05P RO #: Date Case Type: Technical **Previous Dealer/Contact** W.O. #:

Tech Line Suggests

Information from Dealer

| toon Emo ouggeote | inomiation nom beater |
|---|--|
| 2/1/2006 JOHNB | |
| 1 02/01/06 12:12:43 ISIS:> | BRAKE PEDAL LOW-GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 02/01/06 12:18:30 JOHNB:> | BRAKE PEDAL SOFT AND VERY LOW; POOR BRAKING |
| 5 | PERFORMANCE: PUMP BLED SYSTEM AT BRAKE PEDAL |
| | AND LOT'S OF AIR OUT, BUT STILL PEDAL NOT FULLY |
| | |
| O PRAKE BARS OK ROTORS DISHERS ON IRERS | NORMAL,BETTERBUT NOT NORMAL |
| 8 BRAKE PADS OK, ROTORS DISHED? CALIPERS | |
| STICKING? | |
| | ALL OK |
| 10 ANY LEAKS———————————————————————————————————— | TO NONE TO THE PROPERTY OF THE |
| 11 PRESSURE BLEED SYSTEM AND NOTE | |
| PEDAL; EXERCISE ABS IN A SAFE LOCATION SEVERAL | |
| TIMES,THEN PRESSURE | |
| · 사·12 · 사는 보통 등 사는 사람들이 되었다. 그는 사는 사는 사는 사는 경기 때문에 다른 경기를 받는 것이다. | BLEED AGAIN;RE-EVALUATE;IF CONTINUES TO REMAIN A |
| 13 | PROBLEM OR BECOMES PROGRESSIVELY WORSE |
| | AGAIN: POSS |
| integral is a character of the entropy of the property of the | ABS MODULATOR: CAN CHECK MASTER PER: |
| • • | ABS MODULATOR, CAN CHECK MASTER PER. |
| 15 HSN-95/02C BRAKE PEDAL SINKS @STOPS (M/CYL | |
| TEST #1) | |
| 16 HSN-96/02I BRAKE PDL SINKS @ STOPS (M/CYL TEST | |
| (1) #2) | |

| T/L Ref # 1588471 | Crea KEI | ated By ГНС | Date Cr 06/10/2 | | Last Edited By KEITHC | y # of Edits 1 |
|--|---|--|---------------------------|-------------------------------|------------------------------------|--|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | Probable Cause/Solution POSS MODULATOR | | | | |
| | | | Resin S Status: | | None N/A | Date: Mileage: 7,516 |
| Dealer #: | 206837 | TZ: | CST | VIN: 1HG | CM66564A | Err: |
| Dir Cont: | JAY MILNER | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (515) 253-3073 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | MIKE HAYNES | | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | RYAN CARLSTEDT | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HOLMES HONDA 11206 HICKMAN RC CLIVE | DAD IA 50325 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: |
| Phone: (5 | 15) 253-3073 | Fax #: (515) 253-307 | 7 | Em Type: | | |

Tech Line Suggests

DPSM: PAUL SEVERSON

Previous Dealer/Contact

Zone/Dist:

Date

08M

Information from Dealer

Case Type: Technical

| 6/10/2005 KEITHC | | |
|--|---------------------------------|--|
| 1 06/10/05 06:59:13 ISIS:> | PEDAL WENT DOWN, REPLACED M/CYL | |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS F | OR | |
| 3 THIS PROBLEM?> | NO 12 1 1 | |
| 4 06/10/05 06:59:31 KEITHC:> | MC WAS REPLACED, N/C | |
| | BEEN BACK 3X, REPLACED BOOSTER | |
| 6 EXCERCIZE ABS> | | |
| 7 REPLACE MODULATOR> | | |

RO #:

W.O. #:

| T/L Ref : 1785047 | 하게 되고 하면 되는 이 아니는 그리지 않는데 무슨 모든 것 | Date Created 04/03/2006 | Last Edited B LANCEK | sy # of Edits 2 |
|----------------------|-----------------------------------|--------------------------------|-------------------------|--------------------|
| Cod | e Original Complaint | Probable Cause/So | olution | |
| P 4150 | SOFT PEDAL, SINKS | AIR; EXERCISE A | BS AND BLEED BRAKI | ES AS PER SM |
| | | ResIn Source: | None | Date: |
| | | Status: | P MAP | Mileage: 35,425 |

207169 Dealer #: EST VIN: 1HGCM66504A Err: TZ: Dir Cont: 2004 JIM BOYD Training %: Year: Model: ACCORD V6 Serv Ph: (812) 473-6500 Trim: EX-V6 Extn: Tran: 5AT 2 Serv Mgr: TOM MATTHEWS WD: Doors: 4DR Parts Mgr: MARK BROWN Fact: MARYSVILLE Country: USA Dir Name: D-PATRICK HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 4300 DIVISION STREET WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **EVANSVILLE** IN 47715 Engine #: Trans #: Phone: (812) 473-6500 Fax #: (812) 474-3152 Em Type: DPSM: Larry Stipe Zone/Dist: RO #: 04J Previous Dealer/Contact Date Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 4/10/2006 DAVEK | |
|---|---|
| 1 04/03/06 13:26:28 ISIS:> | BRAKE PEDAL SOFT AND SINKS, HAVE ALREADY REPLACED |
| \mathbb{R}^2 사용하는 사용하다 하는 사용 하는 사용 하는 사용 하는 사용 하는 사용 \mathbb{R}^2 | MASTER CYLINDER AND PEDAL STILL FEELS THE SAME. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 04/03/06 13:26:37 DAVEK:> | SPUNGY PEDAL. CALIPER BLEED. NO CHANGE. WE |
| 지수 경기를 하고 있는 것이 없는 사람들이 되었다면 하는 것이 없다. | REPRODUCE. |
| 7 CK PISTON. CALIPER SLIDE PIN AND SHIMS FOR PUSHING PISTON BACK | |
| | DID THAT, ALL LOOK GREAT |
| 9 REPLACE ABS | |
| 10 KB 10759 SHIP MODULATOR TO HAM | |
| 11 04/03/06 14:37:30PAULI:> | WILL ARRANGE PRT>MAP, JEREMY GERRARD |
| 512 호프론(경기를 가입하다 하는 이 도시가 하늘 하고 있는 물론을 | FAXED SHIP REQUEST |
| 13 04/10/06 08:51:33PAULI:> | |
| 14 CLM #655462> | (\$219.30, PAID 4/4/06) |
| 15 | 46100-SDB-A02 |
| 대6 스타스타트의 학교교육 학교로 발표하다를 받는데 있다. | |
| 17 | WE SENT PER A/B #7927-0893-8969 |
| 18 04/10/06 11:27:03 LANCEK:> | 얼마 에 보통하다 보다 보는 하는 다른 사람들이 되었다. |
| 19 | THE BRAKE PEDAL IS LOW. |
| 20 YOU REPLACED THE MASTER AND THE MODULATOR? | 공입YES 클릭플림프로 하이 마르트를 보고 있는 그를 가르는 것이다. |
| | |
| 21 WAS THE PEDAL FIRM WHEN YOU REPLACED THE | |
| 22 MODULATOR?> | YES?? - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| 23 EXERCISE THE ABS AND BLEED THE BRAKES AS PER | |
| 24 THE SM, PERF 2-3X AND RETEST. | |

| T/L Ref# | Created By | Date Created | Last Ed | ited By # of Edits |
|-------------------------------|------------------------|------------------|---------------|--------------------------|
| 1669221 | JOHNB | 10/24/2005 | JOHNB | |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRAKE PEDAL LOW, DROPS | BRAKE PEDAL LOW, DROPS | PRESSURE BLEE | D,EXERCISE,PR | ESS BLEED;POSS MODULATOR |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 10,410 |

| | | \$ | tatus: | N/A | Mile | eage: 10,410 |
|--------------|---|---------------------------|-------------------------------|------------------------------------|----------|--------------|
| Dealer #: | 207960 | TZ: | ST VIN: 1HG | CM66584A | Err: | |
| Dir Cont: | SHANE HARDEE | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (864) 234-6632 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DON FOOTE | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | FLOYD MARSHALL | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BREAKAWAY HOND 330 WOODRUFF RD GREENVILLE | 기계를 하는 것이 되는 것이 하는 것이 없다. | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | HP 3.0L |
| Phone: (86- | 4) 234-6632 | Fax #: (864) 234-0355 | Em Type: | | | |
| DPSM: PER | R BOLLNER | Zone/Dist: 06J | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 10/24/2005 JOHNB | |
|---|--|
| 1 10/24/05 12:24:38 ISIS:> | BRAKE PEDEAL FADE TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 10/24/05 12:24:43 JOHNB:> | MASTER REPLACEMENT, NO CHANGE; VACUUM BLED |
| | SYSTEM WITH SOME IMPROVEMENT |
| 7 PRESSURE BLEED SYSTEM AND THEN EXERCISE ABS | |
| IN A SAFE LOCATION; THEN PRESSURE BLEED AGAIN; IF | |
| STILL | |
| 8 | A PROBLEM, REPLACE MODULATOR |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|------------------------------|--------------------|------------------|----------------|----------------|
| 1549620 | JOHNB | 04/06/2005 | ENRIQUEO | 3 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRAKE PEDAL LOW, SOFT | MOD;RPLC | | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 9,362 |

Dealer #: 208337 TZ: **EST** VIN: 1HGCM66574AI Err: Dir Cont: **MICHAEL** Training %: 2004 Model: ACCORD V6 Year: Serv Ph: 631-665-0005 Trim: EX-V6 Extn: Tran: 5AT Serv Mgr: MATTHEW MORRISON 2 WD: Doors: 4DR Parts Mgr: DALE GUY Fact: MARYSVILLE Country: USA Dir Name: ATLANTIC HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1391 SUNRISE HIGHWAY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, NY 11706 **BAY SHORE** Engine #: Trans #: Phone: 631-665-0005 Fax #: (631) 665-0182 Em Type: DPSM: RUSSELL BERSE Zone/Dist: 05B RO #:

W.O. #:

Case Type: Technical

Previous Dealer/Contact Date

Tech Line Suggests

Information from Dealer

| 4/6/2005 JOHNB | |
|---|--|
| 1 04/06/05 07:24:26 ISIS:> | PEDAL SINKING AFTER MASTER CYLINDER REPLACED. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER WAS REPLACED DUE TO IT LEAKING |
| 5 | ANDPEDAL WAS ON THE FLOOR WHILE STOPPING |
| 6 04/06/05 07:30:19 JOHNB:> | BLEED AND THEN OK |
| 7 PRESSURE BLEED SYSTEM, THEN GO TO A SAFE | |
| LOCATION AND EXERCISE THE ABS MANY TIMES, THEN PRESSURE | |
| | BLEED AGAIN;RE-EVAL;IF PROBLEM CONTINUES OR |
| | RETURNS, REPLACE MODULATOR |
| 10 05/10/05 13:25:05 DAVEM:> | DID ABOVE AND ALL WAS OK. NOW BACK 2K LATER |
| | FOR SAME PROBLEM |
| 12 RPLC THE MOD> | |

| T/L Ref # 1617958 | Created By CHRISV | Date Created 07/28/2005 | Last Edited I CHRISV | By # of Edits 1 |
|----------------------|----------------------|-----------------------------------|-------------------------|--------------------|
| Code | Original Complaint | Probable Cause/S | | |
| P 4150 | LOW PEDAL | ABS MOD; REPLA | CE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 16,441 |

| | | | otatus. | IN/A | inicage: 10,441 |
|--|----------------|--------------------------------|----------|-------------------|------------------------|
| Dealer #: | 207640 | TZ: | EST VIN: | 1HGCM66584A | Err: |
| Dir Cont: | TROY ROCK | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (740) 283-3435 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | JOSEPH CALISSI | E | Doors | s: 4DR | W D: 2 |
| Parts Mgr: | KEVIN KOPACH | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: OHIO VALLEY HON 532 NORTH THIRD STEUBENVILLE | | NDA | Desc: | ACCORD 4DR E | X-V6 6CYL 240.0HP 3.0L |
| | | H를 시골하면 불렀지 않는 보고 있는 보고 보고 있다. | WhtB | dy: P/S, SUN ROOF | , ABS, AIR BAG, |
| | | OH 43952 | Engin | e#: | Trans #: |
| Phone: (74 | 0) 283-3435 | Fax #: (740) 283-9509 | Em Ty | /pe: | |
| DPSM: BR | UCE WILSON | Zone/Dist: 05N | RO #: | | |
| Previous De | aler/Contact | Date | Case | Type: Technical | |

W.O. #:

| Tech Line Suggests | Information from Dealer | | |
|--|---|--|--|
| 7/28/2005 CHRISV | | | |
| 1 07/28/05 13:34:50 ISIS:> | HAD BAD MASTER CYL.(SINKING PEDAL)-REPLACED | | |
| 2 | MASTERCYL. BRAKES WERE GOOD FOR A COUPLE DAYS. THEN | | |
| 3 | PED AL GOES ALMOST TO FLOOR INTERMITTENTLY. | | |
| 4 | REPLACED AGAIN- SAME THING- BLEED THEM NUMEROUS | | |
| 5 | TIMES- NO AIR ANYTIME- THEN REPLACED BOOSTER AND | | |
| 6 | PROPORTIONG VALVE-SAME THING-GOOD FOR A COUPLE | | |
| | DAYS | | |
| | AND THEN PEDAL WILL GO REALL LOW TO FLOOR | | |
| 8 | SOMETIMES | | |
| 9 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | | | |
| 10 THIS PROBLEM?> | YES | | |
| 11 IF YES, REPAIR DESCRIPTION?> | 2 MASTER CYLINDERS, BOOSTER AND PROPORTIONING | | |
| 12 | VALVE(4-WAY BLOCK) | | |
| 13 07/28/05 13:34:53 CHRISV:> | | | |
| 14 ANY LEAKS> | NO | | |
| 15 REPLACE ABS MOD | | | |

| | Ref # 9491 | Created By CHRISV | Date Created 12/21/2004 | Last Edited By | # of Edits 1 |
|---|----------------------|--------------------|----------------------------|----------------|-----------------|
| | Code | Original Complaint | Probable Cause/S | | |
| Р | 4150 LOW PEDAL | LOW PEDAL | ABS MOD, REPLA | CE | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 6,784 |

206806 Dealer #: CST TZ: VIN: 1HGCM66374A Err: Dir Cont: ARTHUR STEINER Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (651) 484-0231 Trim: LX-V6 Extn: Tran: 5AT JIM BONNEY 2 Serv Mgr: WD: Doors: 4DR Parts Mgr: TOM HUGHES Fact: MARYSVILLE Country: USA Dir Name: **BUERKLE HONDA** Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L 3360 N. HIGHWAY 61 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, SAINT PAUL MN 55110 Engine #: Trans #: Phone: (651) 484-0231 Fax #: (651) 484-1970 Em Type: DPSM: Dick Sargent II Zone/Dist: RO #: 08G

Previous Dealer/Contact

Date

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 12/21/2004 CHRISV | |
|---|---|
| 1 12/21/04 13:46:38 ISIS:> | BRAKE PEDAL GOES TO FLOOR WILL NOT PUMP UP HAVE |
| | YOU |
| - 항 <mark>: 2</mark> 화가는 사고를 하는 하는 것을 하는 것을 하는 것을 하는 것을 했다. | SEEN BEFORE SUPPECT MASTER CLY. |
| 3 12/21/04 13:46:41 CHRISV:> | |
| 4 REPLACE THE ABS MOD | |

| T/L Ref # 2290762 | Crea STE | | Date Cre 03/06/20 | | Last Edited By STEVEN | / # of Edits 1 • |
|--|--------------------|-----------------------|--|------------|--------------------------|----------------------|
| Code Original Complaint P 4150 BRAKE PEDAL SINKS | | | Probable Cause/Solut ABS MOD?; REPLACE Resin Source: | | | Date: |
| | | | Status: | | N/A | Mileage: 18,105 |
| Dealer #: | 208217 | TZ: | PST | VIN: 1HGC | CM66374A | Err: |
| Dir Cont: | REVENS DAVID | Training %: | 0 | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (702) 367-1919 | Extn: | | Tran: | 5AT | Trim: LX-V6 |
| Serv Mgr: | WAYNE KORTLANG | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | ROBERT BOSLEY | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | HONDA WEST | | | Desc: | ACCORD 4DR LX-\ | /6 6CYL 240.0 HP 3.0 |
| | 7615 W. SAHARA AVE | | | WhtBdy: | POWER STEERING | G, ABS, SRS AIRBAG, |
| | LAS VEGAS | NV 89117 | | Engine #: | J30A42120483 | Trans #: BAYA6116355 |
| Phone: (70 |)2) 367-1919 | Fax #: (702) 367-8470 | | Em Type: | | |
| DPSM: PA | T THOMAS | Zone/Dist: 10H | | RO #: | 121958 | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | |
| | | | | W.O. #: | | |

Tech Line Suggests

Information from Dealer

| 3/6/2007 9:34:22 AM STEVEN | |
|---|---|
| 1 | BRAKE PEDAL SINKS AT STOP LIGHT. MASTER CYL HAS |
| | BEEN REPLACED IN SEPT. OF 2006. SYSTEM HAS BEEN RE |
| | BLED LAST WEEK FOR LOW PEDAL. NOW HAS GOOD PEDAL |
| | HEIGHT BUT WILL SINK WHEN STOPING. |
| 2 VERIFY THE COMPLAINT? | YES |
| 3 SO WHEN YOU HAD A LOW PEDAL A WEEK AGO, WAS | YES |
| IS SPONGY AND NEVER FIRMED UP? | |
| 4 BUT NOW IT SINK? | CORRECT |
| 5 DOES IT STOP SINKIGN AT A CERTAIN POINT? | YES |
| 6 SO IT DOESNT SINK ALL THE WAY TO THE FLOOR? | NO |
| 7 REPLACE ABS MOD | OK - The second of the second |

| 「/L Ref# | Created By | Date Created | Last Edited E | By # of Edits |
|------------------------|--------------------|------------------|---------------|-----------------|
| 670010 | JIMH | 10/25/2005 | JIMH | 1 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 POOR BRAKE POOR | POOR BRAKE POOR | REPLACE THE AB | S MODULATOR | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 16,737 |

| | | 5 | Status: | | N/A | Mile | eage: 16,737 |
|--------------|------------------|-----------------------|--------------|-----------|------------------|---------------|--------------|
| Dealer #: | 207134 | TZ: | EST v | 'IN: 1HGC | M66544A | Err: | |
| Dir Cont: | DONALD | Training %: | Y | ear: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (540) 869-5000 | Extn: | T | ran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JAMES BISHOP | | D | oors: | 4DR | WD: | 2 |
| Parts Mgr: | BYRON MORGAN | | ∬F. | act: | MARYSVILLE | Country: | USA |
| Dir Name: | MILLER HONDA | | D | esc: | ACCORD 4DR EX- | V6 6CYL 240.0 |)HP 3.0L |
| | 3985 VALLEY PIKE | | w | VhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | WINCHESTER | VA 22602 | E | ngine #: | | Trans #: | |
| Phone: (54 | 0) 869-5000 | Fax #: (540) 869-1074 | E | m Type: | | | |
| DPSM: Moi | nroe Nute | Zone/Dist: 06G | R | O#: | | | |
| Previous Dea | aler/Contact | Date | C | ase Type: | Technical | | |
| | | | W | V.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 33 | |
|--|--|
| 10/25/2005 JIMH | |
| 1 10/25/05 11:59:52 ISIS:> | BRAKE PEDAL SPONGY |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPA | IRS FOR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER. |
| 5 10/25/05 12:04:13 JAMESH:> | |
| 6 WAS THERE AIR IN THE SYSTEM? | > The state of the |
| 7 REPLACE THE ABS MODULATOR | |
| - 18 8 18 18 18 18 18 18 18 18 18 18 18 18 18 | |

| T/L Ref # 1449153 | Created By JIMH | Date Created 10/13/2004 | Last Edited E PAULI | 3y # of Edits 1 | |
|----------------------|--------------------|-----------------------------------|------------------------|--------------------|--|
| Code P 4150 | 3 | Probable Cause/Solution | | | |
| | | ABS MODULATOF Resin Source: | None | Date: | |
| | | Status: | P MAP | Mileage: 2,200 | |

208215 Dealer #: VIN: 1HGCM66524A TZ: **EST** Err: Dir Cont: DALE Training %: 2004 Model: ACCORD V6 Year: Serv Ph: (850) 479-9091 Trim: EX-V6 Extn: Tran: 5AT 2 Serv Mgr: **JERRY TAYLOR** WD: Doors: 4DR Parts Mgr: **ROBERT TOMPKINS** Country: USA Fact: MARYSVILLE Dir Name: PENSACOLA HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 5600 PENSACOLA BLVD. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **PENSACOLA** FL 32505 Engine #: Trans #: Phone: (850) 479-9091 Fax #: (850) 479-9468 Em Type: DPSM: GEORGE OPPEL Zone/Dist: 07G RO #: Previous Dealer/Contact Case Type: Technical Date

W.O. #:

Tech Line Suggests

Information from Dealer

| 10/13/2004 JIMH | |
|---|---|
| 1 10/13/04 13:52:46 JAMESH:> | BRAKE PEDAL WAS LOW WE REPLACED THE MASTER |
| (1) - (| CYLINDER AND HAS MADE NO CHANGE. WE BLED |
| 3 | SEVERAL TIMES AND STILL HAVE A LOW PEDAL |
| 4 DID YOU GET ANY AIR THE FIRST TIME IT CAME | |
| 5 IN?> | NONE |
| 6 REPLACE THE ABS MODULATOR | BB 12 [1] 10 [1 |
| 7 SAVE PART TO BE PICKED UP | |
| 8 HAM is still interested in collecting ABS modulators that | |
| cause a low brake pedal for more | |
| 9 | analysis. Please pend the contact to PI so he can |
| | ship the faulty modulator directly to Jeremy |
| * 11 | Gerrard. |
| 12 10/13/04 14:55:08PAULI:> | WILL ARRANGE |
| 17 13 | FAXED SHIP REQUEST |
| 14 10/26/04 09:38:31PAULI:> | TRACY,PRTS |
| | WE SENT PER A/B #8411-6889-2931 |
| | |

| T/L Ref # 1900992 | Created By DAVEM | | Date CreatedLast Edited By# of Edits08/15/2006DAVEM1 | | | | |
|----------------------|--|--------------------------------------|---|--------------------------------------|----------|-------------|--|
| Code P 4150 | BRAKE SOFT INTERM | | Probable Cause/Solution ABS MOD;RPLC Resin Source: None | | Date: | | |
| | | \$ | Status: | N/A | Mile | eage: 5,043 | |
| Dealer #: | 207400 | TZ: | EST VIN: 1HG | CM66554A | Err: | | |
| Dir Cont: | PATRICK | Training %: | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (703) 522-8808 | Extn: | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | SUFIAN ABUEL-HAW | /A | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | SEAN BRESLIN | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: | BROWNS ARLINGTO LEASI 3920 LEE HIGHWAY | ON HONDA/AMALGAMATE | WhtBdy: | ACCORD 4DR EX-V P/S, SUN ROOF, AE | | DHP 3.0L | |
| Dhana. (70 | ARI INGTON | VA 22207 | Engine #: | | irans#: | | |
| DPSM: TO | 03) 522-8808 IM ZUIDEMA | Fax #: (703) 522-3689 Zone/Dist: 06D | Em Type: | | | | |
| Previous De | aler/Contact | Date | Case Type: W.O. #: | Technical | | | |

Tech Line Suggests

Information from Dealer

| 8/15/2006 DAVEM | |
|--|--|
| 1 08/15/06 13:39:50 ISIS:> | CHECK BRAKE PEDAL FADES TO FLOOR. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER BLEED BRAKES. |
| 5 08/15/06 13:39:55 DAVEM:> | BLED BRAKES AND THAT FIXED IT FOR 1K MILES. |
| 6 | IT HAPPENED AGAIN, THEY WENT TO A DIFF SHOP |
| | AND THEY RPLCD THE MSTR CYL. IT WAS FIXED, BUT |
| 8 | THEM CAME BACK TO US AND WE REPLACED THE MSTR |
| | AGAIN. NOW BACK W/ SAME PROBLEM. |
| 10 REPLACE THE ABS MOD AND MON | |
| | |

| T/L Ref# 1542696 | Created B JOHNB | y Date C 03/24/2 | | ited By # of Edits 1 |
|---------------------|--------------------|---------------------|-------------------------|-------------------------|
| Code | Original Complaint | Probab | ole Cause/Solution | |
| P 4150 | BRKE PEDAL LOW 2X | POSS | AIR IN SYSTEM;PRESS BLE | ED,EXERCISE,BLEED |
| | | Resin S | Source: None | Date: |
| | | Status | N/A | Mileage: 6,394 |
| Dealer #: | 207864 | TZ: EST | VIN: 1HGCM66304A | Err: |
| Dir Cont: | LONNY DEAN | Training %: | Year: 2004 | Model: ACCORD V6 |

Tran:

Doors:

Fact:

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

Serv Ph: (724) 658-9755 Extn: Serv Mgr: Parts Mgr: Dir Name:

THE NEW HONDA CITY 1800 WEST STATE STREET PA 16101

NEW CASTLE

Phone: (724) 658-9755 DPSM: ART ESPINOZA

Zone/Dist: 05P

Previous Dealer/Contact Date

Fax #: (724) 658-2261

Case Type: Technical W.O. #:

5AT

4DR

MARYSVILLE

Tech Line Suggests

Information from Dealer

Trim:

WD:

Trans #:

ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L

POWER STEERING, ABS, SRS AIRBAG,

LX-V6

2

Country: USA

| 3/24/2005 JOHNB 1 03/24/05 10:20:11 ISIS:> | PEDAL GOING TO THE FLOOR |
|--|---|
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | PEDAL GOING TO THE PLOOR |
| 3 THIS PROBLEM?> | PER - |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER. BLED SYSTEM. IT WORKED |
| 5 | FINE FOR ABOUT TWO WEEKS NOW ITS BAD AGAIN |
| 6 03/24/05 10:20:27 JOHNB:> | ANY KNOWNS |
| 7 APPEARS POSSIBLE AIR IN SYSTEM; PRESSURE | |
| BLEED, THEN EXERCISE ABS SEVERAL TIMES IN A SAFE | |
| 8 | LOCATION; THEN PRESSURE BLEED AGAIN; THEN RE-EVAL; IF |
| | STILL HAVE LOW PEDAL OR RETURN OF CONDITION, REPLACE |
| | MODULATOR AND BLEED WITH PRESSURE BLEEDER |
| 11 07/05/05 08:29:01PAULI:> | (CROSS REF #1565486) |

| T/L Ref# | Created B | Date Create | ed Last Edite | d By # of Edits | | | |
|-----------|--------------------|-------------|--------------------------------------|------------------|--|--|--|
| 1565486 | LANCEK | 05/03/2005 | LANCEK | | | | |
| Code | Original Complaint | Probable C | ause/Solution | | | | |
| P 4150 | BRKE FEELS LOW | ABS MODU | ABS MODULATOR; REPLACE ABS MODULATOR | | | | |
| | | Resin Sour | ce: None | Date: | | | |
| | | Status: | N/A | Mileage: 7,643 | | | |
| Dealer #: | 207540 | TZ: EST VI | N: 1HGCM66304A | Err | | | |
| Dir Cont: | DEBRA DUDA | Training %: | ar: 2004 | Model: ACCORD V6 | | | |

Dealer #: 207540 TZ: EST
DIr Cont: DEBRA DUDA Training %:
Serv Ph: (724) 981-7106 Extn:
Serv Mgr: NATE ANDERTON
Parts Mgr:
DIr Name: SHENANGO HONDA
3965 EAST STATE STREET
HERMITAGE PA 16148

HERMITAGE PA 16148

Phone: (724) 981-7106 Fax #: (724) 981-2225

DPSM: ART ESPINOZA Zone/Dist: 05P

Previous Dealer/Contact Date

LX-V6 Trim: Tran: 5AT 2 WD: Doors: 4DR Country: USA Fact: MARYSVILLE Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: Trans #: Em Type:

Tech Line Suggests

Information from Dealer

Case Type: Technical

| 5/3/2005 LANCEK | |
|--|---|
| 1 05/03/05 10:43:06 ISIS:> | CUSTOMER CONCERN BRAKE PEDAL FEELS SOFT PEDAL |
| | GOESTO THE FLOOR |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | BLEED BRAKES HAD CALIPER REPLACED |
| 6 05/03/05 10:44:16 LANCEK:> | THE BRAKE PEDAL FEELS LOW, PEDAL FEELS OK |
| | AFTER BLEEDING. |
| 8 *****REF TO T/L CONTACT #1542696***** | |
| 9 REPLACE ABS MODULATOR. EXERCISE THE ABS AND | |
| 10 BLEED AS PER THE SM, PERF 2-3 TIMES. | |

RO #:

W.O. #:

| T/L Ref # 1642524 | Crea CHR | eted By RISV | Date Created 09/08/2005 | Last Edited CHRISV | By # of Edits 1 |
|--|---|---|---|--|---|
| Code P 4150 | Original Complaint LOW PEDAL | | Probable Caus ABS MOD; RE Resin Source: | PLACE | Date: |
| | | | Status: | N/A | Mileage: 25,976 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208337 MICHAEL TALBOT 631-665-0005 MATTHEW MORRIS DALE GUY ATLANTIC HONDA 1391 SUNRISE HIGH BAY SHORE | | EST VIN: Year Tran: Door Fact: Desc WhtE | 5AT s: 4DR MARYSVILLE : ACCORD 4DR E dy: P/S, SUN ROOF | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA X-V6 6CYL 240.0HP 3.0L , ABS, AIR BAG, Trans #: |
| DPSM: RU | 1-665-0005 JSSELL BERSE raler/Contact | Fax #: (631) 665-0182 Zone/Dist: 05B Date | RO# | : Type: Technical | |

Tech Line Suggests

Information from Dealer

| 9/8/2005 CHRISV | |
|--|---------------------------|
| 1 09/08/05 11:04:52 ISIS:> | LOW BRAKE PEDEL |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 09/08/05 11:04:55 CHRISV:> | CAME BACK 500 MILES LATER |
| 6 REPLACE ABS MOD | |

| T/L Ref # 1495759 | Created By KENE | | Date C 01/04/2 | | 가는 경우 시간에 있는 것은 바다 없는 것 같더 돼요요. (*) | | # of Edits 1 | |
|----------------------|-------------------------------------|-------------|--|---------|-------------------------------------|---------------|-------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL SOFT | | Probable Cause/Solution ABS MODULATOR; REPLACE | | | | | |
| | | | Resin Status: | Source: | None P MAP | Dat Mil | e: eage: 9,153 | |
| Dealer #: | 206916 | TZ: | EST | VIN: 1H | GCM66534A | Err: | | |
| Dir Cont: | JEFF MANGUM | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (804) 414-1950 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | KARL SOLOE | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | RONALD REESE | | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: | COLONIAL HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 | OHP 3.0L | |

Phone: (804) 733-0700

VA 23836

DPSM: JENNIFER KAMLER

CHESTER

Fax #: (804) 414-1956

Zone/Dist: 06H

Previous Dealer/Contact

Date

2100 WALTHALL CENTER D

RO #:

Case Type: Technical

W.O. #:

WhtBdy:

Engine #:

Em Type:

Tech Line Suggests

Information from Dealer

P/S, SUN ROOF, ABS, AIR BAG,

| 1/4/2005 KENE | |
|---|---|
| 1 01/04/05 10:02:32 ISIS:> | LOW BRAKE PEDAL. MASTER CYLINDER HAS BEEN |
| | REPLACED. I HAVE BLEED THE BRAKES TWICE SINCE |
| 3 | THEN. |
| 4 01/04/05 10:02:48 KENE:> | WE BLEED THE SYSTEM AND IT GETS BETTER |
| 5 AIR IN SYSTEM?> | LAST TIME IT DID, WE DID NOT BLEED YET AGAIN |
| 6 | TODAY |
| 7 REPLACE THE ABS MODULATOR | |
| 8 Please pend the contact to PI so he can ship the faulty | |
| modulator directly to Jeremy Gerrard. | |
| 9 01/04/05 11:17:24PAULI:> | FAXED SHIP REQUEST |
| 10 01/06/05 09:14:26PAULI:> | RON |
| | WE SENT PER A/B #7915-1821-4766 |
| 12 (NO MENTION OF CORE CHARGES) | |

| 660722 | KEITHC | 10/10/2005 | JIMH | |
|---------------|--------------------|------------------|------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4100 | BRAKES GENERAL | ABS MODULATOR | R, REPLACE | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 14,590 |

| | | S | status: | | N/A | Mile | age: 14,590 |
|--------------|--------------------------|-------------------------|--------------|-----------|----------------|----------------|--------------------|
| Dealer #: | 206644 | TZ: | ST VI | N: 1HGC | M66564A(| Err: | |
| Dir Cont: | MARCO TRIANA | Training %: | Ye | ar: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (806) 796-7777 | Extn: | Tr | an: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | COREY MCNEIL | | Do | ors: | 4DR | WD: | 2 |
| Parts Mgr: | NICK NICHOLS | | ∥Fa | ct: | MARYSVILLE | Country: | USA |
| Dir Name: | FRANK BROWN H | ONDA | De | esc: | ACCORD 4DR EX | -V6 6CYL 240.0 | HP 3.0L |
| | 5802 SPUR 327 LUBBOCK | TX 79424 | ∥w | htBdy: | P/S, SUN ROOF, | ABS, AIR BAG, | |
| | LUBBOCK | 1 \(\frac{19424}{3} \) | ∥ E r | igine #: | | Trans #: | |
| Phone: (80 | 6) 796-7777 | Fax #: (806) 796-7789 | En | n Type: | | | |
| DPSM: L.D | . ANDRUS | Zone/Dist: 03F | RO |) #: | | | |
| Previous Dea | aler/Contact | Date | Ca | ise Type: | Technical | | |
| | | | | | | | |

| | | 1 | • |
|--------------------|--|-------------------------|---|
| Tech Line Suggests | | Information from Dealer | |

| 10/10/2005 KEITHC | |
|---|-------------------------------------|
| 1 10/10/05 10:04:19 ISIS:> | BRAKE PEDAL FEELS SOFT. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BLEAD BRAKE SYSTEM CURED COMPLAINT/ |
| 5 10/10/05 10:05:07 KEITHC:> | |
| 6 COULDN'T HEAR TECH | |
| 7 10/10/05 10:12:08 JAMESH:> | CAR IS BACK. HAS AIR IN IT AGAIN |
| 8 REPLACE THE ABS MODULATOR | |

| Code P 4150 | Original Complaint BRKE VERY LOW | | Probable Cause PRESS BLEED, | /Solution EXERCISE ABS,PRES | S BLEED,RE-EVAL |
|--------------------|-------------------------------------|-----------------------|--------------------------------|--------------------------------|---|
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 19,451 |
| Dealer #: | 206932 | TZ; | EST VIN: | 1HGCM66554AI | Err: 100 110 110 110 110 110 110 110 110 11 |
| Dir Cont: | ROBERT PERRON | Training %: | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (401) 822-2000 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | WILLIAM ALBRO | | Doors | 4DR | W D: 2 |
| Parts Mgr: | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | MAJESTIC HONDA 509 QUAKER LANE | | Desc: WhtBd | 소리 교육 사용하는 사람들 사람이 되었다. | EX-V6 6CYL 240.0HP 3.0L |
| | WEST WARWICK | RI 02893 | Engine | 유명하고, 하는 점취 되어 화가를 먹는다. | Trans #: |
| Phone: (4 | 01) 822-2000 | Fax #: (401) 822-7800 | | | |
| DPSM: BA | ARRY ZOLL | Zone/Dist: 09F | RO #: | | |
| Previous De | ealer/Contact | Dafe | Case 1 W.O.# | ype: Technical : | |

Tech Line Suggests

Information from Dealer

| 7/14/2006 JOHNB | |
|--|--|
| 1 07/14/06 11:59:04 ISIS:> | REPLACED MASTER FOR NO PEDAL PRESSURE |
| 2LEAKING INTERNALLY, JOB COMPLETED | |
| 6-21-06.CUSTOMER RETURNED 7-13 WITH NO PEDAL | |
| 그 요즘 그렇게 하는 마음 이번 이번 한 번째에 맞아왔다면서 가장에는 어린이 때문에 가장하다면서 바다를 하는다. | |
| AGAIN REBLEAD | |
| | SYSTEM, PEDAL STAYED, PULLED CAR OUT LOST PRESSURE |
| | AGAIN ACAIN ACA AN |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | ANYES 전략하다 살을 통하는 경우를 하는 것이 되었다. 하는 이 전환 경기를 받는 |
| 7 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER ON 6-21-06 |
| 8 07/14/06 12:05:35 johnb:> | PEDAL LOW AGAIN |
| 9 ANY LEAKS> | NONE |
| 10 PRESSURE BLEED SYSTEM, EXERCISE ABS IN SAFE | |
| LOCATION: THEN PRESSURE BLEED AGAIN: IF LOW | |
| PEDAL | |
| | CONTINUES TO DETUDING DEDITION AND MADDINATED |
| 그는 其則 하면 돌아 되는 사람들은 학생들이 하는 그는 사람들은 그는 그 가는 얼마나 나는 것이다. | CONTINUES TO RETURN, REPLACE MODULATOR |

| | Ref # 0348 | Created By RAYD | Date Created 02/14/2005 | Last Edited By RAYD | # of Edits 1 |
|---|-------------------------------|------------------------|--------------------------------|------------------------|-----------------|
| | Code | Original Complaint | Probable Cause/So | olution | |
| Р | P 4150 BRKE PDL GOES TO FLOOR | BRKE PDL GOES TO FLOOR | UNABLE TO DUPL | ICATE;FAXXED KB#3764 | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 14,147 |

| | | 8 | tatus: | N/A | Mileage: 14,14/ | |
|--------------|----------------------------------|-----------------------|-----------------|------------------|-------------------|--|
| Dealer #: | 207767 | TZ: F | PST VIN: 1H | GCM66814A | Err: | |
| Dir Cont: | JOHN LINDSEY | Training %: | Year: | 2004 | Model: ACCORD V6 | |
| Serv Ph: | (714) 890-8900 | Extn: | Tran: | 5AT | Trim: EX-V6NV | |
| Serv Mgr: | RANDY HICKERSON | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | MARK KOZEL | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HONDA WORLD | | Desc: | ACCORD 4DR EX- | V6NV 6CYL 240.0HP | |
| | 13600 BEACH BLVD. WESTMINSTER | CA 92683 | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | WESTWIINSTER | CA 92003 | Engine #: | | Trans #: | |
| Phone: (71 | 4) 890-8900 | Fax #: (714) 898-4796 | Em Type: | | | |
| DPSM: MIC | CHELLE HATCH | Zone/Dist: 01G | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Typ | e: Technical | | |
| | | | W .O. #: | | | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|--|--|
| 2/14/2005 RAYD | |
| 1 02/14/05 15:32:24 ISIS:> | CUSTOMER STATES THAT THE BRAKE PEDAL GOES TO THE |
| . 1. 2 사용하는 경험하는 사람들이 보고 있는 것은 사용하는 것이 없는 것이 없다. | FLOOR. HAD THE MASTER CYLINDER REPLACED 2500 MILES |
| 3 | AGO AT ANOTHER DEALER |
| 4 02/14/05 15:33:43 RAYD:> | |
| 5 CAN YOU DUPLICATE?> | NO, WE BLEAD THE BRAKES ON FRIDAY NIGHT, THERE |
| | WAS A LITTLE AIR FROM THE RT REAR |
| 7 WHAT DID IT FEEL LIKE BEFORE YOU BLEAD THE | |
| BRAKES?>A LITTLE SPONGY | |
| 8 DID THE PEDAL FADE FROM UNDER YOUR FOOT?> | NO |
| 9 WHAT DID THE CUSTOMER SAY HAPPENED?> | HE WAS DRIVING DOWN THE FREEWAY, STEPPED ON |
| 10 | THE BRAKES AND THE PEDAL WENT TO THE FLOOR,HE |
| - 11 | SAID HE THOUGHT THE ABS LIGHT CAME ON |
| 12 DID YOU CHECK FOR CODES?> | NO, NOT YET |
| 13 CHECK FOR CODES, HAVE YOU TRIED TO DUPLICATE?> | YES, I DROVE IT FOR 30 MILES, NEVER HAD A |
| 14 | PROBLEM |
| 15 FAXXED ALLEDGED BRAKE FAILURE PROCEEDURE TO DEALER, | |
| 16 EXPLAINED THE DIFFERENCE BETWEEN A BAD M/C AND 17 ABS MODULATOR | |

| Code | Original Complaint | Probable Cause/S | Solution | | |
|---------------|----------------------|------------------|--------------------------------------|----------------|--|
| P 4150 | 1150 LOW BRAKE PEDAL | FAULTY ABS MC | FAULTY ABS MODULATOR; BLEED AND TEST | | |
| | | ResIn Source: | None | Date: | |
| | | Status: | N/A | Mileage: 1,863 | |

Serv Ph: (212) 974-1010 Extn: Serv Mgr: **BRUCE BARTON** Parts Mgr: JOHN KOENIG Dir Name: POTAMKIN HONDA 706-12 ELEVENTH AVENUE **NEW YORK** NY 10019 Phone: (212) 974-1010 Fax #: (212) 757-6321 **DPSM:** JOHN POMPILE Zone/Dist: 05A Previous Dealer/Contact Date

Trim: EX-V6 Tran: 5AT 2 WD: Doors: 4DR Fact: MARYSVILLE Country: USA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #: Case Type: Technical

Tech Line Suggests

Information from Dealer

| 3/7/2005 TOMP | |
|--|--|
| 1 03/07/05 12:10:34 ISIS:> | CUST STATE BRAKE ARE NOT RESPONDING, PEDAL IS |
| | TOO LOW: |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NEW YES THE REPORT OF THE PROPERTY OF THE PROP |
| 5 IF YES, REPAIR DESCRIPTION?> | REPLACE BRAKE MASTER CYLINDER . (500 MILES AGO |
| 6 03/07/05 12:10:53 TOMP:> | SUPA: |
| 7 WAS CAR FIXED AFTER M/C REPLACED?> | YES FOR 500 MILES. |
| 8 DOES THE CAR EVER FAIL TO STOP?> | NO; BUT PEDAL GO LONG WAY. |
| 9 COMPARE TO OTHER LIKE CAR?> | NO; DON'T NEED TO, THIS IS BAD. |
| 10 EXERCISE ABS, PRESSURE BLEED BAKES. | |
| 11 DOES BRAKE PEDAL FEEL NORMAL? | |
| 12 YES: FAULTY ABS MODULATOR; REPLACEMENT | |
| 13 NO: LOOK FOR OTHER CAUSE | |
| | |

W.O. #:

| | | 10011 L | | maci Re | POIL | | |
|----------------------------------|--|--------------------------------------|----------------------------|--|------------------------------------|-------------|--------------------|
| T/L Ref # 1499512 | | reated By ANCEK | Date Cr 01/10/20 | | Last Edited B GARYR | y | # of Edits 3 |
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO THE FLOOR | | ABS MC | Probable Cause/Solution ABS MODULATOR; REPLACE THE ABS MODULATOR | | | |
| | | | ResIn S Status: | ource: | None N/A | Dat Mile | e: eage: 13,912 |
| Dealer #: | 208357 | TZ: | EST | VIN: 1HGC | CM66534A | Err: | |
| Dir Cont: | LON | Training %: | | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (419) 626-1061 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MIKE KLAMAR | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RAYMOND MCC | REARY | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | VICTORY HONDA 2301 HAYES AVE SANDUSKY | 열대성을 다른살이 한민국자를 발표를 하지만 하나가 모르지 않는다. | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | DHP 3.0L |
| Phone: (41 | 9) 626-1061 | Fax #: (419) 626-113 | 2 | Em Type: | | | |
| DPSM: RON HOPKINS Zone/Dist: 04F | | | RO #: | | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 1/10/2005 LANCEK | |
|---|--|
| 1 01/10/05 14:02:51 ISIS:> | CUSTOMER STATES THAT BRAKE PEDAL GOES TO THE FLOOR |
| [2] [2] [4] [4] [4] [4] [4] [4] [4] [4] [4] [4 | AT TIMES AND AIR IS IN BRAKE LINES |
| 3 01/10/05 14:03:18 LANCEK:> | THIS CAR HAS BEEN AT 2 OTHER DEALERS FOR THIS. |
| | AT 6341 THE MASTER WAS REPLACED, AT 6577 THE |
| 5 | CONDITION WAS NOT DUPLICATED, THE SYSTEM WAS |
| 발 6 마음(일본) 발문이 불문이 발문이 발문이 들는 사람들이 되었다. | BLEED. AT 12947 THE BOOSTER WAS REPLACED AND |
| 7 | BLEED, AND NOW THE CAR IS HERE. |
| 8 DUPLICATE? | THE YES YOUR THE REAL PROPERTY OF THE PROPERTY |
| 9 WAS THE CUSTOMER IN ANY ACCIDENTS | |
| 10 BECAUSE OF THIS CONDITION?> | NO, THE CAR WILL STOP. |
| 11 EXERCISE THE ABS AND BLLED THE BRAKES AS | |
| 12 PER THE SM, PERF THIS 2-3X'S. | |
| 13 IF THE PEDAL COME UP, REPLACE THE ABS | |
| MODULATOR. | |
| 14 REBLEED IN THE SAME MANNER. | |
| 15 01/12/05 10:30:52 TOMP:> | LON: |
| : 16 | TRIED TO EXERCISE ABS AND IT WON'T ACTIVATE. |
| 17 DID TIRES SKID?> | NO, NOT SURE. |
| 18 WET OR DRY?> | WET A CARE TO SEE THE SECOND S |
| 19 ROADS WET TODAY?> | YES |
| 20 TEST DRIVE CAR AGAIN 35 MPH, SLAM ON THE BRAKES. | |
| 21 CAR SHOULD STOP, SKID OR KEEP ROLLING; WHAT | |
| 22 DOES IT DO? | |
| 23 02/09/05 13:49:59 GARYR:> | FRANK (F/E) REPLD THE MOD AND BRAKE PEDAL |
| 24 | WAS STILL SOFT. DROVE SEVERAL TIMES AND |
| 25 | THEN BLEED WITH MITYVAC AND NOW BRAKE PEDAL |
| 26 [1] [1] [1] [1] [1] [1] [1] [1] [1] [1] | IS NORMAL. |
| 27 WHATS BEEN REPLD> | BOOSTER, 2 M/C AND NOW THE SECOND MOD. |
| 28 MAKE SURE YOU ACTIVATED ABS AND THEN BLEED. | |
| 29 ALSO TURN THE STEERING HARD SIDE TO SIDE. | |
| 30 IF THE PEDAL GETS SOFT THE PADS ARE RETRACTING | |
| 31 AND THEN CHK IF PEDAL IS SOFT. | |
| 32 | |

| T/L Re 18091 | | Created By KENE | Date Created 05/01/2006 | Last Edited B | y # of Edits 1 | |
|-----------------|-----|--------------------|--------------------------------|---------------|-------------------|--|
| C | ode | Original Complaint | Probable Cause/S | Solution | | |
| P 41 | 150 | BRAKE PEDAL LOW | MODULATOR; RE | OR; REPLACE | | |
| | | | Resin Source: | None | Date: | |
| | | | Status: | P MAP | Mileage: 29,700 | |

| | | | Status: | | PIMAP | IMITE | age: 29,700 |
|----------------------------|--|---|---------|-------------------------|------------------------------------|----------|-------------|
| Dealer #: | 208412 | TZ: | EST VIN | ı: 1HGC | CM66514A | Err: | |
| Dir Cont: | MICHAEL TOTH | Training %: | Yea | ar: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (724) 632-6854 | Extn: | Tra | ın: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | Do | ors: | 4DR | WD: | 2 |
| Parts Mgr: | KEITH HARRIETT | 에 있을 것이 같은 것은 것으로 하다. 3 기본 개념은 기본 기본 기본 기본 | Fac | ot: | MARYSVILLE | Country: | USA |
| Dir Name: | RAINBOW HONDA 3153 NATIONAL PI RICHEYVILLE | | | sc: tBdy: gine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | HP 3.0L |
| Seat Septiminal Properties | 4) 632-6854 UCE WILSON | Fax #: (724) 632-653: Zone/Dist: 05N | | Type: | | | |
| Previous De | aler/Contact | Date | | se Type: O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| rech Enie ouggests | information from Dealer |
|--|--|
| 5/1/2006 KENE | |
| 1 05/01/06 12:46:37 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR SOMETIMES, |
| 2 - 독일 시간 전략 전략 경기 등 교육 등 및 전기 등 기업을 받는다. | REPLACEDTHE MASTR CYL 2 TIMES BLEAD SYSTEM 3 TIMES |
| 3 | STILL HAPPENS |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | NO |
| 6 05/01/06 12:46:55 KENE:> | NO LEAKS PEDAL SOFT |
| 7 REPLACE ABS MODULATOR | |
| 8 HAM is still interested in collecting after c/m ABS modulato | |
| that cause a low brake pedal for | |
| 9 | more analysis. Please pend the contact to PI so he |
| | can ship the faulty modulator directly to Jeremy |
| 11 | Gerrard. |
| 12 CM VIN: 1HGCM66544A045404 | |
| 13 05/01/06 13:34:54PAULI:> | WILL ARRANGE PRT>MAP |
| | REFAXED SHIP REQUEST |
| 15 05/08/06 13:19:49PAULI:> | |
| 16 CLM #520391> | (\$1,130.61, PAID 5/5/06) |
| 17 - 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 57110-SDB-023 (ABS MOD) |
| 그녀8 회사는 경기에 가장하는 사람들은 사람들이 되었다. | FAXED SHIP REQUEST |
| 19 05/09/06 13:20:19PAULI:> | BRUCE |
| 고 20 말을 리타하는 학교에 들은 소리 나는 소리를 하는 것 같습니다. | WE SENT PER A/B #8450-0841-9291 |
| | |

| T/L Ref # 1763853 | Created By GARYR | 03/09/2006 | Last Edited B PAULI | |
|-----------------------------------|---------------------------------|---------------------|------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 BRKE PEDAL SINKS, ACCIDENT | ACTIVATE ABS, B | LEED?; REPL M/C ANI | D MOD | |
| 0500 | 0500 FIRE/ACCIDENT REPORT FORMS | Resin Source: | None | Date: |
| | | Status: | P WPI | Mileage: 14,433 |

| Dealer #: | 206776 | TZ: | EST VIN: 1HGC | CM66544A | Err: | |
|------------|------------------|-----------------------|---------------|------------------|----------------|-----------|
| Dir Cont: | SAMEER GURNANI | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (908) 753-5020 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | ROBERT POLAND | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | WILLIAM KONAPAKA | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | V.I.P. HONDA | | Desc: | ACCORD 4DR EX | -V6 6CYL 240.0 |)HP 3.0L |
| | 700 RT. 22 EAST | N.I. 07000 | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | N. PLAINFIELD | NJ 07060 | Engine #: | | Trans #: | |
| Phone: (9 | 08) 753-5020 | Fax #: (908) 753-5135 | Em Type: | | | |
| DPSM: BI | LL HALLSWORTH | Zone/Dist: 05G | RO #: | | | |
| Previous D | ealer/Contact | Date | Case Type: | Technical | | |
| | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| . con Eme daggeote | mornation nom beater |
|--|---|
| 3/9/2006 GARYR | |
| 1 03/09/06 09:06:11 ISIS:> | CAR LOST BRAKE CAUSING CUSTOMER TO REAR END ANOTHER |
| | |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 03/09/06 09:06:27 GARYR:> | I CHECKED THE BRAKE SYS PER HSN 96-06 AND |
| | THE BRAKE PEDAL WILL SINK ABOUT EVERY 3RD |
| 7 | TIME I DO THE TEST. |
| 8 WILL THE CAR STOP WHEN THE PEDAL IS SOFT> | |
| 9 DOES THE BRAKE FLUID LOOK CONTAMINATED> | NO |
| 10 ACITVATE THE ABS 3X THEN BLEED THE SYS. | |
| 11 IF THE PEDAL IMPROVES REPL THE MODULATOR | |
| 12 AND M/C. | |
| 13 PEND TO PLAND JH | |
| 14 03/09/06 09:26:36PAULI:> | WILL ARRANGE PRT>MAP |
| 15 CLM #105424> | (\$969.03, PAID 4/5/06) |
| \$16 \$\$\text{\$\}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}}} | 57110-SDB-023 (ABS MOD) |
| 17 CLM 3205424> | (\$217.62, 4/5/06) |
| [18] 2016 - 1015 | 46100-SDB-A02 (MSTR |
| 19 BOTH PRTS SENT TO WPI 4/17/06 PER DCS MSG | |
| 는 <u>20</u> : 발문으로 물리가 얼마나 보는 보는 것은 모임 사용 하지만 모든 | |

| | recir Line Contact Report | | | | | | |
|----------------------|--|---------------------------|--------------------------------|---|------------------------|--|--|
| T/L Ref # 1759993 | Created RAYD | Зу | Date Created 03/06/2006 | Last Edited RAYD | By # of Edits 1 | | |
| Code P 4150 | Original Complaint MUSHY BRAKE PEDAL FE | EL | Probable Cause MODULATOR?; | / Solution EXERCISE THE ABS F | OR TEST | | |
| | | | Resin Source: | None | Date: | | |
| | | | Status: | N/A | Mileage: 16,541 | | |
| Dealer #: | 206856 | TZ: | CST VIN: | 1HGCM66584A | Em: | | |
| Dir Cont: | DOYLE SMITH | Training %: | Year: | 2004 | Model: ACCORD V6 | | |
| Serv Ph: | (901) 795-5900 | Extn: | Tran: | 5AT | Trim: EX-V6 | | |
| Serv Mgr: | DOYLE SMITH | | Doors | 4DR | wD: 2 | | |
| Parts Mgr: | CHARLES SEXTON | | Fact: | MARYSVILLE | Country: USA | | |
| Dir Name: | DOBBS HONDA ON MEN | IDENHALL | Desc: | ACCORD 4DR E | X-V6 6CYL 240.0HP 3.0L | | |
| | 2785 SO. MENDENHALL | | WhtBd | y: P/S, SUN ROOF | , ABS, AIR BAG, | | |
| | MEMPHIS | ΓN 38115 | Engine | • # : | Trans#: | | |
| Phone: (90 | 01) 795-5900 Fa | x #: (901) 367-497 | 9 Em Ty | pe: | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: CHRISTINE LANE

Previous Dealer/Contact

Zone/Dist:

Date

07A

Information from Dealer

Case Type: Technical

| 3/6/2006 RAYD | |
|--|--|
| 1 03/06/06 07:59:18 ISIS:> | BRAKE PEDAL FEELS MUSHY. WE HAVE REPLACED MASTER |
| · [12] 회사의 [14] 전 [12] 기계 (14] | CYLINDER AND BLED SYSTEM 2 TIMES |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NYES 여러를 하고 아시아 시간 회사를 하지만 하는 것 같습니다. |
| 5 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER IN DECEMBER |
| 6 03/06/06 07:59:25 RAYD:> | BUZZ; |
| 7 HOW WERE THE BRAKES BLEAD?> | LET ME FIND OUTAT EACH WHEEL WITH VAC |
| | THEN ON THE CAR WITH THE PEDAL |
| 9 VAC CAN SUCK AIR IN THE M/C, YOU SHOULD BE USING | |
| 10 A PRESSURE BLEEDER, WAS THE ENGINE RUNNING WHEN | |
| 11 THE BRAKES WERE BLEAD WITH THE PEDAL?> | YES |
| 12 EXERCISE THE ABS, IF THE PEDAL COMES UP, | |
| REPLACE AND RESTRICTION OF THE REPLACE AND | |
| 13 THE MODULATOR> | |

| T/L Ref # 1417166 | Created By GARYR | Date Created 08/20/2004 | Last Edited GARYR | I By # of Edits 1 | | |
|--|---------------------|--------------------------------|---|----------------------|--|--|
| Code Original Complaint P 4150 BRKE PEDAL GOES TOO FAR | | | Probable Cause/Solution DLR CAN'T DUP?;ACTIVATE AND BLED, HAVE CUST DEMO | | | |
| | | ResIn Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 252 | | |

Dealer #: 207978 TZ: C
DIr Cont: DOYLE Training %:
Serv Ph: (334) 671-8100 Extn:
Serv Mgr: DOYLE BRADSHAW
Parts Mgr: MICHAEL MOBLEY
DIr Name: JIM SKINNER HONDA
3823 ROSS CLARK CIR.NW
DOTHAN AL 36303

Phone: (334) 671-8100 Ext. (334) 792-3438

 Phone:
 (334) 671-8100
 Fax #:
 (334) 792-3438

 DPSM:
 GEORGE OPPEL
 Zone/Dist:
 07G

 Previous Dealer/Contact
 Date

2004 Model: ACCORD V6 Year: Trim: LX-V6 Tran: 5AT WD: 2 Doors: 4DR Fact: Country: USA **MARYSVILLE** Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: Trans #: Em Type: RO #:

W.O. #:

Tech Line Suggests

8/20/2004 GARYR

- 1 08/20/04 10:00:57 ISIS:---->
 2 08/20/04 10:01:07 GARYR:-----
- 3 ACTIVATE ABS 3X AND BLEED
- 4 HAVE CUSTOMER SHOW YOU WHEN IT HAS THE PROBLEM
- 5 DO M/C TEST HSN 96/02

Information from Dealer

Case Type: Technical

BRAKE PEDAL GOES TO FAR TO FLOOR BEFORE STOPPING WE CAN'T DUP ANY PROBLEMS

| T/L Ref # 1575960 | Created By DAVEK | Date Created 05/19/2005 | Last Edited By GARYR | # of Edits 2 | | |
|---|---------------------|-----------------------------------|---|-----------------|--|--|
| Code Original Complaint P 4150 BRKE PEDDLE TO FLOOR | | | Probable Cause/Solution 5/23: REPL MODULATOR FIXED | | | |
| | | Resin Source: | Spoke w/ Dealer | Date: | | |
| | | Status: | N/A | Mileage: 9,215 | | |

| Dealer #: | 208327 | TZ: MST | VIN: 1HG | CM665X4A | Err: | |
|-------------------|---------------------------------|-----------------------|----------------------|------------------|---------------------------|-----------|
| Dir Cont: | GORDON EDDY | Training %: | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (801) 627-6720 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | TODD HATCH | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TIM ELLIS | | Fact: | MARYSVILLE | Country | : USA |
| | KEN GARFF HON 950 WEST RIVER | | Desc: | ACCORD 4DR EX- | | |
| | OGDEN | UT 84405 | WhtBdy: Engine #: | P/S, SUN ROOF, A | .BS, AIR BAG, Trans #: | |
| Phone: (80 | 1) 627-6720 | Fax #: (801) 337-7139 | Em Type: | | | |
| DPSM: Kel | ly Goodwin | Zone/Dist: 10F | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type: | : Technical | | |
| | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| 5/19/2005 DAVEK | |
|---|---|
| 1 05/19/05 14:29:36 ISIS:> | AFTER APPROX. 2 DAYS THE PEDAL SLOWLY STARTS FADING |
| 2 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | TO THE FLOOR. THIS CAR HAS HAD 2 MASTER CYLINDER |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | 2 MASTER CLYINDER REPLACEMENT. 1ST ONE FOR |
| 6 | FADING2ND FOR LEAK |
| 7 05/19/05 14:29:59 DAVEK:> | SECOND ONE WAS LEAKING FROM THE MASTER. WE |
| | KEEP GETTING AIR FROM LF WHEEL |
| 9 CK FLUID LEVEL DROP AND CALL BACK | |
| 10 REPLACE ABS UNIT | |
| 11 05/23/05 14:45:38 GARYR:> | GORDON, FLUID LEVEL WOULD DROP 1.5MM |
| 12 | REPLD MODULATOR FIXED |

| T/L Ref # 2394354 | Creat STE\ | ted By /EN | Date C i 07/11/2 | | Last Edited By STEVEN | | # of Edits 1 |
|---|---|--|----------------------------|--|--|-------------|--------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES | TO THE FLOOR | | | | Dat Mile | e: eage: 12,558 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208256 TIMOTHY RYAN 248-477-1700 SHAWN LELINE SUBURBAN HONDA 25100 HAGGERTY R | TZ: Training %: Extn: | EST 63 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: | 2004 5AT 4DR MARYSVILLE ACCORD 4DR EX-P/S, SUN ROOF, A | | |
| DPSM: WI | FARMINGTON HILL 18) 477-1700 LLIE IVORY raler/Contact | MI 48335 Fax #: (248) 427-795 Zone/Dist: 04A Date | 8 | Engine #: Em Type: RO #: Case Type: W.O. #: | J30A42131011 200328 Technical | | BAYA6126937 |

Tech Line Suggests

Information from Dealer

| reen Line ouggests | information from Dealer |
|---|--|
| 7/11/2007 1:46:39 PM STEVEN | |
| 1 | PEDAL GOES TO THE FLOOR |
| 2 VERIFY THE COMPLAINT | YES |
| 3 LOW SPONGY PEDAL OR HARD SINKIGN PEDAL | LOW SPONGY |
| 4 I SEE A MASTER AND CALIPER WERE INSTALLED? | I KNOW ABOUT THE MASTER, SEEM LIKE IT NEEDS ANOTHER |
| 5 ANY LEAKS | NOT THAT I SEE THE RESERVIOR IS FULL |
| 6 SEEMS TO ME LIKE IT NEEDS A MODULATOR | REALLY |
| 7 BLEED THE BRAKES IF YOU GET AIR REPLACE THE | OK A MANAGEMENT OF THE CONTROL OF TH |
| MODULATOR, ALSO YOU CAN TRY TO ACTIVATE THE | |
| | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

ABS AND SEE IF YOU GET A MOMENTARY PEDAL

| T/L Ref # 2293145 | | eated By HNB | Date C 03/08/2 | | Last Edited B JAMESH | y | # of Edits 3 |
|-------------------------------|---|--------------------------------|-------------------------------|-------------------------------|--|--------------|------------------------|
| D 4450 DDAKE DEDALIG TOO COET | | | le Cause/Solu _ATOR; REPL/ | | | | |
| | | | Resin Status: | Source: | None N/A | Dat Mile | e: eage: 33,885 |
| Dealer #: | 207779 | TZ: | CST | | M66824A | Err. | . |
| Dir Cont: | ANDY/SIMON | Training %: | 0 | Year: | 2004 | Model: | ACCORD V6 |
| Serv Ph: | (847) 381-8900 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | EDWARD WONG | | | Doors: | 4DR | W D: | 2 |
| Parts Mgr: | MIKE MALLETT | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | MOTOR WERKS H 1475 S. BARRINGT BARRINGTON | 프리아프 경찰 아름이지 하다 하는 모든 사람들은 모이다 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A J30A42131124 | BS, AIR BAG, | 10.0 HP BAYA6127041 |
| Phone: (84 | 17) 381-8900 | Fax #: (847) 304-183 | 9 | Em Type: | | | |
| DPSM: WI | LLIAM MCKEE | Zone/Dist: 08D | | RO #: | 30810 | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

| Tech Line Suggests | Information from Dealer |
|--|--|
| 3/8/2007 12:55:00 PM JOHNB | |
| 1 | BRAKE PEDAL IS DOWN TO THE FLOOR AND IS SOFT. |
| | BLED SYSTEM AND NO CHANGE; DID THE HSN-95/02C, AND |
| | THE PEDAL SANK MORE THAN AMOUNT GIVEN PER TIME, SO |
| | REPLACED MASTER, RE-BLED AND NO CHANGE |
| 3 BRAKE PADS IN GOOD CONDITION AND WEAR, ALSO | YES |
| ROTORS WITHIN SERVICE LEVELS | |
| 4 NO FLEXURE IN THE CALIPER HANGERS | NONE |
| 5 THEN PRESSURE BLEED AND EVAL,IF | |
| IMPROVED, EXERCISE ABS IN A SAFE LOCATION MANY | |
| TIMES THEN PRESSURE BLEED AGAIN NOTE END | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

RESULT; IF STILL THE SAME OR NOR GREATLY IMPROVED, REPLACE ABS MODULATOR

| T/L Ref # 1828550 | Created By LANCEK | | Date Cre 05/23/20 | | Last Edited LANCEK | By # of Edits 1 |
|----------------------|--|----------------|--------------------------|---------------------------|---------------------------|--------------------------|
| | Original Complaint BRKE PEDAL IS LOW | _ | | e Cause/Sol ATOR; REPI | ution LACE THE ABS MOI | DULATOR |
| | | | Resin So | ource: | None N/A | Date: Mileage: 11,954 |
| Dealer #: | 207442 | TZ: | PST | VIN: 1HG | CM66544A | Err: |
| Dir Cont: | TOM QUINLAN | Training %: | | Year: | 2004 | Model: ACCORD V6 |
| Serv Ph: | (925) 934-0530 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | TOM QUINLAN | | | Doors: | 4DR | w D: 2 |
| Parts Mgr: | TOM ERVIN | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | WALNUT CREEK HONDA | | | Desc: | ACCORD 4DR EX | (-V6 6CYL 240.0HP 3.0L |
| | 1707 NORTH MAIN STREET | | | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, |
| | WALNUT CREEK | CA 94596 | | Engine #: | | Trans #: |
| Phone: (925 | 5) 934-0530 Fax # : | (925) 476-4248 | | Em Type: | | |

RO #:

W.O. #:

Tech Line Suggests

Previous Dealer/Contact

DPSM: STEVEN ROSTOMILY

Zone/Dist:

Date

Information from Dealer

Case Type: Technical

| 5/23/2006 LANCEK | |
|---|--|
| 1 05/23/06 15:20:17 ISIS:> | CUSTOMER COMPLAINT OF BRAKE PEDAL SINKING 5842, |
| - 보 2 등로 회사를 함께 가를 하시고 있다. 그리는 그를 다 하는 것 같다. | FOUND INTERNAL BYPASS OF MASTER CYLINDER, |
| 3 | REPLACED, THEN CONCERN OF POOR BRAKE FEEL AT 9300, |
| · 2014 - 발생 사람들 발생하는 말이 있는 그는 사람이 있을 것입니다. | BLED SYS TEM AND ROAD TESTED. CAME IN FOR LOF, |
| 5 | MENTIONED PEDAL FELT POOR, SINKING I DROVE IT AND |
| | IT WAS BAD SEEMED ANOTHER MASTER BAD. ANY INPUT |
| 7 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 8 THIS PROBLEM? | YES BESTELLE STEEL SEED OF THE |
| 9 IF YES, REPAIR DESCRIPTION?> | PRIOR REPLACEMENT THEN BLEED SYSTEM |
| 10 05/23/06 15:20:59 LANCEK:> | CUST STATES THE BRAKE PEDAL FEELS LOW. |
| 11 DUPLICATE?> | YES, HAVE REPLACED THE MASTER CYL. |
| 12 ACCIDENTS?> | YES THE CUST REAR ENDED A CAR, BUT THERE IS |
| | ONLY MINOR DAMAGE. THE CUST WAS OK! |
| 14 IF YOU BLEED THE BRAKES THE PEDAL COMES UP?> | YES |
| 15 REPLACE THE ABS MODULATOR | |

| Code Original Complaint P 4150 BRKE PEDAL GOES TO FLOOR | | | Probable Cause/Solution MOD?; REPL | | | | | |
|--|---------------------|-------------|-------------------------------------|------------|------------------|-------------|----------------|--|
| | | | | None Date: | | ate: | | |
| | • | | Status: | | N/A | Mi | ileage: 11,295 | |
| Dealer #: | 208238 | TZ: | PST | VIN: 1HG | CM66894A | Err: | | |
| Dir Cont: | WILLIAM WILSON | Training %: | | Year: | 2004 | Model: | ACCORD V6 | |
| Serv Ph: | (509) 783-7171 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV | |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country | /: USA | |
| Dir Name: | HONDA OF TRI-CITIES | | | Desc: | ACCORD 4DR EX- | V6NV 6CYL 2 | 240.0HP | |
| | 6901 W. CLEARWATER | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG | | |
| | KENNEWICK | WA 99336 | | Engine #: | | Trans # | | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Fax #: (509) 783-1942

02D

Zone/Dist:

Date

Tech Line Suggests

Phone: (509) 783-7171

DPSM: MARC MARTIN

Previous Dealer/Contact

Information from Dealer

| 4/15/2005 GARYR | |
|--|---|
| 1 04/15/05 11:10:34 ISIS:> | BRAKE PEDAL GOES TO FLOOR. VERIFIED GOES ALMOST |
| | TOFLOOR PUMP IT UP OK. NO EXTERNAL LEAKS. HAD ANOTH |
| 3 | ER CAR SAME MODEL AND TYPE FOUND AIR IN BRAKE |
| | SYSTEM. BLEED BRAKES AND ACTUATED ABS/TCS AND |
| | BLEED |
| 5 | MANUALLY, FIXED PROBLEM BUT CAME BACK AND HAD AIR |
| | AGAIN. REPLACED ABS MODULATOR FIXED PROBLEM. NEED |
| | TOKNOW IF SAME REPAIR NEEDED FOR THIS CAR. |
| 8 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 9 THIS PROBLEM?> | NO |
| 10 04/15/05 11:10:54 GARYR:> | |
| 11 REPL MOD | |

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD V6 2005 FIELD REPORT

| T/L Ref # 1674514 | Created By DAVEM | | Date Cre 11/02/20 | | Last Edited By DAVEM | | # of Edits |
|----------------------------------|---|---|----------------------|-------------------------------|------------------------------------|-------------|--------------------|
| B 4450 DDAKE DEDAL OOFO TO FLOOD | | Probable Cause/Solution ABS MOD?;EXRCS ABS>RPLC MOD | | | | | |
| | | | Resin So | ource: | None N/A | Dat Mile | e: eage: 18,545 |
| Dealer #: | 206663 | TZ: | CST | VIN: 1HG | CM66835A | Err: | |
| Dir Cont: | LARRY | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (405) 634-1486 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | MICHAEL OLSTAD | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | LARRY DOANE | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | ESKRIDGE HONDA 1030 I-240 ACCESS ROAD OKLAHOMA CITY | OK 73139 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (40 | 05) 634-1486 Fax # | t: (405) 631-3434 | | Em Type: | | | |
| DPSM: TO | NY DANG Zone | /Dist: 10B | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 11/2/2005 DAVEM | |
|--|--|
| 1 11/02/05 07:36:13 ISIS:> | |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS I | FOR |
| 3 THIS PROBLEM?> | YES TO THE YES TO THE TOTAL THE TOTA |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER |
| 5 11/02/05 07:37:32 DAVEM:> | WE BLEDD THE BRAKE AND IT WORK OK FOR A SHORT |
| | WHILE AND IT KEEPS COMMING BACK FOR THE SAME |
| 7 | SOFT PDL |
| 8 EXRCS ABS?> | NO |
| 9 EXRCS ABS, IF PDL COMES BACK, RPLC THE ABS | |
| 10 MOD | |

| T/L Ref # 2287387 | Crea KEIT | ited By ⁻ HC | Date Cr 03/01/2 | | Last Edited By KEITHC | | # of Edits 1 |
|--|---|---|--------------------|--|---|-------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, I | LOW, HARD) | | | | Dat Mile | e: eage: 45,126 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207995 LUZA HELMER (772) 567-3484 RUDI PRETORIUS JASON PERUZZI VATLAND HONDA 700 U.S. HWY 1 VERO BEACH | TZ: Training %: Extn: FL 32962 | EST 0 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2005 5AT 4DR MARYSVILLE ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS | S, AIR BAG, | |
| DPSM: M/ | 72) 567-3484 ARUICE NARBONA valer/Contact | Fax #: (772) 794-3784 Zone/Dist: 07N Date | • | Em Type: RO #: Case Type: W.O. #: | 102245 | | |

Tech Line Suggests

Information from Dealer

| rech Line Ouggests | mornation nom beater |
|---|---|
| 3/1/2007 7:32:40 AM KEITHC | |
| | BRAKE PEDAL IS STILL GOING TO THE FLOOR |
| | ANOTHER DEALER REPLACED M/C, I REPLACED THE M/C |
| | AGAIN, 3 WEEKS AGO, STILL GOING TO FLOOR |
| 3 IF IT WAS GOING TO THE FLOOR THE CAR WOULDN'T | PEDAL IS SOFT |
| STOP, | |
| A PERIACE MODILIATOR | |

| T/L Ref # 1851373 | Created By DAVEM | Date Created 06/20/2006 | Last Edited I DAVEM | By # of Edits 1 |
|----------------------|---------------------|-----------------------------------|------------------------|--------------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE PDL SOFT | AIR IN MOD?;EXR | CS ABS>RPLC MOD | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 17,740 |

2005 Dir Cont: **JOSEPH** Training %: Model: ACCORD V6 Year: Serv Ph: (631) 724-0500 Trim: EX-V6 Extn: Tran: 5AT 2 Serv Mgr: KRISTEN TUCCI WD: Doors: 4DR Parts Mgr: WILLIAM REUTER Fact: MARYSVILLE Country: USA Dir Name: NARDY HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 559 MIDDLE COUNTY ROAD WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SAINT JAMES NY 11780 Engine #: Trans #: Phone: (631) 724-0500 Fax #: (631) 724-5981 Em Type: DPSM: RUSSELL BERSE RO #: Zone/Dist: 05B

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 6/20/2006 DAVEM | |
|--|--|
| 1 06/20/06 09:35:01 ISIS:> | BRAKE PEDAL NOT FIRM, WILL STOP CAR AFTER ALMOST |
| | FULL TRAVEL, |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | No Elizabeth at the best and the second of t |
| 5 06/20/06 09:37:00 DAVEM:> | SEE ABOVE; BRAKE SYSTEM CHKS OUT OK |
| 6 VRFD? | 도도YES 스마트 프로스 클립트를 그리는 것을 모르는 것으로 그리고 있다. |
| 7 EXRSC ABS?> | NOT YET |
| 8 EXRSC ABS, IF PDL COMES BACK, RPLC THE ABS | |
| 9 MOD> | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 410 of 661

| Created By | Date Created | Last Edited By | # of Edits |
|------------------------|--------------------------|---|---|
| DAVEM | 10/11/2005 | DAVEM | |
| Original Complaint | Probable Cause/S | olution | |
| BRKE PDL LOW THEN HARD | ABS MOD?;EXRC | | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 15,971 |
| | DAVEM Original Complaint | DAVEM 10/11/2005 Original Complaint Probable Cause/S BRKE PDL LOW THEN HARD ABS MOD?;EXRCS Resin Source: | DAVEM 10/11/2005 DAVEM Original Complaint Probable Cause/Solution BRKE PDL LOW THEN HARD ABS MOD?;EXRCS MOD AND MON Resin Source: None |

| | | | otatus. | | IN/A | Wille | age. 10,07 ! |
|-----------------------|----------------|----------------------------------|---------|---------|------------------|---------------|--------------|
| Dealer #: | 206917 | TZ: | CST VIN | : 1HG | CM66575A | Err: | |
| Dir Cont: | NICK STEMPER | Training %: | Yea | r: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (414) 328-3500 | Extn: | Tra | n: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MATTHEW SMEI | SKA | Doc | ors: | 4DR | WD: | 2 |
| Parts Mgr: | CRAIG MANKA | | Fac | t: | MARYSVILLE | Country: | USA |
| DIr Name: SCHLOSSMANN | | S HONDA CITY | Des | c: | ACCORD 4DR EX- | V6 6CYL 240.0 |)HP 3.0L |
| | 3450 SO. 108TH | 글 경우 경우 하는 물을 하고 있는 것이 없는 것이 없는데 | Wh | tBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | MILWAUKEE | WI 53227 | Eng | jine #: | | Trans #: | |
| Phone: (41 | 4) 328-3500 | Fax #: (414) 328-3531 | Em | Type: | | | |
| DPSM: Wa | yne Nicklas | Zone/Dist: 08B | RO | #: | | | |
| Previous De | aler/Contact | Date | Cas | е Туре | : Technical | | |
| | | | W C | ١ #. | | | |

Tech Line Suggests

Information from Dealer

| The state of the s | |
|--|--------------------------------|
| 10/11/2005 DAVEM | |
| 1 10/11/05 14:16:20 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYL AND FT CALIPERS |
| 5 10/11/05 14:16:27 DAVEM:> | see above |
| 6 low/hard?> | |
| 7 WHAT HAS BEEN DONE?> | RPLCD THE MSTR AND CLPRS, SAME |
| 8 EXRCS ABS?> | NO |
| 9 EXRCS THE ABS AND MON> | |

| T/L Ref # 1493431 | | ated By NCEK | Date C ₁ 2/29/2 | | Last Edited B | | # of Edits |
|---|--|---------------------------------------|--|------------------|------------------------------------|--------------|-----------------------|
| Code Original Complaint P 4150 BRKE PEDAL GOES TO THE FLOOR | | | Probable Cause/Solution ABS MODULATOR; EXERCISE ABS AND BLEED PER SM | | | | |
| | | | Resin S Status: | Source: | None N/A | Dat Mile | e: eage: 3,114 |
| Dealer #: | 207343 | TZ: | PST | VIN: 1HG | CM665X5A | Err: | |
| Dir Cont: | DARRIN PENWELL | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (425) 643-3770 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | RANDY EATON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA AUTO CEN 13291 S.E. 36TH S ⁻ BELLEVUE | ITER OF BELLEVUE FREET WA 98006 | | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | BS, AIR BAG, | 막하다가 하는 것 같은 것이라고 있다. |
| | | | | Engine #: | | Trans #: | |
| | 25) 643-3770 | Fax #: (425) 641-079 |)5 | Em Type: | | | |
| DPSM: PE | ETER HOLT | Zone/Dist: 02A | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 있다. 그는 그를 가면 하다 가면 있었다. 그를 가면 하다 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 | |
|---|--|
| 12/29/2004 LANCEK | |
| 1 12/29/04 15:03:35 ISIS:> | BRAKE PEDAL GOES TO FLOOR NO LEAKS, REPLACED |
| 이 가는 하면 시안을 보는 것이 하는 것으로 모든 것이다. | MASTER |
| | CYLINDER, 5TH TIME IN FOR THIS |
| 3 12/29/04 15:03:46 LANCEK:> | MASTER CYL HAS BEEN REPLACE 2X |
| 4 WAS THE CUSTOMER IN ANY ACCIDENTS BECAUSE C | DF |
| 5 THIS CONDITION?> | NO, THE CAR WILL STOP. |
| 6 EXERCISE THE ABS AND BLEED THE SYSTEM | |
| 7 AS PER THE SM PERF THIS 2-3X IF THE PEDAL | |

W.O. #:

8 COMES BACK UP REPLACE THE ABS MODLATOR.

9 PLEASE CALL BACK WITH FINDINGS.

| T/L Ref # 1632935 | | | Date Create 08/23/2005 | | Last Edited E TOMP | y | # of Edits 1 |
|--|--|--|---------------------------|---------------|-----------------------|-------------|-------------------|
| Code Original Complaint P 4150 HAVE TO PUMP BRAKES TO STOP | | Probable Cause/Solution AIR OR ABS MODULATOR FAULTY;BLEED/REPLACE ABS? | | | | | |
| | | | Resin Source Status: | • | lone N/A | Dat Mile | e: eage: 1,352 |
| Dealer #: | 206602 | TZ: | CST VIN | : 1HGCM | 82635A | Err: | |
| Dir Cont: | DAVID GIDEON | Training %: | Ye | ar: 20 | 005 | Model: | ACCORD V6 |
| Serv Ph: | (713) 776-4800 | Extn: | Tra | ı n: 5 | AT | Trim: | EX-V6 |
| Serv Mgr: | KELLY GOLDSBER | RY | Do | ors: 2 | DR | WD: | 2 |
| Parts Mgr: | GREG DUCKWORT | ${\sf H}$ | Fac | ct: N | MARYSVILLE | Country: | USA |
| Dir Name: | GILLMAN HONDA 10595 WSAMHOUS HOUSTON | TON PK S TX 77099 | Wh | | CCORD 2DR EX | | OHP 3.0L |
| Phone: (7 | 13) 776-4800 | Fax #: (713) 776-71 | 70 E m | Type: | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: VERNON SAGE

Previous Dealer/Contact

Zone/Dist:

Date

03C

Information from Dealer

Case Type: Technical

| 8/23/2005 TOMP | |
|--|--|
| 1 08/23/05 06:36:51 ISIS:> | BRAKES HAVE TO BE PUMPED TO STOP- NOT A SMOOTH |
| | BRAKINIG |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | REPLACED THE MASTER CYLINDER AND BL, EAD |
| 6 | BRAKES. STOPPED FINE AFTER REPAIR. |
| 7 08/23/05 06:37:10 TOMP:> | DAVID: |
| 8 HAS CAR EVER FAILED TO STOP?> | NO |
| 9 EXERCISE ABS, PRESSURE BLEED BRAKES. | |
| 10 DOES PEDAL FEEL NORMAL? | |
| 11 YES: REPLACE ABS MODULATOR | |
| 12 NO: LOOK FOR OTHER CAUSES | |

| T/L Ref # 1678264 | Crea CHR | ted By ISV | Date C i 11/08/2 | | Last Edited By CHRISV | | # of Edits 1 |
|--|---|----------------------|--|-------------------------------|--------------------------------------|-------------|--------------------|
| Code Original Complaint P 4150 LOW PEDAL | | | Probable Cause/Solution ABS MOD; REPLACE | | | | |
| | | | Resin S Status: | | None N/A | Dat Mile | e: eage: 23,828 |
| Dealer #: | 208047 | TZ: | EST | VIN: 1HGC | CM66515A | Err: | |
| Dir Cont: | JASON | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (410) 243-7000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JOHN DINATALE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | GLENN HOLCOMB | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | ANDERSON HONDA 204 W. WARE STRE BALTIMORE | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AE | | OHP 3.0L |
| Phone: (4 | 0) 243-7000 | Fax #: (410) 889-743 | 4 | Em Type: | | | |
| DPSM: BII | | Zone/Dist: 06F | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| garan da kalangan da kalangan kalangan Salangan da kalangan kalangan kalangan kalangan da kalangan kalangan ka | |
|--|--|
| 11/8/2005 CHRISV | |
| 1 11/08/05 10:58:08 ISIS:> | VEHICLE'S BRAKE PEDAL SPONGY. REPLACED MASTER |
| 2 | CYLINDER AND BLED BRAKE SYSTEM AT 7660 MILES. |
| 3 | VEHICLE RETURN FOR SAME COMPLAINT AT 23642 MILES. |
| 4 | BLED BRAKE SYSTEM, PEDAL FEEL IS NORMAL AND DOES |
| 5 | NOT SINK CUSTOMER APPLIED BRAKES AT RED LIGHT AND |
| | VEHICLE DID NOT STOP AND HAD TOWED TO SHOP. PEDAL |
| 7 | FEEL IS GOOD AND DOES NOT SINK WHEN ENGINE IS OFF. |
| 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 | WHEN ENGINE IS RUNNING PEDAL FEEL IS SPONGY. |
| 9 HAS THE VEHICLE HAD ANY PREVIOUS REPA | IRS FOR |
| 10 THIS PROBLEM?> | The state of the s |
| 11 IF YES, REPAIR DESCRIPTION?> | HAD MASTER CYLINDER REPLACED AT 7660 MILES AND |
| 12 12 13 13 13 13 13 13 13 13 13 13 13 13 13 | BRAKE BLED AT 23642 MILES. |
| 13 11/08/05 10:58:12 chrisv:> | |
| 14 REPLACE ABS MOD | |

W.O. #:

| T/L | Ref# | Created By | Date Created | Last Edited By | 강물하다 하일 때 말을 하고 말한다. 왕조하는 말을 하는다. | | |
|-----|-------|---------------------------|-------------------------------------|----------------|-----------------------------------|--|--|
| 151 | 4225 | ROSSL | 02/03/2005 | DAVEM | | | |
| | Code | Original Complaint | Probable Cause/S | olution | | | |
| - | 4150 | PDL FADES TO FLOOR INTERM | ABS MOD?,EXRCS ABS AND MON>RPLC MOD | | | | |
| | 4120 | BRKE MSTR CYL,BOOSTR | Resin Source: | None | Date: | | |
| | | | Status: | N/A | Mileage: 3,631 | | |
| Doa | ler#: | 206622 TZ: | | GCM66515A | Err: | | |

| Dealer #: | 206622 | TZ: EST | VIN: 1HG | CM66515A | Err: | |
|-------------|-----------------|-------------------------------------|-----------|------------------|--------------|-----------|
| Dir Cont: | MIKE CECIL | Training %: | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (502) 448-2820 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DALE GREATHO | USE | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BRANDON LACH | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | BOB MONTGOMI | ERY DIXIE HONDA | Desc: | ACCORD 4DR EX- | V6 6CYL 240. | 0HP 3.0L |
| | 5340 DIXIE HIGH | 경우 : [1] 그리고 하고 하고 하고 있는 그를 그리고 있다. | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG | |
| | LOUISVILLE | KY 40216 | Engine #: | | Trans #: | |
| Phone: (50 | 2) 448-2820 | Fax #: (502) 447-3874 | Em Type: | | | |
| DPSM: Lar | ry Stipe | Zone/Dist: 04J | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 2/3/2005 ROSSL | |
|-------------------------------------|---|
| 1 02/03/05 12:25:52 ISIS:> | BRAKE PEDAL FADING TO THE FLOOR SOMETIMES. |
| 2 02/03/05 12:25:57 ROSSL:> | |
| 3 TRANSFER TO GENERAL> | |
| 4 02/03/05 12:30:52 DAVEM:> | SEE ABOVE |
| 5 VRFY?> | YES, IT DID IT 1X AND IT FELT LIKE A BAD MSTR |
| 6 | CYL |
| 7 ONLY 1X?> | YES |
| 8 AFTER MARKET ACCESS OR MODS? | > NONE |
| 9 BRAKE INSPECTION?> | YES, ALL CHKS OK |
| 10 BLEED BRAKES> | |
| 11 BLEED BRAKES AND ABS MOD AND MON | |
| | |

W.O. #:

| T/L Ref # 1664697 | | eated By NE | Date Created 10/17/2005 | Last Edited By CHRISV | # of Edits 3 |
|--|---|---|--|---|--|
| Code P 4150 | Original Complaint BRKE GOES TO FLO | OOR INTER | Probable Cause/Sol ABS MODULATOR; Resin Source: Status: | | Date: Mileage: 10,271 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207788 ROGER KNIGHT (940) 230-0003 DARRELL GRIDEF LARRY WRIGHT JIM MCNATT HON 4050 SOUTH I-35 I | DA NORTH | CST VIN: 1HG Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | CM66535A 2005 5AT 4DR MARYSVILLE ACCORD 4DR EX-VI | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA 6 6CYL 240.0HP 3.0L S, AIR BAG, Trans #: |
| DPSM: AN | 72) 230-0003 MY CLAWSON ealer/Contact | Fax #: (940) 239-5373 Zone/Dist: 03G Date | RO #: | : Technical | |

Tech Line Suggests

Information from Dealer

| 11/28/2005 KENE | |
|--|--|
| 1 10/17/05 07:33:49 ISIS:> | CUSTOMER CAME IN ON 9/28.05 WITH BRAKE PEDAL SOFT |
| - 전 2 회사를 발발하는 일본 경우를 받는 것은 다른 경우를 받는다. | AND FALLING TO FLOOR. ROAD TESTS SHOWED THAT THE |
| 3 | PEDAL WAS SOFT AND DID DROP SOME WHEN HOLDING |
| | BRAKE |
| - 프로 4 사는 보다 모든 모든 모든 보다 그 보일 하는 가 나는 것은 것으로 가장 모든 것을 했다. | AT STOPS. MASTER CYCLENDER WAS REPLACED, ON TEST |
| 5 | DRIVE FOLLOWING REPAIRS IT WAS NOTED THAT PEDAL |
| | WAS TO THE TOTAL THE PROPERTY OF THE PROPERTY |
| | HARD AS IF NO BOOST WAS BEING APPLIED. TESTS DID |
| 7. The state of th | SHOW SOME LOSE OF BOOST ASSIS SO BOOSTER WAS |
| | REPLACED. TODAY THE CUSTOMER IS BACK STATING THAT |
| 9 The State of the Sta | ON TWO OR THREE OCCATIONS THE PEDAL HAS GONE TO |
| | FLOOR. BRAKES WERE COMPLETELY BLEED AFTER |
| | PREVIOUS A SECTION OF THE PROPERTY AS A SECT |
| 12 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 13 THIS PROBLEM?> | YES |
| 14 IF YES, REPAIR DESCRIPTION?> | REPAIRS. I KNOW THAT THERE WAS A MASTER CYCLENDERPROBLEM ON THE 03 OR 04 MODELS AND WE |
| 15 | HAD |
| | TO REPLACE THEM TWO OR THREE TIMES ON A COUPLE |
| 4.16 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1) | VEHICLES, ARE WE HAVING A PROBLEM AGAIN? |
| 17 18 10/17/05 07:36:44 KENE:> | ROGER |
| 19 CAN YOU DUP?> | |
| 20 HAVE DPSM EVAL | |
| 21 11/09/05 08:26:36 DAVEM:> | THE PDI. WAS SOFT AGAIN, PRVS WE BLEED AIR FROM |
| 22 | SYSTEM AND MADE THE PDL OK. CUST WAS ON A ROAD |
| and section of the second section of the section of | TRIP AND BROKE HARD ENOUGH TO USE THE ABS AND |
| 24 10 10 10 10 10 10 10 10 10 10 10 10 10 | IT WAS SOFT EVER SINCE THEN. WE BLED BRAKES |
| | AND THE PDL FIRM AGAIN |
| 26 RPLC THE ABS MOD> | |
| 27 11/28/05 09:33:16 CHRISV:> | ROB STEWERT F/E, WHATS THE BEST WAY TO BLEED |
| 28 | THE BRAKES W/ ABS |
| 29 GO OUT AND MOD THE ABS 4X THEN BLEED | |

| T/L Ref # Created By 1590700 PETERL | | Date Cro 06/14/20 | | Last Edited B PETERL | y # of Edits 1 | | |
|---|---|--------------------------|--|------------------------------------|--|----------------------|--|
| Code P 4150 | Original Complaint LOW BRAKE PEDAL | | Probable Cause/Solution AIR IN SYSTEM; REPLACE ABS MODULATOR | | | | |
| | | | Resin Se Status: | ource: | None N/A | Date: Mileage: 3,223 | |
| Dealer #: | 208325 | TZ: | EST | VIN: 1HG | CM82605A | Err: | |
| Dir Cont: | THOMAS RYAN | Training %: | | Year: | 2005 | Model: ACCORD V6 | |
| Serv Ph: | (954) 764-1100 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | PETER SAXON | | | Doors: | 2DR | WD: 2 | |
| Parts Mgr: | ROBERT GUIDO | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HOLMAN HONDA OF FT. LAUDERDALE 12 EAST SUNRISE BLVD. FORT LAUDERDALE FL 33304 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A | V6 6CYL 240.0HP 3.0L BS, AIR BAG, Trans #: | | |

Fax #: (954) 525-1837

07P

Zone/Dist:

Date

Em Type:

Case Type: Technical

RO #:

W.O. #:

Tech Line Suggests

Phone: (954) 764-1100

DPSM: DALE MEEKS

Previous Dealer/Contact

| GOES TO FLOOR REPLACED M/C CYLINDER WHEN |
|--|
| 불편하다 본다는 이 하는데 관련을 가면 보았다. |
| IN A FEW HUNDRED MILES REBLEED SYSTEM |
| OR |
| T TIME AGAIN |
| |
| |
| CE M/C CYLINDER |
| OF DAYS LATER BACK IN AGAIN WE REBLED |
| WAS OK, NOW CAR WENT 200 MILES AND NOW |
| /E REBLED AND PEDAL IS UP AND IT FEELS |
| AGAIN. |
| |
| |

| Code Original Complaint | | | Probable Cause/ | Solution | | | | |
|-------------------------|---------------------|-------------|-----------------|------------------------|--------------------------|--|--|--|
| P 4150 | BRKE "FEEL"PRBLMS | | ABS?; REPLACE | ABS?; REPLACE KB 10759 | | | | |
| | | | | None | Date: Mileage: 15,347 | | | |
| | | | Status: | P MAP | | | | |
| Dealer #: | 208360 | TZ: | PST VIN: 1 | HGCM82635A | Err: | | | |
| Dir Cont: | STEPHEN | Training %: | Year: | 2005 | Model: ACCORD V6 | | | |
| Serv Ph: | (415) 927-0833 | Extn: | Tran: | 5AT | Trim: EX-V6 | | | |
| Serv Mgr: | MERLE PARNELL | | Doors: | 2DR | W D: 2 | | | |
| Parts Mgr: | RICHARD NEWMAN | | Fact: | MARYSVILLE | Country: USA | | | |
| Dir Name: | MARIN HONDA | | Desc: | ACCORD 2DR EX | -V6 6CYL 240.0HP 3.0L | | | |
| | 5880 PARADISE DRIVE | | WhtBdy | : P/S, SUN ROOF, A | ABS, AIR BAG, | | | |
| | CORTE MADERA | CA 94925 | Engine | #: | Trans #: | | | |

Fax #: (415) 924-2301

12B

Zone/Dist:

Date

Em Type:

Case Type: Technical

RO #:

W.O. #:

Tech Line Suggests

Phone: (415) 927-0833

DPSM: JASON SCHER

Previous Dealer/Contact

| 5/9/2006 DAVEK | |
|--|---|
| 1 05/09/06 16:47:00 ISIS:> | LOW BRAKE PEDAL, REPEAT COMPLAINT. AFTER BRAKES ARE |
| | BLEAD PEDAL IS NORMAL FOR ABOUT 1000 MILES. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES 트로젝트로 발표로 트로드를 보고 있다. |
| 5 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER |
| 6 05/09/06 16:47:31 DAVEK:> | FEB 06 BLEED BRAKES. |
| 7 BLEEDING BRAKES FIX FOR SHORT TIME> | YES |
| 8 REPLAC ABS MODULATOR | |
| 9 PEND TO PAUL FOR MODULATOR SHIPPING KB 10759 | |
| 10 05/10/06 09:05:16PAULI:> | WILL ARRANGE PRT>MAP, JEREMY GERRARD |
| 11 | FAXED SHIP REQUEST |
| 12 05/15/06 09:14:26 USERNAME:>DICK | |
| 13 | WE SENT PER A/B #7904-2907-0530 |

| T/L Ref # 1579976 | Created By PETERL | Date Created 05/26/2005 | Last Edited By LANCEK | # of Edits 4 | | |
|----------------------|-----------------------------|------------------------------------|--------------------------|-----------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | P 4150 SOFT/LOW BRAKE PEDAL | MSG: BLED BRAKES, PROBLEM REPAIRED | | | | |
| | | Resin Source: | Message center | Date: | | |
| | | Status: | N/A | Mileage: 6,103 | | |

| | | ` | Juius. | N/A | iniiougoi o, .oo |
|--|----------------|---|-----------------------|------------------------------------|----------------------------|
| Dealer #: | 208194 | TZ: | CST VIN: 1HG | CM81675A | Err: |
| Dir Cont: | SCOTT JETT | Training %: | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (423) 478-5301 | Extn: | Tran: | 6MT | Trim: EX-V6 |
| Serv Mgr: | THOMAS BARRO |)WIII | Doors: | 2DR | WD: 2 |
| Parts Mgr: | RICK WATKINS | | Fact: | MARYSVILLE | Country: USA |
| DIr Name: HONDA OF CLEV 2701 S. LEE HIGH CLEVELAND | | HT TO THE HOLD IN NOTE HELD IN THE SECTION. | Desc: WhtBdy: | ACCORD 2DR EX- P/S, SUN ROOF, A | 마시트를 하다면 있는 사람들 다음을 하고 있다. |
| Phone: (42: | 3) 478-5301 | Fax #: (423) 473-6782 | Engine #: Em Type: | | Trans #: |
| DPSM: Mic | hael Murphey | Zone/Dist: 07B | RO #: | | |
| Previous Dealer/Contact Date | | Date | Case Type | : Technical | |
| | | | 157 0 4 | | |

Tech Line Suggests

Information from Dealer

| 6/2/2005 PETERL | |
|---|---|
| 1 05/26/05 11:21:28 ISIS:> | BRAKE PEDAL FEELS SOFT AND GOES TO THE FLOOR AT |
| 2 | TIMES |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 05/26/05 11:21:41 PETERL:> | |
| 6 WHAT WAS DONE> | NOTHING YET JUST IN FOR SERVICE. |
| 7 BLEED THE BRAKES> | NO I DID NOT. I USED THE HDS AND CYCLED |
| 8 | THE SOLENOIDS SO I KNOW THAT IS WORKING. |
| 9 BLEED BRAKES, RECHECK IF PEDAL COMES UP THEN DO | |
| 10 PANIC STOPS AND SEE IF IT FAILS | |
| 11 06/01/05 13:30:50 GARYR:> | SCOTT, WENT 377 MI AND NOW BACK WITH A SOFT |
| 12 | PEDAL: |
| 13 BLEED LF, IF AIR REPL THE MODULATOR | |
| 14 PEND TO JH | |
| 15 6/2/05 16:52:43 LANCEK:(MSG)> | SCOTT |
| 16 | BLEED BRAKES, PROBLEM REPAIRED |
| | |

| T/L Ref# 1875905 | | | 사용하다 사용하다 중에 가면 하는 것 같아요. 그는 사용하는 사람들은 사용하는 사용하는 사용하는 사용하는 사용하는 사용하는 사용하는 사용하는 | | | | |
|------------------------------|---|-----------------------|--|---|----------------------------------|--------------------------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW 4X | | | Probable Cause/Solution VSA MODULATOR; REPLACE | | | |
| | | | ResIn Source: | | None | Date: | |
| | | | Status: | | P MAP | Mileage: 15,177 | |
| Dealer #: | 208054 | TZ: | EST | VIN: 1HG | CM816X5A | Err: | |
| Dir Cont: | WILLIAM LACEY | Training %: | | Year: | 2005 | Model: ACCORD V6 | |
| Serv Ph: | (770) 924-9000 | Extn: | | Tran: | 6MT | Trim: EX-V6 | |
| Serv Mgr: | SCOTT BAILEY | | | Doors: | 2DR | WD: 2 | |
| Parts Mgr: | KEITH PIERCE | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HENNESSY HONDA OF 8931 HIGHWAY 92 WOODSTOCK | WOODSTOCK GA 30189 | | Desc: WhtBdy: | ACCORD 2DR EX-\ P/S, SUN ROOF, A | /6 6CYL 240.0HP 3.0L BS, AIR BAG, | |

Engine #:

Em Type:

RO #:

W.O. #:

Phone: (770) 924-9000

Fax #: (770) 592-5768

DPSM: MELISSA MECHAN

Zone/Dist: 07E

Previous Dealer/Contact Date

Case Type: Technical

Trans #:

| Tech Line Suggests | Information from Dealer |
|--|--|
| 7/18/2006 KENE | |
| 1 07/18/06 13:47:38 ISIS:> | BRAKE PEDAL LOW AND FEELS SOFT |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED AND HAVE HAD TO BLEED |
| 그 5 그렇게 되고 있는데 그런 그런 그런 그렇게 다른 것이다. | BRAKES TWICE AFTER MASTER CYLINDER REPLACEMENT |
| 6 07/18/06 13:47:46 KENE:> | 4X IN FOR LOW PEDAL |
| 7 AIR IN SYSTEM?> | YES |
| 8 REPLACE VSA C/U | |
| 9 HAM is still interested in collecting after c/m ABS modulators | |
| that cause a low brake pedal for | |
| | more analysis. Please pend the contact to PI so he |
| 11 | can ship the faulty modulator directly to Jeremy |
| | Gerrard. |
| 13 CM VIN: 1HGCM66544A045404 | |
| 14 07/19/06 11:09:12PAULI:> | WILL ARRANGE PRT>MAP |
| 15 | FAXED SHIP REQUEST |
| 16 07/25/06 11:04:17PAULI:> | NO CLM |
| 17 09/15/06 12:53:49PAULI:> | CLM 3911911 UPDATED AS RCVD 9/5/06 |

| | | RESENSE SERVES BUILD (1985) 전에 모든 경기를 들어 있는 경기 (1985) 전경 (1985) 전경 (1985) 전 (1985) 전 (1985) 전 (1985) 전 (1985) | | | | | # of Edits 1 | |
|-----------------------|---------------------------|---|---|-----------|------------------------------|----------|--------------------|--|
| Code P 4150 | 4150 BRKE "FEEL"PRBLMS PC | | Probable Cause/Solution POSS MODULATOR, EXCERSIZE ABS | | | | | |
| | | | Resin Source: Status: | | None Date: N/A Mileage | | te: eage: 7,520 | |
| Dealer #: | | | EST | VIN: 1HG | CM82615A | Err: | Err: | |
| Dir Cont: | RAY SKIBSKI | Training %: | | Year: | 2005 | Model: | ACCORD V6 | |
| Serv Ph: | (413) 788-4097 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | MICHAEL YUSCAVITCH | | | Doors: | 2DR | WD: | 2 | |
| Parts Mgr: | ROBERT BALISE | | | Fact: | MARYSVILLE | Country | USA | |
| Dir Name: | BALISE HONDA | | | Desc: | ACCORD 2DR EX- | OHP 3.0L | | |
| 1371 RIVERDALE STREET | | BR : [1] 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | | |
| | W. SPRINGFIELD | MA 01089 | | Engine #: | | Trans #: | | |
| Phone: (4 | l3) 788-4097 F | ax #: (413) 746-1721 | | Em Type: | | | | |
| DPSM: SU | IZI HENRY Z | one/Dist: 09E | | RO #: | | | | |

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| 11/14/2005 KEITHC | |
|--|--------------------------|
| 1 11/14/05 12:43:48 ISIS:> | LOW PEDAL |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 11/14/05 12:44:45 KEITHC:> | |
| 6 EXCERSIZE ABS> | |
| 7 REPLACE MODULATOR> | |

Date

| T/L Ref # 2275561 | Create TOMP | d By | Date Cre 02/13/20 | | Last Edited By TOMP | , | # of Edits 1 |
|--|---|----------------------|---|------------------------------------|------------------------|-------------|--------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution FAULTY ABS MODULATOR; REPLACEMENT | | | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mile | e: eage: 16,605 |
| Dealer #: | 206905 | TZ: | CST | VIN: 1HG | CM82645A | Err: | |
| Dir Cont: | DACHELET RYAN | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (920) 499-5483 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JOHN GOEDKEN | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | ANDREW THOR | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: VAN'S HONDA 2821 SOUTH ONEIDA ST. | | | Desc: WhtBdy: | ACCORD 2DR EX- P/S, SUN ROOF, A | |) HP 3.0 | |
| | GREEN BAY | WI 54304 | | Engine #: | J30A43035176 | Trans #: | BAYA7033545 |
| Phone: (92 | 20) 499-5483 F | Fax #: (920) 499-013 | 1 | Em Type: | | | |
| DPSM: KE | LLY LYNNE Z | Zone/Dist: 08A | | RO #: | 141356 | | |

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| rechienie Ouggests | miorination nom Dealer |
|---|---|
| 2/13/2007 6:15:44 AM TOMP | |
| | CAR CAME IN WITH BRAKE PEDAL THAT WENT ALL THE |
| | WAYTO THE FLOOR PUT NEW MASTER IN AND BLEED AND |
| | PEDA L WAS FINE NOW 2 WEEKS LATER SAME THING |
| | RYAN: |
| 3 HAS CAR EVER FAILED TO STOP? | NO |
| 4 EXERCISE THE ABS, THEN PRESSURE BLEED THE | |
| SYSTEM. | |
| 5 DOES THE BRAKE PEDAL FEEL NORMAL? | |

Date

| T/L Ref # 1731198 | Created KENE | Ву | Date Cr 01/31/20 | | Last Edited B | y | # of Edits | |
|--|-----------------|-------------|----------------------------|--|---------------|----------|--------------|--|
| Code Original Complaint P 4150 BRKE PEDAL GOES TO FLOOR | | | | Probable Cause/Solution 3/2: R&R ABS MOD | | | | |
| | | Resin S | ource: | Spoke w/ Dealer | Da | Date: | | |
| | | | Status: | | P MAP | Mil | eage: 27,354 | |
| Dealer #: | 207975 | TZ: | EST | VIN: 1HG | CM66805A | Err: | | |
| Dir Cont: | DENNIS SISTO | Training %: | | Year: | 2005 | Model: | ACCORD V6 | |
| Serv Ph: | (508) 336-7100 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV | |
| Serv Mgr: | PETER SLOTA | | | Doors: | 4DR | WD; | 2 | |
| Parts Mgr: | TROY ESPINOLA | | | Fact: | MARYSVILLE | Country | : USA | |
| DIr Name: HERB CHAMBERS HONDA OF SEEKONK 185 TAUNTON AVENUE | | | Desc: | ACCORD 4DR EX- | V6 NAVI 6CY | | | |
| | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG | | | |
| | SEEKONK | MA 02771 | | Engine #: | | Trans #: | | |

Em Type:

Case Type: Technical

RO #:

W.O. #:

Fax #: (508) 336-7286

Zone/Dist:

Date

Tech Line Suggests

Phone: (508) 336-7100

DPSM: BARRY ZOLL

Previous Dealer/Contact

Information from Dealer

| recir Line ouggests | information from beater |
|---|--|
| 2/28/2006 KENE | |
| 1 01/31/06 12:15:10 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES THE PROPERTY OF THE PROPER |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE PEDAL GOES TO FLOOR |
| 5 01/31/06 12:15:33 KENE:> | REPLACED THE MASTER CYL AND SAME |
| 6 REPLACE MODULATOR | |
| 7 Please pend the contact to PI so he can ship the faulty | |
| modulator directly to Jeremy Gerrard. | |
| 8 CM VIN: 1HGCM66544A045404 | |
| 9 01/31/06 13:22:50PAULI:> | WILL ARRANGE PRT>MAP |
| | FAXED SHIP REQUEST |
| 11 02/06/06 13:06:45PAULI:> | NO CLM FOR ABS MOD? |
| 12 SAS | |
| 13 02/28/06 16:42:16 AMYB:> 14 DENNIS SISTO | |
| 15 2 GARDEN DR | |
| 16 RIVERSIDE, RI 02915 | |
| 17 PENDED>AMYB:LIGHT>DONE | |
| 18 03/02/06 10:32:44PAULI:> | |
| 19 CLM #358257> | (\$1,735.63, PAID 3/1/06) |
| -20 N.N. N. S. | 57110-SDB-A22 (MODULATOR) |
| 21 | FAXED SHIP REQUEST |
| 22 03/07/06 09:52:36PAULI:> | REFAXED SHIP REQUEST |
| 23 03/13/06 09:27:29PAULI:> | CLM #358257 UPDATED AS RCVD 2/23/06) |
| | |

| T/L Ref # 1681408 | | | Date Cro 11/14/20 | | Last Edited B PAULI | y | # of Edits 1 |
|--|--|--|----------------------|-------------------------------|------------------------------------|------------|---------------------|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | Probable Cause/Solution MODULATOR; CHECK FOR AIR | | | | | |
| | | | Resin S Status: | ource: | None P MAP | Dat Mil | te: eage: 14,297 |
| Dealer #: | 208358 | īZ: | PST | VIN: 1HG | CM826X5A | Err: | |
| Dir Cont: | GARY SATO | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (408) 445-4422 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | SHANNON SALVATIEF | RRA | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | JOHN POSTON | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | CAPITOL HONDA 745 W. CAPITOL EXPWAY. SAN JOSE CA 95136 | | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A | | |
| Phone: (408 | i) 445-4422 | Fax #: (408) 445-4420 | 0 | Em Type: | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: KIM TOWER

Previous Dealer/Contact

Zone/Dist:

Date

12G

Information from Dealer

Case Type: Technical

| 11/14/2005 | KENE | |
|--------------------------|---------------------------|--|
| 1 11/14/05 09:29:05 ISIS |);> | BRAKE PEDAL LOW AND SPONGY BUT PUMPS UP. LEVEL |
| 2 | | FULL, NO LEAKS. |
| 3 HAS THE VEHICLE HA | AD ANY PREVIOUS REPAIRS F | FOR. 이번 기계를 가게 되었다면 하는 것이 되었다면 하는데 |
| 4 THIS PROBLEM? | | NO |
| 5 11/14/05 09:30:47 KEN | VE:> | WHEN YOU ACTIVATE THE ABS THE PEDAL GETS |
| 6 | | BETTER |
| 7 POSSIBLE TCS C/U, (| CHECK FOR AIR AND VOLUME | |
| 8 11/14/05 13:30:03PAU | LI:> | Please pend the contact to PI so he can ship the |
| 9 | | faulty modulator directly to Jeremy Gerrard. |
| 10.00 | | FAXED SHIP REQUEST |
| 11 11/21/05 09:59:05PAU | LI;> | NO CLM? |
| 12 11/21/05 09:59:34PAU | LI: | (VOICE>STEVE,DISPATCH) |
| 13 | | FAXED SHIP REQUEST |
| 14 11/28/05 10:28:31PAU | LI: | DLR HAS DCS MSG TO SEND ABS MOD TO WPI |
| 15 (CLM #636301) | | |

| T/L Ref # 2404451 | | | | reated 007 | Last Edited By JAMESH | | # of Edits |
|--|---|--|--------|--|--|---------------------|---------------------|
| Code P 4150 | Original Complaint POOR BRAKE PEDAL/ | AIR IN SYSTEM | | | | Dat M ile | te: eage: 14,789 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208280 PERRY TAM (717) 848-2600 TOM MANN PAUL BEAUDUY APPLE HONDA 1212 LOUCKS ROAD YORK | TZ: Training %: Extn: | EST 58 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2005 6MT 2DR MARYSVILLE ACCORD 2DR EX-V P/S, SUN ROOF, AE J30A43042773 | BS, AIR BAG, | 0 HP 3.0 |
| DPSM: W | 7) 848-2600 ALTER aler/Contact | Fax #: (717) 845-650 Zone/Dist: 05M Date | 5 | Em Type: RO #: Case Type: W.O. #: | 45008 Technical | | |

Tech Line Suggests

| · - '' - '' - '' - '' - '' - '' - '' - | 그는 사람들이 가장 살아가 되었다. 그는 사람들은 그는 사람들은 사람들이 되었다면 보다는 것이 되었다. 그는 사람들이 되었다면 살아보다는 것이 없었다면 살아보다면 |
|---|--|
| 7/24/2007 10:23:54 AM JAMESH | |
| 1 ORIGINAL COMPLAINT | POOR BRAKES: BEEN 3RD TIME HERE NOW, WE REPLACED |
| | MASTERCYLDER ON 1ST TIME, AND IT CAME BACK IN 1000 MI, |
| | FIND OUT AIR IN THE SYSTEM AT 2ND TIME, ALSO |
| | COMPLETELY INSPECTED ALL BRAKE LINE, TIGHT ALL NUT, |
| | THERES NO LEAKING FIND, AND THIS TIME ONLY 1WEEK |
| | LATER, IT CAME BACK, THERES NO PADDEL AT ALL. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACE MASTERCYLDER AND BLEED THE BRAKES |
| | KEEPS GETTING AIR IS SYSTEM |
| 5 WAS THERE AIR IN SYSTEM ON FIRST VISIT BEFORE ANY WORK HAD BEEN DONE? | YES |
| 6 PEDLACE ARS MODULATOR | : B. 사람은 사용, 사는 토토리와 원인지, 아름, 12일의 중요한 중요한 원인의 사용하기는 등로 일반하기 보냈다고 말하는다. |

| T/L Ref # 1579156 | Created By CHRISV | | Date C 05/25/2 | | Last Edited B CHRISV | y | # of Edits |
|----------------------|-------------------------------------|-------------|---|----------|-------------------------|-----------------|------------|
| Code P 4150 | Original Complaint LOW PEDAL | | Probable Cause/Sol ABS MOD; REPLAC Resin Source: Status: | | | ne Date: | |
| Dealer #: | 208121 | TZ: | CST | VIN: 1HC | GCM66595A | Err: | |
| Dir Cont: | CHAD HUSBANDS | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (870) 863-5400 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DANIEL TOLSON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MIKE MCKNIGHT | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | TEETER HONDA 1909 WEST HILLSBORO | | | Desc: | ACCORD 4DR EX- | | OHP 3.0L |

WhtBdy:

Engine #:

Em Type:

Case Type: Technical

RO #:

W.O. #:

Phone: (870) 863-5400

EL DORADO

DPSM: BUTCH CLARK Previous Dealer/Contact

Fax #: (870) 863-8840

Zone/Dist: 03D

AR 71730

Date

Information from Dealer

P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

| Tech Line Suggests | Information from Dealer |
|--|---------------------------|
| 5/25/2005 CHRISV | |
| 1 05/25/05 11:13:41 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 05/25/05 11:13:44 chrisv:> | CAR IS BACK FOR SAME PROB |
| 6 REPLACE THE ABS MOD | |

| 불어보다는 하는 가입에 있는 것이 되었다. 나를 하다 하는 사람들은 사람들은 사람들은 사람들이 되었다. | | Date Cre 08/14/20 | | Last Edited B | y # of Edits 1 | | |
|---|-------------------|----------------------|--|---------------|------------------------------------|--------------------------|--|
| D 4450 DDAKE EEELIG LOW | | | Probable Cause/Solution MODULATOR; EXERCISE THE ABS AND BLEED AS PER SM | | | | |
| | | | Resin Se Status: | ource: | None N/A | Date: Mileage: 14,537 | |
| Dealer #: | 208307 | TZ: | CST | VIN: 1HG | CM82655A | Erre | |
| Dir Cont: | DAN TALLEY | Training %: | | Year: | 2005 | Model: ACCORD V6 | |
| Serv Ph: | (615) 256-5656 | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | JOSSELYN ADKINSOI | N | | Doors: | 2DR | W D: 2 | |
| Parts Mgr: | LEWIS KLEIN | | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | CREST HONDA | | | Desc: | ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 2215 ROSA L PARKS | 마루크림으로 하는 사이 사이 되었다. | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | NASHVILLE | TN 37228 | | Engine #: | | Trans #: | |
| Phone: (6 | 15) 256-5656 | Fax #: (615) 324-298 | 8 | Em Type: | | | |
| DPSM: CH | HRISTINE LANE | Zone/Dist: 07A | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 8/14/2006 LANCEK | |
|---|---|
| 1 08/14/06 15:34:06 ISIS:> | 3RD TIME IN BRAKE PEDAL FADES TO THE FLOOR |
| 2 | INSTALLED TWO MASTER CYLINDERS AND ONE BRAKE |
| 그는 3 스타스 프라이트를 하는 경기를 보고 하는 것이다. | BOOSTER. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER FIRST VISIT MILAGE |
| | 11866 6-14-2006 SECOND VISIT MASTER CYLINDER AND |
| | BRAKES BOOSTER MILAGE 14079 7-31-2006 |
| 9 08/14/06 15:34:27 LANCEK:> | THE BRAKE PEDAL IS LOW, HAVE REPLACED THE |
| | MASTER CYL 2X, AND THE BOOSTER. |
| 11 EXERCISE THE ABS AND BLEED AS PER THE SM 2-3X, | |
| 12 IF THE PEDAL IS GOOD REPLACE THE MODULATOR. | |

| T/L Ref # 1711144 | Crea JIMH | | ate Created 1/05/2006 | Last Edited By JIMH | | # of Edits 1 |
|------------------------------|--|---|--|--|----------------------|--------------------|
| Code P 4150 | Original Complaint POOR BRK PEDAL | A R | robable Cause/Solu BS MODULATOR; FlesIn Source: tatus: | REPLACE None | Dat | e: eage: 14,495 |
| Dealer #: Dir Cont: | 208197 DONALD VOHRER | | ST VIN: 1HGC | N/A SM82755A 2005 | Err: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (410) 893-0600 THOMAS FIELDS | Extn: | Tran: Doors: | 5AT 2DR | Trim: W D: | EX-V6NV 2 |
| Parts Mgr: Dir Name: | STEPHEN SYKES SCHAEFER & STRO 1800 A BEL AIR ROA FALLSTON | HMINGER HONDA BEL AIF AD MD 21047 | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 2DR EX-V P/S, SUN ROOF, AB | | |
| DPSM: Ro | 10) 893-0600 bert Borzilleri ealer/Contact | Fax #: (410) 803-0470 Zone/Dist: 06E Date | Em Type: RO #: Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| : [18] | 그는 그는 그는 그를 모르겠다면 하는 사람들은 사람들이 되었다면 하는 사람들이 되었다. 그는 그는 그는 그는 그를 모르겠다면 하는 것이 없는 것이 없는 것이 없는 것이 없다면 없다면 없다면 없다면 사람들이 없다면 |
|--|--|
| 1/5/2006 JIMH | |
| 1 01/05/06 13:36:12 ISIS:> | I HAVE REPLACED BRAKE MASTER CYLINDER 2 TIMES AND |
| 2 | BRAKE PEDAL STARTS TO FADE AFTER DRIVING VEHICLE |
| | 5MILES. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYLINDER 11/14/05. |
| 7 01/05/06 13:36:34 JAMESH:> | WAS OK FOR AWHILE AFTER BOTH REPAIRS |
| 8 DID YOU CHECK FOR AIR BEFORE THE FIRST | |
| MODULATOR | |
| 9 WAS REPLACED?> | YES, THERE WAS AIR THEN AND AFTER THE CUSTOMER |
| | TOOK IT WITH THE NEW MASTER CYLINDERS |
| 11 REDIACE THE ARS MODULATOR | |

| T/L Ref # 1646917 | Crea CHR | ted By ISV | Date Cr 09/15/20 | | Last Edited By CHRISV | | # of Edits 1 |
|----------------------|---|-----------------------|---------------------|---------------------------------------|--------------------------------------|-------------|--------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | | e Cause/Solu DD; REPLACE ource: | | Dat Mile | e: eage: 20,937 |
| Dealer #: | 208248 | TZ: | CST | VIN: 1HGC | CM668X5A | Err: | |
| Dir Cont: | DALE FULLBRIGHT | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (713) 464-7482 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | CHARLEY LEACH | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BILL WALKER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | GOODSON HONDA 10250 OLD KATY RC HOUSTON | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AI | | |
| Phone: (7' | 13) 464-7482 | Fax #: (713) 464-2549 | 9 | Em Type: | | | |
| DPSM: VE | RNON SAGE | Zone/Dist: 03C | | RO #: | | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

| 9/15/2005 CHRISV | |
|--|----------------|
| 1 09/15/05 13:03:59 ISIS:> | VERY LOW PEDAL |
| 2 PEDAL FADES TO THE FLOOR 7/15 BLEED | |
| BRAKES | |
| 39/02 HAD MASTER CYL REPLACED BOTH TIMES | |
| PEDAL WAS VERY LOW BEFORE REPAIR BUT GOOD | |
| PEDAL | |
| | AFTER REPAIR |
| 5 AFTER A COUPLE OF WEEKS PEDAL GOES DOWN | |
| AGAINWHY? | |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | NOTED ABOVE |
| 9 09/15/05 13:04:08 CHRISV:> | |
| 10 REPLACE ABS MOD | |

| T/L Ref # 2260216 | Crea DAV | ated By 'EM | Date C 01/23/2 | | Last Edited By PETERB | | # of Edits 2 |
|--|---|---|-------------------|---|---|-------------|-------------------------------|
| Code P 4150 | Original Complaint BRAKE SOFT 2X | | MSG: F | Source: | stion S MODULATOR Message center N/A | Dat Mile | e: 01/29/2007 eage: 14,758 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207385 YORK CHRISTIAN (847) 965-8833 ED RUBIO MICHAEL WALSH CASTLE HONDA 6900 W.DEMPSTER MORTON GROVE | TZ: Training %: Extn: STREET IL 60053 | CST 0 | Year: Tran: Doors: Fact: Desc: WhtBdy: | 2005 5AT 2DR MARYSVILLE ACCORD 2DR EX-V P/S, SUN ROOF, AE | S, AIR BAG, |) HP 3.0 |
| DPSM: MI | 47) 965-8833 KE CLARK ealer/Contact | Fax #: (847) 965-1903 Zone/Dist: 08C Date | } | Engine #: Em Type: RO #: Case Type: W.O. #: | J30A43055133 253250 Technical | Trans#: | BAYA7052939 |

| - | - | | | | | _ | | est | |
|---|---|----|---|--|-----|-------|----|-----|---|
| | 1 | ~~ | h | | • • | | ~~ | + | ~ |
| | | | | | | . 711 | | | • |
| | | | | | | | | | |
| | | | | | | | | | |

| Tech Line Suggests | Imormation from Dealer |
|--|---|
| 1/23/2007 12:16:29 PM DAVEM | |
| | CAR CAME IN ON JUNE OF 06 WITH BRAKE PEDLE GOING TO |
| | FLOOR, FLUID VERY DIRTY CAR NOW HAS SAME PROBLEM |
| | PEDLE GOING TO FLOOR |
| 2 | SEE ABOVE |
| 3 ABS MOD YET? | NO |
| 4 EXRCS THE ABS, IF PDL COMES BACK, RPLC THE ABS | OK |
| MOD | |
| 1/29/2007 8:53:36 AM PETERB | |
| 5 MSG | REPLACED ARS MODULATOR |

| T/L Ref # 2214892 | Create KENE | | Date Cr 12/05/20 | | Last Edited B KENE | y # of Edits 1 |
|----------------------|--|---------------------------|---------------------|-------------------------------|--|--|
| Code P 4150 | Original Complaint BRAKE FEELS LOW | | | e Cause/Sol DDULATOR; | ution HAVE DPSM EVALUA | ATE |
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 11,493 |
| Dealer #: | 206735 | TZ: | EST | VIN: 1HG | CM82665A | Err: |
| Dir Cont: | MCGUIRE JOEY | Training %: | 0 | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (757) 490-1111 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | JAMES KING | | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | DWAYNE ALBEE | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | CHECKERED FLAG H 6541 VIRGINIA BEACH NORFOLK | '전환경 타시기를 받으면 하는 것을 받는 것은 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EX- P/S, SUN ROOF, A J30A43055162 | V6 6CYL 240.0 HP 3.0 BS, AIR BAG, Trans #: BAYA7052784 |
| Phone: (7 | 57) 490-1111 | Fax #: (757) 687-34! | 55 | Em Type: | | |

DPSM: JENNIFER KAMLER

Previous Dealer/Contact

Zone/Dist:

Date

06H

409733

Case Type: Technical

| Tech Line Suggests | | Information from Dealer |
|-----------------------|-----------------------------|--|
| 12/5/2006 7:58:30 AM | KENE | |
| | | C/S PADLE GOS TO THE FLOOR , NO DTC IN ABS OR ECM |
| 2 CAN YOU DUP | | NO, WE REPLACED THE MASTER CYL 2X. THIS IS A CR CASE |
| | | AND MY SHOP FORMAN WANTS TO REPLACE THE |
| | | MODULATOR |
| 3 IF YOU CANT DUPLICA | ATE HAVE YOUR DPSM EVALUATE | 영어 보다 가는 말이 살아 있는 것이 없는 것이 없는 것이 없는 것이 없다. |
| THE MODULATOR | | |

RO #:

W.O. #:

| T/L Ref # 1804352 | Created B KENE | | ate Created 4/25/2006 | Last Edited KENE | By # of Edits |
|--------------------------|------------------------------------|-------------|----------------------------------|-----------------------------|---------------------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | - | robable Cause/So ODULATOR; CH | olution ECK FLUID VOLUME | · · · · · · · · · · · · · · · · · · · |
| | | R | esIn Source: | None | Date: |
| | | St | tatus: | N/A | Mileage: 16,846 |
| Dealer #: | 208160 | TZ: P | ST VIN: 1H | GCM81695A | Err: |
| Dir Cont: | EDMOND DIAZ | Training %: | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (925) 825-8000 | Extn: | Tran: | 6MT | Trim: EX-V6 |
| Serv Mgr: | GARY ROBBINS | | Doors: | 2DR | w D: 2 |
| Parts Mgr: | BILL COOK | | Fact: | MARYSVILLE | Country: USA |

1300 CONCORD AVENUE CONCORD CA 94520 Phone: (925) 825-8000

DPSM: STEVEN ROSTOMILY Zone/Dist:

CONCORD HONDA

Date

Fax #: (925) 676-3745

12D

ACCORD 2DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG,

Engine #: Em Type: RO #:

WhtBdy:

Desc:

Case Type: Technical

W.O. #:

Tech Line Suggests

Previous Dealer/Contact

1 04/25/06 12:12:22 ISIS:---

2 -- ALMOST WENT TO THE FLOOR, VERIFIED CONCERN OF INTERMITTENT LOW PEDAL. SAW NO SIGNS OF LEAKS

4/25/2006

Dir Name:

4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

5 THIS PROBLEM?-----6 04/25/06 12:12:35 KENE:----

7 CHECK FLUID VOLUME IF OK, REPLACE MODULATOR

Information from Dealer

CUSTOMER STATES THAT BRAKE PEDAL FEELS SOFT

FROM ANY OF THE COMPONENTS.

NO

LOW PEDAL

| T/L Ref # 2219888 | Created By MARKP | Date Created 12/09/2006 | Last Edited By MARKP | # of Edits 1 |
|----------------------|---------------------|-----------------------------------|-------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | 4150 LOW PEDAL | ABS MOD | | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 30,004 |

| | | | Status: | | N/A | Mile | eage: 30,004 |
|--------------|---|------------------------------|---------|------------------|------------------------------------|----------|--------------|
| Dealer #: | 207442 | TZ: | PST | VIN: 1HGC | CM81695A | Err: | |
| Dir Cont: | HEMSLEY SCOTT | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (925) 934-0530 | Extn: | | Tran: | 6MT | Trim: | EX-V6 |
| Serv Mgr: | TOM QUINLAN | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | TOM ERVIN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | WALNUT CREEK H 1707 NORTH MAIN WALNUT CREEK | [마스타마 명호 왕사] 이 그를 하시는 것이 없는데 | | Desc: WhtBdy: | ACCORD 2DR EX- P/S, SUN ROOF, A | |) HP 3.0 |
| | | | | Engine #: | J30A43059763 | Trans #: | ATC63002591 |
| Phone: (92 | 5) 934-0530 | Fax #: (925) 476-4248 | 8 | Em Type: | | | |
| DPSM: STE | EVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | 56061 | | |
| Previous Dea | ler/Contact | Date | | Case Type: | Technical | | |

W.O. #:

GREAT

| Tech Line Suggests | Information from Dealer |
|-----------------------------|---|
| 12/9/2006 10:11:35 AM MARKP | |
| | LOW PEDAL, LONG PEDAL TRAVEL, PUMPING BRINGS |
| | PEDALUP. MASTER CYL WAS REPLACED AND BRAKES BLED |
| | TWICE ELSEWHERE. ALSO NOTED BRAKE BOOSTER NOT |
| | HOLDING V ACUUM. LOSES VAC OVER 30 MINUTES. |
| 2 WHAT HAVE YOU DONE | REMOVED CALIPERS TO SEE IT ANY OF THEM WERE |
| | HANGING UP.IT HAD A MC REPLACED AT CONCORD HONDA.IF |
| | YOU GET ON THEM HARD THEY FEEL NORMAL IF YOU APPLY |
| | NORMAL THE PEDAL TRAVELS FURTHER THAN NORMAL |

3 REPLACE THE ABS MODULATOR

| Code P 4150 | Original Complaint BRKE PEDAL SOFT | | Probable Cause/Solution REPLACE MODULATOR | | | |
|--------------------|--|-----------------------|---|-----------------------------------|---|--|
| | | | Resin Source: Status: | None N/A | Date: Mileage: 33,012 | |
| Dealer #: | 206685 | TZ: | CST VIN: 1HC | GCM81695A | Err: | |
| Dir Cont: | JAMES PAIR | Training %: | Year: | 2005 | Model: ACCORD V6 | |
| Serv Ph: | (318) 212-1200 | Extn: | Tran: | 6MT | Trim: EX-V6 | |
| Serv Mgr: | DARYL OLIVER | | Doors: | 2DR | WD: 2 | |
| Parts Mgr: | BOBBY ROTHENBER | GER | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | HOLMES HONDA 1331 E BERTKOUNS SHREVEPORT | LA 71105 | Desc: WhtBdy: Engine #: | ACCORD 2DR EX P/S, SUN ROOF, A | C-V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: | |
| Phone: (3 | 18) 212-1200 | Fax #: (318) 212-1398 | | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: BUTCH CLARK

Previous Dealer/Contact

Zone/Dist:

Date

03D

Information from Dealer

Case Type: Technical

| 8/7/2006 KEITHC | | |
|--------------------------------|------------------|---|
| 1 07/03/06 12:09:27 ISIS: | | C/S HAS TO PRESS BRAKE PEDAL ALL THE WAY TO THE |
| 2 | | FLOOR TO STOP. |
| 3 HAS THE VEHICLE HAD ANY PREV | IOUS REPAIRS FOR | |
| 4 THIS PROBLEM? | | YES |
| 5 IF YES, REPAIR DESCRIPTION? | > | AIR IN LEFT BRAKE CALIPER, BLEED BRAKE SYSTEM AND |
| | | MOLY-KOTE BRAKE PADS. |
| 7 07/03/06 12:09:55 KEITHC: | | AIR IN SYSTEM |
| 8 REPLACE MODULATOR | | |
| 9 08/07/06 10:22:37 AMYB: | > | SURVEY |
| 10 JAMES PAIR | | |
| 11 12825 HWY 789 | | |
| 12 KEITHVILLE, LA 71047 | | |
| 13 PENDED>AMYB:LIGHT>DONE | | |

| T/L Ref# 1691473 | Created By KENE | Date Created 12/01/2005 | Last Edited By PAULI | # of Edits |
|---------------------|--------------------|----------------------------|-------------------------|-----------------|
| Code | Original Complaint | Probable Cause/S | | |
| P 4150 | BRKE PEDAL SPONGY | 12/7: DLR R&R AB | S MOD, NO COMPLAINTS | |
| | | ResIn Source: | Spoke w/ Dealer | Date: |
| | | Status: | P MAP | Mileage: 24,035 |

Dir Cont: **THOMAS** Training %: 2005 Model: ACCORD V6 Year: EX-V6NV Serv Ph: (813) 935-8585 Tran: Trim: Extn: 5AT 2 Serv Mgr: **BUTCH GIVENS** WD: Doors: 4DR Parts Mgr: MARTY OTTO Fact: Country: USA MARYSVILLE Dir Name: TAMPA HONDA LAND Desc: ACCORD 4DR EX-V6 NAVI 6CYL 11000 NO. FLORIDA AVE. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **TAMPA** FL 33612 Engine #: Trans #: Phone: (813) 935-8585 Fax #: (813) 935-2488 Em Type:

DPSM: DONALD LOGAN RO #: Zone/Dist: 07M

Previous Dealer/Contact Date Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| rech Eme Ougge | 아들은 사람들은 물을 하는 일반이 하는 아내를 다 | |
|---------------------------------------|--|---|
| 12/1/2005 | KENE | |
| 1 12/01/05 09:16:2 | 7 ISIS:> | CUST STATES BRAKE MASTER CYLINDER RECENTLY |
| 2 | | REPLACED, HAS TO PUMP BRAKES TO GET THEM TO APPLY |
| 3 HAS THE VEHIC | LE HAD ANY PREVIOUS REPAIR | SFOR |
| 4 THIS PROBLEM | > | YES |
| 5 IF YES, REPAIR | DESCRIPTION?> | CUST STATES PEDAL GOES STRAIGHT TO THE FLOOR, |
| 6 | | MASTER CYLINDER WAS REPLACED |
| 7 12/01/05 09:16:44 | 4 KENE:> | WHEN YOU APPLY THE BRAKES ITS SPONGY |
| 8 REPLACE VSA N | MODULATOR | |
| 9 pend the contact directly to Jeremy | to PI so he can ship the faulty modi Gerrard. | ulator |
| 10 12/01/05 12:25:3 | 7PAULI:> | FAXED SHIP REQUEST |
| 11 12/05/05 13:43:58 | 3PAULI:> | MSTR CYL RPLCD PER CLM #311831 |
| 12 | | NO CLM FOR ABS MOD? |
| 13 12/07/05 14:33:11 | 1PAULI:> | EMILIO,ADVISOR |
| 14 | | DONE, NO COMPLAINTS |
| 15 | | REFAXED SHIP REQUEST>RHONDA,WARR |
| 16 | | (PHONE # (813) 769-4482) |
| 17 12/09/05 17:40:38 | 3PAULI:> | RHONDA |
| 18 | | WE SENT PER A/B #8542-8097-8842 |
| | | |

| T/L Ref # 1751803 | Creat DAVE | ed By K | Date Created 02/23/2006 | Last Ed KENE | ited By # of Edits 2 |
|----------------------|---|-------------|---------------------------------------|-----------------|-------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW - TO FLOOR | | Probable Cause/Solution ABS?; REPLACE | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 2,058 |
| Dealer #: | 206888 | TZ: | PST VIN: 11 | HGCM66515A | Err: |
| Dir Cont: | MICHAEL | Training %: | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (626) 359-8291 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | KARL SANDER | | Doors: | 4DR | W D: 2 |

MONROVIA CA 91016

ROGER WEISS

SIERRA HONDA

1450 SO. SHAMROCK AVE.

Phone: (626) 359-8291 DPSM: MARK BROWN

Parts Mgr:

Dir Name:

Zone/Dist: 01E

Previous Dealer/Contact

Fax #: (626) 932-5668

Date

MARYSVILLE

Country: USA

Trans #:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy:

P/S, SUN ROOF, ABS, AIR BAG,

Engine #:

Em Type:

Fact:

Desc:

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

| Info | orm | ation | from | Dealer |
|------|-----|-------|------|--------|
| | | | | |

| 이 전쟁을 받는데 하는데 살 물 물 물 경기에 가는 그는 그 나는 그는 그는 것이 없는데 그는 것이다. | 하는 사람이 이렇게 살아보다 하는 것 같은 살아 하면 가지 않는데 하는 것 같아 있다. 그는 사람들이 되었다고 있다고 있다. |
|--|--|
| 2/24/2006 DAVEK | |
| 1 02/23/06 10:53:05 ISIS:> | CUSTOMER STATES WHEN APPLYING BRAKES ON A HILL, |
| 2 | PEDAL WILL GO TO THE FLOOR AFTER 20-30 SECONDS, AND |
| [18] [18] - [18] | VEHICLE WILL START ROLLING BACKWARDS IF BRAKES |
| 4 | ARENOT PUMPED. |
| | UNABLE TO VERIFY!! |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | NO BOOK AND THE PROPERTY OF TH |
| 8 02/23/06 10:53:44 DAVEK:> | |
| 9 ONLY ON A HILL> | I THINK IT MAY BE ON LEVEL FROM TALKING TO |
| 310 - Linguis Reiner, and a state of the control | CUST WITHINK IT HAPPNES OTHER TIMES. CUST |
| 11 | THINKS THE NORMAL BOOSTER TRAVLE IS A PROBLEM. |
| | WE ARE NOT SURE IF THERE IS A PROBLEM OR CUST |
| 13 | IS COMPLAINING OF NORMAL OPERATION. CUST IS |
| 1314 A. B. | OLDER AND NOT MAKING SENSE |
| 15 WE HAVE HAD ABS CAUSING LOW PEDAL. REPLACE | |
| 16 WORK W DPSM AND MNGR | |
| 17 02/24/06 10:00:59 KENE:> | DIANA M DPSM. WHAT DOES THE DEALER NEED TO DUP |
| 18 THEY NEED TO DUP TO PROPERLY DIAGNOSE, WE | |
| THAVE REPORTED TO THE PROPERTY OF THE PROPERTY | |
| 19 ONLY SEEN LOW AND SPONGEY PEDAL CAUSED BY | |
| THE | |
| 20 VSA MODULATOR | |

| Code P 4150 | Original Complaint BRKE PEDAL GOES TO FLOOR | | Probable Cause/Solution CONTAMINATED FLUID?; HAVE TESTED | | | |
|--------------------|---|-----------------------|--|--------------------------------|---------------|--------------------|
| | | | Resin Source: | None | Date | Date: |
| | | | Status: | N/A | Mile | age: 18,902 |
| Dealer #: | 208200 | TZ: | EST VIN: 1HG | CM82735A | Err: | |
| Dir Cont: | KENNETH FOOR | Training %: | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (313) 565-5100 | Extn: | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | MICHAEL ZASADN | IY | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | JOHN OSTRANDE | R | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | LAFONTAINE HON | IDA | Desc: | sc: ACCORD 2DR EX-V6 NAVI 6CYL | | |
| | 2245 S. TELEGRA | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | DEARBORN | MI 48124 | Engine #: | | Trans #: | |
| Phone: (3 | 13) 565-5100 | Fax #: (313) 278-7614 | Em Type: | | | |
| DPSM: O | PEN POSIT 2/4/09 | Zone/Dist: 04B | RO #: | | | |
| Previous D | ealer/Contact | Date | Case Type | : Technical | | |
| | | | w.o.#: | | | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | |
|---|-------------------------------------|
| 3/8/2006 GARYR | |
| 1 03/08/06 10:57;19 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | |
| 4 03/08/06 10:57:27 GARYR:> | FLUID LOOKS LIKE IT IS CONTAMINATED |
| 5 TAKE A SAMPLE OF THE FLUID AND HAVE IT TESTED | |
| 6 PER ASN | |
| 7 IF FLUID IS OK THE ACTIVE THE ABS AND BLEED THE | |
| 8 SYS. IF PEDAL FEELS NORMAL THE REPL MOD | |
| | |

| Code P 4150 | Original Complaint BRKE SYSEM KEEPS | GETING AIR | | Cause/Sol e DULATOR; | | |
|--------------------|--|---------------------|---------------------|--------------------------------|------------------|-----------------------|
| | | | Resin So Status: | ource: | None N/A | Date: Mileage: 22,787 |
| Dealer #: | 208287 | TZ: | PST | VIN: 1HG | CM82425A | Err: |
| Dir Cont: | DEREK PRIETO | Training %: | | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (310) 834-4773 | Extn: | | Tran: | 5AT | Trim: LX-SEV6 |
| Serv Mgr: | MATT BALIN | | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | GERRY KAPILOFF | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | CARSON HONDA | | | Desc: | ACCORD 2DR LX- | -SEV6 6CYL 240.0HP |
| | 1435 E. 223RD STRI | | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, USA |
| | CARSON | CA 90745 | | Engine #: | | Trans#: |
| Phone: (31 | 0) 834-4773 | Fax #: (310) 834-23 | 368 | Em Type: | | |

Tech Line Suggests

DPSM: JONAH ROHDE

Previous Dealer/Contact

Zone/Dist:

Date

01F

Information from Dealer

Case Type: Technical

| 7/10/2006 JIMH | |
|--|---------------------------|
| 1 07/10/06 10:17:12 ISIS:> | BRAKE PEDAL SINKS. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER. |
| 5 07/10/06 10:20:55 JAMESH:> | AIR IN SYSTEM |
| 6 ANY LEAKS?> | |
| 7 REPLACE THE ARS MODULATOR | |

RO #:

W.O. #:

| T/L Ref# | Created By | Date Created | Last Edited | By # of Edits | | |
|---------------|--------------------|-------------------|------------------|----------------|--|--|
| 1756782 | CHRISV | 03/01/2006 | JIMH | | | |
| Code | Original Complaint | Probable Cause/So | olution | | | |
| P 4150 | LOW PEDAL | ABS MOD; REPLA | ABS MOD; REPLACE | | | |
| | | ResIn Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 7,233 | | |
| | 200404 | | | | | |

| Dealer #: | 208161 | TZ: MST | VIN: 1HG | CM82485A | ing Erri |
|------------|-----------------------|-----------------------|-----------|----------------------------------|-------------------|
| Dir Cont: | MATTHEW | Training %: | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (801) 553-5100 | Extn: | Tran: | 5AT | Trim: LX-SEV6 |
| Serv Mgr: | : WILLIAM BROWN | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | : PEGGY ELLENBERGER | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | STOCKTON TO | MALONE HONDA | Desc: | ACCORD 2DR LX- | SEV6 6CYL 240.0HP |
| | 10860 SO.AUTOMALL DR. | | WhtBdy: | P/S. SUN ROOF, ABS, AIR BAG, USA | |
| | SANDY | UT 84070 | Engine #: | | Trans #: |
| Phone: (80 | 1) 553-5100 | Fax #: (801) 553-5185 | Em Type: | | |
| DPSM: Kel | ly Goodwin | Zone/Dist: 10F | RO #: | | |

Previous Dealer/Contact Date

Case Type: Technical

W.O. #:

Tech Line Suggests Information from Dealer 4/12/2006 1 03/01/06 10:27:33 ISIS: BRAKE PEDAL FADES, WILL RETURN SOLID IF PUMPED A 2 COUPLE OF TIMES. FIRST REPAIR WAS TO REPLACE A BAD 3 LEFT FRONT BRAKE CALIPER WHICH WAS LEAKING. VEHICLE RETURNED WITH THE SAME COMPLAINT 1 MONTH LATER SYSTEM WAS BLED AGAIN. TECH STATED THAT AIR WAS FOUND IN LINES. THE MASTER CYLINDER WAS 6 REPLACED 2 WEEKS LATER FOR SAME COMPLAINT. CAR IS 8 BACK WITH SAME COMPLAINT 2.28 CUSTOMER STATED THAT 9 THE FIRST FAILURE HAPPENED AFTER ABS WAS ACTIVATED 10 WHILE DRIVING IN THE SNOW NO FLUID LEAKAGE IS **VISIBLE NOW** 11 12 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 13 THIS PROBLEM?----YES REPLACED LEAKING LEFT FRONT CALIPER 12/22... REBLED 14 IF YES, REPAIR DESCRIPTION?-15 SYSTEM 1.25... REPLACED BRAKE MASTER CYLINDER 16 17 03/01/06 10:27:35 CHRISV:-18 REPLACE THE ABS MOD 19 04/12/06 13:06:09 JAMESH:----KELLY GOODWIN PLEASE READ CONTACT AND ADVISE 21 IF AIR RETURNS, REPLACE THE ABS MODULATOR

| T/L Ref # 1832914 | Created By KEITHC | | Date Cre 05/30/20 | | Last Edited B KEITHC | y # of Edits 1 |
|---|-----------------------------|-------------|---|---------|-------------------------|--------------------------|
| Code Original Complaint P 4150 BRKE PEDAL TO FLOOR? | | | Probable Cause/Solution REPLACE MODULATOR | | | |
| | | | Resin Source: Status: | | None N/A | Date: Mileage: 14,390 |
| Dealer #: | 207748 | TZ: | CST | VIN: 1H | GCM82405A | Err: |
| Dir Cont: | ROBERT G. | Training %: | | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (225) 298-4100 | Extn: | | Tran: | 5AT | Trim: LX-SEV6 |
| Serv Mgr: | TODD BRANCH | | | Doors: | 2DR | WD: 2 |
| Parts Mgr: | THOMAS BRADFORD,JR | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | TEAM HONDA | | | Desc: | ACCORD 2DR LX- | SEV6 6CYL 240.0HP |

WhtBdy:

Engine #:

Em Type:

RO #:

W.O. #:

BATON ROUGE LA 70809

6363 SIEGEN LANE

Phone: (225) 298-4100

DPSM: DANIEL FYFFE Zone/Dist: **Previous Dealer/Contact**

Tech Line Suggests

Date

Fax #: (225) 298-3209

03E

Information from Dealer

Case Type: Technical

P/S, SUN ROOF, ABS, AIR BAG, USA

Trans #:

| 5/30/2006 KEITHC | |
|---|--|
| 1 05/30/06 11:54:19 ISIS:> | MASTER CYL. GOING TO FLOOR. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO |)R |
| 3 THIS PROBLEM?> | THE YES NOT THE STATE OF THE ST |
| 4 IF YES, REPAIR DESCRIPTION?> | PUT ONE ON AT 7000 MILES, ONE AT 11000 MILES AND IS |
| | GOING TO FLOOR AGAIN. |
| 6 05/30/06 11:55:23 KEITHC:> | BACK AGAIN |
| 7 REPLACE MODULATOR> | |

| Code P 4150 | Original Complaint BRKE PEDAL SOFT | COET | | pable Cause/Solution DULATOR?; REPL | | | |
|---------------------------------------|--|-----------------------|--------------------------|-------------------------------------|---------------------------------|----------------------|-----------|
| | | | ResIn Source: Status: | | None N/A | Date: Mileage: 7,123 | |
| Dealer #: | 207001 | TZ: | CST | VIN: 1HG | CM824X5A | Err: | |
| Dir Cont: | WILLIAM | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (708) 687-2800 | Extn: | | Tran: | 5AT | Trim: | LX-SEV6 |
| Serv Mgr: | ARTHUR SCHAFFER | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | BOB MADIA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | COMMUNITY HONDA | OF ORLAND PARK | | Desc: | ACCORD 2DR LX-SEV6 6CYL 240.0HP | | 0.0HP |
| | 8340 W. 159TH STREET ORLAND PARK IL 60462 | | | WhtBdy: P/S, SUN ROO | | F, ABS, AIR BAG, USA | |
| | | | | Engine #: | | Trans #: | |
| Phone: (70 | 08) 687-2800 | Fax #: (708) 364-2464 | | Em Type: | | | |
| DPSM: TIA MARIE BATTLE Zone/Dist: 08F | | | RO #: | | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 1/18/2006 GARYR | |
|--|--|
| 1 01/18/06 10:23:23 ISIS:> | BREAK PEDAL GET SOFT OVER TIME ABOUT EVERY 400 |
| 2 | MILE. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | BLEED BREAKS AT 5869 MILES, MASTERCYC. AT6120 |
| 6 | MILE. |
| 7 01/18/06 10:23:38 GARYR:> | |
| 8 REPL MODULATOR | |

| Code P 4150 | Original Complaint BRKE PEDAL LOW/ | CE DEDAL LONGOET | | Probable Cause/Solution | | | |
|--------------------|------------------------------------|--|------------------------------|----------------------------|------------------|--|--|
| r 4150 bitt | DINE FEDAL LOW | 301-1 | REPLACE MODUL/ Resin Source: | ATOR None | Date: | | |
| | | | Status: | N/A | Mileage: 10,437 | | |
| Dealer #: | 207914 | TZ: | CST VIN: 1HC | GCM66825A | Err: | | |
| Dir Cont: | ANSON HINKLE | Training %: | Year: | 2005 | Model: ACCORD V6 | | |
| Serv Ph: | (630) 833-7700 | Extn: | Tran: | 5AT | Trim: EX-V6NV | | |
| Serv Mgr: | | | Doors: | 4DR | W D: 2 | | |
| Parts Mgr: | | | Fact: | MARYSVILLE | Country: USA | | |
| Dir Name: | GRAND HONDA | | Desc: | ACCORD 4DR EX-V6 NAVI 6CYL | | | |
| | 300 W. GRAND AV | 1600년 전 1800년 1800년 1800년 - 1800년 | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, | | |
| | ELMHURST | IL 60126 | Engine #: | | Trans #: | | |
| Phone: (63 | 80) 833-7700 | Fax #: (630) 833-7753 | Em Type: | | | | |
| DPSM: GE | ORGE MARIS | Zone/Dist: 08E | RO #: | | | | |
| Previous De | aler/Contact | Date | Case Type | e: Technical | | | |
| | | | W.O. #: | | | | |

Tech Line Suggests

12 PENDED>AMYB:SD>DONE

| 요 사람은 마다 가는 사람들은 아이를 통해 하는 것이 없는 것이 없는 것이 없는 것이 없는 것이 없는 것이 없는 것이 없다. | 할 수 하는 사람들은 사람들은 사람들은 사람들은 사람들은 사람들은 사람들이 가는 사람들이 가는 사람들이 가는 사람들이 가는 것이다. |
|---|---|
| 5/16/2006 KEITHC | |
| 1 04/20/06 06:11:43 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR. 2ND TIME. REPLACED 2 |
| 2 | MASTER CYLINDERS. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 IF YES, REPAIR DESCRIPTION?> | 2 MASTER CYLINDERS |
| 6 04/20/06 06:13:19 KEITHC:> | |
| 7 REPLACE MODULATOR> | |
| 8 05/16/06 13:18:04 AMYB:> | SURVEY |
| 9 ANSON HINKLE* | |
| 10 2641 BREWER LN | |
| 11 WOODRIDGE, IL 60517 | |

| T/L Ref # 1636913 | Created By JOHNB | Date Created 08/29/2005 | Last Edited By JOHNB | / # of Edits 1 |
|----------------------|---------------------|--------------------------------|-------------------------|-------------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRKE PEDAL LOW,3X | PRESS BLEED,EX | ERCISE ABS,PRESS B | LEED;MODULATOR? |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 7,953 |

Dealer #: 208298 CST Dir Cont: **ALLEN CLAUSE** Training %: Serv Ph: (308) 632-8200 Extn: Serv Mgr: Parts Mgr: LANE SEIFERT Dir Name: **REGANIS HONDA** 1901 EAST OVERLAND SCOTTSBLUFF NE 69361

Phone: (308) 632-8200 Fax #: (308) 635-3431 DPSM: RON CRISS Zone/Dist: 10A

Previous Dealer/Contact Date VIN: 1HGCM66595A

2005 ACCORD V6 Model: Year: Trim: EX-V6 Tran: 5AT

2 WD: Doors: 4DR Country: USA Fact: **MARYSVILLE**

Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

Em Type: RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 8/29/2005 JOHNB | |
|--|--|
| 1 08/29/05 13:50:28 ISIS:> | BRAKE PEADL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER TWICE |
| 5 08/29/05 13:50:56 JOHNB:> | WE HAVE REPLACED 3 MASTERS AND IT EVENTUALLY |
| 6 | RETURNES WITH LOW PEDAL AGAIN |
| 7 HOW ARE YOU BLEEDING THE SYSTEM> | PUMP BLEEDING |
| 8 NNED TO PRESSURE BLEED AND RE-EVAL; IF PEDAL | |
| IMPROVES,GO TO A SAFE LOCATION AND EXERCISE | |
| THE ABS | |
| 9 | SEVERAL TIMES; THEN RETURN TO SHOP AND PRESSURE |
| | BLEED AGAIN; THEN NOTE FINAL RESULT AND |
| 11 | PERFORMANCE; IF PROBLEM CONTINUES, REPLACE THE ABS |
| | MODULATOR AND PRESSURE BLEED |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|------------------------|------------------|-----------------|----------------|
| 1585772 | CHRISV | 06/06/2005 | RONM | 3 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | LOW PEDAL AFTR M/C R&R | MSG: ABS MODUL | ATOR FIXED PROB | |
| | | Resin Source: | Message center | Date: |
| | | Status: | N/A | Mileage: 6,039 |

| | | | Resin S Status: | | Message center N/A | Dat Mile | te: eage: 6,039 |
|-------------|---|----------------------|--------------------|-------------------------------|------------------------------------|-------------|--------------------|
| Dealer #: | 206850 | TZ: | EST | VIN: 1HG | CM66585A | Err: | |
| Dir Cont: | GORDON CALEY | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (724) 941-9101 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | YENKO HONDA 3663 NO. WASHING MCMURRAY | GTON RD PA 15317 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | OHP 3.0L |
| Phone: (72 | 4) 941-9101 | Fax #: (724) 941-658 | 39 | Em Type: | | | |
| DPSM: BR | UCE WILSON | Zone/Dist: 05N | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type | : Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 6/20/2005 | CHRISV | |
|--------------------|------------------------------|--|
| 1 06/06/05 14:58:3 | 33 ISIS:> | LOW BRAKE PEDAL. |
| 2 HAS THE VEHIC | CLE HAD ANY PREVIOUS REPAIRS | FOR |
| 3 THIS PROBLEM | 1?> | YES |
| 4 IF YES, REPAIR | DESCRIPTION?> | CAR PULLED BADLY, BLED BRAKE SYSTEM, REPLACED |
| | | MASTER |
| 5 | | CYL. @3335 MILES OK THEN. NOW PEDAL LOW LIKE AIR |
| 6 | | IN SYSTEM. VACUUM BLED SYSTEM, PEDAL STILL LOW. |
| 7 06/06/05 14:58:3 | 37 CHRISV:> | |
| 8 REPLACE ABS | MOD | |
| 9 06/20/05 09:45:5 | 53KENTO:(MSG CENTER)> | ABS MODULATOR FIXED PROB |
| | | |

| 하고 하면 살아가는 그들은 사람들은 사람들은 사람들이 얼마나는 얼마를 가는 것이 되었다. 그리고 있다면 살아 없다. | | Date Cre 07/20/20 | | Last Edited B JIMH | y ; | of Edits | |
|--|--|---|--|--|--|--|---------|
| Code P 4150 | P 4150 BRKE SYTEM GETS AIR IN IT | | Probable Cause/So ABS MODULATOR Resin Source: Status: | | | | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207904 GARY (704) 552-2639 PENNY CHANDLEF GREGORY STORE HENDRICK HONDA 8901 SOUTH BOUL CHARLOTTE | Y | EST | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2005 5AT 4DR MARYSVILLE ACCORD 4DR LX- POWER STEERIN | Trim: WD: Country: V6 6CYL 240.0H | HP 3.0L |
| DPSM: CE | 04) 552-2639 EDRIC STONE ealer/Contact | Fax #: (704) 552-3461 Zone/Dist: 06K Date | | Em Type: RO #: Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 7/20/2006 JIMH | |
|--|---|
| 1 07/20/06 10:12:16 ISIS:> | BRAKE PEDAL GOES SOFT AFTER APPROX 2 WEEKS. HAS |
| | HAD |
| 2 | TWO MASTER CYL. AND BRAKES BLED SEVERAL TIMES. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | MASTER CYL, BLED BRAKES |
| 6 07/20/06 10:14:46 JAMESH:> | |
| 7 HAS THERE BEEN ANY LEAKS IN THE SYSTEM?> | NO |
| 8 WAS THERE AIR IN THE LINES ON THE FIRST VISIT? | |
| 9 | YES |
| 10 REPLACE THE ABS MODULATOR | |

| T/L Ref # 2536547 | REPUBLICATION (1984) - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 1984 - 198 | | Date C 01/18/2 | | Last Edited B KEITHC | | # of Edits 1 |
|--|--|--|---------------------------------------|--|---|--------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, L | .OW | Probab REPLA Resin S Status: | | | Dat Mile | e: eage: 25,500 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208272 PAUL REMENAR (845) 623-1200 DOMINICK GARRET ORLANDO RIVERA HONDA OF NANUET 10 ROUTE 304 NANUET | | EST 59 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | M66595A 2005 5AT 4DR MARYSVILLE ACCORD 4DR EX- P/S, SUN ROOF, A J30A43027687 | BS, AIR BAG, | |
| DPSM: St | 45) 623-1200 efanie Senkiw ealer/Contact | Fax #: (845) 624-358 Zone/Dist: 05E Date | 38 | Em Type: RO #: Case Type: W.O. #: | 125703 Technical | | |

Tech Line Suggests

Information from Dealer

| Tech Line Suggests | Information from Dealer |
|---------------------------------------|--|
| 1/18/2008 10:29:58 AM KEITHC | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOING TO HE FLOOR MASTER WAS |
| | REPLACED AND SYS WAS BLED NO ABS LAMP ON |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | MASTER CYL REPLACED |
| 4 REPLACE MODULATOR | |

| T/L Ref # 1544382 | Created By MIKEH | Date Created 03/28/2005 | Last Edited By MIKEH | # of Edits |
|----------------------|-------------------------|--------------------------------|-------------------------|----------------|
| Code | Original Complaint | Probable Cause/S | | |
| P 4150 | BRKE PEDAL SOFT/LOW 2XS | ABS MODULATOR | R; REPLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 7,756 |
| Dealer #: | 208159 TZ : | CST VIN: 1H | IGCM665X5AI | Err: |

Dealer #: 208159 TZ: CST
DIr Cont: JOE BINGHAM Training %:
Serv Ph: (501) 227-7000 Extn:
Serv Mgr: JASON SPILLER
Parts Mgr: ED HARPER
DIr Name: BALE HONDA
10 COLONEL GLENN COURT
LITTLE ROCK AR 72210

10 COLONEL GLENN COURT
LITTLE ROCK AR 72210

Phone: (501) 227-7000 Fax #: (501) 228-8114

DPSM: BUTCH CLARK Zone/Dist: 03D

Previous Dealer/Contact Date

2005 Model: ACCORD V6 Year: Trim: EX-V6 Tran: 5AT WD: 2 Doors: 4DR Fact: **MARYSVILLE** Country: USA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

RO #:
Case Type: Technical
W.O. #:

Em Type:

Tech Line Suggests

| 3/28/2005 MIKEH | |
|---|--|
| 1 03/28/05 14:03:48 ISIS:> | BRAKE PEDAL SOFT, BLEED BRAKES WAS FINE FOR 3000 |
| 2 | MILES CAME BACK IN FOR SAME PROBLEM |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REP | AIRS FOR |
| 4 THIS PROBLEM?> | NO |
| 5 03/28/05 14:03:58 MIKEH:> | BRAKE PEDAL VERY LOW AGAIN. LAST TIME |
| 6 | 4000 MILES AGO I BLEED THE BRAKES AND WAS |
| | NORMAL. NOW BACK WITH SAME PROBLEM. |
| 8 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 | REPLACE MASTER CYL? |
| 9 IF YOU BLEED THE SYSTEM AGAIN AND THE | |
| 10 REPLACE THE ABS MODULATOR | |
| 44 | |

| | Ref # 72349 | Created By RAYDAVIS | Date Created 10/28/2005 | Last Edited By CHRISV | # of Edits 2 |
|---|------------------|---------------------------------------|-----------------------------------|--------------------------|-----------------------|
| P | Code 4150 | Original Complaint LOW BRAKE PEDAL | Probable Cause/Solu | | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 14,606 |

| | | | Status: | | N/A | Mile | eage: 14,606 |
|------------|-------------------------------|-----------------------|---------|------------|------------------------------------|---------------|--------------|
| Dealer #: | 206685 | TZ: | CST | VIN: 1HGC | CM66595A | Err; | |
| Dir Cont: | MICHAEL RHODES | S Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (318) 212-1200 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DARYL OLIVER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BOBBY ROTHENB | ERGER | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HOLMES HONDA | | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | HP 3.0L |
| | 1331 E BERTKOUN SHREVEPORT | S LA 71105 | ١, ١ | WhtBdy: | P/S, SUN ROOF, | ABS, AIR BAG, | |
| | SHKEVEFORT | LA /1103 | | Engine #: | | Trans #: | |
| Phone: (3 | 18) 212-1200 | Fax #: (318) 212-1398 | i li | Em Type: | | | |
| DPSM: BU | JTCH CLARK | Zone/Dist: 03D | | RO #: | | | |
| Previous D | ealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

| Tech Line Sugg | |
|-----------------------|--|
| | |
| | |
| | |
| | |
| | |
| | |

Information from Dealer

| . con Eme Gagg | 선물에는 집을 집에 내가를 보고 하다 하는데 걸다고요. | |
|---------------------|---------------------------------|--|
| 11/16/2005 | RAYDAVIS | |
| 1 10/28/05 13:03:4 | 19 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR AND FEELS SOFT. |
| 2 HAS THE VEHIC | CLE HAD ANY PREVIOUS REPAIRS FO | IR |
| 3 THIS PROBLEM | !?> | |
| 4 10/28/05 13:03:5 | 59 rayd:> | |
| 5 IS THERE ANY | PEDAL OR DOES THE PEDAL SINK TO | |
| 6 THE FLOOR RIC | 3HT AWAY?> | SINKS |
| 7 EXERCISE THE | ABS, IF THE PEDAL COMES UP, | |
| REPLACE | | |
| 8 THE MODULATO | OR | |
| 9 11/16/05 10:37:4 | 6 ISIS:> | C/S BRAKE PEDAL GOES TO THE FLOOR , REPLACED |
| 10 | | MASTER CYLINDER ON 10/27/05 PER TECH LINE SHOULD I |
| 11 | | REPLACE MODULATOR PUMP? |
| 12 HAS THE VEHIC | CLE HAD ANY PREVIOUS REPAIRS FO | |
| 13 THIS PROBLEM | ? | YES |
| 14 IF YES, REPAIR | DESCRIPTION?> | REPLACED MASTER CYLINDER ON 10/27/05 |
| 15 11/16/05 10:38:2 | 2 CHRISV:> | JACOB, DID YOU WANT US TO REPLACE THE ABS MOD |
| 16 YES | | 그 그림 하는 이는 경우 경우를 가는 것을 하는 것을 하는 것을 하는 것은 것은 것은 것은 것으로 했다. |

| T/L Ref # 2679715 | Cre: KEN | ated By IE | Date Cr 09/02/2 | | Last Edited By KENE | | # of Edits |
|--|---|---------------------------------------|------------------------|--|---|-------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEELS LOW | | | Source: | ntion CK MODULATOR None N/A | Dat Mile | e: eage: 94,758 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208436 QUANG TRAN (714) 547-3555 JOHN MARKER JOHN BEYER FREEWAY HONDA 1505 AUTO MALL D SANTA ANA | TZ: Training %: Extn: RIVE CA 92705 | PST 49 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: | 2005 5AT 4DR MARYSVILLE ACCORD 4DR EX-V | | |
| DPSM: TI | 4) 547-3555 MOTHY CRAIN aler/Contact | Fax #: 7146675147 Zone/Dist: 01H Date | | Engine #: Em Type: RO #: Case Type: W.O. #: | J30A43029313 55964 Technical | Trans #: | BAYA7028208 |

Tech Line Suggests

| rech Line Suggests | information from Dealer |
|---------------------------------------|---|
| 9/2/2008 8:48:52 AM KENE | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL LOW AND SOFT AFTER FRONT AND REAR |
| | BRAKE JOB. BLED SYSTEM TWICE, THEN REPLACED MASTER |
| | CYLINDER BUT STILL THE SAME BULLITEN 07-045 WA ALSO |
| | PERFORMED. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 WAS THE PEDAL OK BEFORE BRAKE JOB | YES |
| 4 THEN PADS NOT SEATED OR TECH ERROR | 하는 것이 되었습니다. 그는 사람들은 사람들은 사람들이 되었습니다. 그는 사람들이 되었습니다. 그는 사람들이 되었습니다. 그는 것이 사람들은 사람들이 되었습니다. 그는 사람들이 되었습니다. 그는 사람들이 되었습니다. 그는 사람들이 되었습니다. 그는 사람들이 되었습니다. |

| Code P 4150 | Original Complaint BRAKE PEDAL GOE | S TO THE FLOOR | Probable Cause/Solution OOR ABS MODULATOR; REPLACE | | | |
|--|---|---|--|-----------------------------------|---|--|
| | | | ResIn Source: Status: | None N/A | Date: Mileage: 16,828 | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 208263 JASON TAN (714) 777-4100 COREY SMITH | TZ: Training %: Extn: | PST VIN: Year: Tran: Doors: | 1HGCM66325A 2005 5AT 4DR | Err: Model: ACCORD V6 Trim: LX-V6 WD: 2 | |
| Parts Mgr: Dir Name: | 끝죽에 맞고 하고 하하는 그 사람들이 모르는 것 같은 그는 것 같아. | | Fact: Desc: WhtBd Engine | y: POWER STEE | Country: USA LX-V6 6CYL 240.0HP 3.0L RING, ABS, SRS AIRBAG, Trans #: | |
| Phone: (714) 777-4100 Fax #: (714) 777-593 DPSM: TIMOTHY CRAIN Zone/Dist: 01H Previous Dealer/Contact Date | | 934 Em Tyl RO #: Case T W.O. # | ype: Technical | | | |

Tech Line Suggests

| 그리즘 전문에 얼마를 하고 주었다. 그리는 그는 그리는 그리는 그리는 그리는 그는 그리는 그리는 그리는 그 | 나는 사람이 있었다. "현재 사람이 가장 아름다면 하는데 한 사람이 하고 있다는 사람이 되었다는 것이 없는 사람이 하는데 하는데 없다는데 하는데 없다. |
|---|--|
| 2/27/2006 JIMH | |
| 1 02/27/06 14:14:20 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER AND FRONT BRAKE CALIPERS REPLACED |
| 5 02/27/06 14:14:41 JAMESH:> | THE PEDAL SINKS INTERMITANTLY |
| 6 REPLACE THE ABS MODULATOR | |

| T/L Ref # Created By 1745751 KENE | Date Created 02/16/2006 | Last Edited E PAULI | By # of Edits | | |
|---|---|--|----------------|--|--|
| Code Original Complaint P 4150 BRKE PEDAL GOES TO LOW | | Probable Cause/Solution MODULATOR; REPLACE | | | |
| | Resin Source: | None | Date: | | |
| | Status: | P MAP | Mileage: 1,084 | | |
| Dealer #: 206719 TZ: Dir Cont: MARIO S Trair Serv Ph: (718) 507-5000 Extn Serv Mgr: MIKE TIMPONE Parts Mgr: PAUL ACCIARITO Dir Name: PARAGON HONDA 57-02 NORTHERN BLVD. WOODSIDE NY 113 | ning %: Tran: Doors: Fact: Desc: WhtBdy: | GCM66855A 2005 5AT 4DR MARYSVILLE ACCORD 4DR EX P/S, SUN ROOF, / | | | |
| Phone: (718) 507-5000 Fax #: (7'DPSM: JOHN POMPILE Zone/Dist: Previous Dealer/Contact Date | 18) 426-0299 | | | | |

Tech Line Suggests

| 2/16/2006 KENE | |
|--|--|
| 1 02/16/06 10:34:41 KENE:> | BRAKE FLUID LOW. WE HAVE REPLACED THE MASTER |
| 2 | CYL 2X |
| 3 WHY DID YOU REPLACE MASTER 2X?> | DONT KNOW |
| 4 CAN YOU DUP LOW PEDAL?> | YES |
| 5 REPLACE MODULATOR | |
| 6 Please pend the contact to PI so he can ship | |
| 7 the faulty modulator directly to Jeremy Gerrard. | |
| 8 02/16/06 10:47:37PAULI:> | WILL ARRANGE PRT>MAP |
| 9 | FAXED SHIP REQUEST |
| 10 02/17/06 16:16:03PAULI:> | THE REVIN THE BEST OF THE PARTY OF THE PROPERTY OF THE PROPERTY. |
| 11 | WE SENT PER A/B #8467-8383-7947 |

| T/L Ref # 2320950 | Created By JOHNB | | 100 B 100 B 100 B B B B B B B B B B B B | | Last Edited B JOHNB | / | # of Edits 1 | |
|--------------------------------------|--|-----------------------|---|-------------------------------|---|----------|-----------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | | Probable Cause/Solution PRESSURE BLEED,EXERCISE ABS,PRESS BLEED AGAIN | | | | | |
| | | | ResIn Source: Status: | | None Date: N/A Mileage: 40, | | | |
| Dealer #: | 208251 | TZ: | EST | VIN: 1HGC | CM66565A | Err: | | |
| Dir Cont: | HORTH HAK | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 | |
| Serv Ph: | (609) 683-0722 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | FRANK MOMROCK | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: | JOSEPH LABRAKE | | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: | HONDA OF PRINCETON 987 STATE ROAD, RT.206 PRINCETON NJ 08540 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 6CYL 240.0 HP 3.0 P/S, SUN ROOF, ABS, AIR BAG, J30A43031059 Trans # : BAYA702 | | | |
| Phone: (60 | 9) 683-0722 | Fax #: (609) 683-4302 | 2 | Em Type: | | | | |
| DPSM: BILL HALLSWORTH Zone/Dist: 05G | | | RO #: | 214062 | | | | |
| Previous Dealer/Contact Date | | | Case Type: | Technical | | | | |

Tech Line Suggests

| 4/10/2007 9:30:53 AM JOHNB | |
|---|---|
| | BRAKE PEDAL SINKS TO FLOOR HAD MASTER CYL |
| | REPLACEDBY OTHER DEALERSHIP. WE REPLACED MASTER |
| | CYL ALSO FLUSHED ALL BRAKE LINES OUT AND TRIED TO |
| | ADJUST PUSH ROD ON BRAKE PEDAL |
| 2 THIS IS LOW PEDAL WHEN TRYING TO STOP THE | TRYING TO STOP |
| VEHICLE ,OR WHEN ALREADY STOPPED | |
| 3 BRAKE PADS OK | YES |
| 4 PRESSURE BLEED SYSTEM, THEN EXERCISE ABS | |
| SEVERAL TIMES;THEN PRESSURE BLLED AGAIN;IF | |
| PROBLEM RE-OCCURS REPLACE ARS MODULATOR | |

| T/L Ref # 1720694 | Creat JOHN | 일하는 하고 있다는 것 같은 것 같아요? | Date Cr 01/19/20 | | Last Edited B | y | # of Edits 1 |
|---|---|------------------------|---|----------------|------------------|--------------|---------------------|
| Code P 4150 | Original Complaint BRKE PEDAL SOFT,LOW | | Probable Cause/Solution PRESS BLEED,EXERCISE ABS,PRESS BLEED;RE-EVAL;CB | | | | |
| | | | Resin S Status: | ource: | None N/A | Da Mil | te: eage: 15,148 |
| Dealer #: | 206773 | TZ: | CST | VIN: 1HGC | CM66585A | Err: | |
| Dir Cont: | LANDON POLLARD | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (417) 882-3900 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JOHN PULLIAM | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHERYL BALENTINE | | | Fact: | MARYSVILLE | Country | : USA |
| DIr Name: DON WESSEL HONDA 3520 SO. CAMPBELL ST. SPRINGFIELD MO 65807 | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240. | 0HP 3.0L | |
| | | ST. MO 65807 | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | | | | Engine #: | | Trans #: | |
| Phone: (4 | 17) 882-3900 | Fax #: (417) 841-1693 | 3 | Em Type: | | | |
| DPSM: PA | UL SEVERSON | Zone/Dist: 08M | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 는 가는 보다가 살아보다 문에는 아이들은 사람들이 되었다. 그는 사람들이 얼마나 그는 사람들이 얼마나 되었다. | 그리고 있어야 한다면 있어요? 그래면 이 문학 전쟁을 가지 때문에 되었다. 그는 그는 그는 그는 그는 그는 그는 그는 그는 그를 보다 모습니다. |
|---|--|
| 1/19/2006 JOHNB | |
| 1 01/19/06 09:21:32 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | Table YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 01/19/06 09:26:24 JOHNB:> | ANY KNOWNS |
| 6 SO THIS IS A> | LOW SOFT PEDAL BRAKING AND AT STOPS |
| 7 PRESSURE BLEED SYSTEM, THEN EXERCISE ABS IN A | |
| SAFE LOCATION, THEN PRESSURE BLEED | |
| AGAIN;RE-EVAL | |
| - 18 | PEDAL; IF SAME, THEN POSS ABS MODULATOR? |

| Code P 4150 | Original Complaint SPUNGY PEDAL AIR IN LINES | Probable Cause/Solution ABS?; REPLACE | | | | |
|-------------------------|--|---------------------------------------|-------------------|--|--|--|
| | | ResIn Source: Status: | None N/A | Date: Mileage: 11,428 | | |
| Dealer #: Dir Cont: | 208390 TZ: GORDON DAMERY Training %: | CST VIN: 1H0 | GCM66325A 2005 | Err: Model: ACCORD V6 | | |
| Serv Ph: Serv Mgr: | (630) 851-5700 Extn: JOE NAVARRE | Tran: | 5AT 4DR | Trim: LX-V6 WD: 2 | | |
| Parts Mgr: DIr Name: | JOE JARMUSZ SR VALLEY HONDA 4173 ODGEN AVENUE AURORA IL 60504 | Fact: Desc: WhtBdy: Engine #: | POWER STEERII | Country: USA K-V6 6CYL 240.0HP 3.0L NG, ABS, SRS AIRBAG, Trans #: | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: WILLIAM MCKEE

Previous Dealer/Contact

Zone/Dist:

Date

08D

Information from Dealer

Case Type: Technical

| 4/3/2006 DAVEK | |
|--|---|
| 1 04/03/06 13:34:32 ISIS:> | SPONGY PEDEL HAS AIR IN RF AND LR CALIPERS |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | S FOR |
| 3 THIS PROBLEM?> | 작업 HOLD YES (11일) 등 기본 기본 기본 기본 사람들 모양을 들었다. |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTERCYL HAS BEEN REPLACED AND SYSTEM BLED |
| | SEVEREL |
| 5 | TIMES AND AIR KEEPS COMING BACK |
| 6 04/03/06 13:35:16 DAVEK:> | WILL LAST 7 DAYS TILL COMES BACK. HAD PROBLEM |
| 7 | SINCE 5K. KEEPS GOMMING BACK WAIR IN LINES. |
| 8 REPLACE ABS MODULATOR | |
| 9 PEND TO PAUL FOR SHIPPING TO HAM KB 1075 | |
| * 10 | |
| 11 | |

| T/L Ref # 2757477 | | ated By RISV | Date Cre 01/15/20 | | Last Edited By CHRISV | | # of Edits 1 |
|----------------------|---|--------------------|----------------------|-------------------------------|--|--------------|-------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | | e Cause/Solu RROR; BLEE | tion D AND RECK | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mile | e: eage: 56,670 |
| Dealer #: | 207128 | 1Z: N | EST | VIN: 1HGC | M66535A | Err: | |
| Dir Cont: | JOHN DECKER | Training %: | 94 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (330) 644-3322 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JAMES GARNER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DAVID SMITH | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PARK HONDA 951 INTERSTATE P AKRON | ARKWAY OH 44312 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AE J30A43032658 | BS, AIR BAG, |) HP 3.0 BAYA7031582 |
| Phone: (33 | 30) 644-3322 | Fax #: 3306444520 | | Em Type: | | | |
| DPSM: RO | ON HOPKINS | Zone/Dist: 04F | | RO #: | 319218 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| i ech Line Suggests | Information from Dealer |
|--|---|
| 1/15/2009 6:15:08 AM CHRISV | |
| 1 ORIGINAL COMPLAINT | VEH CAME IN ON 29 DEC WITH LOW BRAKE PEDAL, BLEAD |
| | SYSTEM AND ORDERED ABS MODULATOR PER BULLETIN |
| | 07-045. 31 DEC REPLACED MODULATOR, PEDAL FELT |
| | NORMAL. VEH CAME BACK 15 JAN WITH LOW PEDAL. HAD |
| | AIR IN RIGHT FT CALIPER. SEE NO LEAKS. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | BULLETIN 07-045 ABS MODULATOR. |
| 4 SOUNDS LIKE IT WAS NOT BLED GOOD ENOUGH. | |
| REBLEED AND RECK | |

W.O. #:

| Code P 4150 | Original Complaint CUSTOMER STATES BRAKE PEDAL FE | | Probable Cause/Solution ABS MODULATOR; REPLACE | | | | |
|-------------------------|--|--|--|-----------------|---|--|--|
| | | | Resin Source Status: | · | Date: Mileage: 21,868 | | |
| Dealer #: Dir Cont: | 206568 MICHAEL DIEP | TZ: Training %: | PST VIN: | 2007 | Err: Model: ACCORD V6 | | |
| Serv Ph: Serv Mgr: | (310) 264-4900 ALVIN FIKE | Extn: | Tran Doo | | Trim: EX-V6 WD: 2 | | |
| Parts Mgr: Dir Name: | IVAN GUTIERREZ SO HONDA OF SANTA M 1720 SANTA MONICA SANTA MONICA | ONICA | Fact Desc Whtl Engi | :: ACCORD 4DR E | Country: USA EX-V6 6CYL 240.0HP 3.0L F, ABS, AIR BAG, Trans #: | | |
| DPSM: W | ALTER ADAMS | Fax #: (310) 828-115 Zone/Dist: 01D Date | RO# | Type: Technical | | | |

| Tech Line Suggests | Information from Dealer |
|---|--|
| 3/23/2006 JIMH | |
| 1 03/23/06 12:03:09 ISIS:> | CUSTOMER STATES BRAKE PEDAL FEELS LOW |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | OR |
| 3 THIS PROBLEM?> | |
| 4 03/23/06 12:03:36 JAMESH:> | PEDAL IS LOWER THAN USUALL INTERMITANTLY |
| 5 LEAKS OR PREVIOUS WORK?> | NO |
| 6 CAN YOU DUPLICATE?> | YES, INTERMITANTLY |
| 7 REPLACE THE ABS MODULATOR | |
| | |

| T/L Ref # 1623590 | Creat KENE | ed By | Date Cre 08/08/20 | | Last Edited By KENE | / | # of Edits 1 |
|-----------------------|---|-----------------------|---|-------------------------------|------------------------------------|--------------|-------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | Probable Cause/Solution MODULATOR; CHECK FOR AIR IN SYSTEM | | | | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mile | e: eage: 5,722 |
| Dealer #: | 206806 | TZ: | CST | VIN: 1HG | CM66555A | Err: | |
| Dir Cont: | ROBERT HABBEN | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (651) 484-0231 JIM BONNEY | Extn: | | Tran: | 5AT 4DR | Trim: WD: | EX-V6 2 |
| Parts Mgr: | TOM HUGHES | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BUERKLE HONDA 3360 N. HIGHWAY 61 SAINT PAUL | l MN 55110 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | DHP 3.0L |
| Phone: (6 | 51) 484-0231 | Fax #: (651) 484-1970 |) | Em Type: | | | |
| DPSM: Die | ck Sargent II | Zone/Dist: 08G | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 8/8/2005 KENE | |
|--|---|
| 1 08/08/05 09:33:17 ISIS:> | BRAKE PEDAL GOES LOW TO FLOOR. ABS ENGAGES ON |
| 2 | NORMAL STOP. SUSPECT ABS UNIT???? |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 08/08/05 09:34:07 KENE:> | PEDAL IS LOW |
| 6 CHECK FOR AIR?> | DID NOT TRY |
| 7 IF AIR IN SYSTEM REPLACE ARS MODULATOR | |

W.O. #:

| T/L Ref # 2360382 | Created By KEITHC | | 되어나는 하지 않는 불명을 하시는 것 같아 먹어 먹는 사람들이 있는 것이 하면 하는 것이 없는 것 같아. | | | | |
|--|--|--------------------|--|--|--|--|--|
| Code Original Complain P 4150 BRAKE FEEL (SO | | (SOFT, LOW, HARD) | | Probable Cause/Solution REPLACE MODULATOR Resin Source: None | | Date: | |
| | | | Status: | | N/A | Mileage: 26,606 | |
| Dealer #: | 208446 | TZ: | CST | VIN: 1HGC | M66585AI | Erri | |
| Dir Cont: | KEVIN | Training %: | 70 | Year: | 2005 | Model: ACCORD V6 | |
| Serv Ph: | | Extn: | | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | DAN MATHWIG | | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | KLAUS TRIESELMAI | NN | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | WALSER HONDA 14800 BUCK HILL RO BURNSVILLE | OAD MN 55306 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AI J30A43036020 | /6 6CYL 240.0 HP 3.0 3S, AIR BAG, Trans #: BAYA7034607 | |
| Phone: (95 | 52) 892-1100 | Fax #: 952-8923521 | | Em Type: | 300/(40000020 | | |
| DPSM: Die | ck Sargent II | Zone/Dist: 08G | | RO #: | 606447 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 는 사람들은 전략을 가장하면 한다면 하는 하는 하는 하는 하는 하는 사람들이 하는 하는 사람들이 하는 사람들이 되었다면 하는데 사람들이 되었다. 그는 하는 사람들이 하는 사람들이 하는 사람들이 하는 |
|--|
| 5/30/2007 12:03:20 PM KEITHC |
| 0/30/2001 12:00:20 1 W ALTITIO |
| 1 BRAKES GOES TO FLOOR MOST OF TIME |
| 2 WHATS BEEN DONE M/C, BOOSTER |
| 3 REPLACE MODULATOR |

W.O. #:

| T/L Ref # 1648023 | Created KEITHC | | Date Created 09/19/2005 | Last Edit KEITHC | | | |
|--------------------------|--------------------|-------------|----------------------------|---------------------|------------------|--|--|
| Code | Original Complaint | | Probable Caus | e/Solution | | | |
| P 4150 BRKE "FEEL"PRBLMS | | ı | POSS MODULATOR, REPLACE | | | | |
| | | ı | Resin Source: | None | Date: | | |
| | | \$ | Status: | N/A | Mileage: 10,784 | | |
| Dealer #: | 207357 | | EST VIN: | 1HGCM66535A | Err: | | |
| Dir Cont: | DANA FORNSHELL | Training %: | Year: | 2005 | Model: ACCORD V6 | | |

| Dealer #: | 207357 | TZ: | VIN: 1HG | CM66535A | Err: | |
|-------------|---|-----------------------|-------------------------------|------------------------------------|---------|--------|
| Dir Cont: | DANA FORNSHELL | Training %: | Year: | 2005 | Model: | ACCORE |
| Serv Ph: | (937) 426-9564 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CHRISTOPHER NO | LAND | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MARY BRACE | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | HIDY HONDA 2300 HELLER DRIV BEAVERCREEK | E OH 45434 | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (93 | 7) 426-9564 | Fax #: (937) 427-6067 | Em Type: | | | |
| DPSM: MA | RK KELLEY | Zone/Dist: 04L | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| 9/19/2005 KEITHC | |
|--|-------------------------------|
| 1 09/19/05 06:59:14 ISIS:> | BRAKE PEDAL GOING TO FAR DOWN |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | |
| 4 09/19/05 06:59:44 KEITHC:> | REPLACED M/C, 2X |
| 5 EXCERSIZE ABS, IF IT GETS BETTER, REPLACE | |
| MODULATOR | |

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

| T/L Ref# | Created By | Date Created | Last Edited | By # of E | dits | |
|---------------|--------------------|---|-------------|-----------|--------|--|
| 1972818 | RAYD | 11/06/2006 | RAYD | 1 | | |
| Code | Original Complaint | Probable Cause/So | lution | | | |
| P 4150 | BRAKE PEDAL LOW | MODULATOR?; EXERCISE ABS, REPLACE MODULATOR | | | | |
| | | ResIn Source: | None | Date: | | |
| | | Status: | N/A | Mileage: | 32,322 | |
| | | | | | | |

208269 Dealer #: VIN: 1HGCM66525A **MST** Err: TZ: Dir Cont: JOHN Training %: 2005 Model: Year: Serv Ph: (928) 774-5246 Tran: Trim: Extn: 5AT Serv Mgr: HERBERT SANTA MARIA WD: Doors: 4DR Parts Mgr: TIM MCKEE Fact: Country: USA MARYSVILLE Dir Name: FLAGSTAFF HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 5199 TEST DRIVE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **FLAGSTAFF** AZ 86004 Trans #:

Engine #: Phone: (928) 774-5246 Fax #: (928) 774-5240 Em Type:

10H

Case Type: Technical Previous Dealer/Contact Date

W.O. #:

Zone/Dist:

Tech Line Suggests

DPSM: PAT THOMAS

Information from Dealer

| 11/6/2006 RAYD | |
|--|-------------------------------|
| 1 11/06/06 08:57:35 RAYD:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 WHAT HAVE YOU DONE SO FAR?> | REPLACED 4 MASTER CYLS |
| 3 WILL THE BRAKES STOP THE CAR?> | YES |
| 4 EXERCISE THE ABS, IF THE PEDAL COMES UP, | |
| REPLACE | |
| 5 THE MODULATOR> | |

RO #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

ACCORD V6

EX-V6

2

| | _ Ref # 22918 | Created By RAYD | Date Created 09/11/2006 | Last Edited By RAYD | # of Edits 1 |
|---|-------------------------|--------------------|-----------------------------------|------------------------|-----------------|
| | Code | Original Complaint | Probable Cause/S | | |
| Р | 4150 | BRAKE PEDAL LOW | UNABLE TO DUPL | ICATE TODAY;FAXED KB37 | 64 TO DEALER |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 13,771 |

| Dealer #: | 207767 | TZ: PST | VIN: 1HG | CM66585A | Err: | |
|-------------|---|-----------------------|------------------|------------------------------------|---------------|-----------|
| Dir Cont: | ANTONIO CORTEZ | Training %: | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (714) 890-8900 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | RANDY HICKERSON | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MARK KOZEL | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA WORLD 13600 BEACH BLVD. WESTMINSTER | CA 92683 | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | .BS, AIR BAG, |)HP 3.0L |
| Bhono: (71 | 4) 890-8900 | Eav #1 (714) 909 4706 | Engine #: | | Trans #: | |
| | | Fax #: (714) 898-4796 | | | | |
| DPSM: MIC | CHELLE HATCH | Zone/Dist: 01G | RO#: | | | |
| Previous De | aler/Contact | Date | Case Type | : Technical | | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | |
|---------------------------------------|---|
| 9/11/2006 RAYD | |
| 1 09/11/06 10:44:19 ISIS: | > CUSTOMER STATES THE BRAKE PEDAL SINKS TO THE |
| 2 | FLOORWHEN APPLYING THE BRAKES, SAYS IF BRAKES ARE |
| 3 | PUMPE D THE PRESSURE WILL COME BACK. THE MASTER |
| | CYLINDERWAS REPLACE TWICE IN THE PASS. THE PROBLEM |
| 5 | IS STI LL PRESENTANY SUGGESTIONS? |
| 6 HAS THE VEHICLE HAD ANY PRE | VIOUS REPAIRS FOR |
| 7 THIS PROBLEM? | |
| 8 IF YES, REPAIR DESCRIPTION? | > SAME AS ABOVE |
| 9 09/11/06 10:44:41 RAYD: | |
| 10 CAN YOU DUPLICATE THIS | > VERY MINOR |
| 11 WHAT DOES THAT MEAN? | |
| 12 WHEN DID YOU SEE IT LAST? | > 8/29, MY SHOP FOREMAN TOLD ME TO CALL, THAT IT MIGHT NEED A MODULATOR |
| 14 YOU CANT DUPLICATE A PROBLE | EM THOUGH, WILL FAX |
| 15 PROCEEDURE TO INSPECT THE DOCUMENT | CAR,MAKE SURE YOU |
| 16 ALL YOUR FINDINGS, IF YOU CAN | V DUPLICATE A |
| PROBLEM | |
| 17 EXERCISE THE ABS, IF THE PEDA | AL COMES UP, |
| REPLACE | |
| 18 THE MODULATOR | |
| 10 | |

W.O. #:

| T/L Ref# 1829747 | Cre a GAF | eted By RYR | Date Cre 05/24/20 | | Last Edited B GARYR | y # of Edits 1 |
|---|--|---|----------------------|---------------------------------|----------------------------------|--|
| Code P 4150 | Original Complaint BRKE PEDAL SINKS | | | e Cause/Solu OD, ACTIVA | | |
| | | | Resin So | ource: | None N/A | Date: Mileage: 3,277 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: | 206541 BILLY VEGA (818) 244-8674 ROBERT MCRANN | TZ: Training %: Extn: 124 | PST | Year: Tran: Doors: | 2005 5AT 4DR MARYSVILLE | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA |
| Dir Name: | COLONIAL HONDA 144 S. GLENDALE A GLENDALE | VENUE CA 91205 | | Fact: Desc: WhtBdy: Engine #: | | V6 6CYL 240.0HP 3.0L |
| DPSM: MA | 8) 244-8674 ARK BROWN aler/Contact | Fax #: (818) 244-8677 Zone/Dist: 01E Date | 7 | Em Type: RO #: Case Type: | Technical | |

Tech Line Suggests

Information from Dealer

| 5/24/2006 GARYR | |
|---|---|
| 1 05/24/06 15:37:30 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | SFOR |
| 3 THIS PROBLEM?> | Harris Alle YES . The distribution of the property of the control |
| 4 IF YES, REPAIR DESCRIPTION?> | RAPLACED BRAKE MASTER CYLINDER TIGHENED |
| 5 | LINES TO PROPORTINING VALVE AND BLED BRAKE SYSTEM |
| - R 6 프로프트 전환 아이라고 하는 아르아 스타스 먼저 | AT ALL FOUR WHEELS |
| 7 05/24/06 15:37:39 GARYR:> | |
| 8 REPL MOD ACTIVATE ABS AND BLEED AGAIN | |

W.O. #:

| T/L Ref # 1794351 | Created I DAVEM | Зу | Date Cr 04/13/2 | | Last Edited B DAVEM | y # of Edits 1 |
|----------------------|--|-------------|--------------------|------------------|------------------------------------|---------------------------------------|
| Code P 4150 | Original Complaint BRAKE PDL LOW INTERM | | | le Cause/Sol | lution E ABS MOD | |
| | | | Resin S | Source: | None | Date: |
| | | | Status: | | N/A | Mileage: 18,161 |
| Dealer #: | 207722 | TZ: | CST | VIN: 1HG | CM66525A | Err: |
| Dir Cont: | JR CHARLES | Training %: | | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (409) 981-1263 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | RON CRAWFORD | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | STEVE PATTERSON | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | TWIN CITY HONDA 10545 HIGHWAY 69 PORT ARTHUR | TX 77640 | | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | V6 6CYL 240.0HP 3.0L NBS, AIR BAG, |

Engine #:

Em Type:

Case Type: Technical

RO #:

W.O. #:

Phone: (409) 981-1263

Fax #: (409) 981-1227

DPSM: ERIC PIZZECK Zone/Dist: 03J

Previous Dealer/Contact Date

Information from Dealer

Trans #:

| Tech Line Suggests | Information from Dealer |
|--|--|
| 4/13/2006 DAVEM | |
| 1 04/13/06 07:54:33 ISIS:> | WHEN BRAKING PEDAL IS SOFT |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS F | -OR |
| 3 THIS PROBLEM?> | |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE PEDAL GOES TO THE FLOOR |
| 5 04/13/06 07:54:41 DAVEM:> | LOW PDL, STOPS OK NEAR THE FLOOR. WE RPLCD THE |
| | MSTR LAST YEAR MNY X FOR AIR IN THE SYSTEM AND |
| 7 | BLEEDING FIXES IT FOR A SHORT TIME |
| 8 RPLC THE ABS MOD> | |

| T/L Ref # 1620430 | Cre TON | ated By ∥P | Date Created 08/02/2005 | Last Edited PAULI | I By # of Edits 3 | | |
|---------------------------------------|-----------------|--|--|----------------------|------------------------------------|--|--|
| 5 4450 DDVC BEET BEET NO | | | robable Cause/Solution AULTY ABS MODULATOR;EXERCISE/BLEED/REPLACE? | | | | |
| | | | Resin Source: | None | Date: | | |
| | | | Status: | P MAP | Mileage: 8,055 | | |
| Dealer #: | 207838 | TZ: | PST VIN: | 1HGCM66375A | Err: | | |
| Dir Cont: | GARY WILLIAMS | Training %: | Year: | 2005 | Model: ACCORD V6 | | |
| Serv Ph: | (510) 412-6100 | Extn: | Tran: | 5AT | Trim: LX-V6 | | |
| Serv Mgr: | CHRIS NOBLE | | Doors: | 4DR | W D: 2 | | |
| Parts Mgr: | WALT REED | | Fact: | MARYSVILLE | Country: USA | | |
| Dir Name: | HONDA OF EL CER | RITO | Desc: | ACCORD 4DR L | ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L | | |
| | 11755 SAN PABLO | - 1일에 있다. 한국 100mm (Paris Paris Paris) (Paris Paris) (Paris) | WhtBd | y: POWER STEER | ING, ABS, SRS AIRBAG, | | |
| | EL CERRITO | CA 94530 | Engine | ·#; | Trans #: | | |
| Phone: (51 | 0) 412-6100 | Fax #: (510) 232-5475 | Em Ty | pe: | | | |
| DPSM: STEVEN ROSTOMILY Zone/Dist: 12D | | RO #: | | | | | |
| Previous De | aler/Contact | Date | Case T | ype: Technical | | | |
| | | | W.O.# | | | | |

Tech Line Suggests

Information from Dealer

| 8/3/2005 TOMP | |
|---|--|
| 1 08/02/05 12:45:38 ISIS:> | 4TH VISIT 1ST TIME. WAS STATED |
| 3. 2 트립스트 (1985년 1일 1일 1일 2일 1일 | NORMAL2ND. TIME MASTER-CYL. REPLACED |
| 3 | 3RD VISIT BLEED BRAKES/FOUND AIR IN |
| # 4 | SYSTEM. 4TH NOW DID CONFIRM PEDAL IS VERY |
| 5 | LOW. NOT LEAKS SEEN |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | MASTER CYL. REPLACED SYSTEM BLEED AGAIN |
| 9 08/02/05 12:45:53 TOMP:> | GARY: |
| 10 WHAT IS THE PROBLEM?> | BRAKE PEDAL SINKS QUICKLY |
| 11 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| | YES BRAKE PEDAL IS VERY LOW. |
| 13 HAS CAR EVER FAILED TO STOP?> | NO; BUT PEDAL IS LOW |
| 14 TEST DRIVE CAR AND EXERCISE ABS SEVERAL TIMES | 는 사용하는 사람들은 사람들은 사람들은 보고 있다. 그리고 있는 것이다. 그리고 있다는 것이다. |
| 15 FROM 40 TO 0 MPH. DOES THE BRAKE PEDAL FEEL | |
| 16 NORMAL NOW? | |
| 17 YES: FAULTY ABS MODULATOR | |
| 18 NO: PRESSURE BLEED THE BRAKES. | |
| 19 DOES THE PEDAL FEEL NORMAL AFTER BLEEDING | |
| BRAKES? | |
| 20 YES: FAULTY ABS MODULATOR | |
| 21 NO: LOOK FOR OTHER CAUSES. | |
| 22 REFER TO 10759 LOW BRAKE PEDAL | |
| 23 (SHIP MODULATOR TO HAM WPI) | |
| 24 08/02/05 14:16:51PAULI:> | WILL ARRANGE PRTS>MAP, JEREMY GERRARD |
| 25 | FAXED SHIP REQUEST |
| 26 08/03/05 15:27:55 RAYD:> | GARY |
| 27 08/03/05 15:22:49 ISIS:> | REPLACED ABS MODULATOR NOW TCS LIGHT ON NO |
| 28 | CODES STORED |
| 29 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 30 THIS PROBLEM?> | TYES PERSONS ENTERINGENEED FROM THE |
| 31 IF YES, REPAIR DESCRIPTION?> | MASTER- CYL 1ST., NOW ABS MODULATOR |
| 32 DID YOU FOLLOW THE INSTALLATION INSTRUCTIONS IN | |
| 33 THE S/MANUAL> | e depart in the energy weights as by the consequence and the energy department and the energy of the first of The YES |
| 34 DID YOU DO STEP 7?> | WHAT IS THAT |
| 35 SENSOR NEUTRAL POSITION MEMORIZATION?> | NO |
| 36 REFERED TO S/MANUAL> | |
| 37 08/08/05 10:38:52PAULI:> | NO CLM FOR ABS MOD R&R |
| 38 08/08/05 12:28:59PAULI:> | REFAXED REQUEST>WALT, PRTS |
| 39 08/09/05 11:58:36PAULI:> | JOE |
| 40 | WE ARE SENDING PER A/B #8525-3534-1418 |
| | WE AIL SEINDHING FER AVD #0020-0004-1410 |

| T/L Ref # 1983568 | Crea KEIT | ited By THC | Date Cr 11/16/20 | | Last Edited By JOHNB | 7 | # of Edits 2 |
|----------------------|--|---------------------|---------------------|---|------------------------------------|--------------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, LOW, HARD) | | | Probable Cause/Solution REPLACE MODULATOR | | | |
| | | | Resin S Status: | | None N/A | Dat M il | te: eage: 5,984 |
| Dealer #: | 208222 | TZ: | CST | VIN: 1HG | CM66515A | Err: | |
| Dir Cont: | BOB CASSIDY | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (309) 692-3200 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | CRAIG CANFIELD | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BOB LINDSAY HON 900 W. PIONEER PH PEORIA | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (3 | 09) 692-3200 | Fax #: (309) 692-01 | 59 | Em Type: | | | |

RO #:

W.O. #:

Case Type: Technical

Tech Line Suggests

DPSM: David Jackson

Previous Dealer/Contact

Zone/Dist:

Date

08K

Information from Dealer

| 11/16/2006 KEITHC | |
|--|--|
| 1 11/16/06 06:57:29 ISIS:> | BRAKE PEDAL GOES TO FLOOR, |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER TWICE BY OTHER TECH |
| 5 11/16/06 06:58:34 KEITHC:> | |
| 6 DID THAT FIX IT FOR AWHILE> | YES |
| 7 POSS MODULATOR> | |
| 8 11/16/06 07:07:49 JOHNB:> | PEDAL STILL TO FLOOR EVEN WITH ENGINE OFF |
| 9 DOES THE PEDAL TOUCH THE FLOOR> | NO |
| 10 SO THE PEDAL DROPS LOW> | TO YES THE THE PROPERTY OF THE |
| 11 THEN LIKELY MODULATOR; REPLACE, PRESSURE | |
| BLEED, EXERCISE AND PRESSURE BLEED AGAIN | |
| 은 12 : [18] : | |

| T/L Ref # 1686909 | Create PETE | 회사들은 돌아가 하는 일시간 일반 중요? | Date C 11/22/2 | | Last Edited B | | # of Edits 1 |
|----------------------|---|------------------------|--------------------|-------------------------------|------------------------------------|-------------|-------------------|
| Code P 4150 | Original Complaint LOW BRAKE PEDAL | | | le Cause/Solu _ATOR; DO PA | | | |
| | | | Resin S Status: | Source: | None N/A | Dat Mile | e: eage: 9,658 |
| Dealer #: | 208317 | TZ: | EST | VIN: 1HGC | M66515A | Err: | |
| Dir Cont: | PETER KOCOTOS | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (609) 597-0033 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MATT MOODY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT BANUL | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CAUSEWAY HONDA 457 ROUTE 72 WEST MANAHAWKIN | NJ 08050 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | OHP 3.0L |
| Phone: (60 | 9) 597-0033 | Fax #: (609) 597-0993 | 3 | Em Type: | | | |
| DPSM: AN | DREW MCGOWAN | Zone/Dist: 05K | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| recir Line Suggests | information from Dealer |
|---|--|
| 11/22/2005 PETERL | |
| 1 11/22/05 12:27:23 ISIS:> | C/S THAT BRAKE PEDAL GOES TO FLOOR, BRAKES FEEL LIKE |
| | THEY DO NOT RESPOND |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 11/22/05 12:27:43 PETERL:> | |
| 6 DUPLICATE> | YES FIRST TIME IT GOES TO THE FLOOR. |
| 7 HOLD CONSTANT PRESSURE DOES PEDAL SINK> | NO |
| 8 A/M ACCESS> | NONE |
| 9 ANYTHING REPLACED> | NO |
| 10 PUMP IT PEDAL COMES UP> | THE YES TO THE |
| 11 CAN YOU STOP> | YES |
| 12 PANIC STOPS> | NO Property of the North Control of the North Contr |
| 13 DO PANIC STOPS AT 35-40MPH ON LOOSE SURFACE IN A | |
| 14 OPEN AREA. MAKE SURE YOU COME TO A COMPLETE | |
| STOP | |
| 15 BLEED BRAKES IF PEDAL WORKS NORMALLY, THEN | |
| REPLACE | |
| 16 THE MOD | |

W.O. #:

| Code Original Complaint P 4150 BRAKE PEDAL LOW@TIMES | | Probable Cause/Solution ABS MODULATOR?; REPLACE | | | |
|--|---|--|---------------|---|---------------------|
| · | | ResIn Source Status: | : None N/A | - | te: leage: 9,477 |
| Dealer #: Dir Cont: | 207553 TZ: MARISE Training %: | EST VIN | 2005 | A Err: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (732) 721-0449 Extn: ANTHONY MARSZALEK | Tra Doc | | Trim: WD: | EX-V6 2 |
| Parts Mgr: | JOHN SEFCHIK | Fac | : MARYS | SVILLE Country | : USA |
| Dir Name: | DCH ACADEMY HONDA 1101 U.S. HIGHWAY 9 N OLD BRIDGE NJ 08857 | | | RD 4DR EX-V6 6CYL 240. JN ROOF, ABS, AIR BAG Trans# | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| Tech Line Suggests | Information from Dealer |
|--|--|
| 9/25/2006 JOHNB | |
| 1 06/22/06 09:31:27 JOHNB:> | CUSTOMER COMPLAINT OF PEDAL LOW AT TIMES UNDER |
| | PANIC BRAKING; WE CANNOT PRODUCE ANY BRAKE |
| 3 | OPERATION OR PERFORMANCE ISSUES AT THIS TIME |
| 4 PRODUCE COMPLAINT, CHK FOR ANY CONTAMINATION | |
| IN FLUID AND FLUID LEVEL; PERFORM ALL GENERAL | |
| CHECKS AND A THE AND A STATE OF THE STATE OF | |
| | OF THE BRAKE SYSTEM, CHK FOR LEAKS, PRESSURE |
| | BLEED, EXERCISE ABS IN A SAFE LOCATION, PRESSURE |
| | BLEED AGAIN; DOCUMENT ALL FINDINGS AND PROCEDURES |
| | PERFORMED; RELEASE CAR IF NOTHING FOUND AFTER TESTING AND INSPECTIONS |
| 10 HTL-INFO ALLEGED BRAKE FAILURE (POLICY) | |
| 11 08/17/06 08:21:56 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 12 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 13 THIS PROBLEM?> | ago en la marka su a margia na amin' any avan' any ana amin' any ana any any any any any any any any |
| 14 08/17/06 09:18:14 JAMESH:> | BACK IN WITH SAME PROB |
| 15 IF INTERM LOWER THAN EXPECTED PEDAL, REPLACE | |
| THE ADS MODULATOR | |
| 16 09/18/06 11:33:57 LANCEK:> | CUST STATES THE BRAKE PEDAL IS LOW. |
| 17 DUPLICATE?> | NO, WE HAVE NEVER DUPLICATED THIS. |
| 18 WHY DID YOU REPLACE THE MODULATOR?> | t ???? The confidence of the first of the confidence of the confi |
| 19 NEED TO DUPLICATE THE CONDITION. | andre angles. Talan ang ang ang ang ang ang ang ang ang a |
| 20 EXERCISE THE ABS AND BLEED AS PER SM 2-3X'S | |
| 21 09/25/06 10:41:20 TOMP:> | BILL H. DSM |
| 22 GAVE CONTACT INFO. | |
| 23 CUSTOMER WANTS CAR BOUGHT BACK. | |

| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | | Probable Cause/Solution REPLACE MODULATOR Resin Source: None | | Date: | |
|--|--------------------|-----------------------|--|------------------|-----------------------|--|
| | | | Status: | N/A | Mileage: 14,281 | |
| Dealer #: | 206627 | TZ: | CST VIN: 1HG | CM66575A | | |
| Dir Cont: | RITCHIE P. | Training %: | Year: | 2005 | Model: ACCORD V6 | |
| Serv Ph: | (225) 928-6100 | Extn: | Tran: | 5AT | Trim: EX-V6 | |
| Serv Mgr: | RICHARD QUINN | | Doors: | 4DR | W D: 2 | |
| Parts Mgr: | ROBERT LAUDUN | | Fact: | MARYSVILLE | Country: USA | |
| Dir Name: | RICHARDS HONDA | | Desc: | ACCORD 4DR EX- | -V6 6CYL 240.0HP 3.0L | |
| | 7791 FLORIDA BLVD. | | WhtBdy: | P/S, SUN ROOF, A | NBS, AIR BAG, | |
| | BATON ROUGE | LA 70806 | Engine #: | | Trans #: | |
| Phone: (22 | 25) 928-6100 | Fax #: (225) 928-6118 | Em Type: | | | |
| DPSM: DA | NIEL FYFFE | Zone/Dist: 03E | RO #: | | | |
| Previous De | ealer/Contact | Date | Case Type | :: Technical | | |
| | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 1/30/2006 KEITHC | |
|--|--|
| 1 01/30/06 12:33:38 ISIS:> | BRAKE PEDAL FADES, WE HAVE REPLACED MASTER CLY. |
| 글 3 학자, 프로젝트 (1985년 - 1985년 - 1 | ALREADY AND IN TWO THOUSAND MILES IT RETURNED WITH |
| 3 | ASOFT PEDAL. BLEED BRAKE SYSTEM AND SEEMS TO |
| | REPAI |
| 보고 4 - 항문 발표를 가는 말로 보고 있는 그는 말로 보고 있는 것이 되었다. | R FOR THE MOMENT. POSS INTERNAL ABS MODULATOR IS |
| 5 | THE PROBLEM?????? |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CLY. |
| 9 01/30/06 12:34:17 KEITHC:> | |
| 40 DEDLACE MODULATOR | |

| T/L Ref # | Created By DAVEK | | Date Created 01/19/2006 | Last Edi TOMP | ted By # of Edits 2 |
|---------------|-------------------------|-------------|--------------------------------|------------------|--|
| Code | Original Complaint | | Probable Caus | e/Solution | en e |
| P 4150 | BRAKE PEDAL GOES TO FLO | OOR | ABS?; REPLAC | CE MODULATOR | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 9,719 |
| Dealer #: | 206938 | TZ: | EST VIN: | 1HGCM66565A | Err: |
| Dir Cont: | GERALD | Training %: | Year: | 2005 | Model: ACCORD V6 |

 Dealer #:
 206938
 TZ:
 E.

 Dir Cont:
 GERALD
 Training %:
 Serv Ph:
 (717) 597-3101
 Extn:

 Serv Mgr:
 TOM HOUPT
 Farts Mgr:
 RANDALL HARBAUGH

 Dir Name:
 ANTRIM WAY HONDA
 200 S. ANTRIM WAY

 GREENCASTLE
 PA 17225

 Phone:
 (717) 597-3101
 Fax #:
 (717) 597-6712

 Phone:
 (717) 597-3101
 Fax #:
 (717) 597-6712

 DPSM:
 Robert Borzilleri
 Zone/Dist:
 06E

 Previous Dealer/Contact
 Date

Trim: EX-V6 Tran: 5AT 2 WD: Doors: 4DR Country: USA Fact: **MARYSVILLE** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

RO #:
Case Type: Technical
W.O. #:

Em Type:

Tech Line Suggests

Information from Dealer

| 1/23/2006 DAVEK | |
|--|--|
| 1 01/19/06 11:08:36 ISIS:> | BRAKE PEDAL GOES TO FLOOR. REPLACED MAST. CYL. AND |
| | BLEED SYS. STILL GOES TO FLOOR. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 01/19/06 11:08:48 DAVEK:> | MASTER HELPED BUT STILL SPUNGY |
| 6 CK CALIPERS/SLIDE PIN/ PISTON. IF OK REPALCE ABS | |
| 7 01/23/06 07:17:18 TOMP:> | GERALD: |
| | REPLACED THE ABS MODULATOR; BUT STILL HAVE TO |
| 9. 4. | PUMP THE PEDAL A COUPLE OF TIMES TO GET CAR TO |
| | STOP |
| 11 DOES CAR FAIL TO STOP FOR YOU?> | NO; BUT HAVE TO PUMP PEDAL. |
| | FEELS BETTER BUT STILL NOT GOOD. |
| 13 COMPARE TO OTHER LIKE CAR?> | NO |
| 14 COMPARE TO OTHER LIKE CAR. | |
| 15 CHECK BRAKE PEDAL AND SWITCH ADJUSTMENTS. | |
| 16 EXERCISE ABS THEN PRESSURE BLEED BRAKES. | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|-----------------------|------------------|----------------------|-----------------|
| 2436190 | TOMP | 08/31/2007 | TOMP | 1 |
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRAKE PEDAL SOFT, LOW | VSA MODULATOR | ;REFER TO HSB-07-045 | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 18,633 |

| | | | ivesiii O | ouice. | None | Dat | . |
|--------------------|---|-------------------------|-----------|------------------|------------------------------------|--------------|--------------|
| | | | Status: | | N/A | Mile | eage: 18,633 |
| Dealer #: | 208159 | TZ: | CST | VIN: 1HGC | CM66505A | Err: | |
| Dir Cont: | HEATH STEPHENS | Training %: | 74 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (501) 227-7000 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JASON SPILLER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ED HARPER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BALE HONDA 10 COLONEL GLENI LITTLE ROCK | N COURT AR 72210 | | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | BS, AIR BAG, | |
| D: /50 | 1) 007 7000 | 5 4 (504) 000 04 | | Engine #: | J30A43047443 | Trans #: | BAYA7045495 |
| Phone: (501 | 1) 227-7000 | Fax #: (501) 228-81 | 14 | Em Type: | | | |
| DPSM: BUT | TCH CLARK | Zone/Dist: 03D | | RO #: | 284005 | | |
| Previous Dea | iler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|---------------------------------------|-------------------------|
| 8/31/2007 12:51:47 PM TOMP | |
| 1 ORIGINAL COMPLAINT | PEDAL TO FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | MASTERCYLINDER |
| | HEATH |
| 5 REFER TO HSB-07-045 | |

| | . Ref # 32571 | Created By KEITHC | Date Created 08/22/2005 | Last Edited By KEITHC | # of Edits 2 |
|---|-------------------------|----------------------|--------------------------------|--------------------------|----------------|
| | Code | Original Complaint | Probable Cause/So | olution | |
| P | P 4150 | BRKE PEDAL SOFT | EXCERCIZE ABS, | POSS MODULATOR | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 8,452 |

| | | | Status: | | N/A | IVIII | eage: 8,452 |
|--------------|-----------------------------|----------------------------|---------|-----------|------------------|---------------|-------------|
| Dealer #: | 206706 | TZ: | EST V | IN: 1HG | CM66535A | Err: | |
| Dir Cont: | KENNETH ADAMS | Training %: | Y | ear: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (859) 276-5551 | Extn: | T | ran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JEFFREY STERRY | | D | oors: | 4DR | WD: | 2 |
| Parts Mgr: | JERROD MARTIN | | F | act: | MARYSVILLE | Country: | USA |
| Dir Name: | DON JACOBS HO | NDA | D | esc: | ACCORD 4DR EX- | V6 6CYL 240.0 |)HP 3.0L |
| | 2699 REGENCY R LEXINGTON | 뭐게 많아 하지도 말을 보고 있는데 지어 있다. | N | /htBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | LEAINGTON | KY 40503 | i i | ngine #: | | Trans #: | |
| Phone: (85 | 9) 276-5551 | Fax #: (859) 260-2619 |) E | m Type: | | | |
| DPSM: JOH | HN WIGGILL | Zone/Dist: 04K | R | O#: | | | |
| Previous Dea | aler/Contact | Date | C | ase Type: | Technical | | |
| | | | N N | I.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 8/23/2005 KEITHC | |
|--|--|
| 1 08/22/05 12:40:12 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR. CHECKED CALIPER |
| 2 | PISTONS AND SLIDE PINS. EVERYTHING SEEMS OK. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 08/22/05 12:40:45 KEITHC:> | PEDAL VERY SOFT |
| 6 EXCERCIZE ABS> | |

| Code P 4150 | Original Complaint BRAKE PEDAL IS LOW | | Probable Cause/Solution MOD; REPLACE | | | | |
|--------------------|---------------------------------------|------------------|---------------------------------------|------------|----------------------------|--------------|--------------------|
| | | | esIn Source: tatus: | Nor N/A | | Dat Mile | e: eage: 39,146 |
| Dealer #: | 208202 | TZ: | ST VIN: | 1HGCM66 | 805A | Err: | |
| Dir Cont: | JEFF | Training %: | Year | 200 | 5 | Model: | ACCORD V6 |
| Serv Ph: | (336) 854-9900 | Extn: | Tran | : 5AT | | Trim: | EX-V6NV |
| Serv Mgr: | BRAD ANDERSON | | Door | s: 4DF | 3 | WD: | 2 |
| Parts Mgr: | SHANE WESTMORELAND | | Fact: | MA | RYSVILLE | Country: | USA |
| DIr Name: | CROWN HONDA GREENSBORO | | Desc | : AC | ACCORD 4DR EX-V6 NAVI 6CYL | | |
| | 3633 W. WENDOVER AVE. | NO 07407 | WhtE | Bdy: P/S | , SUN ROOF, A | BS, AIR BAG, | |
| | GREENSBORO | NC 27407 | Engi | ne #: | | Trans #: | |
| Phone: (33 | 36) 854-9900 Fax # | : (336) 294-9941 | Em T | ype: | | | |

06M

Zone/Dist:

Date

Tech Line Suggests

DPSM: SCOTT MUDLIN

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

| 9/21/2006 PETERL | |
|--|---|
| 1 09/21/06 07:36:03 ISIS:> | BRAKE PEDAL IS MUSHY |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | HAS HAD TWO MASTER CYLINDERS REPLACED |
| 5 09/21/06 07:36:11 PETERL:> | PEDAL WILL GO ALL THE WAY TO THE FLOOR. |
| | IT CAME BACK SO WE DID IT AGAIN. |
| 7 PEDAL OK WHEN LEFT DEALER> | YES |
| 8 REPLACE ABS MODULATOR | |

RO #:

W.O. #:

| T/L | Ref# | Created By | Date Created | Last Edited By | # of Edits | | |
|-------------|---------------|--------------------|-------------------|---------------------------------------|----------------|--|--|
| 197 | 9460 | TOMP | 11/13/2006 | TOMP | | | |
| | Code | Original Complaint | Probable Cause/So | olution | | | |
| P | P 4150 | CAR HAS NO BRAKES | DEALER CAN'T DU | DEALER CAN'T DUPLICATE; FAXED KB#3764 | | | |
| | | | Resin Source: | None | Date: | | |
| | | | Status: | N/A | Mileage: 8,795 | | |
| F 25 (1983) | | | | | | | |

207265 Dealer #: **EST** VIN: 1HGCM66375A Err: **Dir Cont:** JIMMY Training %: 2005 Model: ACCORD V6 Year: Serv Ph: (305) 256-2340 Trim: LX-V6 Extn: Tran: 5AT 2 **BERNIE CHIONG** WD: Serv Mgr: Doors: 4DR Parts Mgr: MIKE FRANCESCHI Fact: **MARYSVILLE** Country: USA Dir Name: SOUTH MOTORS HONDA Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L 16165 S. DIXIE HWY WhtBdy: POWER STEERING, ABS, SRS AIRBAG, MIAMI FL 33157 Engine #: Trans #: Phone: (305) 256-2340 Em Type: Fax #: (305) 256-2331 DPSM: KEVIN MCCLUNG RO #: Zone/Dist: 07R **Previous Dealer/Contact** Case Type: Technical Date W.O. #:

Tech Line Suggests

Information from Dealer

| reon Ente Gaggeots | momation non board. |
|---|--|
| 11/13/2006 TOMP | |
| 1 11/13/06 07:33:23 ISIS:> | CUSTOMER STATES CAR HAS NO BRAKES, BRAKES DO |
| 2 | NOT RESPONED WENT PRESSING BRAKE PEDAL. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | S FOR |
| 4 THIS PROBLEM?> | NO |
| 5 11/13/06 07:33:35 tomp:> | JIMMY: |
| 6 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | |
| 7 | NO |
| 8 HAS CAR EVER FAILED TO STOP?> | NO. |
| 9 NO KNOWN PROBLEMS. | |
| 10 PERFORM COMPLETE BRAKE INSPECTION PER | INFO |
| 11 I WILL FAX. MAKE SURE TO DOCUMENT | |
| RESULTS/OBSERVIATIONS. | |
| 12 REFER TO KB# 3764. | |
| 13 FAX NO?> | 786 242 1131 |

| 178 | 86120 | CHRISV | 04/04/2006 | PAULI | 2 | |
|-----|-------|--------------------|------------------|---------|---------------|----|
| | Code | Original Complaint | Probable Cause/S | olution | | |
| P | 4150 | LOW PEDAL | ABS MOD; REPLACE | | | |
| | | | Resin Source: | None | Date: | |
| | | | Status: | P RCV | Mileage: 31,6 | 66 |

| | | | Status: | | PRCV | IVIII | eage: 31,000 |
|-------------|----------------|-----------------------|-------------|---------|---------------|-----------------|--------------|
| Dealer #: | 206954 | TZ: | EST VIN | : 1HGC | CM66545A | Err: | |
| Dir Cont: | ANDREW | Training %: | Yea | r: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (518) 785-7823 | Extn: | Tra | 1: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | GUY GUADAGNIN | 10 | Doo | rs: | 4DR | WD: | 2 |
| Parts Mgr: | DAN KOZLOWSK | | Fac | t: | MARYSVILLE | Country | : USA |
| Dir Name: | KEELER HONDA | | Des | c: | ACCORD 4DR E | X-V6 6CYL 240. | 0HP 3.0L |
| | 1115 TROY-SCHE | | Wh | Bdy: | P/S, SUN ROOF | , ABS, AIR BAG, | |
| | LATHAM | NY 12110 | Eng | ine #: | | Trans #: | |
| Phone: (51 | 8) 785-7823 | Fax #: (518) 782-5435 | 5 Em | Type: | | | |
| DPSM: KE | TH MANNING | Zone/Dist: 09C | RO | #: | | | |
| Previous De | aler/Contact | Date | Cas | e Type: | Technical | | |
| | | | w.c |). #: | | | |

Tech Line Suggests

Information from Dealer

| recir Line Ouggests | mormation nom beater |
|---|---|
| 4/5/2006 CHRISV | |
| 1 04/04/06 11:31:53 ISIS:> | LOW BRAKE PEDAL |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | ROAD TESTED TO CONFIRM CUST. COMPLAINT. INSPECT |
| 5 | BRAKE HYDRAULIC SYSTEM FOR ANY LEAKAGE ETC. |
| | INSPECT |
| | PAD AND ROTOR CONDITION. PADS ABOUT 30% REPLACED |
| 7 | MASTER CYLINDER ON TWO SEPARATE OCCASIONS FOR |
| | THE |
| N8 February Resident Control of the Secretary Control | SAME CONCERN. (POSSIBILITY OF FAILED PART) |
| 9 04/04/06 11:31:56 CHRISV:> | |
| | |
| 11 04/05/06 13:13:38 JOHNK:> | |
| 12 PLEASE CALL-IN THIS ABS MODULATOR> | |
| 13 JOHNK WILL ISSUE A WO FOR STEVENN> | o <u>n de la companya da companya da la companya da la companya da companya da la co</u> |
| 14 04/05/06 13:29:37PAULI:> | FAXED SHIP REQUEST |
| 15 04/07/06 13:58:17PAULI:> | ABS MOD RCVDFFWD>JK |
| | |

| T/L Re | | Created By STEVEN | Date Created 10/30/2006 | Last Edited By STEVEN | # of Edits 1 |
|------------|------------------|-------------------------------------|--|--------------------------------|--------------------------|
| Co P 41 | ode 50 | Original Complaint BRAKE ALWAYS LOW | Probable Cause/Sol ABS MOD?;ACTIV A | lution ABS,SEE IF U GET MON | MEN PED>REP MOD |
| | | | ResIn Source: Status: | None N/A | Date: Mileage: 33,287 |

| | | | Status: | | N/A | Mil | eage: 33,287 |
|---|----------------|-----------------------|-----------------|------------------------------------|-------------|----------|--------------|
| Dealer #: | 207471 | TZ: | PST V | ın: 1HG | CM66535A | Ērr: | |
| Dir Cont: | KARL HOLMES | Training %: | Y | ear: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (951) 734-8400 | Extn: | T | ran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | BRUCE MYERS | | D | oors: | 4DR | WD: | 2 |
| Parts Mgr: | BRETZ ALEXIS | | i i i | act: | MARYSVILLE | Country: | USA |
| DIr Name: HONDA CARS OF COR 1080 POMONA ROAD | | | esc: VhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | | OHP 3.0L | |
| | CORONA | CA 92882 | E | ingine #: | | Trans #: | |
| Phone: (95 | 1) 734-8400 | Fax #: (951) 737-5235 | E | m Type: | | | |
| DPSM: TIM | OTHY CRAIN | Zone/Dist: 01H | R | RO #: | | | |
| Previous De | aler/Contact | Date | c | ase Type | : Technical | | |
| | | | N | V.O.#: | | | |
| | | | | | | | |

Tech Line Suggests

Information from Dealer

| 50 | |
|--|--|
| 10/30/2006 STEVEN | |
| 1 10/30/06 15:22:13 ISIS:> | LOSS OF BRAKE PEDAL OVER A PERIOD OF MILAGE AIR |
| 2 | INFRONT LINES NO LEAK FOUND ALL FITTINGS AND BANJOS |
| 3 | TIGHT MASTER CYLINDER HAS BEEN REPLACED |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER AND BLEED |
| 7 10/30/06 15:22:47 STEVEN:> | |
| 8 HOW DOES THE PEDAL FEEL?> | GOES TO THE FLOOR |
| 9 STOP THE CAR> | YES BUT ITS NOT SAFE |
| 10 SIGNS OF LEAKAGE?> | NO |
| 11 ACCIDENT?> | NO |
| 12 ACTIVATE THE SOLENIODS WITH THE HDS, OR YOU | |
| 13 CAN DO A PANIC STOP, IF U HAVE A MOEMTARY | |
| 14 PEDAL REPLACE THE ABS MODULATOR> | THE CONTRACT OF THE PROPERTY O |

| T/L Ref # 1713600 | Created By RAYDAVIS | Date Created 01/10/2006 | Last Edited RAYDAVIS | By # of Edits 1 | | |
|----------------------|------------------------|---|-------------------------|--------------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | à . | | |
| P 4150 | 150 BRKE PEDAL LOW 3 X | MODULATOR?; EXERCISE ABS, REPLACE MODULATOR | | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 17,920 | | |

Dir Cont: PETER DILECCE 2005 ACCORD V6 Training %: Model: Year: Serv Ph: (860) 449-0411 Trim: EX-V6 Extn: Tran: 5AT 2 Serv Mgr: FRED REVOIR WD: Doors: 4DR Country: USA Parts Mgr: VAL LABREC Fact: MARYSVILLE Dir Name: CARDINAL HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 531 ROUTE 12 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **GROTON** CT 06340 Engine #: Trans #: Phone: (860) 449-0411 Fax #: (860) 449-6915 Em Type: DPSM: BARRY ZOLL Zone/Dist: 09F RO #: Previous Dealer/Contact Date Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| recir Line Suggests | Information from Dealer |
|--|--|
| 1/10/2006 RAYDAVIS | |
| 1 01/10/06 11:07:10 ISIS:> | BRAKE PEDAL GOES ALMOST TO FLOOR ON FIRST |
| | APPLICATION. IF YOU PUMP PEDAL, WILL GO TO NORNAL |
| | HEIGHT AND WILL STOP VEHICLE PROPERLY. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES THE CONTROL OF TH |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER IN JUNE 2005 5969 MILES ON |
| | VEHICLE. CAME BACK IN JULY 2005 6517 MILES WITH |
| | SAME LOW BRAKE PEDAL COMPLAINT. BLED BRAKES. |
| 9 | PEDALWAS NORMAL AND VEHICLE STOPPED NORMAL |
| | CAME BACK TODAY 17,920 MILES WITH SAME LOW BRAKE PEDAL |
| | COMPLAINT, ALL BRAKES GOOD, ALL CALIPERS GOOD AND |
| | NOT DRAGGING. NO LEAKS. SUSPECT MASTER CYLINDER. |
| - 11.14 - 12.14 (1.14) 1.14 (1.14) 1.15 (1.15) 1.15 (1 | THANK YOU. |
| 14 01/10/06 11:07:58 RAYD:> | |
| 15 EXERCISE THE ABS, IF THE PEDAL COMES UP. | |
| REPLACE | |
| 16 THE MODULATOR | |
| | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 324 of 661

| T/L Ref # 1714755 | | 기계계를 잃어 보는 아이들은 사람들 할 것 같아. | Date Crea 01/11/2006 | | Last Edited By PAULI | | # of Edits 3 |
|----------------------|---|------------------------------------|--------------------------------|-------------------------------|--|-------------|--------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW | | | | ution MODULATOR Spoke w/ Dealer P MAP | Dat Mile | e: eage: 17,326 |
| Dealer #: | 208049 | TZ: | PST \ | /IN: 1HG | CM66525A | Err: | |
| Dir Cont: | MARK WILLIS | Training %: | | ear: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (925) 447-1100 | Extn: | 1 | ran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | ERIC TIEDEMANN | | | oors: | 4DR | WD: | 2 |
| Parts Mgr: | ALEX HERNANDE | Z | F | act: | MARYSVILLE | Country: | USA |
| Dir Name: | LIVERMORE HON 3200 LAS POSITA LIVERMORE | 프라이크 보는 그들은 하는 사람들이 나를 보고 하는데 되었다. | V | Desc: VhtBdy: Engine #: | ACCORD 4DR EX-VOPS, SUN ROOF, AB | | |
| Phone: (92 | 25) 447-1100 | Fax #: (925) 245-4979 | | m Type: | | | |
| DPSM: ST | EVE TULEJA | Zone/Dist: 12F | F | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: V.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 3/9/2006 JOHNB | |
|--|--|
| 1 01/11/06 13:38:28 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | 9 16 05 MASTER CYLINDER |
| 5 01/11/06 13:38:45 JOHNB:> | VEHICLE HAS SOFT/LOW BRAKE PEDAL;REPLACED |
| | MASTER PRIOR AND NOW BACK SOFT PEDAL AGAIN;WE |
| 7 | PUMP BLEED WITH THE BRAKE PEDAL, THE BRAKE |
| | SYSTEM;WE GAINED SOME PEDAL BACK |
| 9 ARE THE ROTORS, CALIPERS, BRAKE PADS OK> | YES FUNCTIONING, LOTS OF PAD MATERIAL LEFT |
| <u> </u> | NO ROTOR OR CALIPER LEAKING/BINDING ISSUES |
| 11 THEN WOULD PRESSURE BLEED SYSTEM, THEN EXERCISE ABS IN A SAFE LOCATION AND THEN PRESSURE BLEED | |
| 1 12 | AGAIN; IF STILL CONTINUES TO HAVE THIS SOFT/LOW |
| 13 | PEDAL, AFTER THIS PROCEDURE, THEN REPLACE THE ABS |
| 314 TERRETER TERRETER TO THE T | MODULATOR |
| 15 03/08/06 11:20:24 ISIS:> | CUSTOMOR STATES, BRAKE PEDAL GOES TO THE FLOOR, |
| 16 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 17 THIS PROBLEM?> | YES |
| 18 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER HAS BEEN REPLACED TWICE, AND |
| 19 | SYSTEM HAS BEEN PRESSURED BLEED. |
| 20 03/08/06 11:21:19 DAVEK:> | HAVE YOU REPLACED THE MODULATOR. |
| 21 NOT YET. | |
| 22 REPLACE | |
| 23 PEND TO PAUL FOR SHIPPING KB 10759 | |
| 24 03/08/06 12:09:15PAULI:> | WILL ARRANGE PRT>MAP |
| 25 | FAXED SHIP REQUEST |
| 26 03/09/06 10:08:01 davek:> | WE REPLACED THE MODULATOR. IT FEELS GREAT.WE |
| 27 | WILL SHIP AS PER THE FAX WE RECIVED |
| 28 03/15/06 09:37:52PAULI:> | |
| 29 CLM #124515> | (\$1,390.07, PAID 3/14/06) |
| 30 | 57110-SDB-A22(ABS MOD) |
| 31 | JOEL,PRTS |
| 32 | WE SENT PER A/B #7920-3941-4843 |
| | |

| T/L Ref # 1676146 | Creat JIMH | ed By | Date C i 11/04/2 | | Last Edited JIMH | Ву | # of Edits | |
|---|----------------|-------------|----------------------------|----------------------|---------------------|--------|---------------|--|
| Code Original Complaint P 4150 BRAKE PEDAL SPONGEY WHEN | | | le Cause/So | olution ; REPLACE | | | | |
| | | | Resin S | Source: | None | Da | ate: | |
| | | | Status: | | N/A | M | ileage: 3,506 | |
| Dealer #: | 207164 | TZ: | EST | VIN: 1H | GCM66595A(| Err: | | |
| Dir Cont: | GUSTAVO | Training %: | | Year: | 2005 | Model: | ACCORD V6 | |
| Serv Ph: | (718) 680-0202 | Extn: | | Tran: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | RICHARD REID | | | Doors: | 4DR | WD: | 2 | |

Fact:

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

W.O. #:

Dir Name: **BAY RIDGE HONDA** 8801 4TH AVENUE

MICHAEL VIDOLIN

BROOKLYN NY 11209

Phone: (718) 680-0202 DPSM: GEOFFREY ALDARELLI

Parts Mgr:

Zone/Dist:

Previous Dealer/Contact

Tech Line Suggests

Fax #: (718) 745-6673

05C

Information from Dealer

Case Type: Technical

MARYSVILLE

Country: USA

Trans #:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

P/S, SUN ROOF, ABS, AIR BAG,

| information from Dealer |
|--|
| |
| BRAKE PEDAL SPONGEY WHEN APPLYING BRAKES WHEN IN |
| DRIVE AND COMING TO A STOP |
| |
| YES |
| REPLACED MASTER CYL AND FRONT BRAKE |
| CALIPERS, PRESSURE BLED BRAKE SYSTEM CUSTOMER |
| COMPLAINS THAT BRAKE PEDAL IS SPONGEY AFTER |
| REPAIRS |
| |
| |
| YES |
| |
| Management |

| T/L Ref # 2203247 | Created E TOMP | Зу | Date Cr 11/21/2 | | Last Edited B TOMP | y | # of Edits |
|--|--|-------------|----------------------------|---------------------------|------------------------------------|----------|--------------|
| Code Original Complaint P 4150 EXCESS BRAKE PEDAL TRAVEL | | | le Cause/Sol BRAKE SYS1 | ution FEM OR ABS MODUL | ATOR;REPAII | R AS NEE | |
| | | | Resin S | ource: | None | Date: | |
| | | | Status: | | N/A | Mil | eage: 19,100 |
| Dealer #: | 208319 | TZ: | EST | VIN: 1HG | CM665X5A | Err: | |
| Dir Cont: | RASIUK MARK | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (219) 874-4293 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JIM SOMMER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL GALLAGHER | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | TEAM HONDA 710 EAST U.S. HWY. 20 MICHIGAN CITY | IN 46360 | | Desc: WhtBdy: | ACCORD 4DR EX- P/S, SUN ROOF, A | |) HP 3.0 |
| Dir Name: | 일하다 하루 하루 하루 하루 하시고 있다. | IN 46360 | | | | | |

Em Type:

RO #:

W.O. #:

Fax #: (219) 871-6305

04H

Zone/Dist:

Date

Tech Line Suggests

Phone: (219) 874-4293

Previous Dealer/Contact

DPSM: KATHERINE AGNEW

Information from Dealer

836161

Case Type: Technical

| recir Line Suggests | information from Dealer |
|---|--|
| 11/21/2006 2:15:29 PM TOMP | |
| 1 | CUSTOMER SAYS BRAKE PEDAL IS LOW OR SOFT |
| 2 CAN YOU DUPLICATE THE COMPLAINT? | TODAY PEDAL IS SOFT AND SEEMS TO TRAVEL A LONGER |
| | DISTANCE THAN NORMAL. |
| 3 COMPARE TO OTHER LIKE CAR? | NO |
| 4 EXERCISE THE ABS, THEN PRESSURE BLEED THE | |
| BRAKES. IF THE BRAKE PEDAL FEELS NORMAL OR | |
| MORE NORMAL. REPLACE THE ABS MODULATOR. IF | |
| NO: LOOK FOR OTHER CAUSES | |

| T/L Ref # 1744651 | Creat RAYE | ed By | Date Created 02/15/2006 | Last Ed RAYD | ited By # of Edits 1 |
|----------------------|---------------------------------------|-------------|--------------------------------|------------------------|-------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL GOES TO |) FLOOR | Probable Cause | | ND TEAT |
| 1 4100 | DITTE TEDITE GOLO TO | TEOOK | Resin Source: | EXERCISE ABS FC | Date: |
| | | | Status: | None N/A | Mileage: 21,313 |
| Dealer #: | 208248 | TZ: | CST VIN: | 1HGCM66535A | Err: |
| Dir Cont: | BEN WORLEY | Training %: | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (713) 464-7482 | Extn: | Tran: | 5AT | Trim: EX-V6 |

Serv Mgr: **CHARLEY LEACH** Parts Mgr: **BILL WALKER** Dir Name: **GOODSON HONDA WEST** 10250 OLD KATY ROAD

HOUSTON TX 77043

Phone: (713) 464-7482 DPSM: VERNON SAGE

Zone/Dist: 03C

Previous Dealer/Contact

Fax #: (713) 464-2549

Date

4DR

MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

WD:

Desc: WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

Em Type: RO #:

Doors:

Fact:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 2/15/2006 F | RAYD | | |
|----------------------------|--------------------------|-----------------------------|----------------|
| 1 02/15/06 10:30:29 ISIS: | | BRAKES GO TO FLOORE | |
| 2 HAS THE VEHICLE HAD AT | NY PREVIOUS REPAIRS FOR | | |
| 3 THIS PROBLEM? | | YES | |
| 4 IF YES, REPAIR DESCRIPT | ΓΙΟΝ?> | BRAKES | |
| 5 02/15/06 10:30:36 RAYD: | > | | |
| 6 DOES THE PEDAL GO RIG | HT TO THE FLOOR OR FADES | | |
| 7 SLOWLY TO THE FLOOR? | | RT TO THE FLOOR | |
| 8 THE CAR WILL STOP? | | YES, REAL LOW | |
| 9 WHAT EXACTLY WAS THE | PREVIOUS REPAIR?> | ANOTHER TECH PUT A MASTER C | CYL ON THE CAR |
| 10 EXERCISE THE ABS, IF TH | IE PEDAL COMES UP EVEN | | |
| 11 A LITTLE, REPLACE THE N | ODULATOR> | | |

| T/L Ref# | Created I | By Date 0 | Created | Last Edited By | # of E | dits | |
|---------------|---------------------|-------------|----------------------------------|-----------------|------------|--------|--|
| 1651007 | KENE | 09/22 | /2005 | PAULI | | | |
| Code | Original Complaint | Proba | ble Cause/Sol | ution | | | |
| P 4150 | BRKE PEDAL GETS LOW | 9/30:F | 9/30:R&R ABS MOD PER CLM #617240 | | | | |
| | | Resin | Source: | Spoke w/ Dealer | Date: | | |
| | | Status | s: | P WPI | Mileage: | 4,429 | |
| Dealer #: | 207367 | TZ: EST | VIN: 1HG | CM66565A | Err: | | |
| Dir Cont: | ROLANDO BELLO | Training %: | Year: | 2005 | Model: ACC | ORD V6 | |

Tran:

Doors:

Fact:

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

W.O. #:

Serv Ph: (305) 266-9900 Extn: Serv Mgr: **ALEX VIZOSO** Parts Mgr: **CARLOS ALVAREZ** Dir Name: **BRAMAN HONDA** 7000 CORAL WAY MIAMI FL 33155

Phone: (305) 266-9900

KEVIN MCCLUNG Previous Dealer/Contact

DPSM:

Fax #: (305) 261-1096

Zone/Dist: 07R Date

Case Type: Technical

5AT

4DR

MARYSVILLE

Tech Line Suggests Information from Dealer

| 9/22/2005 | KENE | |
|---|--|---|
| 1 09/22/05 12:33:19 ISIS | | BRAKE PEDAL IS GOING DOWN TO THE FLOOR AGAIN. |
| 2 HAS THE VEHICLE HA | AD ANY PREVIOUS REPAIRS F | OR |
| 3 THIS PROBLEM? | > \ | YES |
| 4 IF YES, REPAIR DESC 5 | CRIPTION?> | BRAKE MASTER CLY. WAS REPLACED ON JULY OF 05 CAR IS BACK. |
| 6 09/22/05 12:33:33 KEN | JE:> | BRAKE PEDAL GOES TO FLOOR, CAN BLEED THE |
| 7. | | SYSTEM AND PEDAL GETS HIGH |
| 8 AIR IN SYSTEM? | | TO BE TO SYES TO THE PROPERTY OF THE PROPERTY |
| 9 HAM is still interested i that cause a low brake | n collecting after c/m ABS modul pedal for | lators |
| 10 | | more analysis. Please pend the contact to PI so he |
| 11 | | can ship the faulty modulator directly to Jeremy |
| 412 | | Gerrard. |
| 13 CM VIN: 1HGCM66544 | 1A045404 | |
| 14 09/22/05 12:53:44PAU | L); | FAXED SHIP REQUEST |
| 15 09/29/05 09:42:53PAU | LI:> | NO CLM FOR ABS MOD R&R |
| 16 09/29/05 09:43:54PAU | Li: | R&R ABS MOD |
| 17 CLM #617240 | | (\$1,398.87,SUBMITTED 9/29/05) |
| 18 | | R&R 57110-SDB-A22 |
| 19 | | WILL P/U |
| 20 10/06/05 08:29:48PAU 21 (CLM #617240 UPDAT | | DLR SENT PCM TO WPI |

Printed: 06/29/2009 5:58:40PM By SYSTEM

EX-V6

2

Country: USA

Trim:

WD:

Trans #:

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

P/S, SUN ROOF, ABS, AIR BAG,

| 172 | 8574 | DAVEK | 01/27/2006 | PAULI | |
|-----|----------------------------|---------------------|------------------|---------------------|-----------------|
| | Code | Original Complaint | Probable Cause/S | olution | |
| Р | P 4150 BRKE PEDAL TO FLOOR | BRKE PEDAL TO FLOOR | ABS MODULATOR | ?; REPLACE KB 10759 | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | P MAP | Mileage: 10,905 |

207553 Dealer #: **EST** VIN: 1HGCM66335A 2005 Dir Cont: **JASON LEWITT** Training %: Year: Serv Ph: (732) 721-0449 Extn: Tran: 5AT Serv Mgr: ANTHONY MARSZALEK Doors: 4DR Parts Mgr: JOHN SEFCHIK Fact: MARYSVILLE Dir Name: DCH ACADEMY HONDA Desc: 1101 U.S. HIGHWAY 9 N WhtBdy: OLD BRIDGE NJ 08857 Engine #: Phone: (732) 721-0449 Fax #: (732) 721-5812 Em Type: DPSM: BILL HALLSWORTH Zone/Dist: 05G RO #: Previous Dealer/Contact Case Type: Technical Date

VIN: 1HGCM66335A

Year: 2005

Model: ACCORD V6

Tran: 5AT

Trim: LX-V6

Doors: 4DR

WD: 2

Fact: MARYSVILLE

Country: USA

Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L

WhtBdy: POWER STEERING, ABS, SRS AIRBAG,

Engine #:

Em Type:

RO #:

Tech Line Suggests

Information from Dealer

| 1/27/2006 DAVEK | |
|--|---|
| 1 01/27/06 13:17:39 ISIS:> | BRAKE PEDAL SINKS. REPLACED MASTER CYLINDER. 2 |
| | WEEKS LATER CAR BACK WITH SAME PROBLEM. BLEED |
| 3 | SYSTEMTWICE MORE. CHECK ALL CALIPERS AND LINES. ALL |
| - 일: 4 (2) : 1 : 1 : 1 : 1 : 1 : 1 : 1 : 1 : 1 : | OK. CHECK BOOSTER OPERATION, GOOD. ANY KNOWN |
| 5 | PROBLEMS? MODULATOR ASSY? |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | YES |
| 8 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER. |
| 9 01/27/06 13:19:24 DAVEK:> | |
| 10 REPLACED ABS MODULATOR. KB 10759 | |
| 11 01/27/06 14:06:16PAULI:> | WILL ARRANGE PRT>MAP, JEREMY GERRARD |
| 는 1 <mark>12 로르티스 발명은 경기를 받았다. 하다는 하다 하다는 사람들이 되었다.</mark> | FAXED SHIP REQUEST |
| 13 02/09/06 13:13:30PAULI:> | DLR RPLCD ABS MOD PER CLM #385530 |
| 14 (CLM UPDATED AS RCVD 2/2/06) | 물에 마리를 보다 얼룩되었다. 글로 즐겁게 하루 보는 것이 되지 않는 모모 |
| 15 | |

W.O. #:

| Created By | Date Created | Last Edited By | # of Edits |
|---|--------------------------|--|---|
| GARYR | 12/16/2005 | GARYR | 1 |
| Original Complaint BRKE PEDAL GOES TO FLOOR | | | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 13,765 |
| | GARYR Original Complaint | GARYR 12/16/2005 Original Complaint Probable Cause/Some Modern Modern Resin Source: | GARYR 12/16/2005 GARYR Original Complaint Probable Cause/Solution MOD?; ACTIVATE ABS, BLEED, REPL MOD Resin Source: None |

RUSSELL 2005 Dir Cont: Training %: Year: Model: ACCORD V6 Serv Ph: (530) 241-4321 EX-V6 Extn: Trim: Tran: 5AT 2 Serv Mgr: DAVE CRETARO WD: Doors: 4DR Parts Mgr: FORREST SHUTTLEWORTH Fact: MARYSVILLE Country: USA Dir Name: **CROWN HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 555 WEST CYPRESS AVE. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, REDDING CA 96001 Engine #: Trans #: Phone: (530) 241-4321 Fax #: (530) 241-5815 Em Type: DPSM: TIM BRUSHER Zone/Dist: 12A RO #:

Date

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

| 12/16/2005 GARYR | |
|--|--|
| 1 12/16/05 15:55:06 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO |)R |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED 2900 MILES AGO. |
| 5 12/16/05 15:55:14 GARYR:> | |
| 6 ACTIVATE ABS AND BLEED | |
| 7 IF PEDAL IMPROVES REPL THE MOD | |
| 3. 8 . 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. | |

| T/L Ref # 1680960 | Created By RAYDAVIS | Date Created 11/11/2005 | Last Edited E RAYDAVIS | By # of Edits 1 |
|----------------------|--|-----------------------------------|------------------------------|--------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL TRAVELS TOO FAR | Probable Cause/S | olution ERCISE ABS;REPLAC | CE MODULATOR |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 7,371 |

Dir Cont: **BRIAN WOLF** 2005 Training %: Year: Model: ACCORD V6 EX-V6 Serv Ph: (361) 857-7900 Extn: Tran: Trim: 5AT 2 Serv Mgr: JENS DE CLERCQ WD: Doors: 4DR Parts Mgr: Fact: **MARYSVILLE** Country: USA Dir Name: **CHAMPION HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 4520 CROSSTOWN EXPWY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **CORPUS CHRISTI** TX 78415 Engine #: Trans #: Phone: (361) 857-7900 Fax #: (361) 857-7927 Em Type: DPSM: MIKE SOLDANO Zone/Dist: 03H RO #: Previous Dealer/Contact Date Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 11/11/2005 RAYDAVIS | |
|--|---|
| 1 11/11/05 15:12:08 ISIS:> | BRAKE PEDAL TRAVEL SEEMS EXCESIVE |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER HAS BEEN REPLACED |
| 5 11/11/05 15:12:15 RAYD:> | |
| 6 HOW EXCESSIVE?> | THESE ACCORDS SEEM TO BE SENSITIVE TO BRAKE |
| 7 | APPLICATION, THIS ONE ALMOST FEELS LIKE IT IS |
| - 18 | MISSING ONE DIAGONAL |
| 9 EXERCISE THE ABS, IF THE PEDAL COMES UP, | |
| REPLACE | |
| 10 THE MODILI ATOR | |

| T/L Ref # 2815353 | Cre a RUD | ited By IYG | Date C 05/05/2 | | Last Edited B | Y | # of Edits 1 |
|----------------------|---|-------------------|-------------------|--------------------------------|--|--------------|-----------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES | TO FLOOR | MODU | ole Cause/Solu LATOR?; REPI | | Dat | e: |
| | | | Status: | | N/A | Mile | eage: 51,353 |
| Dealer #: | 208149 | TZ: | PST | VIN: 1HGC | M66585A | Err: | |
| Dir Cont: | ISRAEL DELTORO | Training %: | 14 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (858) 486-4300 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | KENNETH BRADSH | AW | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RICHARD CHOQUE | ITE | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | POWAY HONDA 13747 POWAY ROA POWAY | D CA 92064 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A J30A43063454 | BS, AIR BAG, | HP 3.0 BAYA7061000 |
| Phone: (85 | 58) 486-4300 | Fax #: 8586792196 | | Em Type: | | | |
| DPSM: BF | RIAN DERBYSHIRE | Zone/Dist: 01K | | RO #: | 270121 | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

| Information from Dealer |
|-------------------------|
|-------------------------|

| . oon mile oaggeete | miomadon nom beater |
|---|---|
| 5/5/2009 11:04:48 AM RUDYG | |
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES THE BRAKE PEDAL IS GOING TO THE |
| | FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | BRAKE MASTER CYLINDER |
| 4 CAN YOU DUPLICATE THIS? | YES |
| 5 IS CAR DRIVEABLE? | NO |
| 6 CHECKED FOR ANYTHING PUSHING ON CALIPER? | IT'S OK, WILL DO IT WITHOUT DRIVING IT |
| 7 USE ABS PLUGS AND PLUG THEM INTO M/C IN PLACE | ОК |
| OF BRAKE LINES. CK PEDAL. IF NO DROP REPL ABS | |
| MODULATOR | |
| | |

| T/L Ref # 1715197 | Created By LANCEK | | Date Created 01/12/2006 | 1 | Last Edited LANCEK | Ву | # of Edits 1 | |
|----------------------|---|-------------|---|----------|-----------------------|---------|-----------------|--|
| Code P 4150 | - · · 3 · · · · · · · · · · · · · · · · | | Probable Cause/Solution MODULATOR; REPLACE THE ABS MODULATOR | | | | | |
| | | | Resin Sourc | e: | None | Da | te: | |
| | | | Status: | | N/A | Mi | leage: 1,765 | |
| Dealer #: | 207367 | TZ: | EST VIN | ı: 1HG | CM66565A | Err: | | |
| Dir Cont: | OSCAR TORRENS | Training %: | Yea | ar: | 2005 | Model: | ACCORD V6 | |
| Serv Ph: | (305) 266-9900 | Extn: | Tra | ın: | 5AT | Trim: | EX-V6 | |
| Serv Mgr: | ALEX VIZOSO | | Do | ors: | 4DR | WD: | 2 | |
| Parts Mgr: | CARLOS ALVAREZ | | Fac | ot: | MARYSVILLE | Country | : USA | |

Dir Name: **BRAMAN HONDA** 7000 CORAL WAY

MIAMI

FL 33155

DPSM: KEVIN MCCLUNG

Phone: (305) 266-9900

Previous Dealer/Contact

Date

Fax #: (305) 261-1096

Zone/Dist: 07R

ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Trans #:

Desc: WhtBdy:

P/S, SUN ROOF, ABS, AIR BAG,

Engine #:

Em Type:

RO #:

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/12/2006 LANCEK | |
|---|---|
| 1 01/12/06 10:02:09 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | OR |
| 3 THIS PROBLEM?> | The state of YES. The state of |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACE BRAKE MASTER CYLINDER AND BLEED SYSTEM |
| 5 01/12/06 10:02:17 LANCEK:> | BRAKE PEDAL SINKS TO THE FLOOR. |
| 6 DUPLICATE?> | YES, IF I BLEED THE BRAKES THE PEDAL COME BACK |
| 7 | UP. |
| 8 REPLACE MODULATOR | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| | Ref # 0395 | Created By DAVEK | Date Created 08/02/2005 | Last Edited By DAVEK | / # of Edits 1 |
|---|--------------------------|---------------------|--------------------------------|-------------------------|-------------------|
| | Code | Original Complaint | Probable Cause/So | lution | |
| Р | P 4150 BRKE "FEEL"PRBLMS | ABS?; CYCLE ABS | SOLINIODS | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 6,522 |

| | | | Status: | | N/A | Mile | eage: 6,522 |
|-------------|--------------------------------------|-----------------------|---------|------------------------------|---------------|---------------|-------------|
| Dealer #: | 206685 | TZ: | CST | VIN: 1HGC | CM66895A | Err: | |
| Dir Cont: | DOREN COWGER | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (318) 212-1200 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | DARYL OLIVER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BOBBY ROTHENBE | RGER | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HOLMES HONDA | | | Desc: | ACCORD 4DR EX | -V6 NAVI 6CYL | |
| | 1331 E BERTKOUNS SHREVEPORT LA 71105 | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | | |
| | STINEVERORT | LA 7 1103 | | Engine #: | | Trans #: | |
| Phone: (31 | 8) 212-1200 | Fax #: (318) 212-1398 | 3 | Em Type: | | | |
| DPSM: BU | TCH CLARK | Zone/Dist: 03D | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

| 8/2/2005 DAVEK 1 08/02/05 12:25:44 ISIS: | |
|---|---------|
| 2 THELEFT FRT. WILL LOCK UP AND THE REST WONT 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 4 THIS PROBLEM? | |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 4 THIS PROBLEM? | essens. |
| 4 THIS PROBLEM? | |
| 5 08/02/05 12:25:57 DAVEK: | |
| 6 DONE | |
| 7 INSPECT BRAKES, CALIPER, SHIMS. SLIDE PINS, | |
| | |
| PISTON, IF ALL | |
| | |
| 8 LOOKS GOOD CYCLE ABS ON GRAVLE OR SLIPERY | |
| : ROAD, Participal to the Control of the Control o | |
| 9 BLEED AND RE CYCLE. IF NO CHANGE REPLACE ABS | |

| T/L Ref # 2239403 | | ated By /IDK | Date C 01/02/2 | | Last Edited By DAVIDK | | # of Edits 1 |
|--|---|----------------------|-------------------|--|--|-------------|----------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, | LOW, HARD) | ABS?;F | ole Cause/Solu REPLACE MOD Source: | | Dat Mile | e: eage: 25,628 |
| Dealer #: | 208097 | TZ: | EST | VIN: 1HGC | M66855A | Err: | |
| Dir Cont: | MULLANEY PAUL | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (617) 864-5900 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | CRAIG STEWART | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DANIEL REAGAN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CAMBRIDGE HONE 275 FRESH POND I CAMBRIDGE | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS J30A43069654 | S, AIR BAG, | 240.0 BAYA7066962 |
| Phone: (617) 864-5900 Fax #: (617) 864-0 | | Fax #: (617) 864-036 | 0 | Em Type: | 030/43009004 | | |
| | | Zone/Dist: 09H | | RO #: | 178601 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

1/2/2007 11:07:36 AM DAVIDK

BRAKE PEDAL SOFT TOO MUCH TRAVEL. BLED AIR FROM BRAKES AND HAS PERFECT FIRM PEDAL. THIS LASTS SEVERAL WEEKS AND THEN VEHICLE RETURNS. MASTER CYLINDER HAS BEEN REPLACED TWICE. VEHICLE HAS BEEN BACK 4 TIMES AND UNABLE TO VERIFY OR DETECT LEAK. NO SIGNSOF FLUID LOSS FOUND. COVERED ENTIRE BRAKING/ABS S YSTEM WITH LEAK DETECTING TRACING POWDER, FILLED AND BLED SYSTEM, 2 WEEKS AGO. CAR IS BACK WITH SAMEPROBLEM. NO SIGNS OF LEAKS AND NOTHING SHOWING FR OM TRACING POWDER.

2 CK CALIPERS AND PADS FOR PUSHING BACK PISTON. CK HOSES FOR BULGING. REPLACE ABS

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1752927 | Create CHRIS | | | Last Ed CHRISV | 가는 경우는 사람이 가는 사람들이 되었다면 그렇게 하는데 없다. |
|------------------------|---------------------------------|---------------------|---------------------------|--------------------|-------------------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | ole Cause/So OD; REPLA | | |
| | | Resin Status | Source: | None N/A | Date: Mileage: 23,452 |
| Dealer #: Dir Cont: | 206749 WILLIAM | TZ: EST Training %: | VIN: 1H Year: | GCM66595A(2005 | Err: Model: ACCORD V6 |
| Serv Ph: | (781) 337-7400 | Extn: | Tran: | 5AT | Trim: EX-V6 |

 Dealer #:
 200749
 TZ:
 EST

 Dir Cont:
 WILLIAM
 Training %:

 Serv Ph:
 (781) 337-7400
 Extn:

 Serv Mgr:
 JEFF BIERMAN

 Parts Mgr:
 JOHN FLYNN

 Dir Name:
 WEYMOUTH HONDA 211 MAIN STREET WEYMOUTH

 WEYMOUTH
 MA 02188

 Phone:
 (781) 337-7400

 Fax #:
 (781) 337-7314

 Phone:
 (781) 337-7400
 Fax #:
 (781) 337-7314

 DPSM:
 DAN ENDERLE
 Zone/Dist:
 09G

 Previous Dealer/Contact
 Date

Doors: 4DR WD: 2
Fact: MARYSVILLE Country: USA
Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L
WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,
Engine #: Trans #:
Em Type:

Case Type: Technical W.O. #:

Information from Dealer

RO #:

Tech Line Suggests

6 02/24/06 11:12:07 CHRISV:--7 REPLACE THE ABS MOD

| T/L Ref # 1751667 | Creat KEITH | | Date Created 02/23/2006 | Last Edited KEITHC | d By # of Edits 1 |
|------------------------------|--------------------------------------|----------------------|---------------------------------|-----------------------|--------------------------|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | Probable Cause/ REPLACE MODU | | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 13,159 |
| Dealer #: | 208305 | TZ: | EST VIN: 1 | HGCM66555A | Err. |
| Dir Cont: | ROBERT | Training %: | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (734) 453-3600 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | KEVIN MARTIN | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | KEVIN MARTIN | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | VICTORY HONDA OF | PLYMOUTH | Desc: | ACCORD 4DR E | EX-V6 6CYL 240.0HP 3.0L |
| | 315 ANN ARBOR RD. | | WhtBdy | : P/S, SUN ROOF | , ABS, AIR BAG, |
| | PLYMOUTH | MI 48170 | Engine | #: | Trans #: |
| Phone: (73 | 34) 453-3600 | Fax #: (734) 453-264 | 0 Em Ty p |)e: | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: WILLIE IVORY

Previous Dealer/Contact

Zone/Dist:

Date

04A

Information from Dealer

Case Type: Technical

| 2/23/2006 KEITHC | |
|---|--|
| 1 02/23/06 09:49:59 ISIS:> | AT 6,500 MILES BRAKE PEDL WENT TO FLOOR, BLED |
| 불2 : [2] [2] [2] [2] [2] [2] [2] [2] [2] [2] | INSPECTED AND BLED SYSTEM, TEST DROVE (OK), AT 8,760 |
| 3 | MILES BRAKE PEDAL WENT TO FLOOR, REPLACED MASTER |
| | CYLINDER BLED TEST DROVE (OK),AT 10,340 BRAKE PEDAL |
| 5 | WENTTO FLOOR, BLED SYSTEM TEST DROVE OK, NOW AT |
| 분 6 - 한 네트리 및 토토를 받고 있는 것이 되어 되었습니다. | 15,159, PEDAL GOES TO FLOOR,ALSO RIGHT REAR CALIPER |
| 7 | NOT OPERATING, ABLE TO PULL OF WHILE PRESSINGPEDAL |
| 아래 보는 아이라를 가득을 다시하는 돈 느로이지가 되면 되어하는 것인다. | DOWN, SURFACE RUST ON RIGHT REAR ROTOR AND PADS, |
| 9 | FROM NOTOPERATING, NO FLUID LOSS. |
| 10 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 11 THIS PROBLEM?> | YES |
| 12 IF YES, REPAIR DESCRIPTION?> | BLED SYSTEM, REPLACED MASTER CYLINDER, BLED |
| 13 | SYSTEM. |
| 14 02/23/06 09:51:04 KEITHC:> | |
| 15 EXCERCIZE ABS, REPLACE MODULATOR | |

| T/L Ref # 1684239 | Created By PETERL | Date Created 11/17/2005 | Last Edited By PETERL | # of Edits 1 | |
|-------------------|----------------------|--|--------------------------|-----------------|--|
| Code | Original Complaint | Probable Cause/S | olution | | |
| P 4150 | LOW BRAKE PEDAL | MOD; DO PANIC STOPS AND BLEED TO CONFIRM | | | |
| | | Resin Source: | None | Date: | |
| | | Status: | N/A | Mileage: 4,454 | |

| | | Statu | s: | N/A | Mile | eage: 4,454 |
|--------------|--------------------------------|-----------------------|-----------------------|--|----------|-------------|
| Dealer #: | 208358 | TZ: PST | VIN: 1HG | CM66515A | Err: | |
| Dir Cont: | MICHAEL | Training %: | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (408) 445-4422 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | SHANNON SALV | VATIERRA | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JOHN POSTON | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CAPITOL HOND 745 W. CAPITOL | _EXPWAY. | Desc: WhtBdy: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L P/S, SUN ROOF, ABS, AIR BAG, | | 0HP 3.0L |
| | SAN JOSE | CA 95136 | Engine #: | | Trans #: | |
| Phone: (40 | 8) 445-4422 | Fax #: (408) 445-4420 | Em Type: | | | |
| DPSM: KIN | 1 TOWER | Zone/Dist: 12G | RO #: | | | |
| Previous Dea | aler/Contact | Date | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

| 33 | |
|---|--|
| 11/17/2005 PETERL | |
| 1 11/17/05 11:47:59 ISIS:> | BRAKE PEDAL SINKS: BLED BRAKES, AIR IN LINES. |
| 2 | BETTER AFTER BLEEDING |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | FOR The second s |
| 4 THIS PROBLEM?> | NO |
| 5 11/17/05 11:48:06 PETERL:> | |
| 6 LOW PEDAL OR CONSTANTLY SINKS> | LOW PEDAL |
| 7 ANYTHING REPLACED> | NO JUST BLED |
| 8 DO PANIC STOPS THEN BLEED BRAKES IF PEDAL | |
| COMES UP | |

| 1782618 | KEITHC | 03/30/2006 | KEITHC | | |
|-------------------|--------------------|-------------------|---------|----------------|--|
| Code | Original Complaint | Probable Cause/S | olution | | |
| P 4150 BRK | BRKE "FEEL"PRBLMS | REPLACE MODULATOR | | | |
| | | ResIn Source: | None | Date: | |
| | | Status: | N/A | Mileage: 4,119 | |

Dir Cont: JOE SPENCER Training %: Serv Ph: (408) 395-6100 Extn: Serv Mgr: **BILL HUMPHREY** Parts Mgr: MICHAEL COLE Dir Name: SOUTH BAY HONDA 16213 LOS GATOS BLVD. LOS GATOS CA 95032 Phone: (408) 395-6100 Fax #: (408) 356-7254

DPSM: KIM TOWER Zone/Dist: 12G Previous Dealer/Contact Date

2005 ACCORD V6 Model: Year: Trim: LX-V6 Tran: 5AT 2 WD: Doors: 4DR Country: USA Fact: **MARYSVILLE** Desc: ACCORD 4DR LX-V6 6CYL 240.0HP 3.0L WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Engine #: Trans #: Em Type: RO #:

Tech Line Suggests

Case Type: Technical

W.O. #:

| Tech Line Suggests | Information from Dealer |
|--|--|
| 3/30/2006 KEITHC | |
| 1 03/30/06 12:25:20 ISIS:> | SOFT AND SUPER LOW BRAKE PEDAL, PEDAL GOES TO FLOOR |
| 2 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | ENGINE ON. SOFT ENGINE OFF. |
| 4 THIS PROBLEM?> | BERNES BERNESE |
| 5 IF YES, REPAIR DESCRIPTION?> | TECH A. REPLACED MASTER CYLINDER & BOTH FRONT BRAKE |
| 第6 をとなるのは (20年2年) ない (20年2年) (20年2年) | CALIPER, SECOND TIME BACK TECH B. REPLACED THE MASTER CYLINDER AGAIN, WHO IS RIGHT? {NEITHER} I |
| | CODES,ONLY ONE 61-1 DUE TO TECH B. LEFT KEY ON OVER |
| *10 | THIRD TIM E BACK AND NOT TO DO ANY REPIARS W/O YOUR |
| #12 | OK, { MY THOUGHTS ABS\TCS UNIT INTERNAL FAILURE OR AIR STILL IN SYSTEM, IT WOULD BE RARE FOR TWO |
| § 14 **Complete Children (**) | MASTER TO BE BAD BUT YOU NEVER KNOW, THANKS JOSEPH |
| 16 03/30/06 12:26:44 KEITHC:> 17 EXCERSIZE ABS> | |
| 18 REPLACE MODULATOR> | |

| | | 10011 1 | 110 00 | maci ite | POIL | | |
|----------------------|------------------------------------|-----------------------|---------------------|--|--|--------------|-----------------------|
| T/L Ref # 2215294 | Crea CHR | ted By ISV | Date Cr 12/05/20 | | Last Edited By CHRISV | | # of Edits 1 |
| Code P 4150 | Original Complaint LOW PEDAL | | | le Cause/Solu DD; REPLACE ource: | | Dat Mile | e: eage: 13,264 |
| Dealer #: | 208133 | TZ: | EST | VIN: 1HGC | :M66565A | Err: | |
| Dir Cont: | WARWICK | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (978) 745-4980 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JEFF KOVACEK | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT SMITH JR | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | KELLY HONDA 540 LYNNWAY LYNN | MA 01905 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AE J30A43075905 | BS, AIR BAG, | HP 3.0 BAYA7072965 |
| Phone: (97 | '8) 745-4980 | Fax #: (781) 595-5252 | | Em Type: | | | |
| DPSM: JO | HN DEMARTINI | Zone/Dist: 09H | | RO #: | 5815 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 12/5/2006 10:56:06 AM CHRISV | |
|------------------------------|---|
| 1 | IF CAR SITS FOR LONG PERIOD, BRAKE PEDAL IS LOW |
| | CAR CAME IN BACK IN AUG, BLED BRAKES AND IT WAS |
| | GOOD. CAME BACK AND PEDAL WAS LOW, BLED AGAIN AND |
| | SEEMS TO BE GOOD RIGHT NOW |
| 3 REPLACE THE ARS MOD | |

| 1744830 | oli Viji rijem rejet <mark>t</mark> | OMP | 02/15/200 | 06 | TOMP | | 42.7 4 |
|---|---|--|---------------------|---|------------------------------------|------------|--------------------|
| Code Original Complaint P 4150 BRAKE PEDAL SOFT | | | | tble Cause/Solution TY ABS MODULATOR; REPLACEMENT | | | |
| | | | ResIn So Status: | urce: | None N/A | Dat Mil | te: eage: 2,746 |
| Dealer #: | 206506 | TZ: *** | PST | VIN: 1HGC | CM66885A | Err: | |
| Dir Cont: | JO PACK | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (562) 809-3700 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | MICHAEL MONEL | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RAMON GOMEZ | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | NORM REEVES H 18500 STUDEBAN CERRITOS | HONDA SUPERSTORE KER ROAD CA 90701 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (56 | 52) 809-3700 | Fax #: (562) 809-719 | 95 | Em Type: | | | |
| DPSM: MI | CHELLE HATCH | Zone/Dist: 01G | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 2/15/2006 TOMP | |
|--|---|
| 1 02/15/06 12:08:36 ISIS:> | BRAKE SYSTEM FULL OF AIR AGAIN-VERY MUSHY |
| - 13:1 2 :13:13:13:13:13:13:13:13:13:13:13:13:13: | PEDAL. WANT TO REPLACE ABS MODULATOR THIS |
| | TIME. |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | BLEED AIR FROM SYSTEM 1ST TIME AT 2011 |
| 7 | MILES-REPLACED MASTER 2ND TIME IN AT 2616 |
| | EMILES. |
| 9 02/15/06 12:08:45 TOMP:> | JO: |
| 10 HOW CAN I HELP? | |
| 11 | SHOULD I REPLACE THE ABS MODULATOR? |
| 12 EXERCISE ABS AND PRESSURE BLEED BRAKES. | |
| 13 IF PROBLEM PERSISTS, LOOK FOR OTHER CAUSES. | |
| 14 IF NOT; YES ABS MODULATOR IS FAULTY | |

| T/L Ref# 1634730 | Created KENE | і Ву | Date Cro 08/25/20 | | Last Edited B | | # of Edits 1 |
|---------------------|--|---------------------|----------------------|-------------------------------|------------------------------------|-------------|-------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | | | e Cause/Sol ATOR; REPI | | | |
| | | | Resin S Status: | ource: | None P MAP | Dat Mile | e: eage: 3,694 |
| Dealer #: | 208244 | TZ: | EST | VIN: 1HG | CM66895A | Err: | |
| Dir Cont: | BILL ALLEN | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (703) 660-0110 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | DONNA KELLY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | GREG BELL | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SHEEHY HONDA 7434 RICHMOND HIGH ALEXANDRIA | WAY VA 22306 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (7) | 03) 660-0110 F | ax #: (703) 660-011 | 19 | Em Type: | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: MICHAEL RIEDEL

Previous Dealer/Contact

Zone/Dist:

Date

06C

Information from Dealer

Case Type: Technical

| recir Line ouggests | information from Dealer |
|--|---|
| 8/25/2005 KENE | |
| 1 08/25/05 06:35:14 ISIS:> | BRAKE PEDAL VERY SOFT |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYL |
| 5 08/25/05 06:35:44 KENE:> | HAVE TO PUMP IT SEVERAL TIMES. HOW TO ISOLATE |
| | WHEN ITS A MASTER CYL OR MODULATOR |
| 7 ANY AIR WHEN BLEEDING?> | DID NOT NOTICE |
| 8 YOU JUST REPLACED THE MASTER?> | YES AND SAME |
| 9 REPLACE THE MODULATOR | |
| 10 Please pend the contact to PI so he can ship the faulty | |
| modulator directly to Jeremy Gerrard. | |
| 11 CM VIN: 1HGCM66544A045404 | |
| 12 08/26/05 10:03:03PAULI:> | FAXED SHIP REQUEST |
| 13 08/29/05 15:31:31PAULI:> | NO CLM |
| 14 09/02/05 11:40:52PAULI:> | COURTNEY,SVC |
| 15 | ABS MOD C/U RPLCD PER RO #926363 |
| 16 09/02/05 13:42:47PAULI:> | FAXED SHIP REQUEST |
| 17 09/07/05 12:32:47PAULI:> | NO CLM? |
| 18 09/09/05 13:07:32PAULI:> | REFAXED REQUEST>CRAIG,PARTS |
| 19 09/13/05 10:26:57PAULI:> | CRAIG |
| | WE SENT PER A/B #7912-0086-1919 |
| | |

| T/L Ref # 1718650 | Created By JOHNB | Date Created 01/17/2006 | Last Ed JOHNB | | | |
|----------------------|----------------------|---|------------------|----------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | 4150 BRKE PEDAL SOFT | PRESS BLEED, EXERCISE, PRESS BLEED; RE-EVAL | | | | |
| | | ResIn Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 6,727 | | |
| Dealer #: | 207013 TZ : | | N/A GCM66875A | Mileage: 6,727 | | |

| | | | Status: | | N/A | Wille | eage: 0,727 |
|------------|----------------|-----------------------------|---------|----------------------|-------------------------|------------------------|-------------|
| Dealer #: | 207013 | TZ: | MST | VIN: 1HG | CM66875A | Err: | |
| Dir Cont: | BRIAN DEAN | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (406) 255-2300 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | DARRELL SPAEN | ΙΥ | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TOM ALLISON | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | UNDERRINER HO | | | Desc: | ACCORD 4DR EX- | | |
| | BILLINGS | MT 59101 | | WhtBdy: Engine #: | P/S, SUN ROOF, A | ABS, AIR BAG, Trans #: | |
| Phone: (40 | 6) 255-2300 | Fax #: (406) 255-2304 | 1 | Em Type: | | | |
| DPSM: MA | RK ROESSLER | Zone/Dist: 02F | | RO #: | | | |
| D D- | | 보이님! 보니 아니라 하는 것 같은 그 모르네요. | | | B-부탁하다 2013 (1913년) [18 | | |

Previous Dealer/Contact Date Case Type: Technical W.O. #:

Tech Line Suggests

| Tech Line Suggests | Information from Dealer |
|--|---|
| 1/17/2006 JOHNB | |
| 1 01/17/06 12:47:33 ISIS:> | THE BRAKE PEDAL IS VERY SOFT, FEELS LIKE IT HAS AIR |
| 2 | IN IT-FLUID LEVEL IS NORMAL-NO LEAKS SEEN |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 01/17/06 12:47:47 JOHNB:> | THE BRAKE PEDAL IS SOFT; FEELS LIKE AIR IN |
| | SYSTEM TO US |
| 7 HAS ANYTHING BEEN REPLACED> | NO,NOTHING |
| 8 HOW DOES FLUID LOOK> | CLEAN,AT PROPER LEVELS |
| 9 BRAKE PADS OK> | LIKE NEW AT FRONT AND REAR |
| 10 ROTORS DISHED> | NO,LOOK PERFECT |
| 11 CALIPERS ALL MOVING PROPERLYON SLIDE PINS> | YES |
| 12 THEN ADVSIE TO PRESSURE BLEED; IF PEDAL | |
| IMPROVES OR BECOMES NORMAL; THEN ADVISE TO GO | |
| TO A SAFE | |
| 13 | LOCATION AND EXERCISE THE ABS SEVERAL TIMES; THEN |
| | RETURN AND PRESSURE BLEED AGAIN; THEN NOTE FINAL |
| 15 | RESULT; IF PEDAL NORMAL; THEN AIR WAS PRESENT; IF NOT |
| | FIXED, THEN POSS MODULATOR; REPLACE AND PRESSURE |
| 17 | BLEED AGAIN, CB WITH FINAL RESULTS |

| T/L R | ef# | Created By | Date Created | Last Edited B | y # of Edits |
|-------|-----|---------------------|------------------|---------------|----------------|
| 16579 | 927 | MIKEH | 10/04/2005 | MIKEH | |
| C | ode | Original Complaint | Probable Cause/S | olution | |
| P 4 | 150 | LOW BRAKE PEDAL 2XS | ABS MODULATOR | R; REPLACE | |
| | | | ResIn Source: | None | Date: |
| | | | Status: | N/A | Mileage: 3,943 |
| Doalo | | 206876 | CCT ALL | CCMGGEVEA | |

Dealer #: VIN: 1HGCM665X5A Dir Cont: **TODD CONLON** Training %: 2005 Model: ACCORD V6 Year: Serv Ph: (605) 362-9500 EX-V6 Extn: Trim: Tran: 5AT Serv Mgr: **GREGG ALLISON** 2 WD: Doors: 4DR Parts Mgr: TIM JOHNSON Fact: Country: USA **MARYSVILLE** Dir Name: **VERN EIDE HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 5200 S. LOUISE AVE. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, SIOUX FALLS SD 57108 Engine #: Trans #: Phone: (605) 362-9500 Fax #: (605) 362-9400 Em Type: DPSM: **RUTH HARPER** Zone/Dist: 02G RO #: Previous Dealer/Contact Case Type: Technical Date

Tech Line Suggests

Information from Dealer

| 10/4/2005 MIKEH | |
|--|--|
| 1 10/04/05 15:31:25 ISIS:> | BRAKE PEDAL GOES TO FLOOR, REPLACED MASTER |
| | CYLINDER. WORKED OK FOR ONE MONTH. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | YES |
| 5 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYL |
| 6 10/04/05 15:31:36 MIKEH:> | |
| 7 ACTIVATE ABS AND BLEED?> | |
| 8 REPLACE ABS MODULATOR> | |
| 9 | |

W.O. #:

| T/L Ref # 1861723 | Created By CHRISV | Date Created 06/30/2006 | Last Edi CHRISV | 어린 경기를 가는 하는데 그 사람이 보이 들고 있는데 하는데 하는데 하다. |
|----------------------|----------------------|-------------------------|--------------------|---|
| Code | Original Complaint | Probable Cause/S | Solution | |
| P 4150 | INT LOW PEDAL | ABS MOD; REPLA | ACE | |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 12,088 |

Serv Ph: (336) 785-3380 Extn: Serv Mgr: **KELLY MOORE** Parts Mgr: FRANK PARRO Dir Name: FLOW HONDA 2600 PETERS CREEK PKWY

WINSTON-SALEM NC 27127

Phone: (336) 785-3380 DPSM: OPEN POSIT 10/22/08 Fax #: (336) 784-0067 Zone/Dist: 06L

Previous Dealer/Contact

Date

Tran:

5AT Doors:

4DR MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L

Trim:

WD:

EX-V6

2

P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #:

Em Type: RO #:

Fact:

Desc:

WhtBdy:

Case Type: Technical

W.O. #:

Tech Line Suggests

| 6/30/2006 CHRISV | |
|--|--------------------------|
| 1 06/30/06 14:35:09 ISIS:> | BRAKES "FEEL FUNNY" |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER REPLACED |
| 5 06/30/06 14:35:11 CHRISV:> | INT LOW PEDAL |
| 6 REPLACE ABS MOD | |

| | Ref # 0276 | Created By JOHNB | Date Created 01/04/2006 | Last Edited By JOHNB | # of Edits 1 |
|---|------------------------|---------------------|-----------------------------------|-------------------------|--|
| | Code | Original Complaint | Probable Cause/S | olution | A CONTRACTOR OF THE CONTRACTOR |
| P | P 4150 BRKE PEDAL SOFT | BRKE PEDAL SOFT | PRESS BLEED,EX | ERCISE ABS, THEN PRESS | BLEED |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 12,467 |

Dealer #: 206740 TZ: CST VIN: 1HGCM665X5A Err: 2005 Dir Cont: **JAMES** Training %: Year: Model: ACCORD V6 Serv Ph: (847) 362-4300 EX-V6 Extn: Tran: Trim: 5AT 2 Serv Mgr: DAN FENDICK WD: Doors: 4DR Parts Mgr: **BARTH BARA** Fact: **MARYSVILLE** Country: USA Dir Name: PAULY HONDA Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 1111 S. MILWAUKEE AVE. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LIBERTYVILLE IL 60048 Engine #: Trans #: Phone: (847) 362-4300 Em Type: Fax #: (847) 367-5815 DPSM: MIKE CLARK Zone/Dist: 08C RO #: **Previous Dealer/Contact** Date Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 1/4/2006 JOHNB | |
|---|--|
| 1 01/04/06 13:29:18 ISIS:> | PEDAL LOW AFTER REPLACING FRONT BRAKES AND |
| | SERVICING REAR BRAKES. HAVE REPLACED MASTER |
| | CYLINDER AND ABS MODULATOR. UNABLE TO GET |
| | SATISFACTORY PEDAL |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | NO CARLES OF THE PROPERTY OF T |
| 7 01/04/06 13:35:02 JOHNB:> | BRAKE PEDAL LOW AFTER BRAKE PAD AND ROTOR |
| - [18 12] - [19 | REPLACEMENT; HAVE REPLACE MASTER AND MODULATOR |
| 9 | WITH NO CHANGE; HAVE PEDAL AND VACUUM BLED WITH |
| | NO CHANGE |
| 11 PRESSURE BLEED SYSTEM, THEN EXERCISE ABS IN A | |
| SAFE LOCATION SEVERAL TIMES; THEN PRESSURE | |
| BLEED | |
| 12 | AGAIN;RE-EVALUATE PEDAL EACH TIME |

| 물리가 살려면 물리가 하는 아이들이 있는데 하는데 지원 등 회사를 받아 있다는데 없는데 없어 있다. | | Date CreatedLast Edited By# of Edits12/20/2005CHRISV1 | | | | | |
|---|--|---|---|-------------------------------|------------------------------------|------------|--------------------|
| Code Original Complaint P 4150 SOFT PEDAL AFT MOD | | DO | Probable Cause/Solution NEW MOD?; MOD AND REBLEED | | | | |
| | | | Resin So Status: | ource: | None N/A | Da: Mil | te: eage: 5,803 |
| Dealer #: | 208244 | TZ: | EST | VIN: 1HG | CM66525A | Err: | |
| Dir Cont: | JULIUS PORIAS | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (703) 660-0110 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DONNA KELLY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | GREG BELL | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | SHEEHY HONDA 7434 RICHMOND HI ALEXANDRIA | GHWAY VA 22306 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | 경기를 하지 않는 사람이 되었다. |
| Phone: (70 | 03) 660-0110 | Fax #: (703) 660-0119 | 9 | Em Type: | | | |
| DPSM: MI | CHAEL RIEDEL | Zone/Dist: 06C | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 12/20/2005 CHRISV | |
|--|---|
| 1 12/20/05 11:19:57 ISIS:> | CUSTOMER STATES THAT THE PEDAL GOES TOT HE FLOOR |
| 2 | WHEN BRAKING. FOUND DEFECT IN TCS/ABS MODULATOR |
| | AND REPLACED; ALSO REPLACED MASTER CYL. AND BRAKE |
| | REMAINS SOFT. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | YES |
| 7 IF YES, REPAIR DESCRIPTION?> | BRAKE BLEED @5340 MI AND REFINISH FRONT ROTORS @ |
| | 977 MI |
| 9 12/20/05 11:20:01 CHRISV:> | |
| 10 DRY THE CAR AND MOD THE BRAKES THEN BERLEED | |

| T/L Ref # Created By 2380086 ROBERTH | | Date Cre 06/22/20 | | Last Edited By LANCEK | | # of Edits 2 | |
|---|--------------------|----------------------|--|--------------------------|------------------|-----------------|--------------------|
| Code Original Complaint P 4150 BRAKE FEEL (LOW PEDAL) | | | Probable Cause/Solution MOD; EXERCISE ABS AND BLEED AS PER THE SM, 2-3X | | | | |
| | | | Resin So Status: | ource: | None N/A | Dat Mile | e: eage: 16,510 |
| Dealer #: | 206876 | Z: | CST | VIN: 1HG | CM66565A | Err: | |
| Dir Cont: | TOM EBERLE | Training %: | 60 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (605) 362-9500 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | GREGG ALLISON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TIM JOHNSON | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | VERN EIDE HONDA | | | Desc: | ACCORD 4DR EX- | V6 6CYL 240.0 |) HP 3.0 |
| | 5200 S. LOUISE AVE | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | SIOUX FALLS | SD 57108 | | Engine #: | J30A43085590 | Trans #: | BAYA7082438 |
| Phone: (60 | 05) 362-9500 | Fax #: 6053629400 | | Em Type: | | | |
| DPSM: RL | TH HARPER | Zone/Dist: 02G | | RO #: | 497824 | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 6/22/2007 2:07:38 PM ROBERTH | |
|----------------------------------|------------------------|
| | BRAKE PEDAL IS LOW |
| 6/22/2007 2:10:08 PM LANCEK | |
| 2 | TOM |
| 3 | THE BRAKE PEDAL IS LOW |
| 4 IS IT FIRM AND THEN IT DROPS? | NO IT IS JUST LOW. |
| E EVEDOIGE THE ARC AND DIEED ACD | ED SM 2.3Y |

| T/L Ref # 1864655 | Cre JIM | ated By H | Date Created 07/06/2006 | Last Edited E JIMH | By # of Edits |
|---|--|---|---------------------------------------|--|--------------------------|
| Code P 4150 | Original Complaint BRKE SYSTEM HAS | AIR | Probable Cause/Sol MODULATOR; REPL | | |
| | | | Resin Source: Status: | None N/A | Date: Mileage: 16,271 |
| Dealer #: 208423 TZ: DIr Cont: EDMUND Training %: Serv Ph: (203) 254-7039 Extn: Serv Mgr: STEPHEN EDMOND Parts Mgr: DIr Name: HONDA OF WESTPORT 1372 POST ROAD EAST WESTPORT CT 06880 | | VIN: 1HG Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2005 5AT 4DR MARYSVILLE | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA -V6 6CYL 240.0HP 3.0L ABS, AIR BAG, Trans #: | |
| DPSM: RI | 03) 254-1112 ENA BAEZA ealer/Contact | Fax #: (203) 254-8056 Zone/Dist: 05F Date | RO#: | : Technical | |

Tech Line Suggests

| 7/6/2006 JIMH | |
|--|--|
| 1 07/06/06 06:59:11 ISIS:> | BRAKES GO TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKES WERE BLEED AND PROBLEM REACURRED |
| | SEVERAL |
| 5 | MONTHS LATER. MASTER GYL WAS REPLACED. SEVERAL |
| 근 6 : : : : : : : : : : : : : : : : : : | MONTHS LATER BRAKES WERE BLEED AGAIN. NOW CAR IS |
| 7 | BACK WITH THE SAME PROBLEM. FLUID IS NEVER LOW AND |
| | THEREIS NO SIGN OF A LEAK |
| 9 07/06/06 07:01:19 JAMESH:> | |
| 10 ANY SYSTEM LEAKS?> | 있는데 (No.) 트리아 프랑스를 받는다는 그리고 보는데 다음 물건도 다기 |
| 11 REPLACE THE ABS MODULATOR | |

| T/L Ref # 1802497 | Created By KENE | Date Created 04/24/2006 | Last Edited KENE | By # of Edits 1 |
|----------------------|--------------------|-----------------------------------|---------------------|--------------------|
| Code | Original Complaint | Probable Cause/Sol | ution | |
| P 4150 | BRAKE PEDAL LOW | ABS MODULATOR; | CHECK FLUID VOL | UME |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 5,661 |

| | | | otatus. | | N/A | Milk | .agc. 0,001 |
|-------------|---|-----------------------|---------|-------------------------------|---------------------------------|----------|-------------|
| Dealer #: | 207221 | TZ: | EST | VIN: 1HG | CM66575A | Err: | |
| Dir Cont: | ERIC FETZER | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (860) 223-2230 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | KEN ORR | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MARK ZARRELLI | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SCHALLER HONDA 1 VETERANS DRIVE NEW BRITAIN | CT 06051 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX P/S, SUN ROOF, | | 0HP 3.0L |
| Phone: (86 | 0) 223-2230 | Fax #: (860) 826-2083 | | Em Type: | | | |
| DPSM: MA | RY DOWNING | Zone/Dist: 09D | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type | Technical | | |

W.O. #:

Tech Line Suggests

| 4/24/2006 KENE | |
|--|--|
| 1 04/24/06 07:05:05 ISIS:> | THE BRAKE PEDAL SINKS TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS F | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | THE MASTER CYLINDER WAS REPLACED TWICE AND THE |
| 5 | SYSTEM WAS BLED AFTER EACH REPAIR PER THE SERVICE |
| 그런6 보다는 화학 경험은 회학을 받는 화학 사람이 하였다. | MANUAL. AFTER THE REPAIRS HAVE BEEN MADE THE |
| | The state of the s |
| 7 | PEDAL SEEMS TO BE OK FOR A LITTLE WHILE AND THEN |
| | THE SAME CONCERN HAPPENS. |
| 9 04/24/06 07:05:25 KENE:> | PEDAL GOES TO THE FLOOR |
| 10 CHECK FLUID VOLUME.I F OK, REPLACE THE | |
| MODULATOR | |

| T/L Ref # 2277992 | Crea CHR | ted By ISV | Date Cre 02/15/20 | | Last Edited By CHRISV | | # of Edits 1 |
|------------------------------|--|-----------------------|----------------------|--------------------------------------|--|--------------|-------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | | e Cause/Solu D; REPLACE ource: | | Dat Mile | e: eage: 20,630 |
| Dealer #: | 207515 | TZ: | PST | VIN: 1HGC | and the state of t | Err: | |
| Dir Cont: | MARSICOLA | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (530) 895-8181 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | DONALD BECK | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | NEIL HILDEBRANDT | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | WITTMEIER HONDA 2288 FOREST AVEN CHICO | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AB J30A43091210 | BS, AIR BAG, |) HP 3.0 BAYA7088188 |
| Phone: (53 | 30) 895-8181 | Fax #: (530) 894-6924 | 4 | Em Type: | | | |
| DPSM: TI | M BRUSHER | Zone/Dist: 12A | | RO #: | 980928 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 2/15/2007 4:10:10 PM CHRISV | |
|-----------------------------|--|
| | LOW BRAKE PEDAL MASTER HAS BEEN REPLACED, BRAKES |
| | HAVE BEEN BLED |
| 2 REPLACE ABS MOD | |

W.O. #:

| T/L Ref # 2389601 | | ated By VEN | Date C i 07/05/2 | | Last Edited By STEVEN | | # of Edits 1 |
|----------------------|--|-----------------------|--|-------------------------------|--|-------------|----------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution MODULATOR?; REPLACE | | | | |
| | | | Resin S Status: | | None N/A | Dat Mile | e: eage: 14,538 |
| Dealer #: | 208160 | TZ: | PST | VIN: 1HGC | CM668X5A | Err: | |
| Dir Cont: | BRIAN BROCK | Training %: | 60 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (925) 825-8000 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | GARY ROBBINS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BILL COOK | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CONCORD HONDA 1300 CONCORD AV CONCORD | ENUE CA 94520 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS J30A43093924 | , AIR BAG, | 240.0 BAYA7090562 |
| Phone: (92 | 25) 825-8000 | Fax #: (925) 676-3745 | 5 | Em Type: | | | |
| DPSM: ST | EVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | 371474 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| | monimum bodio |
|------------------------------|---|
| 7/5/2007 2:18:24 PM STEVEN | |
| | BRAKES STILL GO TO THE FLOOR FOUND AIR COMING OUT |
| | OF LR WHEEL CALIPER ONLY DURING BLEEDING.ALL OTHERS |
| | THOK 프로젝트 트로그램 프로젝트 아프를 받는데 보다 다 |
| 2 REPLACED A MASTER ALREADY? | YEAH AND IT SEEMED TO FIX IT, BTU IT CAME BACK, I BLEED |
| | THE SYSTEM AGAIN AND GOT AIR AND IT SEEMED OK SO I |
| | SHIPPED IT BUT NOW ITS BACK AGAIN |
| 3 LOW SPONGY PEDAL? | YES |
| 4 REPLACE MODULATOR | OK |

| I/L R 1671 | lef # 833 | Created By LANCEK | Date Created 10/27/2005 | Last Edited B LANCEK | y # of Edits |
|---------------|-----------------------------|----------------------|-----------------------------------|-------------------------|----------------|
| C | Code | Original Complaint | Probable Cause/So | olution | |
| P 4 | P 4150 BRKE PEDAL FEELS LOW | ABS MODULATOR | TOR; REPLACE THE ABS MODULATOR | | |
| | | | Resin Source: | None | Date: |
| | | | Status: | N/A | Mileage: 5,484 |

207228 Dealer #: VIN: 1HGCM66505A TZ: **EST** Err: Dir Cont: NAM NGUYEN Training %: 2005 Model: ACCORD V6 Year: Serv Ph: (850) 244-7151 Trim: EX-V6 Extn: Tran: 5AT 2 Serv Mgr: **WAYNE OWENS** WD: Doors: 4DR Parts Mgr: **DOUG ELLIOTTE** Country: USA Fact: MARYSVILLE Dir Name: **GARY SMITH HONDA** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L 225 MIRACLE STRIP PKWY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, FORT WALTON BEA FL 32548 Engine #: Trans #: Phone: (850) 244-7151 Fax #: (850) 796-6714 Em Type: DPSM: GEORGE OPPEL Zone/Dist: 07G RO #: Previous Dealer/Contact Case Type: Technical Date

Tech Line Suggests

MODULATOR.

Information from Dealer

| rech Line Suggests | imormation nom beater |
|--|---|
| 10/27/2005 LANCEK | |
| 1 10/27/05 14:53:38 ISIS:> | BRAKE PEDAL FEEL SOFT, HAD NEW BRAKE MASTER CYL |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED BRAKE MASTER CYL |
| 5 10/27/05 14:54:02 LANCEK:> | THE BRAKE PEDAL FEELS LOW, REPLACED THE MASTER |
| | CYL AND STILL SAME. |
| 7 EXERCISE THE ABS AND BLEED AS PER THE SM. | |
| 8 IF THE PEDAL IS NORMAL REPLACE THE ABS | |

W.O. #:

| T/L Ref # 1716859 | Cre JIN | eated By 1H | Date Cr 01/16/20 | | Last Edited By JIMH | | # of Edits |
|------------------------------|--|--|----------------------------|--------------------------------------|--------------------------------------|--------------|----------------------|
| Code P 4150 | Original Complaint BRKE PEDAL SPON | GY | | e Cause/Solu 10DULATOR; ource: | REPLACE None | Dat | e: eage: 14,999 |
| Dealer #: | 208308 | TZ: | EST . | VIN: 1HGC | N/A M66835A | Err: | 5 ugo. 14,000 |
| Dir Cont: | RONALD CREWS | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (301) 218-2111 DERWENT WILLIA | Extn: MSON | | Tran: Doors: | 5AT 4DR | Trim: WD: | EX-V6NV 2 |
| Parts Mgr: | JOSEPH MCCAUL | Ε Y | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF BOWIE 2260 CRAIN HIGH BOWIE | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AI | | |
| | 01) 218-2111 FIK ABDULLAHI | Fax #: (301) 218-665 Zone/Dist: 06B | 7 | Em Type: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 1/16/2006 JIMH | |
|---|--|
| 1 01/16/06 12:18:31 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACE BRAKE MASTER CYLINDER BLED ALL THE BRAKE |
| 5 | LINES CHECKED ALL OF THE LINES |
| 6 01/16/06 12:20:16 JAMESH:> | CAR CAME IN AND WE BLED THE AIR OUT. CAR |
| 7 | RETURNED WITH AIR IN THE LINES AGAIN AND WE |
| - 12 8 5 2 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 | REPLACED THE MASTER CYLINDER. THE CAR IS BACK |
| 9 | WITH AIR IN THE LINES AGAIN. |
| 10 DOES OR HAS THE SYSTEM HAD ANY LEAKS?> | |
| 11 REPLACE THE ABS MODULATOR | |

W.O. #:

| RICKT | 12/19/2005 | KEITHC | |
|-------------------|--|---|--|
| riginal Complaint | Probable Cause/So | olution | |
| RKE "FEEL"PRBLMS | POSS ABS MODU | LATOR | |
| | ResIn Source: | None | Date: |
| | Status: | N/A | Mileage: 1,659 |
| | RICKT riginal Complaint RKE "FEEL"PRBLMS | riginal Complaint Probable Cause/S RKE "FEEL"PRBLMS POSS ABS MODU Resin Source: | riginal Complaint RKE "FEEL"PRBLMS Probable Cause/Solution POSS ABS MODULATOR Resin Source: None |

Dir Cont: JOE HEIDEN Training %: 2005 Year: Serv Ph: (585) 586-0120 Extn: Tran: 5AT Serv Mgr: MARK FREY Doors: 4DR Parts Mgr: **JEFFREY BROOKS** Fact: **MARYSVILLE** Dir Name: DICK IDE HONDA Desc: ACCORD 4DR EX-V6 NAVI 6CYL 875 PANORAMA TRAIL WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **ROCHESTER** NY 14625 Engine #: Em Type:

09A

Phone: (585) 586-0120 Fax #: (585) 586-0429 DPSM: Malcolm Hoff Zone/Dist:

Previous Dealer/Contact Date RO #: Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

Model:

Trim:

WD:

Trans #:

ACCORD V6

EX-V6NV

2

Country: USA

| 12/19/2005 RICKT | |
|--|--|
| 1 12/19/05 08:18:03 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE MASTER CYLINDER. |
| 5 12/19/05 08:18:08 RICKT:> | |
| 6 transfer | |
| 7 12/19/05 08:20:59 KEITHC:> | PEDAL FADES |
| 8 PUMP BRAKES UP WHEN LOW> | The Yes with the second of the Yes with t |
| 9 POSS MODULATOR | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits | | |
|---------------|---------------------------|-------------------------|----------------|----------------|--|--|
| 1716290 | RAYDAVIS | 01/13/2006 | ROBERTH | 2 | | |
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | LOW SPONGY BRAKE PEDAL 2X | MSG: REPL ABS MODULATOR | | | | |
| | | Resin Source: | Message center | Date: | | |
| | | Status: | N/A | Mileage: 7,434 | | |

| | | | Status: | | N/A | Mile | eage: 7,434 |
|--------------|--|----------------|------------|------------------------------|------------------------------------|----------|-------------|
| Dealer #: | 206526 | TZ: | PST | VIN: 1HGC | CM66545A | Err: | |
| Dir Cont: | RICHARD | Training | % : | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (253) 833-7900 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | STEVE AUBE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL SANDS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HINSHAW'S HONDA | VDA | | Desc: | ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L | | |
| | 2605 AUBURN WAY NORTH AUBURN WA 98002 | | WhtBdy: | P/S, SUN ROOF, ABS, AIR BAG, | | | |
| | AUBURN | WA 98002 | | Engine #: | | Trans #: | |
| Phone: (253 |) 833-7900 | Fax #: (253) 8 | 33-8631 | Em Type: | | | |
| DPSM: PHIL | . HEINZMAN | Zone/Dist: 0 |)2B | RO #: | | | |
| Previous Dea | ler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 1/18/2006 RAYDAVIS 1 01/13/06 13:46:39 ISIS: | | |
|---|--|--|
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 3 THIS PROBLEM?> YES 4 IF YES, REPAIR DESCRIPTION?> MASTERCYLINDER WAS REPLACE APROX 1 MONTH AGO 5 01/13/06 13:46:58 RAYD:> RICK;I HAVE A SPONGY LOW BRAKE PEDAL 6 EXERCISE THE ABS, IF THE PEDAL COMES UP, REPLACE 7 THE MODULATOR> | 1/18/2006 RAYDAVIS | |
| 3 THIS PROBLEM?> 4 IF YES, REPAIR DESCRIPTION?> 5 01/13/06 13:46:58 RAYD:> 6 EXERCISE THE ABS, IF THE PEDAL COMES UP, REPLACE 7 THE MODULATOR | 1 01/13/06 13:46:39 ISIS:> | LOW BRAKE PEDAL |
| 4 IF YES, REPAIR DESCRIPTION? | 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 5 01/13/06 13:46:58 RAYD:> RICK;I HAVE A SPONGY LOW BRAKE PEDAL 6 EXERCISE THE ABS, IF THE PEDAL COMES UP, REPLACE 7 THE MODULATOR | 3 THIS PROBLEM?> | YES |
| 6 EXERCISE THE ABS, IF THE PEDAL COMES UP, REPLACE 7 THE MODULATOR> | 4 IF YES, REPAIR DESCRIPTION?> | MASTERCYLINDER WAS REPLACE APROX 1 MONTH AGO |
| REPLACE 7 THE MODULATOR> | 5 01/13/06 13:46:58 RAYD:> | RICK;I HAVE A SPONGY LOW BRAKE PEDAL |
| 7 THE MODULATOR> | 6 EXERCISE THE ABS, IF THE PEDAL COMES UP, | 보고 있는 것이 있는 것이 같은 것이 되었다. 이 경기 전에 되었다. 그런 것이 되었다. 그런 것이 되었다. 그런 것이 되었다. 그런 것이 되었다. |
| | REPLACE | |
| 8 01/18/06 13:46:38 ROBERTH:MSG> REPL ABS MODULATOR | 7 THE MODULATOR> | |
| | 8 01/18/06 13:46:38 ROBERTH:MSG> | REPL ABS MODULATOR |

| T/L Ref # 2318402 | Crea GAR | ted By YR | Date Cr 04/05/20 | | Last Edited By GARYR | | # of Edits 1 |
|----------------------|--|-----------------------|---------------------|-----------------------------------|--|--------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL VERY | LOW | | e Cause/Solu TE ABS AND | ntion BLEED, REPL MOD | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mil | e: eage: 8,263 |
| Dealer #: | 208154 | TZ: | EST | VIN: 1HGC | CM66565A | Err: | |
| Dir Cont: | CONARD | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (610) 828-1400 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | FRANK BOYLE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JOHN ROCHE | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | CONICELLI HONDA 1100 RIDGE PIKE CONSHOHOCKEN | PA 19428 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AB J30A43099795 | BS, AIR BAG, |) HP 3.0 BAYA7096679 |
| Phone: (6 | 10) 828-1400 | Fax #: (610) 832-0325 | 5 | Em Type: | | | |
| DPSM: TU | IRK MCFADDEN | Zone/Dist: 05H | | RO #: | 207790 | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| rech Line Suggests | information from Dealer |
|---|---|
| 4/5/2007 2:31:52 PM GARYR | |
| 1 | BRAKE PEDAL VERY LOW, PULLS LEFT, THIRD TIME BACK |
| | BLEED BRAKES AT 1900 MILES OK UNTILL 6000 MILES BLEED |
| | AGAIN, OK UNTILL 7700 MILES REPLACE MASTER CYLINDER |
| | OK UNTILL 8200 MILES, NO ABS CODES, LF RR SOLINIOD |
| | MORE KICKBACK ON FUNCTION TEST, LOOSEN MASTER |
| | CYLINDER FROM BOOSTER TO TEST FOR COMPINSATING |
| | PORT PROBLEM, NO IMPROVEMENT, BRAKES ARE WORN |
| | EVEN, ALL FRONT PADS AT 12/32" |
| 2 ACTIVATE ABS AND BLEED IF PEDAL IMPROVES REPL | |

2 ACTIVATE ABS AND BLEED IF PEDAL IMPROVES REPL THE MOD

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1699514 | Creat GAR) | | Date Cro 12/14/20 | | Last Edited By GARYR | | # of Edits 1 |
|----------------------|--|-----------------------------|--|-------------------------------|--------------------------------------|-------------|--------------------|
| Code P 4150 | Original Complaint BRKE PEDAL GOES TO |) FLOOR | Probabl MOD?; I Resin S Status: | | ution None N/A | Dat Mile | te: eage: 4,033 |
| Dealer #: | 208293 | TZ: | CST | VIN: 1HG | CM66505A | Err: | |
| Dir Cont: | PETER FOX | Training %: | | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (405) 495-5800 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | MICHAEL ROWDEN | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MATTHEW EADS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | STEVE BAILEY HONE 8700 N. W. EXPRESS OKLAHOMA CITY | 경기를 하게 하는 것이 없는 그 사람들이 되었다. | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AI | | OHP 3.0L |
| Phone: (40 | 05) 495-5800 | Fax #: (405) 495-9075 | | Em Type: | | | |
| DPSM: TO | NY DANG | Zone/Dist: 10B | | RO #: | | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 12/14/2005 GARYR | |
|--|-----------------------------------|
| 1 12/14/05 14:58:36 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE PEDAL GOES TO FLOOR |
| 5 WILL CAR STOP> | YES |
| 6 12/14/05 14:58:45 GARYR:> | REPLD M/C LAST TIME AND RETURNED. |
| 7 REPL MODULATOR | |

| T/L Ref # 2378808 | | ated By RYR | Date C 06/21/2 | | Last Edited By GARYR | | # of Edits 1 |
|----------------------|--|-----------------------|--------------------------|-------------------------------|--|--------------|----------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL FADII | NG | Probab MOD?; | le Cause/Solu REPL | tion | | |
| | | | Resin S Status: | | None N/A | Dat Mile | e: eage: 37,336 |
| Dealer #: | 206592 | TZ: | CST | VIN: 1HGC | CM66825A | Err: | |
| Dir Cont: | MARVIN VOTRUBA | Training %: | 72 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (512) 458-2511 | Extn: | | Tran: | 5AT | Trim: | EX-V6NV |
| Serv Mgr: | GARRETT LIMING | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DAVID HILFER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | FIRST TEXAS HON 1301 WEST KOENI AUSTIN | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-V P/S, SUN ROOF, AB J30A43101097 | BS, AIR BAG, | 240.0 BAYA7098198 |
| Phone: (5 | 12) 458-2511 | Fax #: (512) 380-07 | 96 | Em Type: | | | |
| DPSM: JE | RRY MEADE | Zone/Dist: 03B | | RO #: | 67055 | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| | month and more board. |
|-----------------------------|--|
| 6/21/2007 11:42:46 AM GARYR | |
| | BRAKE PEDAL FADING TO FLOOR REPLACED BRAKE |
| | MASTER 1 MONTH AGO CAR NOW RETURNED NO VISIBLE |
| | LEAKS |
| 2 REPL MOD | |

| 716103 | TOMP | 01/13/2006 | TOMP | | | |
|-------------------------|--------------------------|-------------------------|-----------------|---------------------|--|--|
| Code Original Complaint | | Probable Cause/Solution | | | | |
| 4 150 | 4150 PEDAL GOES TO FLOOR | AIR IN BRAKE SY | STEM OR ABS/MOD | FAULTY;REPAIR AS NE | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 2,687 | | |

Dir Cont: DAVID GEYER Training %: Serv Ph: (785) 843-0550 Extn: Serv Mgr: LARRY WHITSON Parts Mgr: **CURT MILLER** Dir Name: JACK ELLENA HONDA 2112 WEST 29TH TERRACE LAWRENCE KS 66047 Phone: (785) 843-0550 Fax #: (785) 843-3680 DPSM: Michael Wehmeir Zone/Dist: 08L Previous Dealer/Contact Date

2005 ACCORD V6 Model: Year: EX-V6 Tran: Trim: 5AT 2 WD: Doors: 4DR Country: USA Fact: **MARYSVILLE** Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #: Case Type: Technical

Tech Line Suggests

11 NO: LOOK FOR OTHER CAUSES

Information from Dealer

| 1/13/2006 TOMP | |
|---|--|
| 1 01/13/06 11:44:43 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | SFOR |
| 3 THIS PROBLEM?> | NO |
| 4 01/13/06 11:44:58 TOMP:> | DAVE: |
| 5 CAN YOU DUPLICATE/VERIFY THE COMPLAINT? | ? |
| | POLICE SERVES. THE REPORT OF THE PROPERTY OF T |
| 7 DOES THE CAR FAIL TO STOP?> | NO. BUT THE PEDAL IS REALLY LOW. |
| 8 EXERCISE ABS, THEN PRESSURE BLEED THE B | BRAKES |
| 9 DOES THE PEDAL FEEL NORMAL? | |
| 10 YES: ABS MODULATOR IS FUALTY | |

W.O. #:

| T/L Ref # 1934223 | Created By RAYD | Date Created 09/22/2006 | Last Edited B RAYD | y # of Edits 1 | | | |
|----------------------|---------------------------|--------------------------------|---------------------------------|-------------------|--|--|--|
| Code | Original Complaint | Probable Cause/S | Solution | | | | |
| P 4150 | BRAKE PEDAL GOES TO FLOOR | MODULATOR?;E | MODULATOR?;EXERCISE ABS, RETEST | | | | |
| | | ResIn Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 18,290 | | | |
| Dealer #: | 207330 TZ : | CST VIN: 11 | HGCM66595A | Err: | | | |
| Dir Cont: | RONALD Train | ing %: Year: | 2005 | Model: ACCORD V6 | | | |

DIr Cont: RONALD Training %:

Serv Ph: (816) 251-8700 Extn:

Serv Mgr: DAVID RODGERS

Parts Mgr: SCOTT HUBBARD

DIr Name: LEE'S SUMMIT HONDA
401 NE COLBERN RD.
LEES SUMMIT MO 64086

LEES SUMMIT MO 64086

Phone: (816) 251-8700 Fax #: (816) 251-8778

DPSM: Michael Wehmeir Zone/Dist: 08L

Previous Dealer/Contact Date

Trim: EX-V6 Tran: 5AT 2 WD: Doors: 4DR Country: USA Fact: MARYSVILLE Desc: ACCORD 4DR EX-V6 6CYL 240.0HP 3.0L WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: Trans #: Em Type: RO #: Case Type: Technical

Tech Line Suggests

Information from Dealer

| 9/22/2006 RAYD | |
|--|--|
| 1 09/22/06 11:18:25 ISIS:> | LOW BRAKE PEDAL |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO |
| 4 09/22/06 11:19:42 RAYD:> | BRAKE PEDAL GOES TO THE FLOOR, I BLEAD THE |
| 5 | BRAKES AND THE PEDAL STARTED COMMING UP |
| 6 IS THE PEDAL GOOD NOW?> | I ONLY BLEAD THE RT FRONT, IT CAME UP A LITTLE |
| 7 | THEN I STOPPED |
| 8 TAKE THE CAR OUT SOMEWHERE WHERE YOU CAN | |
| LOOSE | |
| 9 TRACTION, EXERCISE TEH ABS, SEE IF THE PEDAL | |
| 10 COMES UP> | |

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

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| T/L Ref # 1716200 | Created By JIMH | Date Created 01/13/2006 | Last Edited By JIMH | # of Edits 1 |
|-------------------------|--------------------|-----------------------------------|------------------------|-----------------|
| Code Original Complaint | | Probable Cause/S MODULATOR?; C | EM, REPLC | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 3,567 |

| Dealer #: | 206815 | TZ: CST | VIN: 1HG | GCM66515A | Err: | |
|-------------|--|----------------------------------|-------------------------------|------------------------------------|---------|-----------|
| Dir Cont: | LEE WHITE | Training %: | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (205) 823-3333 | Extn: | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | RUDY ARVIZU | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHRIS ABSTON | | Fact: | MARYSVILLE | Country | : USA |
| Dir Name: | TAMERON HONDA 1675 MONTGOME BIRMINGHAM | 가 마음 시간 하는데 모양을 가는 가는 그를 가는 것이다. | Desc: WhtBdy: Engine #: | ACCORD 4DR EX- P/S, SUN ROOF, A | | |
| Phone: (20 | 5) 823-3333 | Fax #: (205) 443-7656 | Em Type: | | | |
| DPSM: CH | RIS BRUNI | Zone/Dist: 07C | RO #: | | | |
| Previous De | aler/Contact | Date | Case Type | : Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| | momation nom beater |
|---|--|
| 1/13/2006 JIMH | |
| 1 01/13/06 12:56:25 ISIS:> | BRAKE PEDAL GOES TO FLOOR BEFORE BRAKES INGUAGE, |
| | NO TO THE REPORT OF THE PARTY O |
| | FLUID LEAKING IN SYSTEM.TECH. ASKED TEAM LEADER |
| 3 | SAID COULD BE MASTER CYLENDER BYPASSING, OR ABS |
| | UNIT COULD BE LEAKING AIR INTO SYSTEM, ONLY FRONT |
| 5 | BRAKES INGUAGE WHEN PEDAL IS PRESSED. |
| 6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 7 THIS PROBLEM?> | NO |
| 8 01/13/06 13:03:35 JAMESH:> | PEDAL LOWER THAN EXPECTED |
| 9 CHECK BRAKE HARDWARE | |
| 10 CHECK FOR LEAKS | |
| 11 IF NO LEAKS CHECK FOR AIR IN BRAKE LINES. | |
| 12 IF AIR IN BRAKE LINES, REPLACE ABS MODULATOR | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 331 of 661

| Created By | Date Created | Last Edited By | # of Edits |
|--------------------------|---|---|--|
| KENE | 12/01/2005 | KENE | |
| Original Complaint | Probable Cause/Se | olution | |
| BRKE PEDAL GOES TO FLOOR | MODULATOR; CH | ECK BRAKE FLUID VOL | UME |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 9,361 |
| | 말은 하고 있는 걸음을 가고 하는 하는데 그렇다는 이 때문에 나왔다고? | KENE 12/01/2005 Driginal Complaint Probable Cause/Sorriginal COMPLATOR; CH Resin Source: | KENE 12/01/2005 KENE Probable Cause/Solution BRKE PEDAL GOES TO FLOOR MODULATOR; CHECK BRAKE FLUID VOL Resin Source: None |

Dir Cont: **BRYAN BYRD** Training %: 2005 Model: ACCORD V6 Year: Serv Ph: (817) 696-4000 EX-V6NV Extn: Trim: Tran: 5AT Serv Mgr: ANDRE WILLIAMS 2 WD: Doors: 4DR Parts Mgr: **GARY NODINE** Fact: MARYSVILLE Country: USA Dir Name: FRANK KENT HONDA Desc: ACCORD 4DR EX-V6 NAVI 6CYL 3451 W. LOOP 820 SOUTH WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, FORT WORTH TX 76116 Engine #: Trans #: Phone: (817) 696-4000 Fax #: (817) 696-4190 Em Type: DPSM: AMY CLAWSON Zone/Dist: 03G RO #:

Previous Dealer/Contact

Date

.

Case Type: Technical

W.O. #:

| T/L Ref # 2278052 | | | Date Cr 02/16/20 | | Last Edite | d By # of Edits 1 |
|-----------------------|--------------------------------|------------------|--|---------|------------------|--------------------------|
| | | | Probable Cause/Solution ABS MOD;RPLC ABS MOD Resin Source: None Status: N/A | | BS MOD None | Date: Mileage: 15,694 |
| Dealer #: | 206648 | TZ: | EST | VIN: 1H | N/A GCM66525A | Err: |
| Dir Cont: | TAYLOR TIM | Training %: | 0 | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: Serv Mgr: | (317) 574-9600 JEFFERY BELL | Extn: 274 | | Tran: | 5AT 4DR | Trim: EX-V6 WD: 2 |

Dir Name: PENSKE HONDA 4140 E. 96TH STREET

BOB COOK

INDIANAPOLIS IN 46240

Phone: (317) 574-9600

Parts Mgr:

Fax #: (317) 817-0298

DPSM: JEANNE ALTMILLER

Zone/Dist: 04D

Previous Dealer/Contact

Date

4DR

MARYSVILLE

Country: USA

ACCORD 4DR EX-V6 6CYL 240.0 HP 3.0

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #:

J30A43104789

Trans #: BAYA7101705

Em Type:

Fact:

Desc:

RO #: 206734

Case Type: Technical

W.O. #:

Tech Line Suggests

| 2/16/2007 6:02:22 AM DAVEM | |
|----------------------------|---|
| | BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR |
| | WE HAVE RPLCD THE MSTR CYL 2X FOR LOW PDL, NOT TO |
| | THE FLOOR. THE LAST ONE LATED 2K MILES. NO DTC, |
| | EXRCD THE ABS AND BLEED THE BRAKES AND THEY ARE |
| | FINE AGAIN |
| 3 RPLC THE ABS MOD | |

| T/L Ref # 2261385 | Created By KENE | | Date C 01/24/2 | | Last Edited By KENE | | # of Edits 1 |
|--|--------------------|-----------------------|-------------------------------|---|--------------------------------------|-----------------------|-----------------|
| Code Original Complain P 4150 BRAKE FEEL LOV | | AND SOFT | | ole Cause/Solu LATOR; CHEC Source: | ution CK BRAKE FLUID VOLU None | UME D at | e: |
| Francisco de la companya de la comp | | | Status | | N/A | Mile | eage: 22,085 |
| Dealer #: | 208231 | TZ: | EST | VIN: 1HGC | CM66515A | Err: | |
| Dir Cont: | GREEN MICHAEL | Training %: | 0 | Year: | 2005 | Model: | ACCORD V6 |
| Serv Ph: | (219) 947-3900 | Extn: | | Tran: | 5AT | Trim: | EX-V6 |
| Serv Mgr: | JAMES BENCK | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | LARRY BROERTJES | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: HARBOR HONDA 4613 EAST LINCOLN BLVD MERRILLVILLE IN 46410 | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EX-Ve P/S, SUN ROOF, AB J30A43105063 | S, AIR BAG, | HP 3.0 BAYA7101838 | |
| Phone: (219) 947-3900 | | Fax #: (219) 947-0908 | 3 | Em Type: | 000,440,100000 | | |
| DPSM: TIA MARIE BATTLE Zone/Dist: 08F | | | RO #: | 58472 | | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| * | |
|--|---|
| 1/24/2007 12:00:41 PM KENE | |
| | BRAKE PEDAL IS LOW AND DOES NOT FEEL LIKE THE |
| | VEHICLE IS GOING TO STOP. |
| 2 CHECK BRAKE FLUID VOLUME, SLIDE PINS, HOSE | ES AND |
| PAD MOVEMENT, IF OK, REPLACE MODULATOR | |

| T/L Ref # 2314337 | Creat STEV | ed By EN | Date Cr 04/02/20 | | Last Edited STEVEN | d By # of Edits 1 |
|----------------------|-------------------------------------|-------------|----------------------------|-----------|-----------------------|------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES | TO FLOOR | | e Cause/S | | |
| | | | Resin S | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 57,360 |
| Dealer #: | 207336 | TZ: | PST | VIN: 1H | GCM66565A | Err: |
| Dir Cont: | BOSSI RICK | Training %: | 0 | Year: | 2005 | Model: ACCORD V6 |
| Serv Ph: | (530) 823-7234 | Extn: | | Tran: | 5AT | Trim: EX-V6 |
| Serv Mar: | JEFF KOZELE | | | Doors: | NDB | WD: 2 |

Parts Mgr: STEVEN DOUKE Dir Name: **AUBURN HONDA** 1801 GRASS VALLEY HWY

AUBURN CA 95603

Phone: (530) 823-7234

Fax #: (530) 745-2736

DPSM: TIM BRUSHER Previous Dealer/Contact

Date

Zone/Dist: 12A

MARYSVILLE

Country: USA ACCORD 4DR EX-V6 6CYL 240.0 HP 3.0

P/S, SUN ROOF, ABS, AIR BAG,

J30A43106841

Trans #: BAYA7103880

Em Type:

RO #: 151134 Case Type: Technical

W.O. #:

Fact:

Desc:

WhtBdy:

Engine #:

Tech Line Suggests

| 4/2/2007 10:17:48 AM STEVEN | |
|--------------------------------------|--|
| | BRAKE PEDAL GOES TO FLOOR |
| 2 VERIFY THE COMPLAINT? | YES |
| 3 LOW SPONGY PEDAL OR SINKIGN PEDAL? | LOW SPONGY PEDAL |
| 4 ANY REPAIRS? | YES MASTER CYL AND BLED BRAKES TWICE NOW |
| 5 REPLACE ABS MODULATOR | OK |

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD V6 2006 FIELD REPORT

| T/L Ref # 2316761 | 그들은 하는 사람들은 사람들은 사용하는 중에 살아 들어 가는 사람들이 되었다. | | Date C i 04/04/2 | | Last Edited By JAMESH | | # of Edits 1 |
|--|--|--|--|--|--|--------------------------|-----------------|
| Code Original Complaint P 4150 REPLACED MASTER CYLINDER TW | | CYLINDER TWICE | Probable Cause/Solution ABS MODULATOR; REPLACE Resin Source: None Status: N/A | | REPLACE None | Date: Mileage: 14,349 | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208217 JONES MIKE (702) 367-1919 WAYNE KORTLANG ROBERT BOSLEY HONDA WEST 7615 W. SAHARA AV | | PST 0 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2006 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS | , AIR BAG, | |
| DPSM: PA | 02) 367-1919 AT THOMAS ealer/Contact | Fax #: (702) 367-847 Zone/Dist: 10H Date | 70 | Em Type: RO #: Case Type: W.O. #: | 125633 Technical | | |

Tech Line Suggests

Information from Dealer

| | miorination in one board. |
|--|---|
| 4/4/2007 9:53:00 AM JAMESH | |
| | REPLACED MASTER CYLINDER TWICE. COMES BACK ABOUT |
| | 1000 MILES LATER WITH PEDAL FADING TO THE FLOOR AGAIN |
| 2 IS THE PEDAL LOWER THAN NORMAL BUT HARD? | YES |
| 3 HAS ANY AIR BEEN FOUND IN THE SYSTEM? | NO |
| 4 REPLACE THE ABS MODULATOR | |

| T/L Ref # 2357270 | | | Date Created 05/25/2007 | Last Edited E CHRISV | By # of Edits 1 |
|------------------------------|---------------------------------|-----------------------|---|-------------------------|--------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | Probable Cause ABS MOD; REPI Resin Source: Status: | | Date: Mileage: 18,748 |
| Dealer #: | 207042 | | | 1477 1HGCM81616A | Err: |
| Dir Cont: | KIRK CHAMPNEY | Training %: | 55 Year: | 2006 | Model: ACCORD V6 |
| Serv Ph: | (336) 785-3380 | Extn: | Tran: | 6MT | Trim: EX-V6 |
| Serv Mgr: | KELLY MOORE | | Doors: | 2DR | W D: 2 |
| Parts Mgr: | FRANK PARRO | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | FLOW HONDA | | Desc: | ACCORD 2DR EX | -V6 6CYL 244.0 HP 3.0 |
| | 2600 PETERS CREE | | WhtBd | y: P/S, SUN ROOF, / | ABS, AIR BAG, |
| | WINSTON-SALEM | NC 27127 | Engine | #: J30A51037435 | Trans #: ATC64003685 |
| Phone: (3 | 36) 785-3380 | Fax #: (336) 784-0067 | Em Typ | oe: | |
| DPSM: OF | PEN POSIT 10/22/08 | Zone/Dist: 06L | RO #: | 504194 | |
| Previous De | ealer/Contact | Date | Case T | ype: Technical | |
| | | | W.O. #: | | |

Tech Line Suggests

| 33 | |
|-----------------------------|---|
| 5/25/2007 7:26:25 AM CHRISV | |
| | BRAKES ARE SOFT AND PEDAL PULSATES |
| | WE REPLACED THE BRAKE M/C B/C THE PEDAL WAS GOING |
| | LOW. THEY BROUGHT IT BACK IN AND WE CAN NOT DUP |
| 3 REPLACE THE ARS MOD | |

| 1864046 | ТОМР | 07/05/2006 | TOMP | |
|------------------------------------|--|--|--|--|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | Probable Cause/Sol FAULTY ABS MODU Resin Source: | lution JLATOR; REPLACEM None | ENT Date: |
| | | Status: | N/A | Mileage: 1,350 |
| Dealer #: Dir Cont: Serv Ph: | 206715 TZ: JAMES Training %: (912) 927-0700 Extn: | EST VIN: 1HG Year: Tran: | CM82796A 2006 5AT | Err: Model: ACCORD V6 Trim: EX-V6NV |
| Serv Mgr: | TRACY JOY | Doors: | 2DR | wD: 2 |
| Parts Mgr: Dir Name: | ANGELA HENDERSON SOUTHERN MOTORS HONDA 10300 ABERCORN EXTENS. SAVANNAH GA 31406 | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 2DR EX- P/S, SUN ROOF, A | Country: USA V6NV 6CYL 244.0HP ABS, AIR BAG, Trans #: |
| DPSM: TF | 12) 927-0700 | RO #: | : Technical | |

Tech Line Suggests

Information from Dealer

| roon zine oaggeote | into mador nom bodies |
|--|--|
| 7/5/2006 TOMP | |
| 1 07/05/06 12:44:34 ISIS:> | REPALCED BRAKE MASTER CYLINDER. CAR SAT IN |
| 크 2 - 불교통 발명하는 불명 등 등 하는 사람들은 사람은 일을 | PARKINGLOT FOR TWO DAYS. ONCE THE CUSTOMER |
| 3 | CAME TO GET THE CAR THE PEDAL WENT TO THE |
| 가실 하지만 이 있을 수 있다는 것은 사람이 다른 것으로 되었다. | FLOOR I WAS NOT HERE THAT DAY SO MY SHOP |
| 5 . | FOREMAN BLEED THE BRAKES AGAIN. PEDAL WAS FINE |
| | NOW THE VEHICLE HAS COME BACK WITH A LOW |
| 7 | PEDAL. THERE IS NO LEAKS SO I BLEED THE BRAKES |
| | AGAIN AND THE PEDAL WAS FINE. WENT ON A 6 MILE |
| 9 | TEST DRIVE, AND ONCE I PULLED BACK INTO THE |
| | SHOP THE PEDAL STARTED TO SINK AGAIN |
| 11 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | |
| 12 THIS PROBLEM?> | 일본의 전YES 가게 가는 아이가 보고 말했다. 한모양한 로봇일 다리 |
| 13 IF YES, REPAIR DESCRIPTION?> | MASTER CYLINDER |
| 14 07/05/06 12:45:05 TOMP:> | REPORT JAMES: PROPERTY OF THE REPORT OF THE PROPERTY OF THE PR |
| 15 FAULTY ABS MODULATOR, REPLACEMENT | |
| 사16 이렇게 얼마를 하는 것이 없는 사람들이 얼마나 되었다. | |

| T/L Ref # 2250787 | Crea CHR | ted By ISV | Date Cr 01/12/20 | | Last Edited By CHRISV | | # of Edits 1 |
|---|---|---------------------------------|-------------------------|---|---|--------------------------------|-------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | | le Cause/Solu DD; REPLACE ource: | | Dat Mile | e: eage: 5,405 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 207712 MINGES MARK (269) 926-6181 | TZ: Training %: Extn: | EST | VIN: 1HGC Year: Tran: Doors: | 2006 5AT 2DR | Err: Model: Trim: WD: | ACCORD V6 EX-V6 2 |
| DPSM: KA | SCHROEDER HOND 2149 E. NAPIER AVE BENTON HARBOR 69) 926-6181 ATHERINE AGNEW ealer/Contact | 유럽 교리는 사람들은 학생들은 그 경험을 하는데 다른다. | 1 | Fact: Desc: WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | MARYSVILLE ACCORD 2DR EX-V P/S, SUN ROOF, AB J30A51040458 112976 Technical | S, AIR BAG, | |

Tech Line Suggests

Information from Dealer

| 1/12/2007 11:31:20 AM | CHRISV | | | |
|-----------------------|--------|--------------------|----|--|
| 1 | | LOW BRAKE PEDAL | | |
| 2 (1) (1) | | REPLACED M/C AND I | NC | |
| 3 DEDLACE ARS MOD | | | | |

| T/L Ref # 1694770 | Create DAVEI | | Date C i 12/07/2 | | Last Edited B DAVEM | y # of Edits 1 |
|-----------------------|----------------------------------|-----------------|---|---------------------------|-----------------------------|------------------------|
| Code P 4150 | 4150 PRICE DOLCOTT ACED BOY CHOD | | | le Cause/So PARTS?;BLO | olution DCK EACH WHEEL>C | HK BOOSTER CLRN |
| | | | Resin S Status: | | None N/A | Date: Mileage: 395 |
| Dealer #: | 207562 TOM KOWALSKI | TZ: Training %: | CST | | GCM66806A 2006 | Err: Model: ACCORD V6 |
| Serv Ph: Serv Mgr: | (847) 884-6632 KEN WAHL | Extn: | | Tran: Doors: | 5AT 4DR | Trim: EX-V6NV WD: 2 |
| Parts Mgr: | KEVIN KELLEY | | AND | Fact: | MARYSVILLE | Country: USA |

Dir Name: SCHAUMBURG HONDA AUTOMOBILES 750 EAST GOLF ROAD **SCHAUMBURG** IL 60173

Phone: (847) 884-6632 **DPSM:** GEORGE MARIS

Previous Dealer/Contact Date

Fax #: (847) 843-8733 Zone/Dist: 08E

MARYSVILLE Country: USA ACCORD 4DR EX-V6NV 6CYL 244.0HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

Engine #: Em Type: RO #:

Case Type: Technical

W.O. #:

Desc:

Tech Line Suggests

Information from Dealer

| | *************************************** |
|---|--|
| 12/7/2005 DAVEM | |
| 1 12/07/05 06:51:17 ISIS:> | BRAKE PEDAL SPONGY AND SINKS VERY LOW WHEN |
| | DRIVING, |
| | WHEN PUMPING PEDAL THE BRAKE FEELS BETTER, BLED |
| 3 | BRAKES A FEW TIMES, REPALCED MASTER, BLED 2 TIMES |
| 5.1 4 | AGAIN, PERFORMED ABS FUNCTION TESTS, DO NOT GET |
| 5 | KICK BACK FROM REAR, CAN HEAR MODULATOR RUNNING IS |
| | THEIR A SPECIFIC BLEEDING PROCEDURE THAT NEEDS TO |
| 7 | BE PERFORMED? |
| 8 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | SFOR |
| 9 THIS PROBLEM?> | NO . |
| 10 12/07/05 06:52:57 DAVEM:> | THE CAR HIT A POT HOLE IN THE RT/FT, THE BODY |
| 11 | SHOP RPLCD THE KNUCKLE, ETC. IN THAT CORNER. |
| # 12 | not sure if happen before or after, weak |
| 13 | responce IN ABS SELF CHK |
| 14 BLOCK EACH WHELL> | |
| 15 CHK THE MSTR TO BOOSTER CLRN'S | > |
| 16 SWAP THE ABS MOD> | |

| T/L Ref # 2365566 | Crea GAR | ted By YR | Date Cr 06/05/20 | | Last Edited By GARYR | # of Edits 1 |
|---------------------------------------|--|-----------------------------------|--|--|--|--------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL LOW | | Probable REPL Market Status: | ource: | tion None N/A | Date: Mileage: 54,981 |
| Dealer #: | 208103 ATILANO | TZ: Training %: | PST 53 | VIN: 1HGC | CM66826A 2006 | Err: Model: ACCORD V6 |
| Serv Ph: Serv Mgr: | (760) 328-8981 | Extn: | | Tran: Doors: | 5AT 4DR | Trim: EX-V6NV WD: 2 |
| Parts Mgr: Dir Name: Phone: (70 | HONDA OF THE DES 68-025 KYLE ROAD CATHEDRAL CITY 60) 328-8981 | CA 92234 Fax #: (760) 328-2489 | 200 (200 (200 (200 (200 (200 (200 (200 | Fact: Desc: WhtBdy: Engine #: Em Type: | MARYSVILLE ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS J30A51025035 | |
| | FF MAY ealer/Contact | Zone/Dist: 01L Date | | RO #: Case Type: W.O. #: | 175366 Technical | |

Tech Line Suggests

Information from Dealer

| 6/5/2007 2:48:25 PM GARYR | | |
|---------------------------|----------------|------------------|
| 1 | BRAKE PEDAL GO | DES TO THE FLOOR |
| 2 | REPLD M/C BEFO | RE |
| 2 DEDI MOD | | |

| T/L Ref # 2649634 | Created By CHRISV | Date Cr e 07/14/20 | | Last Edited By CHRISV | | # of Edits |
|---|--|------------------------------|---|--|--------------------------------|--------------------|
| Code P 4150 | Original Complaint HARD PEDAL | | e Cause/Solu DISCONN AN ource: | | Dat M il | e: eage: 21,918 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207066 TZ: ANTHONY SEALES Training %: (718) 253-8400 Extn: VLADISLAV KOVBASYUK FRANCISCO FIGUEROA PLAZA HONDA | EST 83 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: | 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX-V6 | Err: Model: Trim: WD: Country: | |
| Phone: (7 | 2740 NOSTRAND AVENUE BROOKLYN NY 11210 18) 253-8400 Fax #: 7183384470 OHN POMPILE Zone/Dist: 05A paler/Contact Date | | WhtBdy: Engine #: Em Type: RO #: Case Type: | P/S, SUN ROOF, ABS J30A51025343 970100 | , AIR BAG, | |

Tech Line Suggests

Information from Dealer

| rech Line Juggests | illolliation from Dealer |
|--|---|
| 7/14/2008 12:13:15 PM CHRISV | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL HARD |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | HAS CODES 61-1 61-2. BATTERY AND CHARGING SYSTEM IS |
| | GOOD. BOOSTER IS HOLDING VACCUM |
| 4 DO THE CODES CLEAR | YES |
| 5 DISCONN ABS MOD AND RECK, IF IT FREES UP | |
| REPLACE THE MOD | |

| T/L Ref 181994 | [H. 말.] - 라이트로 보이트로 보기 등록 되었는 모든 다스 다. | Date Created 05/12/2006 | Last Edited RAYD | By # of Edits |
|----------------------------------|---|-----------------------------------|---------------------|-----------------|
| Cod | le Original Complaint | Probable Cause/S | olution | |
| P 4150 BRAKE PEDAL GOES TO FLOOR | | MODULATOR;EXE | RCISE ABS ON ROA | D;MONITOR PEDAL |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 6,045 |

| • | 11// | imougo: o,o.o |
|---|---|-------------------------------------|
| Dealer #: 207676 TZ: DIr Cont: MICHAEL Training %: | PST VIN: 1HGCM66576A | Err: Model: ACCORD V6 |
| Serv Ph: (916) 783-5667 Extn: Serv Mgr: GREG LEATHERMAN | Tran: 5AT Doors: 4DR | Trim: EX-V6 WD: 2 |
| Parts Mgr: KEVIN DUELL DIr Name: AUTOWEST HONDA-ROSEVILLE 500 AUTO MALL DR. | Fact: MARYSVILLE Desc: ACCORD 4DR EX-VI WhtBdy: P/S, SUN ROOF, AB | Country: USA 6 6CYL 244.0HP 3.0L |
| ROSEVILLE CA 95661 Phone: (916) 783-5667 Fax #: (916) 783-9210 | Engine #: Em Type: | Trans #: |
| DPSM: BARRY CHANDLER Zone/Dist: 12C Previous Dealer/Contact Date | RO #: Case Type: Technical W.O. #: | |

Tech Line Suggests

MODULATOR

Information from Dealer

| 5/12/2006 | RAYD | |
|-------------------|--------------------------------------|--|
| 1 05/12/06 15:53: | :01 ISIS:> | BRAKE PEDAL GOES TO FLOOR |
| 2 HAS THE VEHI | ICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM | M?> | YES |
| 4 IF YES, REPAII | R DESCRIPTION?> | BLED ENTIRE SYSTEM. OK FOR ABOUT 2300MILES. |
| 5 | | CAMEIN AGAIN, R/R BRAKE MASTER, LASTED 1400 MILES. |
| 6 | | S TILL PEDAL TO FLOOR. NO VISIBLE LEAKS. BRAKE |
| 7 | | MASTER FULL. |
| 8 05/12/06 15:53: | 14 RAYD:> | |
| 9 THE PEDAL SII | NKS SLOWELY TO THE FLOOR?> | NO, GOES RIGHT DOWN |
| 10 WILL THE PED | AL STOP THE CAR?> | YES, BUT ITS ALL THE WAY DOWN |
| 11 EXERCISE THE | E ABS ON THE ROAD, NOT ON THE HOIST, | |
| 40 JE THE DEDAL | FFFI C DETTED DEDI ACE THE | |

| T/L Ref # 2267472 | Created B JOHNB | 경기 경기 교육 가는 경기 경기 경기 등 경기 위치 기계 있다. | | Created By Date Created Last Edited By JOHNB 02/01/2007 JOHNB | | By # of Edits 1 |
|------------------------|---|-------------------------------------|--------------------|---|------------------------------|--------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL TO FLOOR | | | le Cause/So URE BLEE! | olution O AND RE-EVAL PED | AL;CB |
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 18,487 |
| Dealer #: Dir Cont: | 207881 HARRELSON | TZ: Training %: | CST 0 | VIN: 1H0 | GCM66526A 2006 | Err: Model: ACCORD V6 |
| Serv Ph: Serv Mgr: | (865) 970-2300 CHARLES QUIETT | Extn: | | Tran: Doors: | 5AT 4DR | Trim: EX-V6 WD: 2 |
| Parts Mgr: | DANNY CLEVENGER | | | Fact: | MARYSVILLE | Country: USA |

3069 AIRPORT HWY. ALCOA

AIRPORT HONDA

TN 37701

Phone: (865) 970-2300

Fax #: (865) 970-4571

DPSM: Michael Murphey **Previous Dealer/Contact**

Zone/Dist: 07B

Date

MARYSVILLE Country: USA ACCORD 4DR EX-V6 6CYL 244.0 HP 3.0

Desc: WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,

Engine #: J30A51029933

Trans #: BAYA8027741

Em Type:

RO #:

95479

Case Type: Technical

W.O. #:

Tech Line Suggests

2/1/2007 6:55:17 AM

JOHNB

Dir Name:

3 SO NO AIR SPACE UNDER PEDAL

4 SO BRAKES FAIL TO STOP OR HOLD VEHICLE

5 WAS THERE ANY CONTAMINATION PRIOR

6 DO NOT CLAMP BRAKE HOSES ADVISE YOU TO REPLACE THEM: THAT CLAMPING COULD DAMAGE THEM; WOULD ADVISE ALSO FOR NOW TO PRESSURE BLEED AND SYSTEM AND NOTE IF PEDAL IMPROVES;CB WITH RESULTS

Information from Dealer

BRAKE PEDAL FADES TO FLOOR AT STOPS MASTER CYLINDER HAS BEEN REPLACED WITH NO CHANGE PEDAL DROPS TO THE FLOOR

NONE

YES, WE ALREADY REPLACED THE MASTER WITH NO CHANGE; I CLAMPED OFF THE BRAKE HOSES AND NO

CHANGE IN PEDAL

NONE, FLUID CLEAN

| T/L Ref # 1911505 | Created By KENE | | Date C 08/28/2 | | | | # of Edits 1 | |
|--|-------------------------------|---|-----------------------|-----------------|-------------------------------|------------------------|-----------------|--|
| Code Original Complaint P 4150 BRAKE FEEL LOW AND SOFT | | Probable Cause/Solution VSA MODULATOR; CHECK FLUID VOLUME Resin Source: None Status: N/A | | Da | : Date: Mileage: 10,174 | | | |
| Dealer #: | 207765 JOHN ORELLANA | TZ: Training %: | EST | VIN: 1H0 | GCM66836A 2006 | Err: Model: | ACCORD V6 | THE STATE OF THE S |
| Serv Ph: Serv Mgr: | (301) 656-1000 GARY MCDADE | Extn: | | Tran: Doors: | 5AT 4DR | Trim: W D: | EX-V6NV 2 | |
| Parts Mgr: Dir Name: | TOM BEST OURISMAN HONDA | | | Fact: Desc: | MARYSVILLE ACCORD 4DR EX- | Country V6NV 6CYL 2 | | 200000000000000000000000000000000000000 |

WhtBdy:

Engine #:

Em Type:

Case Type: Technical

RO #:

W.O. #:

Dir Name: OURISMAN HONDA 4800 BETHESDA AVENUE MD 20814 BETHESDA Phone: (301) 656-1000 Fax #: (301) 656-0361

DPSM: DANIEL MAY Previous Dealer/Contact Date

Tech Line Suggests

Zone/Dist: 06A

Information from Dealer

P/S, SUN ROOF, ABS, AIR BAG,

Trans #:

8/28/2006 KENE 1 08/28/06 08:41:10 ISIS:-----**BRAKE PEDAL FADES** 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR YES 3 THIS PROBLEM?----4 IF YES, REPAIR DESCRIPTION?-----REPLACED MASTER CYLINDER 5 08/28/06 08:41:33 KENE:----> PEDAL LOW 6 CHECK FLUID VOLUME AND IF SAME THEN, VSA MODULATOR

| T/L Ref # 2309807 | Created By RUDYG | Date Created 03/27/2007 | Last Edited RUDYG | By # of Edits 1 | | |
|----------------------|----------------------|--|----------------------|--------------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | |
| P 4150 | 150 BRAKE PEDAL SOFT | VSA MODULATOR?; RECHECK PEDAL AFT MODULATION | | | | |
| | | Resin Source: | None | Date: | | |
| | | Status: | N/A | Mileage: 8,585 | | |

| | | 3 | tatus. | N/A | 18110 | sage. 0,000 |
|-------------------------|--|---------------------------------|---------------------|--|----------------|-------------|
| Dealer #: Dir Cont: | 206698 MUHLHAUSEN | TZ: E | ST VIN: 1HGC Vear: | M66596A 2006 | Err: Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (631) 724-0500 KRISTEN TUCCI | Extn: | Tran: Doors: | 5AT 4DR | Trim: WD: | EX-V6 2 |
| Parts Mgr: Dir Name: | WILLIAM REUTER NARDY HONDA 559 MIDDLE COUN | | Fact: Desc: WhtBdy: | MARYSVILLE ACCORD 4DR EX- P/S. SUN ROOF, A | |) HP 3.0 |
| Phone: (63 | SAINT JAMES 1) 724-0500 | NY 11780 Fax #: (631) 724-5981 | Engine #: | J30A51037831 | | BAYA8034530 |
| DPSM: RUS | SSELL BERSE aler/Contact | Zone/Dist: 05B Date | RO #: Case Type: | 248637 Technical | | |
| | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 1 con Line Ouggests | miormation nom Dealer |
|---|--|
| 3/27/2007 10:45:39 AM RUDYG | |
| 1 03/27/2007 10:48:13 AM RUDYG | BRAKE PEDAL LOW |
| 2 | IT WAS HERE PREVIOUSLY AND I BLED THE BRAKES, IT WAS |
| | OK WHEN IT LEFT BUT IT IS BACK WITH LOW PEDAL |
| 3 DOES PEDAL DROP OR JUST FEELS SOFT/MUSHY | JUST SOFT |
| 4 VEH STOPS OK? | YES |
| 5 DID YOU GET AIR WHEN YOU BLED PREVIOUSLY? | YES, I HAVE HEARD THAT THIS CAN BE CAUSED BY ABS |
| | MODULATOR. |
| 6 YES, VERIFY BY GETTING ALL 4 WHEELS TO MODULATE | OK |
| ON TEST DRIVE. IF PEDAL IMPROVES, REPLACE | |
| ARSAYSA MODULI ATOR | |

| T/L Ref # 2321068 | Created By RUDYG | | 로마, 마는 보는 사람들은 경우를 하는 것들이 사람들이 되었다. 그는 그들은 그들은 사람들은 사람들은 사람들은 사람들은 그들은 것을 하는데 되었다. | | Last Edited B RUDYG | By # of Edits 2 | |
|--|--|-----------------|--|--------------------------|--------------------------|--------------------------------|--|
| Code Original Complaint P 4150 BRAKE PEDAL LOW | | | Probable Cause/Solution VSA MODULATOR?; ACTIVATE AND RECHECK PEDAL | | | | |
| | | | ResIn Source: Status: | | None N/A | Date: Mileage: 13,172 | |
| Dealer #: Dir Cont: | 207577 LONGINO DAVID | TZ: Training %: | EST 0 | VIN: 1H(| GCM66526A 2006 | Err: Model: ACCORD V6 | |
| Serv Ph: Serv Mgr: Parts Mgr: | (678) 957-5000 MARK STROMBERG JOHN HICKS | Extn: | | Tran: Doors: Fact: | 5AT 4DR MARYSVILLE | Trim: EX-V6 WD: 2 Country: USA | |

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

Dir Name: **GWINNETT PLACE HONDA** 3325 SATELLITE BLVD. DULUTH GA 30096 Phone: (678) 957-5000 Fax #: (678) 957-5085

Zone/Dist: 07E

Date

Trans #: BAYA8037789 J30A51041745

ACCORD 4DR EX-V6 6CYL 244.0 HP 3.0

P/S, SUN ROOF, ABS, AIR BAG,

Case Type: Technical W.O. #:

827158

Information from Dealer

Tech Line Suggests

DPSM: MELISSA MECHAN

Previous Dealer/Contact

4/10/2007 10:31:33 AM RUDYG 1 04/10/2007 10:32:37 AM RUDYG CUSTOMER STATES BRAKE PEDAL IS GOING TO FLOOR AND VEHICLE IS HARD TO STOP 2 M/C REPLACED IN DEC FOR SAME ISSUE. IT IS DOING IT AGAIN, PEDAL IS TOO LOW. 3 YOU CAN DUPLICATE? YES, CUST CLAIMS SHE HAD A SMALL ACCIDENT BECAUSE OF THIS 4 FLUID CONTAMINATED? NO 5 NO EXTERNAL LEAKS? NO 6 TRIED ACTIVATING ABS? VEH IS NOT SAFE TO DRIVE 7 BLEED BRAKES, IF YOU GET AIR COMING OUT, I MAY BE ABLE TO GET ABS TO ACTIVATE SUSPECT VSA MODULATOR. IF NO AIR, MOST LIKELY MASTER CYLINDER. 8 IF ACTIVATION IMPROVES PEDAL, BAD VSA OK, LET ME SEE WHAT I CAN DO MODULATOR.

9 04/10/2007 10:41:20 AM RUDYG(CALLED DLR) 10 (LEFT MESSAGE MAKE SURE DPSM KNOWS ABOUT CUST ACCIDENT).

(JOHN S/A)

| T/L Ref # 2323754 | Created By RUDYG | Date Created 04/12/2007 | Last Edited By RUDYG | # of Edits 1 | | | |
|--|---------------------|---|-------------------------|-----------------|--|--|--|
| Code Original Complaint P 4150 BRAKE FEEL (SOFT) | | Probable Cause/Solution ABS MODULATOR?; REPLACE | | | | | |
| | | ResIn Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 14,725 | | | |

| | | | | | 14/71 | | , |
|--------------|----------------|-----------------------|-----|------------|------------------|---------------|-------------|
| Dealer #: | 206733 | TZ; | EST | VIN: 1HGC | M66336A(| Err: | |
| Dir Cont: | SILVERS | Training %: | 0 | Year: | 2006 | Model: | ACCORD V6 |
| Serv Ph: | (260) 484-0551 | Extn: | | Tran: | 5AT | Trim: | LX-V6 |
| Serv Mgr: | DOUGLAS SETTLE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT BRASELT | 0 N | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | DON AYRES HOND | Α | | Desc: | ACCORD 4DR LX-V | /6 6CYL 244.0 | HP 3.0 |
| | 4740 LIMA ROAD | | | WhtBdy: | P/S. SUN ROOF, A | BS AIR BAG | HSA |
| | FORT WAYNE | IN 46808 | | Engine #: | J30A51044344 | | BAYA8041033 |
| Phone: (260 | 0) 484-0551 | Fax #: (260) 373-2686 | 3 | Em Type: | | | |
| DPSM: KAT | THERINE AGNEW | Zone/Dist: 04H | | RO #: | 181315 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |
| | | | | | | | |
| | | | | | | | |

Tech Line Suggests

Information from Dealer

| 1 con Emo caggooto | mioniadon nom bodio. |
|---|--|
| 4/12/2007 1:55:59 PM RUDYG | |
| 1 04/12/2007 01:57:03 PM RUDYG | CUSTOMER STATES BRAKE PEDAL GOES TO FLOOR AND IS |
| | SPONGY |
| 2 ANY PARTS REPLACED? | LET ME GIVE YOU HISTORY. M/C REPLACED, BLED AND LEFT |
| | OK. LASTED 2 DAYS, BACK WITH MUSHY PEDAL. BLEED |
| | AGAIN, AND FELT OK. LEFT AND BACK AGAIN WITH SAME |
| | PROBLEM |
| 3 BLED TODAY? | NO |
| 4 SAFE TO DRIVE? | YES, IT STOPS |
| 5 TEST DRIVE AND GET ALL 4 WHLS TO MODULATE. IF | OK |
| PEDAL IMPROVES, SUSPECT ABS MODULATOR. REPL | |
| | |

| Γ/L Ref # 2401936 | Created By LANCEK | Date Created 07/20/2007 | Last Edited B LANCEK | y # of Edits 1 |
|-----------------------------|----------------------|-----------------------------------|-------------------------|-------------------|
| Code | Original Complaint | Probable Cause/S | olution | |
| P 4150 | BRAKE PEDAL IS LOW | MODULATOR; RE | PLACE THE MODULAT | ror |
| | | ResIn Source: | None | Date: |
| | | Status: | N/A | Mileage: 30,290 |

| | | Status. | | N/A | INIT | age. 30,230 |
|--|-------------------------|--|--------------------------------|-----------------------------------|--------------------|-------------|
| Dealer #: 208193 DIr Cont: DEREK ROG | TZ: NLIN Training %: | | in: 1HGC | M66516A | Err: Model: | ACCORD V6 |
| Serv Ph: (602) 789-977 Serv Mgr: JIM COLE Parts Mgr: GWEN DENN DIr Name: BELL HONDA | EY | T D | ran: Poors: act: | 5AT 4DR MARYSVILLE ACCORD 4DR EX- | Trim: WD: Country: | |
| 701 WEST BI PHOENIX Phone: (602) 789-9771 | | ************************************** | VhtBdy: ngine #: m Type: | P/S, SUN ROOF, A J30A51045011 | BS, AIR BAG, | |
| DPSM: RICHARD REBOR Previous Dealer/Contact | Zone/Dist: 10D Date | C | O#: ase Type: //O.#: | 249866 Technical | | |

| • | T | ec | h | L | in | ie | S | ua | a | es | ts |
|---|---|----|---|---|----|----|---|----|---|----|----|
| | | | | | | | | | | | |

Information from Dealer

| FADES TO THE FLOOR NO VISUAL LEAKS |
|---|
| FADES TO THE FLOOR NO VISUAL LEAKS |
| |
| LUID LEVEL IS GOOD |
| |
| FOUND AIR IN SYSTEM SO I BLED THE BRAKE |
| CAR WAS GOOD FOR THREE MONTHS THENIT |
| GAIN WITH AIR IN SYSTEM SO I REPLAC ED |
| R AND THREE MONTHS LATER AND ITS |
| AIN |
| |
| |
| |

| T/L Ref # 2323085 | Created By KEITHC | Date Created 04/12/2007 | Last Edited By KEITHC | # of Edits 1 |
|------------------------------|---|---|--------------------------|-------------------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL , LOW, | Probable Cause/S REPLACE MODU Resin Source: | | Date: |
| | | Status: | N/A | Mileage: 12,400 |
| Dealer #: Dir Cont: | 207337 TZ: SCHEXNAYDER Training %: | CST VIN: 11 O Year: | HGCM66556A 2006 | Err: Model: ACCORD V6 |
| Serv Ph: Serv Mgr: | (337) 235-9086 Extn: STEPHEN BORDELON | Tran: Doors: | 5AT 4DR | Trim: EX-V6 WD: 2 |
| Parts Mgr: Dir Name: | DANIEL WOOLFOLK MOSS HONDA 1407 SURREY STREET | Fact: Desc: | | Country: USA 6 6CYL 244.0 HP 3.0 |
| Phone: (3 | LAFAYETTE LA 70501 37) 235-9086 Fax #: (337) 262-06 | WhtBdy Engine 97 Em Typ | #: J30A51056664 | Trans #: BAYA8052672 |
| | ANIEL FYFFE Zone/Dist: 03E ealer/Contact Date | RO #: Case Ty W.O. #: | 475497 /pe: Technical | |

| Tech Line Suggests | Information from Dealer |
|-----------------------------|---|
| 4/12/2007 7:41:53 AM KEITHC | |
| 1 | BRAKE PEDAL GOES TO THE FLOOR ON SLOW STOP, BUT |
| | WILL STOP TE CAR. AT 7500 MILES WE BLEED THE |
| | BRAKESAND ENGAUGED THE ABS , SOLVED THE PROBLEM |
| | FOR 2 M ONTHS. THEN WE PUT ON AN ABS MODULATOR, |
| | SOLVED PROBLEM FOR 1 MONTH NOW CAR IS BACK AND WE |
| | HAVE DUPLICATED THE PROBLEM. |

| T/L Ref # 1965167 | Created By DAVEM | Date Created 10/27/2006 | Last Edited B DAVEM | y # of Edits 1 | | | |
|----------------------|------------------------|-----------------------------------|-------------------------------------|-------------------|--|--|--|
| Code | Original Complaint | Probable Cause/S | olution | | | | |
| P 4150 | BRAKE FEEL SOFT INTERM | ABS MOD?;FLUSH | ABS MOD?;FLUSH FLUID>MOD BRAKES>MON | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 6,175 | | | |

| Dealer #: | 207337 | TZ: CST | VIN: 1HG | CM66556A | Err |
|-----------------------|-----------------------------|-----------------------|----------------------|------------------|---------------------------|
| Dir Cont: | GLENN EASTERL | Y Training %: | Year: | 2006 | Model: ACCORD V6 |
| Serv Ph: | (337) 235-9086 | Extn: | Tran: | 5AT | Trim: EX-V6 |
| Serv Mgr: | STEPHEN BORDE | ELON | Doors: | 4DR | W D: 2 |
| Parts Mgr: | DANIEL WOOLFO | LK. | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | MOSS HONDA | | Desc: | ACCORD 4DR EX- | -V6 6CYL 244.0HP 3.0L |
| | 1407 SURREY ST LAFAYETTE | LA 70501 | WhtBdy: Engine #: | P/S, SUN ROOF, A | ABS, AIR BAG, Trans #: |
| Phone: (337) 235-9086 | | Fax #: (337) 262-0697 | Em Type: | | |
| DPSM: DANIEL FYFFE | | Zone/Dist: 03E | RO #: | | |
| Previous De | aler/Contact | Date | Case Type | : Technical | |
| | | | W O # | | |

Tech Line Suggests

Information from Dealer

| 10/27/2006 DAVEM | |
|--|--|
| 1 10/27/06 07:54:16 ISIS:> | CUSTOMER STATES BRAKE PEDAL IS GOING TO FLOOR IN |
| 2 | STOP & GO TRAFFIC. CAN NOT GET CAR TO ACT UP. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | NO |
| 5 10/27/06 07:54:31 DAVEM:> | INTERM IN TOWN, THE BRAKE PDL FEELS SOFT. WE |
| 6 | HAVE RPLCD ABS MODs FOR THIS, BUT SHOULD WE DO |
| | THAT HERE? |
| 8 NO. BLEED BRAKES AND MOD ABS AND MON. IF | |
| 9 RETURNS W/ THE SAME CONCERN, DPSM OK TO RPLC | |
| 10 MOD | |
| 11 | OK |

| | Ref # 4120 | Created By KEITHC | Date Created 10/16/2006 | Last Edited By KEITHC | # of Edits 1 | | |
|---|---------------|-----------------------|--------------------------------|--------------------------|-----------------|--|--|
| | Code | Original Complaint | Probable Cause/So | olution | | | |
| P | 4150 | BRAKE FEEL SOFT, LOW, | REPLACE MODULATOR | | | | |
| | | | ResIn Source: | None | Date: | | |
| | | | Status: | N/A | Mileage: 4,417 | | |

| | Status: N/A | Mileage: 4,417 |
|--|--|--|
| Dealer #: 208308 TZ: DIr Cont: MARVIN PROCTOR Training %: | EST VIN: 1HGCM6632 Year: 2006 | Err: Model: ACCORD V6 |
| Serv Ph: (301) 218-2111 Extn: Serv Mgr: DERWENT WILLIAMSON | Tran: 5AT Doors: 4DR | Trim: LX-V6 WD: 2 |
| Parts Mgr: JOSEPH MCCAULEY DIr Name: HONDA OF BOWIE 2260 CRAIN HIGHWAY | Desc: ACC | YSVILLE Country: USA ORD 4DR LX-V6 6CYL 244.0HP 3.0L |
| BOWIE MD 20716 Phone: (301) 218-2111 Fax #: (301) 218-6657 | Engine #: Em Type: | SUN ROOF, ABS, AIR BAG, USA Trans #: |
| DPSM: RAFIK ABDULLAHI Zone/Dist: 06B Previous Dealer/Contact Date | RO #: Case Type: Techi | nical |
| | W.O.#: | |

Tech Line Suggests

Information from Dealer

| 10/16/2006 KEITHC 1 10/16/06 09:56:01 ISIS: | C/S VSA LIGHT STAYED ON AND BRAKES WENT TO FLOOR |
|--|--|
| 2 | AFTER LOCKING UP ON BRAKES VSA LIGHT AND BRAKES |
| | WORKING OK NO CODEA IN SYSTEM IF THE VSA KICK ON |
| | WOULD THE BRAKES FILL SOFT. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 6 THIS PROBLEM?> | NO |
| 7 10/16/06 09:58:33 KEITHC:> | |
| 8 DEDIACE MODIII ATOD | |

| T/L Ref # 2249652 | Crea KEN | ted By E | Date Cr 01/11/2 | | Last Edited By VLADC | , | of Edits 4 |
|---|---|---|--------------------|---|--|--------------------------|--------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL FEELS S | SOFT | | ource: | tion A MODULATOR Feedback forms N/A | Date: Milea | 01/16/2007 ige: 8,446 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208071 GOODLOE SAM (615) 896-3480 JAMES HALFORD JAMES HALFORD REDDELL HONDA | TZ: Training %: Extn: | CST 0 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: | 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX-V | Trim: WD: Country: | |
| DPSM: CH | 1625 SO CHURCH S MURFREESBORO 15) 896-3480 HRISTINE LANE ealer/Contact | IN 37130 Fax #: (615) 893-0638 Zone/Dist: 07A Date | 3 | WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | P/S, SUN ROOF, AB J30A51064374 154572 Technical | | BAYA8059920 |

| Tech Line Suggests | Information from Dealer |
|---|---|
| 1/11/2007 11:43:42 AM KENE | |
| 2 | C/S BRAKE PEDAL IS LOW AND CAR DOESN'T SEEM TO STOP WELL THE MASTER CYL WAS REPLACED AT ANOTHER DEALER IN NOV 2006. WE REPLACED THE MASTER CYL AND TODAY |
| O CAN YOU DUD! OW DEDA! | BACK WITH SAME COMPLAINT |
| 3 CAN YOU DUP LOW PEDAL 4 AIR IN SYSTEM 5 REPLACE THE VSA MODULATOR | YES DONT KNOW |
| 1/16/2007 8:19:49 AM KENE | |
| 6 | COMMENTS: REPLACED VSA MODULATOR AND THOROUGHLY BLED SYSTEM.THIS RESTORED PROPER BRAKE PEDAL FEEL AND STOPPIN G POWER. |

| T/L Ref # 2202531 | Created CHRIS\ | | Date Cr 11/21/2 | | Last Edited By CHRISV | | # of Edits 1 |
|---|--|--|--------------------|---|--|--------------------------------|-------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | | | | Dat Mile | e: eage: 5,075 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: | 208289 MCCLELLAND DAN (479) 521-3813 ROY KECK | TZ: Training %: Extn: | CST 0 | VIN: 1HGC Year: Tran: Doors: | 2006 5AT 4DR | Err: Model: Trim: WD: | ACCORD V6 EX-V6 2 |
| Parts Mgr: Dir Name: | JOHN CUMMINGS HONDA OF FAYETTEV 1384 WEST SHOWROO | | | Fact: Desc: WhtBdy: | MARYSVILLE ACCORD 4DR EX-V6 P/S, SUN ROOF, ABS | |) HP 3.0 |
| DPSM: RC | DBERT DOYLE Z | AR 72704 fax #: (479) 251-218 cone/Dist: 10G Date | 31 | Engine #: Em Type: RO #: Case Type: W.O. #: | J30A51068391 78455 | | BAYA8063766 |

Tech Line Suggests

Information from Dealer

| 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 | | | |
|---------------------------------------|---------------|---------------------------|---------------------|
| 11/21/2006 9:49:51 AM CHRISV | | | |
| 1 | | LOW BRAKE PEDAL. REPLACED | M/C 2X AND IT KEEPS |
| | 가 살보신인 시원 기계를 | COMING BACK, NO LEAKS | |
| 2 REPLACE THE ABS MOD | | | |

| Commence of the Commence of th | ICUI | Lille Coll | tact inc | port | | |
|--|--|---|--|--|--|--|
| T/L Ref # 1887722 | Created By DAVEM | Date Creat 08/01/2006 | | Last Edited By DAVEM | y # of Edits 1 | |
| Code Original Comp P 4150 PEDAL GOES | plaint TO THE FLOOR AGAIN | Probable C ABS MOD; Resin Sour Status: | RPLC | ution None N/A | Date: Mileage: 3,903 | |
| Dealer #: 208256 Dir Cont: RONALD FO Serv Ph: 248-477-170 Serv Mgr: SHAWN LEL Parts Mgr: Dir Name: SUBURBAN | 0 Extn: INE HONDA | T D | 'IN: 1HG('ear: 'ran: loors: act: | 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX- | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA V6 6CYL 244.0HP 3.0L | |
| Phone: 248-477-1700 DPSM: WILLIE IVORY Previous Dealer/Contact | EERTY ROAD ON HILL MI 48335 Fax #: (248) 427-79 Zone/Dist: 04A Date | 958 E R C | WhtBdy: Ingine #: Im Type: IO #: Id Type: Id Ingine #: Id | P/S, SUN ROOF, A Technical | BS, AIR BAG, Trans #: | |

| Tec | :h | Lir | e i | Suc | ıae | sts |
|-----|----|-----|-----|-----|-------|-----|
| | | | | | , 9 ~ | |

| Into | rma | tion | trom | Dealer |
|------|-----|------|------|--------|
| | | | | |

| 8/1/2006 DAVEM | |
|---|--|
| 1 08/01/06 07:21:13 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR AGAIN |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | AT 1200 MILES VEHICLE CAN IN WITH SAME PROBLEM |
| B 5 PARA B B B B B B B B B B B B B B B B B B | REPLACED MASTER CYLINDER, THEN CAME |
| 6 08/01/06 07:23:29 DAVEM:> | EVERY TIME WE CAR COMES IN W/ A LOW PDL, WE |
| | BLEED THE |
| | SYSTEM ND IT'S OK FOR A MONTH. |
| 9 RPLC THE ABS MOD AND MOD BRAKES BEFORE | |
| ROLLING | |
| 10 BACK TO CUST> | |

| VV. | Market Was a company of the Company | TCOIL E | inc oo | mace ite | port | | |
|-------------------------|---|--|----------------------------|--------------------------------|---------------------------|----------------------|-------------------|
| T/L Ref # 2293240 | Create LANC | | Date Cre 03/08/20 | | Last Edited By LANCEK | , | # of Edits 1 |
| D 44E0 DDAKE DEDALIOLOM | | | e Cause/Solu ATOR; EXER | tion CISE ABS AND BLEE | ED AS PER SM | /I 2-3X'S | |
| | | | Resin Se Status: | ource: | None N/A | Dat Mile | e: eage: 3,634 |
| Dealer #: | 208350 | TZ: | PST | VIN: 1HGC | :M66886A | Err: | |
| Dir Cont: | CHENG TERAVAT | Training %: | 0 | Year: | 2006 | Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (408) 395-6100 BILL HUMPHREY | Extn: | | Tran: Doors: | 5AT 4DR | Trim: W D: | EX-V6NV 2 |
| Parts Mgr: Dir Name: | MICHAEL COLE SOUTH BAY HONDA 16213 LOS GATOS BI | _VD. | | Fact: Desc: WhtBdy: | MARYSVILLE ACCORD 4DR EX- | | 4.0 HP |
| DPSM: KI | M TOWER | CA 95032 Fax #: (408) 356-725- Zone/Dist: 12G | 4 | Engine #: Em Type: RO #: | J30A51075017 59846 | | BAYA8070020 |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 3/8/2007 1:47:02 PM LANCEK | |
|--|-----------------|
| 있다며, 얼마나면 하다 본 글은 일반 본 경기 전반 다른 하고 있었다. | BRAKE PEDAL LOW |
| 2 DUPLICATE? | YES |
| 3 PARTS? | THE MASTER CYL |
| 4 EXERCISE ABS AND BLEED AS PER SM 2-3 X'S, IF | |
| PEDAL IS FIRM REPLACE THE MODULATOR. | |

W.O. #:

| T/L Ref # 2394079 | Creat LANC | ed By EK | Date C 07/11/2 | | Last Edited By LANCEK | # of Edits 1 | |
|---|--|---|-------------------|---|--|---|--|
| Code P 4150 | Original Complaint BRAKE PEDAL IS LOW | | MODU | Source: | tion CISE ABS, BLEED AS None N/A | S PER SM Date: Mileage: 10,412 | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 208188 RICARDO (310) 649-2440 JOSE VALERIA AIRPORT MARINA HO | 경기 화작으로 살아 보았다. 그는 그 얼마나 나는 것이 없었다. | PST 48 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: | 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX-V | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA /6 6CYL 244.0 HP 3.0 | |
| DPSM: JO | 5850 W. CENTINELA LOS ANGELES 10) 649-2440 NAH ROHDE raler/Contact | CA 90045 Fax #: 3109819101 Zone/Dist: 01F Date | | WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | P/S, SUN ROOF, AE J30A51080099 166679 Technical | 3S, AIR BAG, Trans #: BAYA8074827 | |

Tech Line Suggests

Information from Dealer

| 7/11/2007 11:45:40 AM LANCEK | |
|--------------------------------|----------------------|
| 이 1.4 보면서 불자를 하면 보면소의 아버지네요 | BRAKE LOSSE PRESSION |
| 2 DUPLICATE? | YES |
| 3 HOW IS IT LOOSING PSI? | IT IS LOW |
| 4 PARTS? | MASTER CYL |
| 5 EXERCISE ARS BLEED AS DER SM | 2.3Y'S IF PEDAI |

Printed: 06/29/2009 5:58:40PM By SYSTEM

GETS FIRM REPLACE THE ABS MODULATOR

| T/L Ref # 2381770 | Create JOHN | 교계의 경영에는 집을 위하는 모양을 다 하다. | Date Cr 06/26/2 | | Last Edited By JOHNB | | # of Edits 1 |
|---|---|--|--------------------|---|--|--------------------------------|-------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | | | | tion OR,BLEED,EXERCIS None N/A | Date | e: eage: 5,312 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207079 ROSARIO MINARDI (718) 720-0075 JOSEPH DELUCA HONDA OF STATEN I | TZ: Training %: Extn: | EST 74 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: | 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX-V | Err: Model: Trim: WD: Country: | |
| DPSM: G | EOFFREY ALDARELLI | NY 10305 Fax #: (718) 876-933 Zone/Dist: 05C Date | 7 | WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | P/S, SUN ROOF, AB J30A51084908 184758 Technical | | BAYA8079586 |

Tech Line Suggests

Information from Dealer

| reon Line Ouggests | inionnation from Dealer |
|---|---|
| 6/26/2007 6:46:37 AM JOHNB | |
| | BRAKE PEDAL FADES |
| 2 | BRAKE PEDAL FADES, BLEED SYSTEM AND FOUND |
| | AIR;PEDAL THEN OK;2 WEEKS LATER CAR COMES |
| | BACK;REPLACED MASTER,BLED AGAIN;OK;NOW BACK |
| | AGAIN,SAME LOW PEDAL |
| 3 ANY LEAKS | NONE |
| 4 REPLACE MODULATOR AND PRESSURE BLEED OR | |
| PEDAL BLEED WITH ENGINE ON; THEN EXERCISE ABS | |
| AND RIFED AGAIN DE EVAL | |

| T/L Ref # 2412695 | Creat DAVII | e d By DK | Date Cr 08/02/20 | | Last Edited By DAVIDK | | # of Edits 1 |
|-------------------------|---|---------------------------------|----------------------|--------------------------------|------------------------------------|----------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL LOW | | ABS?; F | | DULATOR HSB 07-045 None | Dat | - |
| Dealer #: | 207079 MOHAMAD | TZ: | Status: EST 81 | | N/A M66536/ | Err: Model: | eage: 6,400 |
| Serv Ph: Serv Mgr: | (718) 720-0075 | Training %: Extn: | 01 | Year: Tran: Doors: | 5AT 4DR | Trim: WD: | ACCORD V6 EX-V6 2 |
| Parts Mgr: Dir Name: | JOSEPH DELUCA HONDA OF STATEN 1232 HYLAN BLVD | ISLAND | | Fact: Desc: | MARYSVILLE ACCORD 4DR EX-V6 | |) HP 3.0 |
| Phone: (7' | STATEN ISLAND 18) 720-0075 | NY 10305 Fax #: (718) 876-9337 | | WhtBdy: Engine #: Em Type: | P/S, SUN ROOF, ABS J30A51084908 | | BAYA8079586 |
| | EOFFREY ALDARELLI ealer/Contact | Zone/Dist: 05C Date | | RO #: Case Type: W.O. #: | 187419 Technical | | |

Tech Line Suggests

Information from Dealer

| 8/2/2007 11:49:17 AM DAVIDK | |
|---------------------------------------|---|
| 1 ORIGINAL COMPLAINT | C/S BRAKE PEDAL GOES LOW. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACED MASTER SYLINDER, BLEED SYSTEM WITH BRAKE |
| | FLUSH MACHINE |
| 4 | AFTER BLEEDING THE SYSTEM IT IMPROVES. |
| 5 REPLACE ARS MODULATOR HSR 07-045 | |

| T/L Ref # 2386890 | Created By CHRISV | Date Created 07/02/2007 | Last Edited By CHRISV | # of Edits |
|---|--|---|---|--|
| Code P 4150 | Original Complaint LOW PEDAL | Probable Cause/Solu ABS MOD; BLEED A Resin Source: Status: | | Date: Mileage: 13,616 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207066 TZ: ANTHONY SEALES Training (718) 253-8400 Extn: VLADISLAV KOVBASYUK FRANCISCO FIGUEROA PLAZA HONDA 2740 NOSTRAND AVENUE | g %: 72 Year: Tran: Doors: Fact: Desc: | CM66556AI 2006 5AT 4DR MARYSVILLE ACCORD 4DR EX-V6 | Err: Model: ACCORD V6 Trim: EX-V6 WD: 2 Country: USA 6CYL 244.0 HP 3.0 |
| DPSM: JC | BROOKLYN NY 11210 '18) 253-8400 Fax #: (718) OHN POMPILE Zone/Dist: lealer/Contact Date | Engine #: | P/S, SUN ROOF, ABS J30A51091931 893854 : Technical | S, AIR BAG, Trans #: BAYA8086435 |

Tech Line Suggests

Information from Dealer

| 7/2/2007 12:57:34 PM CHRISV | |
|--------------------------------|---|
| · | BRAKE PEDAL GOES TO THE FLOOR |
| 2 | ALL I DID WAS REPLACE THE BRAKE PADS AND IT STARTED |
| | ACTING UP |
| 3 BLEED AND RECK POSS ABS, MOD | |

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD V6 2007 FIELD REPORT

| T/L Ref # 2431000 | Created By TERRYP | | Date Cr 08/25/20 | | Last Edited B TERRYP | y | # of Edits 1 |
|----------------------|---|----------------------|---------------------|-----------------------------------|---------------------------|--------------|-------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, L | .OW, HARD) | | le Cause/Sol ABS MOD PR | ution OB;REPLACING ABS | S MODULATOR | ₹ |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | e: eage: 5,395 |
| Dealer #: | 208328 | TZ: | EST | VIN: 1HG | CM826X7A | Err: | |
| Dir Cont: | ARMANDO | Training %: | 82 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (973) 777-5100 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | GARDEN STATE HO | NDA | | Desc: | ACCORD 2DR EXL | -V6 6CYL 244 | .0 HP |
| | 584 ROUTE 3 WEST | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | CLIFTON | NJ 07014 | | Engine #: | J30A52050821 | Trans #: | BAYA9049338 |
| Phone: (9 | 73) 777-5100 | Fax #: (973) 777-463 | D | Em Type: | | | |
| DPSM: G | EOFFREY ALDARELLI | Zone/Dist: 05C | | RO #: | 2970 | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 8/25/2007 10:58:41 AM TERRYP | |
|--|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL FADE |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACE MASTER CYLENDER |
| 4 HAVE YOU BLED THE SYSTEM & ACTIVATED THE ABS | YES,A FEW TIMES.N/C,ALSO CKD THE BRAKE FLUID & |
| MODULATOR? | DOESN'T APPEAR TO BE CONTAMINATED. |
| 5 REPLACE THE MODULATOR. | OK,THANKS. |

| T/L Ref # 2511183 | Created RAYD | Ву | Date Cr 12/11/2 | | Last Edited By RAYD | | # of Edits |
|---|------------------------|-------------|--|---------|------------------------|-------------|--------------------|
| Code Original Complaint P 4150 LOW BRAKE PEDAL 3X | | | Probable Cause/Solution MODULATOR?;REFERED TO HSB 07-045 | | | | |
| | | | Resin S Status: | | None N/A | Dat Mile | e: eage: 14,700 |
| Dealer #: | 208030 | TZ: | PST | VIN: 1H | GCM82627A | Err: | |
| Dir Cont: | PHUONG NGUYEN | Training %: | 31 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (714) 963-1959 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | TIM RAND | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | ELIAS PONCE | | | Fact: | MARYSVILLE | Country: | USA |

Desc:

WhtBdy:

Engine #:

Em Type:

RO #:

W.O. #:

Phone: (714) 963-1959

Previous Dealer/Contact

DPSM: MICHELLE HATCH

BCH

19131 BEACH BLVD.

HI INTINGTON REAC

NORM REEVES HONDA SPRSTR HUNTINGTON

Zone/Dist:

Date

CA 92648

01G

Fax #: 7148410452

Dir Name:

390325

Case Type: Technical

J30A52051090

ACCORD 2DR EXL-V6 6CYL 244.0 HP

Trans #: BAYA9049517

P/S, SUN ROOF, ABS, AIR BAG,

| Tech Line Suggests | Information from Dealer |
|---|---|
| 12/11/2007 11:10:35 AM RAYD | |
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES VEHICLE IS LOOSING PRESSURE IN BRAKES LINES, THE BRAKES PEDAL SINK DOWN WHEN BRAKING. THIS IS THE 3RD SAME COMING BACK WITH SAME COMPLAINT. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | THIS IS THE 3RD TIMES THIS VEHICLE COMING FOR THE SAME COMPLAINT. 1ST VISIT, CHECK THE FLUID CONDITION, THE FLUID LEVEL IS NOT SHORT, NO LEAK IS FOUND, DID THE COMPLETE MANUAL BLEEDING THE BRAKES SYSTEM, TEST DRIVE WITH SHOPMAN, GOOD RESULT. 2ND VISIT AFTER 4 DAYS, SAME COMPLAINT, WE BELIEVED THERE IS INTERNAL LEAK IN MASTER CYLINDER, REPLACED THE MASTER CYLINDER, AND MANUAL BLEED ING BRAKES SYSTEM AGAIN WITH GENUINE BRAKE FLUIDS. TEST DRIVE AGAIN WITH SHOP FORMAN, GOOD RESULT |
| 4 WHO SAYS ITS LOOSING PRESSURE? 5 HOW DO THEY KNOW? | THE CUSTOMER I DONT KNOW |
| 6 WHAT HAVE YOU DONE SO FAR? | MANUAL BLEED, TEST DROVE WITH THE SHOP FOREMAN, IT CAME BACK AFTER 4 DAYS SO WE REPLACED THE M/C |
| 7 CALL BACK TO THE DEALER; REFER TO HSB 07-045 | |

| 2496625 | DAVIDK | 11/20/2007 | DAVIDK | 1 |
|------------------------------|----------------|-----------------|----------|----------------|
| Code Origi | nal Complaint | Probable Cause/ | Solution | |
| P 4150 BRAKE PEDAL SEEMS LOW | ABS?; CK FOR A | IR IN SYSTEM | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 6,803 |

Dealer #: VIN: 1HGCM82687A TIM PELL 2007 **Dir Cont:** Training %: Model: ACCORD V6 Year: Serv Ph: (417) 882-3900 EXL-V6 Trim: Extn: Tran: 5AT 2 Serv Mgr: **JOHN PULLIAM** WD: Doors: 2DR Parts Mgr: CHERYL BALENTINE Fact: Country: USA **MARYSVILLE** Dir Name: DON WESSEL HONDA Desc: ACCORD 2DR EXL-V6 6CYL 244.0 HP 3520 SO. CAMPBELL ST. WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, **SPRINGFIELD** MO 65807 Engine #: Trans #: BAYA9051070 J30A52052739 Phone: (417) 882-3900 Fax #: (417) 841-1693 Em Type: RO #: 461442

DPSM: PAUL SEVERSON Previous Dealer/Contact

Tech Line Suggests

Zone/Dist: 08M

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 11/20/2007 11:18:52 AM DAVIDK | |
|--|---|
| 1 ORIGINAL COMPLAINT | C/S BRAKE PEDAL SEEMS LOW |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| [4] [3] [4] [4] [4] [4] [4] [4] [4] [4] [4] [4 | NO CODES. NO LEAKS. WILL NOT PUMP UP. ACTIVATED ABS |
| | ON DIRT LOT, NO CHANGE. |
| 4 CK FOR AIR IN SYSTEM IF FOUND REPLACE ARS | |

5 CK CALIPERS. PINS AND PADS FOR PUSHING PISTON

BACK

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 594 of 661

| T/L Ref# 2513849 | Creat KEIT | ted By HC | Date C 12/14/2 | | Last Edited By RAYD | | # of Edits 6 |
|------------------------------|--|-------------------|--------------------|-------------------------------|--|--------------|----------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, L | OW, HARD) | | ole Cause/Solu REPLACED N | tion MODULATOR TO FIX | | |
| | | | Resin S Status: | Source: | None N/A | Dat Mile | e: eage: 12,710 |
| Dealer #: | 208360 | TZ: | PST | VIN: 1HGC | CM826X7A | Err: | |
| Dir Cont: | JOHN PHAM | Training %: | 85 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: Serv Mgr: | (415) 927-0833 MERLE PARNELL | Extn: | | Tran: | 5AT 2DR | Trim: WD: | EXL-V6 |
| Parts Mgr: | RICHARD NEWMAN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | MARIN HONDA 5880 PARADISE DRI CORTE MADERA | VE CA 94925 | | Desc: WhtBdy: Engine #: | ACCORD 2DR EXL-V P/S, SUN ROOF, ABS J30A52054010 | S, AIR BAG, | .0 HP BAYA9052260 |
| Phone: (41 | 5) 927-0833 | Fax #: 4159242301 | | Em Type: | | | |
| DPSM: JA | SON SCHER | Zone/Dist: 12B | | RO #: | 103381 | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| BRAKE PEDAL IS VERY MUSHY |
|--|
| YES |
| REPLACED BRAKE MASTER CYLINDER, BLEED SYSTEM. THIS |
| WAS BEFORE S/B 07-045 CAME OUT. |
| |
| |
| VSA LIGHT ON AFTER MODULATOR |
| NONE, HDS DATA LIST, SAYS NEED TO GO INTO CLEAR MODE |
| NO OTHER CODES |
| |
| |
| 200000000 |

W.O. #:

9 GET BUSINESS HOURS RECORDING, LEFT MESSAGE TO DO STEP 7 IN THE MODULATOR REPLACMENT INSTRUCTIONS OF THE S/MANUAL. "VSA SENSOR NEUTRAL POSITION MEMORIZATION" DO THAT

Page 600 of 661

| T/L Ref # 2433314 | 14 STEVEN ode Original Complaint | | | | | | # of Edits 1 | |
|------------------------------|--|---------------------|--------|-------------------------------|---|------------------------|-----------------|--|
| Code P 4150 | | | | | | | | |
| | | | Status | Source: | None N/A | Date: Mileage: 4,7′ | 12 | |
| Dealer #: | 207321 | TZ: | CST | VIN: 1HG | CM82627A | Err: | | |
| Dir Cont: | RAYMOND | Training %: | 92 | Year: | 2007 | Model: ACCORD | V6 | |
| Serv Ph: | (901) 377-6100 | Extn: | | Tran: | 5AT | Trim: EXL-V6 | | |
| Serv Mgr: | ROBERT COONS | | | Doors: | 2DR | WD : 2 | | |
| Parts Mgr: | PHILLIP CISSELL | | | Fact: | MARYSVILLE | Country: USA | | |
| Oir Name: | DOBBS HONDA ON C 1990 COVINGTON PIK MEMPHIS, | | | Desc: WhtBdy: Engine #: | ACCORD 2DR EXL-1 P/S, SUN ROOF, AB J30A52055443 | | 3874 | |
| Phone: (90 |)1) 377-6100 | Fax #: (901) 372-35 | 71 | Em Type: | | | | |

RO #:

W.O. #:

Tech Line Suggests

DPSM: CHRISTINE LANE

Previous Dealer/Contact

Zone/Dist:

Date

07A

Information from Dealer

301285

Case Type: Technical

| 8/28/2007 2:30:23 PM STEVEN | |
|--|---|
| 8 HOW ARE YOU BLEEDING THE BRAKES? | I'VE TRIED EVERY WAY |
| 9 BLEED ONE MORE TIME, IF NC REPLACE VSA MOD | OK |
| 1 ORIGINAL COMPLAINT | EXCESSIVE PEDAL TRAVEL |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 VERIFY THE COMPLAINT | ITS SCARY, YOU FEEL LIEK THE CARS NTO GONNA STOP |
| | THEN AT THE LAST FEW INCHES THERES A NORMAL PEDAL |
| 4 ITS NTO SOFT RO SPONGY | NO |
| 5 BLEED THE BRAKES? | YES AND WE PUT A MASTER ON IT |
| 6 NO LEAKS FOUND, RESERVIOR FULL | NO LEAKS, ITS FULL |
| 7 CHK THE BRAKES, CALIPERS, SLIDE PINS, CONE SHAPED ROTORS? | EVERYTHIGN LOOKED GOOD, I WENT OVER EVERYTHING |

| T/L Ref # 2464425 | Created By JOHNB | Date Created 10/08/2007 | Last Edited By JAMESH | # of Edits 2 |
|----------------------|---------------------------------------|-----------------------------------|-----------------------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | Probable Cause/Solo | ution S.LIKELY MODUALTOR | |
| | | Resin Source: Status: | None N/A | Date: Mileage: 6,517 |

207321 Dealer #: CST VIN: 1HGCM82627A TZ: Err: **RAYMOND** Dir Cont: Training %: 96 2007 Model: ACCORD V6 Year: Serv Ph: (901) 377-6100 Extn: Tran: 5AT Trim: EXL-V6 Serv Mgr: **ROBERT COONS** 2 WD: Doors: 2DR Parts Mgr: PHILLIP CISSELL Country: USA Fact: MARYSVILLE Dir Name: DOBBS HONDA ON COVINGTON PIKE Desc: ACCORD 2DR EXL-V6 6CYL 244.0 HP 1990 COVINGTON PIKE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, MEMPHIS, TN 38128 Engine #: Trans #: BAYA9053874 J30A52055443 Phone: (901) 377-6100 Fax #: 9013723571

 Phone:
 (901) 377-6100
 Fax #:
 9013723571
 Em Type:

 DPSM:
 CHRISTINE LANE
 Zone/Dist:
 07A
 RO #:
 303384

 Previous Dealer/Contact
 Date
 Case Type:
 Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 10/8/2007 12:12:54 PM JOHNB | |
|---|--|
| 1 ORIGINAL COMPLAINT | EXCESSIVE PEDAL TRAVEL. REPLACED M/C 2 WEEKS AGO |
| | BLEED SYSTEM WITH NO PROBLEMS. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACED M/C 2 WKS AGO CAR LEFT WITH ON PROBLEMS |
| 4 | CAR BACK, PEDAL ALMOST TO FLOOR, 2 M/C'S; STILL |
| | RE-OCCURS |
| 5 BLEED SYSTEM EITHER BY PRESSURE BLEEDING OR | |
| BY PEDAL BLEEDING WITH ENGINE ON; IF PEDAL | |
| IMPROVES, THEN LIKELY MODULATOR; CB WITH | |
| RESULTS OF BLEEDING | |
| 10/8/2007 1:43:39 PM JAMESH | |

10/8/2007 1:43:39 PM JAMESH
6 GOT AIR OUT OF RT FT AND THEN PEDAL IMPROVED

7 REPLACE THE MODULATOR

| T/L Ref # 2421241 | 41 GARYR ode Original Complaint | | | | Last Edited By DAVIDK | # of Edits 2 | | |
|---|--|---------------------------------------|--|--|---|-----------------|-------------|--|
| Code P 4150 | | | 60 BRAKE FEEL LOW, SINKS 8/22 REPL THE ABS/VSA MODULATOR Resin Source: Feedback forms | | | | | |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 207449 JOHN PARR (732) 542-5901 KENNETH KALLOK JASON WOODS DCH KAY HONDA 200 ROUTE 36 EATONTOWN | TZ: Training %: Extn: | EST 85 | VIN: 1HGC Year: Tran: Doors: Fact: Desc: WhtBdy: | 2007 5AT 2DR MARYSVILLE ACCORD 2DR EXL-VI | | | |
| Phone: (732) 542-5901 DPSM: BILL HALLSWORTH Previous Dealer/Contact | | Fax #: 7325425397 Zone/Dist: 05G Date | | Engine #: Em Type: RO #: Case Type: W.O. #: | J30A52056676 526585 Technical | Trans #: | BAYA9054969 | |

Tech Line Suggests

Information from Dealer

| 그렇게 하다 하다 보다 하다 하면 없는 사람들은 사람들이 되었다면 하다는 사람들이 되었다면 하는데 하다 하는데 되었다. | |
|--|---|
| 8/14/2007 9:44:31 AM GARYR | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL LOW AND SINKS. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | MASTER CYLYNDER THEN CAME BACK IN 2 WEEKS LATER PEDAL LOW BLEED SYSTEM, ROAD TEST FELT GREAT NOW 2 WEEKS LATER ITS BACK |
| 4 REPL THE MODULATOR BLEED, ACTIVATE AND BLEED AGAIN 5 PEND TO JOHN H AND DAVE K |) |
| 8/22/2007 1:06:26 PM DAVIDK | |
| 6 | COMMENTS: INSATLLED VSA MODULATOR AS SUGGESTED |
| | AND SO FAR VEHICLE HAS NOT RETURNED. HOWEVER IT DID |
| | TAKE ABOUT TWO WEEKS BEFORE CUSTOMER WOULD CALL |
| | BACK AND COMPLAIN ABOUT THE PEDAL, SO NOT SURE IF |
| | ENOUGH TIME HAS ELAPSED TO BE FOR SURE ON THE |
| | REPAIR |

| T/L Ref # 2362388 | GARYR 06/0 Proper Original Complaint Property BRAKE FEEL (SOFT AND LOW) Res | | | | Last Edited By BOBE | # of Edits 2 | |
|-----------------------|---|-------------------|--|-------------------------------|---|-----------------|------------------------------------|
| Code P 4150 | | | Probable Cause/Solution FB: REPLACED ABS MODULATOR ResIn Source: Feedback forms Status: N/A | | | | Date: 06/06/2007 Mileage: 4,265 |
| Dealer #: | 206665 | TZ: | EST | VIN: 1HGC | M82607A | Err: | |
| Dir Cont: | JOHN PLACE | Training %: | 76 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (215) 657-7050 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | CHRIS OYER | | | Doors: | 2DR | WD: | 2 |
| Parts Mgr: | DONNY WATKINS | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: | MARTY SUSSMAI 1543 EASTON RC ROSLYN | | | Desc: WhtBdy: Engine #: | ACCORD 2DR EXL-VI P/S, SUN ROOF, ABS J30A52058933 | , AIR BAG, | 0 HP BAYA9057144 |
| Phone: (21 | 5) 657-7050 | Fax #: 2158308799 | | Em Type: | | | |
| | RK MCFADDEN | Zone/Dist: 05H | | RO #: | 433348 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

| - | | | | : 0 | | 1 | | | | | 4 | |
|----|----|---|----|-----|--------|---|----|----|----|----|----|--|
| -1 | ^^ | h | | | \sim | ~ | | ~ | ~ | ^^ | *~ | |
| | œ. | | 11 | | ₩. | | 11 | ŧJ | 11 | | - | |
| | ec | | | | • | | ~ | - | -7 | | - | |

Information from Dealer

| 6/1/2007 9:40:07 AM | GARYR | |
|---------------------|----------------------------|--|
| 1 | | BRAKE PEDAL WAS SOFT AND LOW MASTER CYLINDER |
| | | WAS REPLACED AND SYSTEM BLED. CUSTOMER DROVE |
| | | CAR FOR 800 MILES NOW CAR IS BACK WITH SAME |
| | | PROBLEM , ANY POSSIBILITY ABS MODULATOR |
| 2 ACTIVATE ABS IF P | EDAL IMPROVES REPL THE MOD | |
| 6/6/2007 9:58:35 AM | BOBE | |
| 3 FB COMMENTS | | REPLACED THE ABS MODULATOR EVERYTHING SEEMS |
| | | OK THANK YOU |

| T/L Ref # 2403447 | Created By KENE | Date Created 07/23/2007 | Last Edited By RUDYG | # of Edits 2 | | | |
|--------------------|--------------------------------------|--------------------------------|---|-----------------|--|--|--|
| Code P 4150 | Original Complaint BRAKE FEEL LOW | | Probable Cause/Solution MODULATOR:? ACTIVE ABS AND RECHECK | | | | |
| | | Resin Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 10,692 | | | |

| Dealer #: | 207579 | TZ: | PST | VIN: 1HGC | M668X7A | Err: | |
|--------------|-----------------------|-------------------|-----|------------|------------------|--------------|-------------|
| Dir Cont: | DARIN CURTIS | Training %: | 88 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (253) 922-2673 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | DAN GONZALES | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JASON KILLMER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF FIFE | | | Desc: | ACCORD 4DR EXL | -V6 NAVI 6CY | L 244.0 |
| | 4301 20TH STREET EAST | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | FIFE | WA 98424 | | Engine #: | J30A52015825 | Trans #: | BAYA9015350 |
| Phone: (25 | 3) 922-2673 | Fax #: 2539221754 | | Em Type: | | | |
| DPSM: PH | IL HEINZMAN | Zone/Dist: 02B | | RO #: | 342037 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| Tech Line Suggests | Information from Dealer |
|---|------------------------------------|
| 7/23/2007 11:59:46 AM KENE | |
| 1 ORIGINAL COMPLAINT | SOFT BRAKE PEDAL AND GOES TO FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | HAS HAD MASTER CYL. REPLACED |
| 4 THE CAR STOP | BARRLEY |
| 5 CHECK FLUID VOLUME, BENT CALIPER PINS AND IF OK | |
| REPLACE MODULATOR | |
| 7/23/2007 12:27:46 PM RUDYG | |
| 6 07/23/2007 12:27:53 PM RUDYG | WHAT IS TEST KEN WANTED ME TO DO? |
| 7 PUSH PEDAL ALL THE WAY DOWN, OPEN BLEEDER | OK |
| BOLT AT ONE CALIPER. CAPTURE FLUID. CLOSE | |
| BLEEDER AND ALLOW PEDAL TO RETURN, CRACK | |
| VALVE AGAIN AND PUSH PEDAL ALL THE WAY DOWN | |
| CAPTURING FLUID IN 2ND CONTAINER. COMPARE 1ST | |
| CONT TO 2ND. IF 1ST IS LESS THAN 2ND POSS M/C | |
| BYPASSING FLUID. IF SAME, M/C IS OK. | |
| 8 HAS MODULATOR BEEN REPLACED? | NO |
| 9 HOW LONG BETWEEN FAILURES? | ABOUT 3 WKS |
| 10 TEST DRIVE AND ACTIVATE ABS IF PEDAL IMPROVES | OK |
| REPLACE MODULATOR | |
| | |

| T/L Ref # 2754418 | Created By JAMESH | | Date Created 01/09/2009 | | Last Edited By JAMESH | | |
|-----------------------------------|---|--|--------------------------------|-------------------------------|--|------------|------------------------|
| Code P 4150 | Original Complaint BRAKE PDL SOFT, D | Driginal Complaint Probable Cause/Solution BRAKE PDL SOFT, DOES HSB 07-04 TEST MODULATOR ResIn Source: None Status: N/A | | None | | | |
| Dealer #: | 208084 | TZ: | CST | VIN: 1HGC | M66837A | Err: | |
| Dir Cont: | SALOMON | Training %: | 51 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (956) 723-2046 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | JOSE OLVERA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | Fact: | MARYSVILLE | Country: | USA | |
| Dir Name: | SAMES HONDA 6105 SAN DARIO LAREDO | TX 78041 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EXL-V P/S, SUN ROOF, ABS J30A52024722 | , AIR BAG, | L 244.0 BAYA9023730 |
| Phone: (956) 723-2046 | | | Em Type: | | | | |
| DPSM: MIKE SOLDANO Zone/Dist: 03H | | | RO #: | 128416 | | | |
| Previous Dealer/Contact Date | | Date | | Case Type: | Technical | | |
| | | | W.O. #: | | | | |

Tech Line Suggests

Information from Dealer

| 1/9/2009 12:11:53 PM JAMESH | |
|---------------------------------------|--|
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES BRAKE PEDAL IS LOW AND FEEL SOFT |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | DOES HSB 07-045 APPLY? |
| 4 NO. DO REG T/S. | |

| T/L Ref # 2506264 | Created B RUDYG | у | Date Created 12/04/2007 | I Last Edited I RUDYG | By # of Edits 1 | |
|-------------------------|------------------------|-----------|----------------------------|--------------------------|--------------------|--|
| Code Original Complaint | | | Probable Cause/Solution | | | |
| P 4150 BRA | BRAKE FEEL (SOFT, LOW) | | MODULATO | | | |
| | | | Resin Sourc | e: None | Date: | |
| | | | Status: | N/A | Mileage: 18,258 | |
| Dealer#: 20 | 07002 | TZ: | EST VIN | : 1HGCM66507A | Err: | |
| Dis Courte 1.0 | NI CEDE | T:-: 0/ - | 07 | 2007 | Madel: ACCORD V6 | |

| Dealer #: | 207002 | TZ: | EST | VIN: 1HGC | CM66507A | Err: | |
|--------------|--|----------------------|-----------|-------------------------------|--|--------------|---------------------|
| Dir Cont: | LOU GEDE | Training %: | 97 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (973) 831-9500 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | BRAD MORTER | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL WILSON | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | ROUTE 23 HONDA 700 ROUTE 23 POMPTON PLAINS | NJ 07444 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EXL P/S, SUN ROOF, A J30A52025937 | BS, AIR BAG, | 0 HP BAYA9025258 |
| Phone: (97 | 3) 831-9500 | Fax #: (973) 831-050 | 07 | Em Type: | 000, 10202000. | | |
| DPSM: MA | THEW HATCH | Zone/Dist: 05D | | RO #: | 044665 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| Toon Emic Ouggeote | miormation nom Beater |
|---|--------------------------|
| 12/4/2007 11:32:55 AM RUDYG | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL LOW AND SOFT |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 NOT BYPASSING? | NO, JUST LOW AND SOFT |
| 4 ACTIVATE ABS AND SEE IF PEDAL IMPROVES. IF YES, | OK |
| REPL MODULATOR PER HSB 07-045 | |

W.O. #:

| T/L Ref # | Created By | Date Created 02/12/2008 | Last Edited By | # of Edits |
|---------------|------------------------|--------------------------------|----------------------------|-----------------|
| 2553899 | RUDYG | | RUDYG | 1 |
| Code | Original Complaint | Probable Cause/So | olution | OVES, REPLACE |
| P 4150 | BRAKE FEEL (SOFT, LOW) | VSA MODULATOR | !?; ACTIVATE, IF PDL IMPRO | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 29,692 |

| Dealer#: | 206864 | TZ: | PST | VIN: 1HG | CM66867A | Err: | |
|-------------|---|----------------------|-----|------------------|--|----------|-------------|
| Dir Cont: | JEFF FARMAN | Training %: | 50 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (360) 377-1100 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | MICHAEL BRODERS | SEN | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | GLEN EVANS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | WEST HILLS HOND 520 WEST HILLS BL BREMERTON | | | Desc: WhtBdy: | ACCORD 4DR EXL-V6 NAVI 6C P/S, SUN ROOF, ABS, AIR BAG | | |
| | DREWERTON | VVA 90312 | | Engine #: | J30A52026383 | Trans #: | BAYA9024589 |
| Phone: (36) | 0) 377-1100 | Fax #: (360) 415-266 | 58 | Em Type: | | | |
| DPSM: PHI | L HEINZMAN | Zone/Dist: 02B | | RO #: | 189161 | | |

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

| 2/12/2008 1:39:35 PM RUDYG | |
|--|--|
| 1 ORIGINAL COMPLAINT | LOW SPONGY BRAKE PEDAL |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | I SAW HSB FOR 07-045 FOR MODULATOR BUT MY VIN IS NOT |
| | WITHIN RANGE |
| 4 ACTIVATE ABS., IF PEDAL IMPROVES, REPL | OK |
| MODULATOR | |

| 1 |
|-----------------|
| |
| |
| Date: |
| Mileage: 10,097 |
| |

Dealer #: EST VIN: 1HGCM66387A Err: Dir Cont: **DUSTIN GILLIS** Training %: 12 2007 Model: ACCORD V6 Year: Serv Ph: (912) 283-4250 LX-V6 Extn: Tran: 5AT Trim: 2 **KENNY LAVENDER** WD: Serv Mgr: Doors: 4DR Parts Mgr: **VANN DEAL** Country: USA Fact: MARYSVILLE Dir Name: WALKER-JONES HONDA Desc: ACCORD 4DR LX-V6 6CYL 244.0 HP 3.0 2700 MEMORIAL DRIVE WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA **WAYCROSS** GA 31502 Engine #: J30A52026801

Trans #: BAYA9025891 Phone: (912) 283-4250 Fax #: 9122830365 Em Type: DPSM: TRACY GARNEAU RO #: Zone/Dist: 07H 18228

Previous Dealer/Contact Date Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| | 할 때가 있다. 아이는 사람들은 아이는 아이를 가지 않아 아이를 하는데 하는데 아이를 하는데 하는데 하는데 아이는데 아이를 하는데 하는데 아이를 하는데 하는데 아이를 하는데 없다. |
|---------------------------------------|--|
| 11/4/2008 12:29:35 PM CHRISV | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOIES TO THE FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | VEHICLE COME IN WITH BRAKE PEDAL GOING TO FLOOR |
| | WITHOUT ANY RESISTANCE. REPLACED BRAKE MASTER |
| | CYLINDER. VEHICLE COME BACK 1,200 MILES LATER WITH A |
| | SOFT BRAKE PEDAL AND REBLED BRAKES. NOW HAS |
| | RETURNED WITH ANOTHER SOFT PEDAL CONCERN |
| 4 REPLACE THE ABS MOD | |
| | |

| T/L Ref # 2335560 | Create KEITH | | Date Ci 04/27/2 | | st Edited By # of Edits ITHC 1 |
|---|--|--|---------------------------|---------------------------------------|--------------------------------------|
| Code Original Complaint P 4150 BRAKE FEEL (SOFT, LOW, HARD) | | 2000년 10 10 10 10 10 10 10 10 10 10 10 10 10 | | | |
| | | | Resin S Status: | | Date: Mileage: 4,909 |
| Dealer #: Dir Cont: Serv Ph: | 207265 OMAR BLAKE (305) 256-2340 | TZ: Training %: Extn: | EST 9 | VIN: 1HGCM66537A Year: 2007 Tran: 5AT | Err: Model: ACCORD V6 Trim: EXL-V6 |

BERNIE CHIONG Serv Mgr: Parts Mgr: MIKE FRANCESCHI Dir Name: SOUTH MOTORS HONDA 16165 S. DIXIE HWY

MIAMI FL 33157

Phone: (305) 256-2340 Fax #: (305) 256-2331 DPSM: KEVIN MCCLUNG Zone/Dist: 07R

Previous Dealer/Contact Date

WD: Doors: 4DR Country: USA Fact: MARYSVILLE Desc: ACCORD 4DR EXL-V6 6CYL 244.0 HP

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,

Trans #: BAYA9026571 Engine #: J30A52027236

Em Type:

RO #: 813065 Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 4/27/2007 12:57:43 PM KEITHC | |
|------------------------------|---|
| 1 | BRAKE PEDAL GOES TO FLOOR/ LOW / NO BRAKES |
| 2 | REPLACED M/C LAST X, BLED BRAKES, STILL COMPLAINING |
| 2 DEDLACE ARE MODULATOR | |

3 REPLACE ABS MODULATOR

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 525 of 661

| T/L Ref # 2449928 | Cre a JOH | ited By NB | Date C 09/19/2 | | Last Edited By DAVIDK | | # of Edits |
|-----------------------|---|--------------------|-------------------|-------------------------------|---|------------|---------------------|
| Code P 4150 | Original Complaint BRAKE PDL DROP LC | W,POOR STOP | AIR FR | Source: | tion FOR ?; REPLACE None N/A | Da Mil | te: eage: 15,138 |
| Dealer #: | 207385 | TZ: | CST | VIN: 1HGC | :M66597A | Err: | |
| Dir Cont: | ROBERT | Training %: | 82 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (847) 965-8833 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | ED RUBIO | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL WALSH | | | Fact: | MARYSVILLE | Country | USA |
| Dir Name: | CASTLE HONDA 6900 W.DEMPSTER MORTON GROVE | STREET IL 60053 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EXL-VI P/S, SUN ROOF, ABS J30A52027875 | , AIR BAG, | |
| Phone: (84 | 47) 965-8833 | Fax #: 8479651903 | | Em Type: | | | |
| DPSM: MI | KE CLARK | Zone/Dist: 08C | | RO #: | 270841 | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O.#: | Technical | | |

| Tech Line Suggests | Information from Dealer | |
|--|--|--|
| 9/19/2007 9:33:52 AM JOHNB | | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOES TO THE FLOOR WHEN BRAKING. SUSPECT MASTER CYLINDER IS LEAKING INTERNALLY. ABS WILL ENGAGE WHEN BRAKING HARD, THEN PEDAL WILL FADE DOWN. | |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO | |
| 3 | BRAKE PEDAL TO THE FLOOR;STOPPING POOR,BUT DOES STOP | |
| 4 SO NOT TOUCHING FLOOR, PEDAL DROPS LOW | YES | |
| 5 BRAKE PADS ALL AT PROPER WEAR LEVELS | YES | |
| 6 HAVE YOU BLED THE SYSTEM | NO | |
| 7 PLEASE PRESSURE BLEED,OF PEDAL BLEED WITH | | |
| ENGINE ON,THE BRAKE SYSTEM;NOTE IF PEDAL | | |
| IMPROVES AND AIR IS FOUND IN SYSTEM;CB;IF AIR IN | | |
| SYSTEM,POSSIBLE VSA MODULATOR? | | |
| 10/3/2007 9:30:35 AM DAVIDK | | |
| 8 | BLEED THE BRAKES FOUND THE RT FRONT HAD AIR. AFTER BLEEDING THE PEDAL WAS NORMAL. WE RELEASED THE CAR. CAR RETURNED WITH SOFT PEDAL AGAIN | |
| 9 REPLACE ABS/VSA MODULATOR | | |

Printed: 06/29/2009 5:58:40PM By SYSTEM Page 580 of 661

| T/L Ref # 2474118 | Created By LANCEK | Date Created 10/19/2007 | Last Edited By LANCEK | # of Edits 1 |
|---|----------------------|----------------------------|---------------------------|-----------------|
| Code Original Complaint P 4150 BRAKE PEDAL IS LOW | | Probable Cause/So | | |
| F 4130 BNA | RE FEDAL IS LOW | MODULATOR; REI | PLACE ABS MODULATOR None | Date: |
| | | Status: | N/A | Mileage: 16,087 |

| Dealer #: | 207765 | TZ: | EST | VIN: 1HG | CM66847A | Err: | |
|---|----------------|----------------------|------------------|------------------------------------|--------------|----------|-------------|
| Dir Cont: | AMADOU HIMA | Training %: | 3 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (301) 656-1000 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | GARY MCDADE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TOM BEST | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: OURISMAN HONDA 4800 BETHESDA AVENUE | | | Desc: WhtBdy: | ACCORD 4DR EXL P/S, SUN ROOF, A | | L 244.0 | |
| | BETHESDA | MD 20814 | | Engine #: | J30A52027943 | Trans #: | BAYA9027172 |
| Phone: (30 | 1) 656-1000 | Fax #: (301) 656-036 | 31 | Em Type: | | | |
| DPSM: DA | NIEL MAY | Zone/Dist: 06A | | RO #: | 745177 | | |

DPSM: DANIEL MAY
Zone/Dist: 06A
RO #: 745177
Previous Dealer/Contact
Date
W.O. #:

Tech Line Suggests Information from Dealer

| 10/19/2007 1:02:28 PM LANCEK | |
|---|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL FADIND ALL THE WAY TO THE FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACED THE BRAKE MASTER CYLINDER. BLEED ALL SYSTEM. |
| 4 IS THE PEDAL HARD AND THEN DROPS TO THE FLOOR? 5 REPLACE THE ABS MODULATOR | NO, IT WAS JUST LOW. THE PEDAL IS FINE AFTER BLEEDING. |

| T/L Ref # 2456352 | | eated By HNB | Date Cr 09/27/20 | | Last Edited By DAVIDK | # of Edits 2 |
|---|--------|-----------------|----------------------------|----------------------------------|--------------------------|------------------|
| Code Original Complaint P 4150 BRAKE FEEL (SOFT, LOW, HARD) | | , LOW, HARD) | | le Cause/Solutio ATOR?; REPLA | | |
| | | | Resin S | ource: N | lone | Date: |
| | | | Status: | 1 | I /A | Mileage: 6,550 |
| Dealer #: | 206958 | TZ: | EST | VIN: 1HGCM | 66557A | Err: |
| Dir Cont: | GERARD | Training %: | 83 | Year: 20 | 007 | Model: ACCORD V6 |

Dir Cont: **GERARD** Training %: 83 Serv Ph: (603) 225-3371 Extn: Serv Mgr: STEVE MARTIN Parts Mgr: SCOTT HAMEL Dir Name: **GRAPPONE HONDA 507 STATE ROUTE 3A** BOW NH 03304

Phone: (603) 225-3371 Fax #: 6032268159

Previous Dealer/Contact

09K

Date

Zone/Dist:

2007 Year: Tran:

5AT

4DR

Country: USA MARYSVILLE ACCORD 4DR EXL-V6 6CYL 244.0 HP

Trim:

WD:

WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,

Engine #: J30A52030420

Trans #: BAYA9029197

2

EXL-V6

Em Type:

Doors:

Fact:

Desc:

RO #: 333495 Case Type: Technical

W.O. #:

Tech Line Suggests

DPSM: JOE ROSE

Information from Dealer

| rech Line Suggests | Information from Dealer |
|--|--|
| 9/27/2007 6:24:57 AM JOHNB | |
| 1 ORIGINAL COMPLAINT | BRAKES ALMOST GOES TO FLOOR WHEN IT STOP IT IOS FIRM. BLEED BRAKES AND CK. CALIPER OPERATION AND TOOK BRAKES APART TO CK. FOR NO BINDING. CHEKING TO SEE IF THERE IS A PROBLEM WHIT MASTERS CYLINDERS .BEFORE I REPLACE IT AGAIN |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACE MASTER CYLINDER THE FIRST TIME AND IT WAS OK AFTER FOR ABOUT 2000 MILLES |
| 4 | CAR RETURNED;ANY PROBLEMS WITH MASTERS |
| 5 NO KNOWN ISSUES;SO THIS LOW PEDAL,IS WHEN BRAKING OR AT A STOP | WHILE BRAKING |
| 6 DOES THE CAR STILL STOP | YES |
| 7 DID YOU BLEED THE BRAKES | YES |
| 8 ANY IMPROVEMENT | PEDAL CAN STILL BE PUSHED LOW |
| 9 THIS IN YOUR STALL | YES |
| 10 ABOUT WHEN BRAKING, NOT WHILE SITTING IN STALL | DID NOT CHECK |
| 11 YOU MAY NOW BE MISTAKING PUSHING THROUGH THE BOOSTER; PLEASE SEE: BRAKE PDL SINKS @ STOPS (M/CYL TEST #2) Tech Line Knowledge Base Name: 4853 Issue Date: 01-Feb-1996 Source: HSN-96/02I BRAKE PEDAL SINKS @STOPS (M/CYL TEST #1) Tech Line Knowledge | |

| 11/1/2007 7:30:09 AM DAVIDK | |
|-----------------------------|---|
| 12 | HAD AIR IN L/R. 2 WEEKS LATTER CUST RETURNED WITH |
| | LOW PEDAL. HAD AIR IN RT FT. EACH TIME I BLEED IT FEELS |
| | BETTER, |
| 13 REPLACE MODULATOR, | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

AND LOCATION; NOTE IF BRAKES IMPROVED, MODULATOR?

Base Name: 4318 Issue Date: 01-Feb-1995 Source:

HSN-95/02C GO ROAD TEST IN SAFE AND SANE MANNER

| T/L Ref # 2369371 | Created By JOHNB | Date Created 06/11/2007 | Last Edited By JOHNB | # of Edits 1 |
|----------------------|--------------------------------------|--------------------------------|-------------------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL MUSHY | Probable Cause/Sol | | |
| F 4130 | DRAKE PEDAL MUSHI | | RCISE ABS,BLEED 2X;MOI | |
| | | Resin Source: | None | Date: Mileage: 3.232 |
| | | Status: | N/A | Mileage: 3,232 |

| | | | Status: | | N/A | Mile | eage: 3,232 |
|-----------|-------------------|----------------------|---------|------------|------------------|---------------|-------------|
| Dealer #: | 206765 | TZ: | EST | VIN: 1HGC | CM66507A | Err: | |
| Dir Cont | : RICHARD BEAVER | २ Training %: | 42 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (856) 983-2626 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mg | r: PAUL PILIERO | | | Doors: | 4DR | WD: | 2 |
| Parts Mg | ır: ELVING GUZMAN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name | e: BURNS HONDA | | | Desc: | ACCORD 4DR EXI | L-V6 6CYL 244 | .0 HP |
| | | 325 NORTH ROUTE 73 | | WhtBdy: | P/S, SUN ROOF, A | ABS, AIR BAG, | |
| | MARLTON | NJ 08053 | | Engine #: | J30A52031313 | Trans #: | BAYA9030151 |
| Phone: | (856) 983-2626 | Fax #: (856) 983-622 | 21 | Em Type: | | | |
| DPSM: | JOE GANUN | Zone/Dist: 05J | | RO #: | 819435 | | |
| Previous | Dealer/Contact | Date | | Case Type: | Technical | | |

W.O. #:

Tech Line Suggests

6/11/2007 9:01:16 AM

Information from Dealer

| | V N I |
|--|-------------|
| 2 3 EITHER PEDAL BLEED WITH ENGINE ON,OR PRESSURE | F |
| BLEED;THEN EXERCISE ABS,THEN BLEED AGAIN;IF NO | |
| CHANGE THEN LIKELY ABS MODULATOR; TALK TO | |
| DPSM SEE IF HE WANTS TO INSTALL ONE NOW | |

JOHNB

CUST STATES PEDAL LOW/MUSHY MUST PUMP TO WORK.TECH INSTALLED MASTER CYLINDER 05/13/07 AT 1623 MILES.DURING TEST DRIVE PEDAL OK AND THEN AT TIMES LOW.REVERSE TO DRIVE SEEMS TO WORSEN CONDITION ?? REPLACED MASTER,NO CHANGE

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|-----------------|-------------------|---------------------|----------------|----------------|
| 2398553 | GARYR | 07/17/2007 | GARYR | 1 |
| Code C | riginal Complaint | Probable Cause/Solu | ution | |
| P 4150 B | RAKE PEDAL SPONGY | REPL MOD | | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 4,200 |

| Dealer #: | 206765 | TZ: | EST | VIN: 1HGC | M66507A | Err: | |
|--------------|-----------------------------|----------------------|-----|------------------|------------------------------------|----------|-------------|
| Dir Cont: | RICHARD BEAVER | Training %: | 41 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (856) 983-2626 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | PAUL PILIERO | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ELVING GUZMAN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BURNS HONDA 325 NORTH ROUTE | | | Desc: WhtBdy: | ACCORD 4DR EXL P/S, SUN ROOF, A | | 0 HP |
| | MARLTON | NJ 08053 | | Engine #: | J30A52031313 | Trans #: | BAYA9030151 |
| Phone: (85 | 6) 983-2626 | Fax #: (856) 983-622 | 1 | Em Type: | | | |
| DPSM: JOI | E GANUN | Zone/Dist: 05J | | RO #: | 824578 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 7/17/2007 10:28:04 AM GARYR | |
|---------------------------------------|--|
| 1 ORIGINAL COMPLAINT | AT 1623 MILES CUST COMPLAINT LOW SPONGY |
| | PEDALREPLACE MASTER CYLINDEROKTHEN AT 3236 |
| | CUSTRETURN SAME PROBLEMCHECK FOR LEAKSNONE |
| | ALS O FLUID FULL.REBLEED SYSTEM.PEDAL GOODCUST |
| | RETURN TODAY 4200 MILESSAME PROBLEM?????POSS |
| | ABS MODULATOR ?????? |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | SEE ABOVE |
| 4 REPL MOD | |

W.O. #:

| Created By | Date Created | Last Edited By | # of Edits |
|-------------------------|--------------------------|--|---|
| GARYR | 02/04/2008 | GARYR | 1 |
| Original Complaint | Probable Cause/Sol | ution | |
| BRAKE PEDAL FEEL (SOFT) | MOD?; RFER TO HS | SB 07-045 | |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 13,254 |
| | GARYR Original Complaint | GARYR 02/04/2008 Original Complaint Probable Cause/SoluBRAKE PEDAL FEEL (SOFT) MOD?; RFER TO HS Resin Source: | GARYR Original Complaint BRAKE PEDAL FEEL (SOFT) Resin Source: None |

206622 VIN: 1HGCM66817A Dealer #: TZ: **EST** Err: 2007 Dir Cont: FRANK HOBEN Training %: 51 Model: ACCORD V6 Year: Serv Ph: (502) 448-2820 Tran: Trim: **EXLV6NV** Extn: 5AT 2 Serv Mgr: DALE GREATHOUSE Doors: WD: 4DR Parts Mgr: **BRANDON LACH** Country: USA Fact: **MARYSVILLE BOB MONTGOMERY DIXIE HONDA** Dir Name: Desc: ACCORD 4DR EXL-V6 NAVI 6CYL 244.0 5340 DIXIE HIGHWAY WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, LOUISVILLE KY 40216

DPSM:Larry StipeZone/Dist:04JRO #:448580Previous Dealer/ContactDateCase Type:Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 2/4/2008 12:57:21 PM GARYR | |
|---------------------------------------|---|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL IS GOING ALL THE WAY DOWN FEELS |
| | SPUNGY |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 REFER TO HSB 07-045 | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|------------------------------|--------------------|------------------------|----------------|
| 2395488 | TOMP | 07/12/2007 | TOMP | 2 |
| Code | Original Complaint | Probable Cause/Sol | ution | |
| P 4150 | EXCESSIVE PEDAL TRAVEL, SOFT | FAULTY ABS MODU | JLATOR; REPAIR AS NEED |)ED |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 2,621 |

| Dealer #: | 206683 | TZ: | EST | VIN: 1HGC | M66597A | Err: | |
|-------------|----------------------------------|-------------------|-----|----------------------|----------------|----------|-------------|
| Dir Cont: | DONALD HERMAN | Training %: | 68 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (814) 868-9678 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | PHILIP PINZOK | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BIANCHI HONDA 8430 PEACH STRE | ET | T | | ACCORD 4DR EXL | | 0 HP |
| | ERIE | PA 16509 | | WhtBdy: Engine #: | J30A52034649 | | BAYA9033489 |
| Phone: (81 | 4) 868-9678 | Fax #: 8148649765 | | Em Type: | | | |
| DPSM: AR | T ESPINOZA | Zone/Dist: 05P | | RO #: | 91354 | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

W.O. #:

Tech Line Suggests

Information from Dealer

| 7/12/2007 1:47:50 PM TOMP | |
|---|--|
| 1 | WHEN FIRST APPLYING BRAKES, BRAKE TRAVEL WILL |
| | FEELTO TRAVEL ALMOST TO THE FLOOR |
| 2 | DON: |
| 3 CAN YOU DUPLICATE THE COMPLAINT? | YES |
| 4 | REPLACED MASTER CYLINDER AND BLED BRAKES. |
| 5 HOW WERE BRAKES BLED? | PRESSURE BLEED SYSTEM. |
| 6 EXERCISE ABS? | DOES NOT SEEM TO MODULATE. |
| 7 ABS DTC? | NO |
| 8 EXERCISE ABS AND BLEED BRAKES; IF PEDAL STILL | |
| SOFT. | |
| 9 ABS MODULATOR IS FAULTY | |
| 8/29/2007 7:17:17 AM TOMP | |
| 10 | PHIL: |
| | THE NEW SB DESCRIBES THIS PROBLEM EXACTLY; CAN |
| | USE THE S/B INFO? |
| 12 DIAG AND REPAIR YES, WARRANTY TEMPLATE: NO | |

| T/L Ref # 2560865 | Created DAVEM | Ву | Date C 02/22/2 | | Last Edited By RUDYG | y # of Edits 2 |
|------------------------------|--|-------------|--|----------|-------------------------|-------------------|
| Code P 4150 | Original Complaint BRAKE PDL SOFT W/ NEV | V MOD | Probable Cause/Solution HSB 07-045 MOD?; FAXED SUPER BLEED Resin Source: None Status: N/A | | Date: Mileage: 9,092 | |
| Dealer #: | 206867 | TZ: | CST | VIN: 1H0 | GCM66587A | Err: |
| Dir Cont: | JUSTEN CUZZORT | Training %: | 23 | Year: | 2007 | Model: ACCORD V6 |
| Serv Ph: | (423) 899-1122 | Extn: | | Tran: | 5AT | Trim: EXL-V6 |
| Serv Mgr: | STEVE GARVERICK | | | Doors: | 4DR | WD : 2 |
| Parts Mgr: | BILL JOSLIN | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | ECONOMY HONDA SUP | ERSTORE | | Desc: | ACCORD 4DR EXL | -V6 6CYL 244.0 HP |

Em Type:

RO #:

W.O. #:

2135 CHAPMAN ROAD WhtBdy: CHATTANOOGA TN 37421 Engine #:

Phone: (423) 899-1122 Fax #: 4235109355

DPSM: Michael Murphey Zone/Dist: 07B

Previous Dealer/Contact Date 318260

Case Type: Technical

P/S, SUN ROOF, ABS, AIR BAG,

| Tech Line Suggests | Information from Dealer |
|--|--|
| 2/22/2008 6:44:10 AM DAVEM | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL FEELS SOFT |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACED THE ABS MODULATOR |
| 4 | FORMAN SAYS FEELS GOOD, BUT CUST AND I STILL SAYS IT |
| | FEELS A LITTLE SOFT AFTER WE DID HSB 07-045. DID ABS |
| 5 FAXED KB 15224 "super bleed" TO DEALER | MOD, SAME OK |
| 6 CB W/ UPDATE | OK OK |
| 2/22/2008 10:12:15 AM RUDYG | |
| 7 02/22/2008 10:13:39 AM RUDYG | LTRIED BLEEDING AND CAN'T GET REAR TO PASS FUNCTION |
| | TEST, MY PEDAL, IS ONLY ABOUT 1/4 DIFF THAN KNOWN |
| | GOOD |
| 8 ANY SLIPPERY ROADS AROUND? WE MAY NEED TO | I HAVE DONE THAT ALREADY. |
| GET ABS TO MODULATE. | |
| 9 DO YOU HAVE A SECOND HDS? | YES |
| 10 LETS USE THAT ONE AND SEE IF REAR SOL TEST | WHAT IF IT WORKS ON K/G BUT NOT ON THIS ONE |
| WORKS. IF NO, CK K/G CAR TO SEE IF TEST WORKS | |
| 11 VERIFY INPUTS TO VSA MODULATOR ARE CORRECT AS | OK |
| FAR AS PARAMETERS ASKED FOR BY HDS WHEN | |
| DOING THIS TEST. WHL SPEEDS, BRAKE OFF, ETC | |
| 12 IF YOU ARE THAT CLOSE TO K/G YOU MAY BE NORMAL. | NO, K/G IS AN 06 |
| DID YOU COMPARE 07 TO 07? | |
| 13 GET TEST TO WORK ON REARS AND THEN IF NO | OK |
| CHANGE, COMPARE 07 TO 07 | 그런 그리는 마음을 들어가 모른 얼마를 받는 사람들이 되었다. 하고 말로 살아갔다. |

| T/L Ref # 2488650 | Created By JAMESH | Date Created 11/08/2007 | Last Edited By JAMESH | # of Edits 1 |
|--------------------|--------------------------------------|--------------------------------|---|-----------------|
| Code P 4150 | Original Complaint BRAKE PEDAL MUSHY | Probable Cause/Solo | [20] [10] [20] [20] [20] [20] [20] [20] [20] [2 | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 20,572 |

| | | | Status: | | N/A | Mile | eage: 20,572 |
|--------------|-----------------------|-------------------|---------|------------------|----------------|--------------|--------------|
| Dealer #: | 207779 | TZ: | CST | VIN: 1HGC | CM66517A | Err: | |
| Dir Cont: | ROB | Training %: | 0 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (847) 381-8900 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | EDWARD WONG | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MIKE MALLETT | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | MOTOR WERKS H | IONDA | | Desc: | ACCORD 4DR EXL | -V6 6CYL 244 | 0 HP |
| | 1475 S. BARRINGTON RD | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | | |
| | BARRINGTON | IL 60010 | | Engine #: | J30A52035407 | Trans #: | BAYA9034386 |
| Phone: (84 | 7) 381-8900 | Fax #: 8473041839 | | Em Type: | | | |
| DPSM: WIL | LIAM MCKEE | Zone/Dist: 08D | | RO #: | | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 11/8/2007 1:55:05 PM JAMESH | |
|------------------------------|--|
| 4 CHECK MODULATOR, REPLACE | |
| 1 | BRAKE PEDAL MUSHY |
| 2 | REPLACED THE MASTER AND STILL POOR PEDAL |
| 3 WAS THE AIR IN THE SYSTEM? | NO |

W.O. #:

| T/L Ref # 2323970 | Crea TOM | ted By P | Date C 04/13/2 | | Last Edited By RUDYG | | # of Edits 2 |
|----------------------|---|----------------------|-----------------------|-------------------------------|---|-------------|------------------------------|
| Code P 4150 | Original Complaint PEDAL LOW,AFTER N | VC REPLACED | 4/20: R | Source: | tion A MODULATOR Message center N/A | Dat Mile | e: 04/17/2007 page: 7,200 |
| Dealer #: | 207200 | TZ: | EST | VIN: 1HGC | :M66877A | Err: | |
| Dir Cont: | FORBES CHET | Training %: | 0 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (201) 368-0190 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | TIMOTHY MAHON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | EDWARD BOGERT | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: | DCH PARAMUS HON WEST 120, ROUTE 4 PARAMUS | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EXL-VI P/S, SUN ROOF, ABS J30A52036296 | , AIR BAG, | L 244.0 BAYA9035248 |
| Phone: (20 | 1) 368-0190 | Fax #: (201) 368-023 | 4 | Em Type: | | | |
| DPSM: MA | THEW HATCH | Zone/Dist: 05D | | RO #: | 521547 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

Information from Dealer

| 4/13/2007 6:04:34 AM TOMP | |
|---|--|
| 1 | CUSTOMER STATES BRAKE PEADLE SINKS. SECOND TIME |
| | BACK FOR SAME COMPLAINT, REPLACE MASTER CYLINDER |
| | MARCK 07, HAVE HEARD OF ABS MODULATORS BE NOT |
| | PROPERLY BLEED CAUSING BRAKE CONDITIONS ON V6 |
| | ACURA ANDSOME V6 ACCORDS |
| 2 | CHET: |
| 3 CAN YOU DUPLICATE THE COMPLAINT? | YES |
| 4 EXERCISE ABS AND THEN BLEED THE BRAKES. | |
| 5 IF PEDAL IS OK AFTER BLEEDING, THEN THE | |
| MODULATOR IS FAULTY. | |
| 1/17/2007 12:53:21 PM RUDYG | |
| 6 04/17/2007 12:53:26 PM RUDYG(MSG) | REPLACED VSA MODULATOR TO FIX |
| | |

| T/L Ref # 2513702 | Created By DAVEM | Date Created 12/14/2007 | Last Edited By DAVEM | # of Edits 1 |
|------------------------------|--|--|---------------------------|--------------------------|
| Code P 4150 | Original Complaint BRK PDL IS SOFTER THAN NORMAL | Probable Cause/So AIR IN SYSTEM?; A | lution ABS MOD AND MON | |
| | | Resin Source: Status: | None N/A | Date: Mileage: 11,198 |
| Dealer #: | 207935 TZ: | MST VIN: 1HG | GCM664X7A | Err: |

| ACCORD V6 |
|--------------------------------|
| ACCORD VA |
| ACCOUNT VO |
| SE-V6 |
| 2 |
| USA |
| HP 3.0 RBAG, BAYA9050925 |
| |
| |
| |
| l F |

Tech Line Suggests

Information from Dealer

| reen Line Gaggeoto | iniciniation non bodio |
|---|---|
| 12/14/2007 8:00:25 AM DAVEM | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL IS SOFTER THAN NORMAL. FOUND BULLETIN # |
| | 07-045, BUT IS OUTSIDE OF VIN RANGE. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | JUST GOT THIS CAR AND WANT TO KNOW IF THERE IS |
| | ANYTHING I NEED TO KNOW? THIS CAR IS OUT OF THE VIN |
| | RANGE FOR HSB 07-045 |
| 4 NO AFTER C/M PROBLEMS. TRY ABS MOD ON ROAD | WILL DO |
| TEST. IF PSL IS BETTER, BLEED BRAKES AND MON OR | |
| DPSM EVAL FOR NEXT STEP> SEND FEEDBACK, THIS IS | |
| AN AFTER C/M CAR | |

W.O. #:

| T/L Ref # 2710430 | Created By JOHNB | Date Created 10/23/2008 | Last Edited By STEVEN | # of Edits 5 |
|----------------------|--|-----------------------------------|--------------------------|-----------------|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | Probable Cause/S MODULATOR?; R | 경기원자 경우의 전기 교육 교회 기를 다 | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 17,748 |
| Dealer #: | 207952 TZ : | PST VIN: 1H | IGCM66497A | Err: |

Dir Cont: **RICHARD** 21 Training %: Serv Ph: (530) 677-5700 Extn: SCOTT TREADWAY Serv Mgr: Parts Mgr: **KEVIN MCINTIRE** SHINGLE SPRINGS HONDA Dir Name: 4070 MOTHER LODE DRIVE SHINGLE SPRINGS CA 95682

Phone: (530) 677-5700

BARRY CHANDLER DPSM:

Fax #: 9169335628 Zone/Dist: 12C

Previous Dealer/Contact Date 2007

Year: Tran: 5AT Doors:

4DR MARYSVILLE

ACCORD 4DR SE-V6 6CYL 244.0 HP 3.0

Model:

Trim:

WD:

ACCORD V6

SE-V6

2

Country: USA

POWER STEERING, ABS, SRS AIRBAG, Trans #: BAYA9052563 J30A52054116

Engine #: Em Type:

Fact:

Desc:

WhtBdy:

RO #: 107371 Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| 10/23/2008 8:57:28 AM JOHNB | |
|--|--|
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES BRAKE PEDAL GOING TO THE FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | SO WE REPLACED THE MASTER AND BLED THE |
| | SYSTEM; FIXED THE CAR, BUT WE ARE CONCERNED; THE |
| | HSB-07-045 FOR BRAKE PEDAL LOW, REPLACMENT OF THE |
| | MODULATOR; THE VIN RANGE STATED FOR 2007 ACCORD 4DR |
| | V6 A/T DOES NOT COVER THIS TRIM LEVEL; THE VIN CALLS |
| | FOR 1HGCM665,THIS IS A 1HGCM664 |
| 4 WILL NEED TO RESEARCH AND CB, BUT IT DOES CALL | |
| THE VIN SPECIFIC; SHOULD IT BE A DOT IN PLACE OF | |
| THE 5?? IF THAT DIGIT DOES NOT MATTER!?;AGAIN,WILL | |
| RESEARCH AND CB | |

11/13/2008 9:45:23 AM

STEVEN

6 REPLACE MODULATOR

SEE ABOVE OK

| T/L Ref # | Created By | Date Created 03/17/2008 | Last Edited By | # of Edits |
|-----------------|--------------------------------|--------------------------------|-----------------------|----------------|
| 2575782 Code | TOMP Original Complaint | Probable Cause/Solu | TOMP | |
| P 4150 | LOW BRAKE PEDAL, GOES TO FLOOR | 나는 얼마 가득하는 아니라를 하다 얼마를 | EM OR VSA MOD;FAXED K | B 15224 |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 5,781 |

| | | | Status: | | N/A | Mileage: 5,781 |
|-------------|---|----------------------|---------|-------------------------------|--|--|
| Dealer #: | 207255 | TZ: | EST | VIN: 1HGC | M665X7A | Err: |
| Dir Cont: | MICHAEL | Training %: | 0 | Year: | 2007 | Model: ACCORD V6 |
| Serv Ph: | (516) 365-4000 | Extn: | | Tran: | 5AT | Trim: EXL-V6 |
| Serv Mgr: | BRETT BALLIET | | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | DONALD CLARK | | | Fact: | MARYSVILLE | Country: USA |
| Dir Name: | P. S. HONDA 1260 NORTHERN I MANHASSET | BLVD. NY 11030 | | Desc: WhtBdy: Engine #: | ACCORD 4DR EXL P/S, SUN ROOF, A J30A52053511 | V6 6CYL 244.0 HP BS, AIR BAG, Trans #: BAYA9052245 |
| Phone: (51 | 6) 365-4000 | Fax #: (516) 365-614 | 9 | Em Type: | | |
| DPSM: JOI | HN POMPILE | Zone/Dist: 05A | | RO #: | 19969 | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | |

Tech Line Suggests

Information from Dealer

| 3/17/2008 6:07:36 AM TOMP | |
|---|--|
| 1 ORIGINAL COMPLAINT | LOW BRAKE PEDAL, GOES TO FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | MICHAEL: |
| 4 CAN YOU DUPLICATE THE COMPLAINT? | YES |
| 5 HOW CAN I HELP? | DOES '07 ACCORD HAVE BAD MODULATORS LIKE ODYSSEY AND ELEMENT? |
| 6 POSSIBLE. | |
| 7 DID YOU DO THE MASTERCYLINDER TEST PER HSN 2/96? | HAVEN'T DONE ANYTHING YET, JUST CALLED TO SEE IF KNOWN PROBLEMS. |
| 8 I WILL FAX A BLEED PROCEDURE I WOULD LIKE TRIED BEFORE REPLACING ANY PARTS. | |
| 9 FAX NO? | 516 365 6149 |
| 10 FAXED KB 15224 | |

W.O. #:

| T/L Ref # 2423588 | Created By LANCEK | Date Created 08/16/2007 | Last Edited By LANCEK | # of Edits 1 |
|-------------------|----------------------|--------------------------------|--------------------------|-----------------|
| Code | Original Complaint | Probable Cause/Solut | ion | |
| P 4150 | BRAKE DROPS TO FLOOR | MODULATOR; REPLA | CE MODULATOR | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 3,661 |

| Dealer #: | 207672 | TZ: | MST | VIN: 1HGC | CM66597A | Err: | |
|--------------|----------------------|-------------------|-----|------------|-------------------|--------------|-------------|
| Dir Cont: | JEFF BLAKENEY | Training %: | 82 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (602) 241-7777 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | DARREN GAINES | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | KURT MARX | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | SHOWCASE HONE | DA . | | Desc: | ACCORD 4DR EXL- | V6 6CYL 244 | .0 HP |
| | 1500 E. CAMELBACK RO | | | WhtBdy: | P/S, SUN ROOF, AE | BS, AIR BAG, | |
| | PHOENIX | AZ 85014 | | Engine #: | J30A52054700 | Trans #: | BAYA9053215 |
| Phone: (60) | 2) 241-7777 | Fax #: 6027981879 | | Em Type: | | | |
| DPSM: RIC | CHARD REBORI | Zone/Dist: 10D | | RO #: | 945896 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 8/16/2007 10:11:53 AM LANCEK | |
|---------------------------------------|---|
| 1 ORIGINAL COMPLAINT | 07 ACCORD WITH LOW BRAKE PEDAL. TECH FOUND AIR IN |
| | LEFT REAR BRAKE LINE. DOES THE REPAIR IN S/B |
| | 07-45PERTAIN TO THIS VEHICLE?? BRAKE MASTER WAS |
| | REPLA CED AT APPROX 1500 MILES FOR SAME CONCERN. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | BRAEK MASTER R&R AT APPROX 1500 MILES |
| 4 DUPLICATE? | YES |
| 5 THE PEDAL IS FIRM AFTER BLEEDING? | YES |
| 6 REPLACE MODULATOR | |

W.O. #:

Printed: 06/29/2009 5:58:40PM By SYSTEM

| Cause/Solution DULATOR; REPAIR AS NEEDED |
|---|
| urce: None Date: N/A Mileage: 10,452 |
| |

| Dealer #: | 208173 | TZ: | CST | VIN: 1HGC | M66487A | Err: | |
|-------------|----------------|---|-----|------------|---|----------|-------------|
| Dir Cont: | JAMES JACKSON | Training %: | 7 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (972) 790-6063 | Extn: | | Tran: | 5AT | Trim: | SE-V6 |
| Serv Mgr: | DANIEL MCCLURE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DAN ZIEBER | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | | DAVID MCDAVID HONDA OF IRVING 3700 W.AIRPORT FREEWAY | | | ACCORD 4DR SE-V6 6CYL 244.0 HP 3.0 POWER STEERING, ABS, SRS AIRBAG, | | |
| | IRVING | TX 75062 | | Engine #: | J30A52056095 | | BAYA9054694 |
| Phone: (97 | 72) 790-6063 | Fax #: (972) 313-6210 |) | Em Type: | | | |
| DPSM: OL | EN CURL | Zone/Dist: 03A | | RO #: | 91539 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| 11/14/2007 7:28:30 AM TOMP | |
|--|--|
| 1 ORIGINAL COMPLAINT | C/S BRAKE PEDAL EXCESSIVE TRAVEL. PEDAL FALLS TO |
| | FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | JAMES |
| 4 CAN YOU DUPLICATE THE COMPLAINT? | YES: |
| 5 COMPARE TO OTHER LIKE CAR ? | YES; NOT THE SAME. |
| 6 HOW CAN I HELP? | IT'S THE SAME AS HSB 07-045 BUT VIN IS NOT IN THE RANGE. |
| 7 REPAIR AS NEEDED, USE S/B REPAIR INFO, USE | |
| NORMAL WARRANTY. | |

| T/L Ref # 2477061 | LOW PEDAL ABS M | | | Last Edited By CHRISV | # of Edits 1 Date: Mileage: 14,232 | | |
|----------------------|---|---------------------|---|-------------------------------|---|------------|-------------------------|
| Code P 4150 | | | Probable Cause/Solut ABS MOD; REPLACE ResIn Source: Status: | | | | 3명하루 화고 문문을 모든 모든 모든 모든 |
| Dealer #: | 208375 | TZ: | MST | VIN: 1HG | CM66467A | Err: | |
| Dir Cont: | RODNEY SHIPP | Training %: | 62 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | 480-355-6900 | Extn: | | Tran: | 5AT | Trim: | SE-V6 |
| Serv Mgr: | GREG ADAMS | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RICARDO GARCIA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF SUPER 6229 E. AUTO PARI MESA | | | Desc: WhtBdy: Engine #: | ACCORD 4DR SE-V6 POWER STEERING, J30A52059822 | ABS, SRS A | |
| Phone: (48 | 30) 355-6900 | Fax #: (480) 355-69 | 62 | Em Type: | | | |

Tech Line Suggests

DPSM: RICHARD REBORI

Previous Dealer/Contact

Zone/Dist:

Date

10D

Information from Dealer

76478

Case Type: Technical

| 10/24/2007 9:49:43 AM CHRISV | |
|---------------------------------------|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDDLE IS SOFT, REPLACE MASTER CYLINDER A |
| | MOUTH AGO. FOR SAME CONCERN. BLEED BRAKES, PEDAL |
| | FEELS BETTER ASLO PERFORM FUNCTION TEST ON ABS |
| | SYSTEMFOR A SOILIOND PEDAL KICK BACK. THE RIGHT |
| | REAR DI DNT KICK BACK. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACE MASTER CYLINDER |
| 4 REPLACE THE ABS MOD | |

RO #:

W.O. #:

| T/L Ref # 2778617 | Created By RUDYG | Date Created 02/20/2009 | Last Edited By RUDYG | # of Edits 1 |
|----------------------|--|--------------------------------|---|-----------------|
| | Original Complaint BRAKE FEEL (SOFT, LOW) | Probable Cause/Sol | [2015년 1월 1일 : 1일 | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 20,472 |

| | | | Status: | | N/A | Mile | eage: 20,472 |
|-------------|-----------------|-------------------|---------|------------|--------------------|-------------|--------------|
| Dealer #: | 206890 | TZ: | PST | VIN: 1HGC | CM66837 <i>A</i> | Err; | |
| Dir Cont: | ARTHUR | Training %: | 74 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (510) 445-5300 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | NORBERT GALLE | GUS | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | CHRIS ESTES | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | AUTOWEST HON | DA FREMONT | | Desc: | ACCORD 4DR EXL-V | 6 NAVI 6CY | L 244.0 |
| | 5780 CUSHING PA | | | WhtBdy: | P/S, SUN ROOF, ABS | S, AIR BAG, | |
| | FREMONT | CA 94538 | | Engine #: | J30A52064616 | Trans #: | BAYA9062814 |
| Phone: (51 | 0) 445-5300 | Fax #: 5102525046 | | Em Type: | | | |
| DPSM: ST | EVE TULEJA | Zone/Dist: 12F | | RO #: | 561848 | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 2/20/2009 1:32:59 PM RUDYG | |
|--|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOES TO THE FLOOR AT TIMES AND VEHICLE |
| | WILL MOVE FORWARD. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 CAN YOU DUPLICATE THIS? | YES, BUT PEDAL DIDN'T GO TO FLOOR. I HAVE REPLACED |
| | THE M/C AND BLED BRAKES. STILL DOES THE SAME THING |
| 4 SO PEDAL IS MUSHY? | YES, ALSO CK'D CALIPERS FOR STICKING PINS |
| 5 COMPARE TO K/G AND MAKE SURE THIS IS ABNORMAL. | OK |
| IF YES. REPL MODULATOR | |

W.O. #:

| T/L Ref # 2338928 | Created By KEITHC | Date Created 05/02/2007 | Last Edited By KEITHC | # of Edits 2 |
|----------------------|-----------------------------------|--------------------------------|---------------------------|-----------------|
| | al Complaint E FEEL (SOFT, LOW | Probable Cause/Solu | 경기를 가는 사람들이 있는 것이 없는 것이다. | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 4,053 |
| Dagler #1 206 | 879 | EST 1400 | CM65907A | |

Dealer #: RUSSELL Dir Cont: Training %: 53 Serv Ph: (203) 949-7400 Extn: Serv Mgr: **TODD DIBIASI** Parts Mgr: KENNETH WYMAN Dir Name: **EXECUTIVE HONDA** 1194 N. COLONY ROAD WALLINGFORD CT 06492 Phone: (203) 949-7400 Fax #: 2039497415

DPSM: MARY DOWNING Zone/Dist: 09D Previous Dealer/Contact Date

VIN: 1HGCM65897A 2007 ACCORD V6 Model: Year: **EXLV6NV** Trim: Tran: 6MT 2 Doors: WD: 4DR Country: USA Fact: **MARYSVILLE** Desc: ACCORD 4DR EXL-V6 NAVI 6CYL 244.0 WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,

Engine #: Trans #: ATC65002055 J30A52065837 Em Type:

RO #: 352992 Case Type: Technical W.O. #:

Tech Line Suggests

Information from Dealer

| 5/2/2007 12:18:54 PM KEITHC | |
|-----------------------------|---|
| 1 | BRAKE PEDAL GOES TO FLOOR WITH VEHICLE RUNNING, |
| | PEDAL FEELS OK KEY ON ENG OFF, NO BRAKE WARNING |
| | INDICATOR ON WHILE PEDAL IS DEPRESSED AND PEDAL IS |
| | ONFLOOR, BRAKE SYSTEM HAS BEEN BLED SEVERAL TIMES |
| | W VACUUM BLEEDER AND MANUALLY ALL AIR APPEARS TO |
| | BE GONE, RAN ABS SOLENOID FUNCTION TEST, PEDAL KICK |
| | BACK DOES OCCUR BUT FEELS WEAK WHEN COMPARED TO |
| | S IMILAR CAR FROM INVENTORY, PEDAL PUSHROD |
| | ADJUSTMENT NOT CHECKED- PUSHROD STAYS IN BOOSTER |
| | DOES NOT COME W MASTER, ALL CALIPER SLIDES AND |
| | PISTONS OK |
| 2 REPLACE MODULATOR | |
| 5/3/2007 12:44:47 PM KEITHC | |
| 3 | COMMENTS: MODULATOR REPAIRED VEH THANKS KEITH |

HAVE A NICE DAY

| T/L Ref # 2415768 | Created By JAMESH | | Date C 08/07/2 | | Last Edited By JAMESH | | # of Edits |
|-----------------------|--|---|--|---|--------------------------|---------------------|------------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL SOFT, A | al Complaint Probable Cause E FEEL SOFT, AIR IN LINES VSA MODULAT Resin Source: Status: | | ODULATOR: R | 경우 가능하는 것 같아. | Dat Mile | e: 10/02/2007 eage: 4,085 |
| Dealer#: | 207068 | TZ: | PST | VIN: 1HGC | M65557A | Err: | |
| Dir Cont: | ROBERT SWAN | Training %: | 91 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (559) 435-5000 | Extn: | | Tran: | 6MT | Trim: | EXL-V6 |
| Serv Mgr: | EDWARD LOCKETT | - | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JAMES PALLOTTA | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | e: CLAWSON HONDA OF FRESNO 6346 NORTH BLACKSTONE FRESNO CA 93710 | | 6346 NORTH BLACKSTONE FRESNO CA 93710 WhtBdy: P/S | ACCORD 4DR EXL-Ve P/S, SUN ROOF, ABS J30A52065836 | , AIR BAG, | 0 HP ATC65002075 | |
| Phone: (55 | 59) 435-5000 | Fax #: 5594356324 | | Em Type: | | | |
| DPSM: RC | N HALEM | Zone/Dist: 12J | | RO #: | 386069 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

| 8/7/2007 9:24:02 AM JAMESH | |
|---------------------------------------|--|
| 1 ORIGINAL COMPLAINT | CAR COMES IN WITH AIR IN BRAKE LINES. NO LEAKS VISIBLE |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | 1 BEED BRAKES 2 REPLACED MASTER CYL |
| 4 LEAKS? | NONE |
| 5 REPLACE THE VSA MODULATOR | |
| 10/2/2007 11:56:35 AM JAMESH | |
| 6 WAR | Replaced Part(s): 08798-9008 FLUID, BRAKE (DOT 3) |
| | 57110-SDB-A74 MODULATOR VSA |
| | |

| T/L Ref # | Created By | Date Created | Last Edited By | # of Edits |
|---------------------|----------------|-------------------|------------------------|----------------|
| 2507565 | LANCEK | 12/05/2007 | KENE | 2 |
| Code Origina | al Complaint | Probable Cause/So | lution | |
| P 4150 BRAKE | FEEL LOW | MODULATOR; EXE | RCISE THE ABS AND BLEE | D 2-3X |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 4,806 |
| Dealer#: 2078 | 79 TZ : | CST VIN: 1HC | 3CM66507A | = 772 |

| Dealer #: | 207879 | TZ: | CST | VIN: 1HGC | M66507A | Err: | |
|--------------|-----------------|-------------------|-----|------------|------------------|--------------|-------------|
| Dir Cont: | AUSTIN SKAMORA | Training %: | 0 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (847) 297-5700 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | PAUL BENEDETTO | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT GERMANN | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | O'HARE HONDA | | | Desc: | ACCORD 4DR EXL | -V6 6CYL 244 | .0 HP |
| | 1533 RIVER ROAD | U 00040 | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | DES PLAINES | IL 60018 | | Engine #: | J30A52073176 | Trans #: | BAYA9071227 |
| Phone: (84 | 7) 297-5700 | Fax #: 8472976060 | | Em Type: | | | |
| DPSM: GE | ORGE MARIS | Zone/Dist: 08E | | RO #: | 266136 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 12/5/2007 1:58:41 PM LANCEK | |
|--|--|
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES BRAKE PEDAL FEELS VERY LOW |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACED BRAKE MASTER CYLINDER AND BLED BRAKE SYSTEM |
| 4 DUPLICATE? | YES |
| 5 IS THE PEDAL JUST LOW IN IT'S TRAVEL? | YES |
| 6 EXERCISE THE ABS AND BLEED AS PER THE SM 2-3X. IF THE PEDAL IS NORMAL REPLACE THE ABS MODULATOR | |
| 3/18/2008 7:32:33 AM KENE | |
| 7 | ANTHONY RIZOS |
| 8 CHECK FLUID VOLUME. AND IF OK, THEN CHECK CALIPERS PINS AND SLIDES. IF OK, REPLACE MODULATOR | |

w.o.#:

| T/L Ref # | Created By | Date Created 07/12/2007 | Last Edited By RUDYG | # of Edits |
|-----------------|--------------------------|-----------------------------------|-------------------------|----------------|
| 2395619 Code | RUDYG Original Complaint | Probable Cause/Solution | | |
| P 4150 | BRAKE PEDAL LOW, SOFT | MODULATOR?; SWAP | K/G | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 3,470 |

206685 Dealer #: CST TZ: Dir Cont: MICHAEL MURPHY Training %: 77 Serv Ph: (318) 212-1200 Extn: DARYL OLIVER Serv Mgr: Parts Mgr: **BOBBY ROTHENBERGER** Dir Name: **HOLMES HONDA** 1331 E BERTKOUNS **SHREVEPORT** LA 71105

WHLS AND LOOK FOR ABNORMAL FLEX. IF NONE FOUND REC SWAP K/G VSA MODULATOR NEXT

Zone/Dist:

03D

SHREVEPORT LA 71105

Phone: (318) 212-1200 Fax #: (318) 212-1398

Previous Dealer/Contact Date

VIN: 1HGCM66467A Err: 2007 ACCORD V6 Model: Year: Tran: Trim: SE-V6 5AT 2 WD: Doors: 4DR Country: USA Fact: **MARYSVILLE** Desc: ACCORD 4DR SE-V6 6CYL 244.0 HP 3.0 WhtBdy: POWER STEERING, ABS, SRS AIRBAG, Trans #: BAYA9071758 Engine #: J30A52073691

Em Type:

RO #: 422336

Case Type: Technical

Information from Dealer

W.O. #:

Tech Line Suggests

DPSM: BUTCH CLARK

| /12/2007 3:32:00 PM | RUDYG | |
|-----------------------------|---|---|
| 1 07/12/2007 03:32:17 PM RI | JDYG | BRAKE PEDAL GOES TO THE FLOOR |
| 2 | | TRIED BLEEDING NO CHANGE, REPLACED M/C AND STILL NO |
| | | GOOD |
| 3 TRIED ABS MODULATION | TO SEE IF IT IMPROVES? | YES, BUT I DID NOT FEEL THAT IT WAS DIFFERENT |
| 4 ANY AIR WHEN YOU BLEI |) IT? | NO |
| 5 HOW DO YOU BLEED? | | MANUALLY AND WITH VACULA. |
| 6 ANY POWER BLEEDERS? | | DON'T HAVE ONE |
| 7 REMOVE WHLS AND HAV | E ASSISTANT PRESS ON | OK |
| BRAKE PEDAL. WATCH B | RAKE OPERATION ON ALL | |
| | 교육 사람들이 얼마를 하는 것이 되었다. 그 사람들이 얼마를 보는 것이다. | OK |

| T/L Ref # 2747369 | Created By CHRISR | Date Created 12/29/2008 | Last Edited By CHRISR | # of Edits 1 |
|--------------------|---|--------------------------------|----------------------------------|--------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL LOW, TO FLOOR | Probable Cause/Sol | ution ISE AND IF BETTER, REPL | MOD |
| | | Resin Source: Status: | None N/A | Date: Mileage: 20,957 |

| Dealer #: | 206766 | TZ: | EST | VIN: 1HGC | M66447A | Err: | |
|-----------|----------------------------|-------------------|-------|----------------|----------------|---------------|-------------|
| Dir Cont: | RONNIE BARNES | Training %: | 78 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (828) 684-4400 | Extn: | | Tran: | 5AT | Trim: | SE-V6 |
| Serv Mgr | ; JAMES KING | | | Doors: | 4DR | WD: | 2 |
| Parts Mg | r: KENNY ROBERTS | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name | Oir Name: APPLE TREE HONDA | | Desc: | ACCORD 4DR SE- | V6 6CYL 244.0 |) HP 3.0 | |
| | 195 UNDERWOOD | | | WhtBdy: | POWER STEERING | G, ABS, SRS A | AIRBAG, |
| | FLETCHER | NC 28732 | | Engine #: | J30A52075570 | Trans #: | BAYA9073596 |
| Phone: | (828) 684-4400 | Fax #: 8286878696 | | Em Type: | | | |
| DPSM: | PER BOLLNER | Zone/Dist: 06J | | RO #: | 459983 | | |
| Previous | Dealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 12/29/2008 11:16:27 AM CHRISR | |
|---|--|
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR |
| | JUST STARTED MESSING UP ALL THE SUDDEN LAST WEEK. |
| | LOW, SOFT PEDAL. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 LISTED TECH IS SHOP FOREMAN | JONATHAN WILLIAMS-D415253,TECH; I SAW THE BULLETIN |
| | BUT THE MODEL TYPE DOES NOT MATCH |
| 4 ACTIVATE ABS AND IF PEDAL FEELS BETTER, REPLACE | OK |
| THE MODULATOR | |

| T/L Ref # 2494607 | Created By KEITHC | Date Created 11/16/2007 | Last Edited By KEITHC | # of Edits 1 |
|------------------------------|--------------------------------------|--|--------------------------|-------------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, | Probable Cause/Solu EXCERCIZE A/B, PC | 1995년 내 자리 내용 기계에 지원했다. | |
| | | Resin Source: Status: | None N/A | Date: Mileage: 4,532 |
| Dealer #: | 206806 77. | CST VIN. 1HG | | wineage: 4,332 |

| | | | Status: | | N/A | Mile | eage: 4,532 |
|--------------|---|-----------------------|---------|------------|---------------------|----------|-------------|
| Dealer #: | 206806 | TZ: | CST | VIN: 1HGC | CM66517A | Err: | |
| Dir Cont: | BILL WILLIAMS | Training %: | 74 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (651) 484-0231 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | JIM BONNEY | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | TOM HUGHES | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | BUERKLE HONDA | | | Desc: | ACCORD 4DR EXL-V6 | 6CYL 244 | .0 HP |
| | 3360 N. HIGHWAY 61 SAINT PAUL MN 55110 | | | WhtBdy: | P/S, SUN ROOF, ABS, | AIR BAG, | |
| | | MIN 5511U | | Engine #: | J30A52076292 | Trans #: | BAYA9073895 |
| Phone: (65 | 1) 484-0231 | Fax #: (651) 484-1970 |) | Em Type: | | | |
| DPSM: Dic | k Sargent II | Zone/Dist: 08G | | RO #: | 251453 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| ANY KNOWN PROBLEMS THAT WOULD CAUSE A LOW AND |
|---|
| SOFTBRAKE PEDAL? |
| NO |
| NOTHING |
| MOVES ABOUT 3", SOFT |
| |
| |
| |

W.O. #:

| T/L Ref # 2507417 | | eated By MP | Date C 12/05/2 | reated 2007 | Last Edited By TOMP | | # of Edits |
|-----------------------|--|----------------|--|----------------|------------------------|-------------------------|--|
| Code P 4150 | Original Complaint BRAKE PEDAL GOES TO FLOOR | | Probable Cause/Solution VSA MODULATOR; REFER TO HSB-07-045 Resin Source: None Status: N/A | | Dat | Date: Mileage: 5,688 | |
| Dealer #: | 208094 | TZ: | MST | | N/A :M65587A | Err: | J. J |
| Dir Cont: | GARY PAGE | Training %: | 84 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (303) 215-4225 | Extn: | | Tran: | 6MT | Trim: | EXL-V6 |
| Serv Mgr: | TOM PACHECO | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | KYLE FRENCH | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | PLANET HONDA | | | Desc: | ACCORD 4DR EXL- | V6 6CYL 244 | .0 HP |
| | 15601 W. COLFAX | | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | GOLDEN | CO 80401 | | Engine #: | J30A52076965 | Trans #: | ATC65002469 |
| Phone: (3) | 03) 215-4225 | Fax #: | | Em Type: | | | |
| DPSM: JA | LEEN CLARK | Zone/Dist: 10C | | RO #: | 64014 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| . con _mc caggoon | miormación nom boaro. |
|--|--|
| 12/5/2007 12:38:10 PM TOMP | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOES TO FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | GARY |
| 4 CAN YOU DUPLICATE THE COMPLAINT? | CAR WAS TOWED |
| 5 ACCIDENT (CAR DID NOT STOP AND HIT SOMETHING?) | NO; PEDAL REALLY LOW. |
| 6 | DID SOLENOID TEST WITH HDS AND PEDAL CAME UP FOR A |
| | WHILE BUT SINKED AGAIN. |
| 7 REFER TO HSB-07-045 | |
| | |

| T/L Ref # 2774141 | Created By CHRISV | Date Created 02/12/2009 | Last Edited By CHRISV | # of Edits 1 |
|------------------------------|---------------------------------|--------------------------------|--|--------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | Probable Cause/Solution ABS MOD; REPLACE | |
| | | ResIn Source: Status: | None N/A | Date: Mileage: 13,501 |

208474 Dealer #: TZ: **EST** Dir Cont: **DENNIS SWEDA** Training %: 81 Serv Ph: Extn: **GREG NORTON** Serv Mgr:

Parts Mgr: JOHN ANDREE Dir Name: SOUTH HILLS HONDA

3663 NO. WASHINGTON RD

PA 15317 **MCMURRAY**

Phone: (724) 941-9100 DPSM: BRUCE WILSON Fax #:

Zone/Dist: 05N

Previous Dealer/Contact Date VIN: 1HGCM66827A

2007 Year: Tran:

Doors:

Fact:

Desc:

WhtBdy:

5AT

4DR

MARYSVILLE

Country: USA ACCORD 4DR EXL-V6 NAVI 6CYL 244.0

Err:

Model:

Trim:

WD:

P/S, SUN ROOF, ABS, AIR BAG,

Engine #: J30A52077320

Trans #: BAYA9075055

2

ACCORD V6

EXLV6NV

Em Type:

RO #: 204012 Case Type: Technical

W.O.#:

Tech Line Suggests

Information from Dealer

| 2/12/2009 1:44:30 PM CHRISV | |
|---------------------------------------|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL SOFT GOES TO FLOOR PULLES TO LEFT |
| | WHENBRAKING LEFT FRONT LOCKS UP WHEN BRAKING S/B |
| | 07- 045 ????? |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 GO AHEAD AND REPLACE THE MOD | |

Printed: 06/29/2009 5:58:40PM By SYSTEM

Page 646 of 661

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|---------------------------|-------------------|--------------------------|-----------------|
| 2527780 | TOMP | 01/08/2008 | TOMP | 1 |
| Code | Original Complaint | Probable Cause/So | olution | |
| P 4150 | BRAKE PEDAL GOES TO FLOOR | DEALER CAN'T DU | JPLICATE; REFER TO KB 37 | 64 |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 10,376 |

| | | | Status: | ource: | None N/A | Dati Mile | e: eage: 10,376 |
|-----------|--|----------------------|---------|------------------|----------------|--------------|--------------------|
| Dealer #: | 207779 | TZ: | CST | VIN: 1HGC | M66577A(| Err: | |
| Dir Cont: | STEPHEN SABON | Training %: | 13 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (847) 381-8900 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr | r: EDWARD WONG | | | Doors: | 4DR | WD: | 2 |
| Parts Mg | r: MIKE MALLETT | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name | MOTOR WERKS HO 1475 S. BARRINGT BARRINGTON | | | Desc: WhtBdy: | ACCORD 4DR EXL | BS, AIR BAG, | |
| Phone: | (847) 381-8900 | Fax #: (847) 304-183 | 9 | Engine #: | J30A52077389 | irans #: | BAYA9075282 |
| | WILLIAM MCKEE | Zone/Dist: 08D | | RO #: | 70289 | | |
| Previous | Dealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O.#: | | | |

Tech Line Suggests

Information from Dealer

| recir time ouggests | |
|--|--|
| 1/8/2008 6:42:24 AM TOMP | |
| 1 ORIGINAL COMPLAINT | CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR & VEHICLE HARD TO STOP. HAPPENED 2X ON DRY PAVEMENT. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | STEPHEN: |
| 4 CAN YOU DUPLICATE THE COMPLAINT? | NO |
| 5 FAXED KB 3764 | |
| 6 COMPLETE INSPECTION AND REPAIR AS NEEDED, THEN RETURN CAR TO CUSTOMER | |

| T/L Ref # 2465358 | Created I TOMP | Ву | Date Cr 10/09/20 | | Last Edited By TOMP | y # of Edits 1 | |
|-------------------------|---|--------------------|--|-------------------------------|---|-------------------------------|--|
| Code P 4150 | Original Complaint NO BRAKES,AFTER M/C F | REPLACED | Probable Cause/Solution VSA MODULATOR FAULTY; REPLACEMEN Resin Source: None Status: N/A | | | IT Date: Mileage: 8,545 | |
| Dealer #: Dir Cont: | 206733 FRANK KOZIELSKI | TZ: Training %: | EST 70 | VIN: 1HG | CM66537A 2007 | Err: Model: ACCORD V6 | |
| Serv Ph: Serv Mgr: | (260) 484-0551 DOUGLAS SETTLE | Extn: | | Tran: | 5AT 4DR | Trim: EXL-V6 WD: 2 | |
| Parts Mgr: Dir Name: | ROBERT BRASELTON DON AYRES HONDA 4740 LIMA ROAD FORT WAYNE | IN 46808 | | Fact: Desc: WhtBdy: Engine #: | MARYSVILLE ACCORD 4DR EXL P/S, SUN ROOF, AI J30A52078449 | | |
| Phone: (2 | 60) 484-0551 Fa | x #: (260) 373-268 | 36 | Em Type: | | | |

RO #:

W.O. #:

04H

Tech Line Suggests

Previous Dealer/Contact

DPSM: KATHERINE AGNEW Zone/Dist:

Date

Information from Dealer

194431

Case Type: Technical

| 10/9/2007 10:36:35 AM TOMP | |
|---------------------------------------|--|
| 1 ORIGINAL COMPLAINT | VEHICAL KEEPS COMING BACK WITH NO BRAKES. MASTER |
| | CYLINDER WAS REPLACED ONCE ALSO. ABS MODULATOR? |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | ONE MASTER CYLINDER. BRAKE FLUSH TWICE |
| 4 | FRANK |
| 5 CAR DOES NOT STOP? | NO, CAR STOPS; JUST EXCESSIVE TRAVEL IN THE PEDAL. |
| 6 | THERE SEEMS TO BE REOCCURRING AIR GETTING INTO THE |
| | SYSTEM. |
| 7 FAULTY VSA MODULATOR | |

| T/L Ref # 2655739 | Created By RUDYG | Date Created 07/23/2008 | Last Edited By RUDYG | # of Edits 1 |
|----------------------|---------------------|--------------------------------|-------------------------|-----------------|
| Code Origina | al Complaint | Probable Cause/So | lution | |
| P 4150 BRAKE | PEDAL LOW, SOFT | MODULATOR?; RE | PLACE | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 4,245 |
| Dealer #: 2070 |)29 TZ: | EST VIN: 1HC | 3CM65597A | E rr : |

| Dealer #: | 207029 | TZ: | EST | VIN: 1HGC | CM65597A | Err: | |
|--|----------------|-------------------|-------|----------------|------------------|----------|-------------|
| Dir Cont: | SHAWN CHAAPEL | Training %: | 65 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (941) 923-3413 | Extn: | | Tran: | 6MT | Trim: | EXL-V6 |
| Serv Mgr: | BRUCE RAND | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | BRIAN JOHNSON | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: WILDE HONDA 7333 S. TAMIAMI TRAIL | | | Desc: | ACCORD 4DR EXL | 0 HP | | |
| | SARASOTA | FL 34231 | | WhtBdy: | P/S, SUN ROOF, A | | |
| | | | | Engine #: | J30A52086760 | Trans #: | ATC65002801 |
| Phone: (94 | 1) 923-3413 | Fax #: 9419248569 | | Em Type: | | | |
| DPSM: ER | IN BAILEY | Zone/Dist: 07K | | RO #: | 204844 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 7/23/2008 10:22:52 AM RUDYG | |
|---------------------------------------|--|
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACED BRAKE MASTER CYLINDER & BLED BRAKE |
| | SYSTEM. |
| 4 DID YOU EVER GET ANY AIR? | YES. PEDAL IS FINE FOR ABOUT 2-300 MILES |
| 5 REPLACE ABS MODULATOR | OK |
| 1 ORIGINAL COMPLAINT | CUSTOMER REPORTS BRAKE PEDAL TRAVEL EXCESSIVE. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| | |

W.O. #:

| T/L Ref # | Created By | Date Created | Last Edited By | # of Edits |
|---------------------|---------------|-------------------|------------------------|-----------------|
| 2761441 | DAVEM | 01/21/2009 | DAVEM | 1 |
| Code Origina | ıl Complaint | Probable Cause/So | olution | |
| P 4150 BRAKE | FEEL SOFT | ABS MOD?, OK NO | OW AFTER BLEEDING> MOI | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 22,925 |
| Dealer #: 2078 | 38 TZ: | PST VIN: 1H | GCM66427A | E rr: |

| Dealer #: | 207838 | TZ: | PST | VIN: 1HGC | CM66427A | Err: | |
|---|----------------|-------------------|-----|------------------|----------------|----------|-------------|
| Dir Cont: | JEFF LILLA | Training %: | 39 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (510) 412-6100 | Extn: | | Tran: | 5AT | Trim: | SE-V6 |
| Serv Mgr: | CHRIS NOBLE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | WALT REED | | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: HONDA OF EL CERRITO 11755 SAN PABLO AVENUE EL CERRITO CA 94530 | | | | Desc: WhtBdy: | ACCORD 4DR SE- | | |
| | | | | Engine #: | J30A52093369 | Trans #: | BAYA9090864 |
| Phone: (51 | 0) 412-6100 | Fax #: 5102325475 | | Em Type: | | | |
| DPSM: ST | EVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | 373437 | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W O #- | | | |

Tech Line Suggests

Information from Dealer

| 1/21/2009 12:32:22 PM DAVEM | |
|--|---|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL SOFT AND LOW ,CHECKED SB, FOUND |
| | 07-045BUT DOESN'T APPLY |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | HSB DOES NOT APPLY, BUT I GOT AIR OUT AND PDL NOW |
| | FIRM |
| 4 LET GO. IF COMES BACK SAME WAY, RPLC MOD | OK |
| | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|---------------|--------------------|---------------------|-----------------------|----------------|
| 2463590 | RAYD | 10/05/2007 | RAYD | 1 |
| Code | Original Complaint | Probable Cause/Solu | ıtion | |
| P 4150 | LOW BRAKE PEDAL | MODULATOR?;EXER | RCIS ABS;REPLACE MODI | JLATOR |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 1,246 |
| | | Status: | N/A | Mileage: 1,240 |

| | | | Status: | | N/A | Mile | eage: 1,246 |
|------------|---|-----------------------|---------|-------------------------------|--|--------------|------------------------|
| Dealer #: | 208383 | TZ: | PST | VIN: 1HGC | :M66867A | Err: | |
| Dir Cont: | CHRIS WATT | Training %: | 60 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (510) 665-0106 | Extn: | | Tran: | 5AT | Trim: | EXLV6NV |
| Serv Mgr: | PAUL CAROZZA | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | RAUL RODRIGUEZ | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | Berkeley Honda Auto 2600 SHATTUCK AV BERKELEY | | | Desc: WhtBdy: Engine #: | ACCORD 4DR EXL P/S, SUN ROOF, A J30A52094150 | BS, AIR BAG, | L 244.0 BAYA9091589 |
| Phone: (5 | 10) 665-0106 | Fax #: (510) 295-1460 |) | Em Type: | | | |
| DPSM: S | TEVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | 271600 | | |
| Previous D | ealer/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

| 10/5/2007 2:46:18 PM RAYD | |
|--|--|
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL TRAVEL LOW |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | REPLACE MASTER CYLINDER |
| 4 DESCRIBE WHAT THIS IS DOING? | THE PEDAL IS LOW, THE CAR WAS IN A COUPLE OF WEEKS |
| | AGO WITH THE SAME PROBLEM, WE BLEAD THE BRAKES, IT |
| | WAS GOOD, NOW IS BACK AGAIN |
| 5 SO THE PEDAL IS LOW RIGH NOW? | YES, |
| 6 EXERCISE THE ABS, IF THE PEDAL COMES UP, | |
| REPLACE THE MODULATOR | |

| Created By | Date Created | Last Edited By | # of Edits |
|---------------------------|---------------------------|---|--|
| DAVIDK | 10/08/2008 | TOMP | 2 |
| Original Complaint | Probable Cause/S | olution | |
| BRAKE PEDAL GOES TO FLOOR | DEALER CAN'T DI | JPLICATE,VSA MOD; DO HS | B 07-045 |
| | Resin Source: | None | Date: |
| | Status: | N/A | Mileage: 13,294 |
| | DAVIDK Original Complaint | DAVIDK 10/08/2008 Original Complaint Probable Cause/Some DEALER CAN'T DO Resin Source: | DAVIDK 10/08/2008 TOMP Original Complaint Probable Cause/Solution BRAKE PEDAL GOES TO FLOOR DEALER CAN'T DUPLICATE, VSA MOD; DO HS Resin Source: None |

| | | | Status: | | N/A | Mile | eage: 13,294 |
|--------------|-------------------|-------------------|---------|------------|------------------|--------------|--------------|
| Dealer #: | 207767 | TZ: | PST | VIN: 1HGC | M665X7A | Err: | |
| Dir Cont: | JESUS BORBON | Training %: | 29 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (714) 890-8900 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | RANDY HICKERSON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MARK KOZEL | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA WORLD | | | Desc: | ACCORD 4DR EXL | -V6 6CYL 244 | 0 HP |
| | 13600 BEACH BLVD. | OA 00000 | | WhtBdy: | P/S, SUN ROOF, A | BS, AIR BAG, | |
| | WESTMINSTER | CA 92683 | | Engine #: | J30A52097360 | Trans #: | BAYA9094633 |
| Phone: (71 | 4) 890-8900 | Fax #: 7148984796 | | Em Type: | | | |
| DPSM: MIC | CHELLE HATCH | Zone/Dist: 01G | | RO #: | 539083 | | |
| Previous Dea | aler/Contact | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

| Tech Line Suggests | Information from Dealer |
|---|---|
| 10/8/2008 10:02:37 AM DAVIDK | |
| 1 ORIGINAL COMPLAINT | CUST. STATES THAT WHEN COMING TO A HARD STOP, VEHICLE BRAKE PEDAL GOES TO THE FLOOR. CUST. HAD TO SHUT OFF VEHICLE FOR FEW MINUTESTO LET THE CAR RECOVER. SO THAT THE BRAKE S WOULD WORK AGAIN. |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | LOST CALL |
| 10/8/2008 10:15:58 AM TOMP | |
| 4 | JESUS |
| 5 CAN YOU DUPLICATE THE COMPLAINT? | NO |
| 6 HAS HSB 07-045 BEEN DONE? 7 DO THE SB REPAIR | NO |

| T/L Ref # 2635964 | Created By CHRISV | | Date Created Last Edited By 06/20/2008 CHRISV | | Last Edited By CHRISV | # of Edits 2 | |
|--|--|-------------------|---|-------------------------------|---|------------------------|-------------|
| Code Original Complaint P 4150 LOW PEDAL | | | Probable Cause/Solution 7/23: REPLACED M/C Resin Source: Feedback forms | | ; Feedback forms | Date: 06/23/200 | |
| Dealer#: | 207838 | 7 Z: | Status: | VIN: 1HGC | N/A :M66497A | Err: | eage: 9,420 |
| Dir Cont: | REYNALDO | Training %: | 78 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (510) 412-6100 | Extn: | | Tran: | 5AT | Trim: | SE-V6 |
| Serv Mgr: | CHRIS NOBLE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | WALT REED | | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | HONDA OF EL CER 11755 SAN PABLO EL CERRITO | | | Desc: WhtBdy: Engine #: | ACCORD 4DR SE-V6 POWER STEERING, A J30A52103148 | ABS, SRS A | |
| Phone: (5 | 10) 412-6100 | Fax #: 5102325475 | | Em Type: | | | |
| DPSM: ST | EVEN ROSTOMILY | Zone/Dist: 12D | | RO #: | 356206 | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | | |

| Tech Line Suggests | Information from Dealer | | | |
|---------------------------------------|---|--|--|--|
| 6/20/2008 7:49:45 AM CHRISV | | | | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL GOES TO THE FLOOR | | | |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO | | | |
| 3 CAN YOU DUP | YES | | | |
| 4 HAVE YOU REPLACED ANY PARTS | I DID LOW, SOFT BRAKE PEDAL (R&R VSA | | | |
| | MODULATOR)HSB-07-045 KB 15326 BUT NC | | | |
| 5 HOW DID YOU BLEED OUT THE SYSTEM | THE NORMAL WAY | | | |
| 6 FAXED SUPER BLEED PROCEDURE | | | | |
| 6/23/2008 7:49:32 AM CHRISV | | | | |
| 7 FB | COMMENTS: THANKS FOR THE PROCEDURE YOU SENT ME | | | |
| | THROUGH FAX THE ON JUNE 20, 2008. I WAS ABLE TO | | | |
| | RESOLVE THE LOW BRAKE PEDAL GOING TO THE FLOOR BY | | | |
| | REPLACING THE BRAKE MASTER CYLINDER AND BLEEDING | | | |
| | THE BRAKE SYSTEM | | | |

| 06/24/2008 | Last Edited By GARYR | 1 |
|---------------|---|---|
| | 하루 되었다면 그 나를 받는 것이 되었다. | |
| Resin Source: | None | Date: Mileage: 7,637 |
| | Probable Cause/Sol A/M MATTS, CHK M Resin Source: | Probable Cause/Solution A/M MATTS, CHK MOD, HSB 07-045 Resin Source: None |

| Dealer #: | 208021 | TZ: | MST | VIN: 1HG | CM66527A | Err: | |
|------------|-----------------------|-------------------|-----|------------------|------------------------------------|----------|-------------|
| Dir Cont: | BRYAN BEAVES | Training %: | 87 | Year: | 2007 | Model: | ACCORD V6 |
| Serv Ph: | (801) 268-5599 | Extn: | | Tran: | 5AT | Trim: | EXL-V6 |
| Serv Mgr: | ELIZABETH CHRI | STENSEN | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | SHAWN CONRAC |) | | Fact: | MARYSVILLE | Country: | USA |
| Dir Name: | 4646 SO. STATE STREET | | | Desc: WhtBdy: | ACCORD 4DR EXL P/S, SUN ROOF, A | | .0 HP |
| | MURRAY | UT 84107 | | Engine #: | J30A52106993 | Trans #: | BAYA9104236 |
| Phone: (80 | 1) 268-5599 | Fax #: 8012685557 | | Em Type: | | | |
| DDSM: Kel | ly Goodwin | Zone/Diet: 10F | | PO#- | 003470 | | |

Previous Dealer/Contact

Date

Case Type: Technical
W.O. #:

Tech Line Suggests

Information from Dealer

| 6/24/2008 4:17:34 PM GARYR | |
|--|---|
| 1 ORIGINAL COMPLAINT | CUST STATES BRAKE PEDAL WENT TO FLOOR AND NOT |
| | STOPPING CAR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 CHK A/M MATTS CHK CUST HITTING BRAKE AND ACC | HAS A/M MATTS THAT OVER THE HONDA |
| ANT SAME TIME REFER TO HSB 07-045 | |

| T/L Ref# | Created By | Date Created | Last Edited By | # of Edits |
|----------|--------------------|---------------------|----------------|----------------|
| 2488651 | CHRISV | 11/08/2007 | CHRISV | 1 |
| Code | Original Complaint | Probable Cause/Solu | ution | |
| P 4150 | SOFT PEDAL | ABS MOD; MOD 5X | THEN BLEED | |
| | | Resin Source: | None | Date: |
| | | Status: | N/A | Mileage: 2,943 |
| | | Status: | N/A | Mileage: 2,943 |

| | | Status: | | N/A | Mile | eage: 2,943 |
|-------------------------------|---|---|--|---|--|--|
| 207548 | TZ: | EST | VIN: 1HGC | CM66447A | Err: | |
| RODERICK LEWIS | Training %: | 64 | Year: | 2007 | Model: | ACCORD V6 |
| (954) 346-1003 | Extn: | | Tran: | 5AT | Trim: | SE-V6 |
| DALE KENNON | | | Doors: | 4DR | WD: | 2 |
| REYNOLD RODRIGUE | ΞZ | | Fact: | MARYSVILLE | Country: | USA |
| DIr Name: CORAL SPRINGS HONDA | | | Desc: | ACCORD 4DR SE- | V6 6CYL 244.0 | HP 3.0 |
| | | | WhtBdy: | POWER STEERIN | G, ABS, SRS A | IRBAG, |
| CORAL SPRINGS | FL 33071 | | Engine #: | J30A52107578 | Trans #: | BAYA9104980 |
| 4) 346-1003 | Fax #: (954) 753-557 | 72 | Em Type: | | | |
| LE MEEKS | Zone/Dist: 07P | | RO #: | 860330 | | |
| aler/Contact | Date | | Case Type: | Technical | | |
| | RODERICK LEWIS (954) 346-1003 DALE KENNON REYNOLD RODRIGUE CORAL SPRINGS HOI 9400 W. ATLANTIC BL CORAL SPRINGS 4) 346-1003 LE MEEKS | RODERICK LEWIS Training %: (954) 346-1003 Extn: DALE KENNON REYNOLD RODRIGUEZ CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD. CORAL SPRINGS FL 33071 4) 346-1003 Fax #: (954) 753-55 LE MEEKS Zone/Dist: 07P | 207548 TZ: EST RODERICK LEWIS Training %: 64 (954) 346-1003 Extn: DALE KENNON REYNOLD RODRIGUEZ CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD. CORAL SPRINGS FL 33071 4) 346-1003 Fax #: (954) 753-5572 LE MEEKS Zone/Dist: 07P | 207548 TZ: EST VIN: 1HGC Year: (954) 346-1003 Extn: Doors: Fact: CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD. CORAL SPRINGS FL 33071 Engine #: 4) 346-1003 Fax #: (954) 753-5572 Em Type: RO #: | 207548 TZ: EST VIN: 1HGCM66447A RODERICK LEWIS Training %: 64 Year: 2007 (954) 346-1003 Extn: Tran: 5AT DALE KENNON REYNOLD RODRIGUEZ CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD CORAL SPRINGS FL 33071 A) 346-1003 Fax #: (954) 753-5572 LE MEEKS Zone/Dist: 07P VIN: 1HGCM66447A Year: 2007 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Desc: ACCORD 4DR SE- WhtBdy: POWER STEERIN Engine #: J30A52107578 Em Type: RO #: 860330 | 207548 TZ: EST VIN: 1HGCM66447A Err: Year: 2007 Model: (954) 346-1003 Extn: Training %: 64 Train: 5AT Trim: DALE KENNON Doors: 4DR WD: Fact: MARYSVILLE Country: CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD. CORAL SPRINGS FL 33071 Engine #: J30A52107578 Trans #: 4) 346-1003 Fax #: (954) 753-5572 Em Type: LE MEEKS Zone/Dist: 07P RO #: 860330 |

Previous Dealer/Contact

Date

Case Type: Technical

W.O. #:

Tech Line Suggests

Information from Dealer

| . co =c caggco.c | |
|---------------------------------------|--|
| 11/8/2007 1:55:15 PM CHRISV | |
| 1 ORIGINAL COMPLAINT | WHEN BRAKING BRAKE PEDAL FEELS SOFT AND CREEPS |
| | DOWN FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 WHAT HAVE YOU DONE | BLED THE SYSTEM AND NC |
| 4 DO 5 PANIC STOPS AND THEN BLEED | |
| | |

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD HYBRID 2005 FIELD REPORT

| T/L Ref # 1700893 | Crea DAV | ted By EK | Date Cre 12/16/20 | | Last Edited By DAVEK | | # of Edits 1 |
|--|--|-----------------------|-----------------------------|-------------------------------|--|--|--------------------|
| Code Original Complaint P 4150 BRKE "FEEL"PRBLMS | | | e Cause/Solu ATOR?; REPI | | | 33.9 VISIN SITTEM SITTE | |
| | | | Resin So Status: | ource: | None N/A | Dat Mile | e: eage: 20,136 |
| Dealer #: | 207313 | TZ: | PST | VIN: JHMC | N36415C | Err: | |
| Dir Cont: | DAVID TOP | Training %: | | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: | (360) 757-7467 | Extn: | | Tran: | 5AT | Trim: | HYBRID |
| Serv Mgr: | TONY LANE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | MICHAEL SNYDER | | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: | SIMS HONDA 1615 S. GOLDENRO BURLINGTON | D ROAD WA 98233 | | Desc: WhtBdy: Engine #: | ACCORD 4DR HYBRI P/S,ABS,SRS AIRBAG | | |
| Phone: (36 | 0) 757-7467 | Fax #: (360) 757-2825 | | Em Type: | | | |
| DPSM: PE | TER HOLT | Zone/Dist: 02A | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

Information from Dealer

| 12/16/2005 DAVEK | |
|---|---|
| 1 12/16/05 15:05:25 ISIS:> | THE BRAKE PEDDAL IS SOFT AND IT GOES TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | DR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | WE REPLACED THE MASTER CYLINDER ALREADY ONCE AND |
| 5 | THEN IT CAME BACK AND WE BLEED THE SYSTEM AGAIN |
| | ANDIT WORKED FOR 3-4K TILL NOW |
| 7 12/16/05 15:05:58 DAVEK:> | WE GET AIR IN SYSTEM |
| 8 REPLACE MODULATOR | |

W.O. #:

| T/L Ref # 1739248 | Create KENE | d By | Date Cre 02/09/200 | | Last Edited KEITHC | d By # of Edits 3 |
|--|----------------|-------------|---------------------------|-----------|-----------------------|----------------------|
| Code Original Complaint P 4150 BRAKE PEDAL LOW | | | | Cause/Sol | | |
| | | | Resin So | ource: | None | Date: |
| | | | Status: | | N/A | Mileage: 25,104 |
| Dealer #: | 208076 | TZ: | CST | VIN: JHM | CN36405C | Em: |
| Dir Cont: | DAVID FLOM | Training %: | | Year: | 2005 | Model: ACCORD IMA |
| Serv Ph: | (952) 892-1100 | Extn: | | Tran: | 5AT | Trim: HYBRID |
| Serv Mgr: | | | | Doors: | 4DR | w D: 2 |

Dir Name: **BURNSVILLE HONDA** 14800 BUCK HILL ROAD

BURNSVILLE

MN 55306

Phone: (952) 892-1100 DPSM: Dick Sargent II Previous Dealer/Contact

Parts Mgr:

Fax #: (952) 892-3521

Zone/Dist: 08G

Date

Desc: WhtBdy:

SAYAMA

ACCORD 4DR HYBRID 6CYL 255.0HP P/S,ABS,SRS AIRBAG,LEATHER,USA

Country: JPN

Trans #:

Engine #: Em Type:

RO #:

Fact:

Case Type: Technical

W.O. #:

Tech Line Suggests

| 그는 아이들 이 얼마 하는 아이들 바다를 가는 것이 되었다. | |
|--|--|
| 3/30/2006 KENE | |
| 1 02/09/06 06:02:45 ISIS:> | BRAKE PEDAL GOES TO FLOOR. IF PUMPED THE PEDAL |
| | GETS |
| | HARD |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 02/09/06 06:05:24 KENE:> | MASTER? |
| 6 FLUID COND?> | NORMAL, NO CONTAMINATION |
| 7 CHECK FLUID VOLUME WITH PEDAL LOW AND ONE FULL | |
| 8 SWEEP, IF LESS THEN MASTER, IF NOT, AND HOSES, | |
| 9 CALIPERS, AND PADS OK, MODULATOR | |
| 10 02/16/06 15:09:27PAULI:> | SURVEY AND SEED SEED SEED SEED SEED SEED SEED SE |
| 11 | BLEEDING SYSTEM FIXED PRBLM |
| 12 03/01/06 10:23:19 AMYB:> | SURVEY |
| 13 DAVE FLOM* | |
| 14 17126 EMBERS AVE | |
| 15 FARMINGTON, MN 55024 | |
| 16 PENDED>AMYB:SD>DONE | |
| 17 03/30/06 06:25:24 KEITHC:> | PEDAL LOW/SOFT |
| 18 REPLACE MODULATOR | |

| T/L Ref # 1726066 | | reated By HRISV | Date Cr 01/25/2 | | Last Edited CHRISV | d By # of Edits 1 |
|----------------------|-------------------------------------|----------------------|--------------------|--|-----------------------|-------------------------------|
| Code P 4150 | Original Complaint INT LOW PEDAL | | | le Cause/Soli DD; REPLACI ource: | | Date: Mileage: 28,157 |
| Dealer #: | 208155 | TZ: | CST | VIN: JHM | CN36425C | Err: |
| Dir Cont: | JASON HALL | Training %: | | Year: | 2005 | Model: ACCORDIMA |
| Serv Ph: | (218) 825-7525 | Extn: | | Tran: | 5AT | Trim: HYBRID |
| Serv Mgr: | MATTHEW ANDE | RSON | | Doors: | 4DR | W D; 2 |
| Parts Mgr: | DAVID HAUSER | | | Fact: | SAYAMA | Country: JPN |
| Dir Name: | TANNER HONDA | | | Desc: | ACCORD 4DR H | HYBRID 6CYL 255.0HP |
| | 8465 STATE HIGH BAXTER | IWAY 210 MN 56425 | | WhtBdy: Engine #: | P/S,ABS,SRS A | IRBAG,LEATHER,USA Trans #: |
| Phone: (2' | 8) 825-7525 | Fax #: (218) 825-912 | 27 | Em Type: | | |
| DPSM: Die | ck Sargent II | Zone/Dist: 08G | | RO #: | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | |

Tech Line Suggests

Information from Dealer

| | imormation from Dealer |
|---|---------------------------------------|
| 1/25/2006 CHRISV | |
| 1 01/25/06 11:23:16 ISIS:> | BRAKE PEDAL GOES TO FLOOR INTERMITTEN |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | PR |
| 3 THIS PROBLEM?> | NO |
| 4 01/25/06 11:23:20 CHRISV:> | INT LOW PEDAL, NO LEAKS, BLED AND NC |
| 5 REPLACE THE ABS MOD | |

| T/L Ref # 1703393 | Created By RAYDAVIS | Date Created 12/21/2005 | Last Edited KENE | By # of Edits 2 | | | |
|----------------------|---|-----------------------------------|---|--------------------|--|--|--|
| | Original Complaint POOR BRAKING BACKING OUT | | Probable Cause/Solution UNABLE TO DUPLICATE; FAXXED KB#3764 TO DEALER | | | | |
| | | ResIn Source: | None | Date: | | | |
| | | Status: | N/A | Mileage: 16,372 | | | |

| Dealer #: | 207330 | TZ: CST | VIN: JHM | CN36405C | Err: |
|--------------------|-------------------|---------------------------------|-----------|------------------|-------------------|
| Dir Cont: | BLAIR CLARK | Training %: | Year: | 2005 | Model: ACCORD IMA |
| Serv Ph: | (816) 251-8700 | Extn: | Tran: | 5AT | Trim: HYBRID |
| Serv Mgr: | DAVID RODGERS | | Doors: | 4DR | WD: 2 |
| Parts Mgr: | SCOTT HUBBARD | | Fact: | SAYAMA | Country: JPN |
| Dir Name: | LEE'S SUMMIT HONE |)A | Desc: | ACCORD 4DR HY | BRID 6CYL 255.0HP |
| 401 NE COLBERN RD. | | [[[조리 씨는 아이들은 사람들이 모든 사람들은 말라 함 | WhtBdy: | P/S,ABS,SRS AIRI | BAG,LEATHER,USA |
| LEES SUMMIT | LEES SUMMIT | MO 64086 | Engine #: | | Trans #: |
| Phone: (81 | 6) 251-8700 | Fax #: (816) 251-8778 | Em Type: | | |
| DPSM: Mie | chael Wehmeir | Zone/Dist: 08L | RO #: | | |

21 WAS (816) 251-8717

Previous Dealer/Contact

Date

Case Type: Technical

W.O. #:

| Tech Line Suggests | Information from Dealer |
|--|--|
| 12/22/2005 RAYDAVIS | |
| 1 12/21/05 12:45:47 ISIS:> | CUSTOMER COMPLAINS OF INTERMITTENT POOR BRAKING. |
| | BACKING OUT OF DRIVEWAY, VEHICLE DID NOT STOP. HAD |
| and the state of t | TO PUMP BRAKES SEVERAL TIMES. AT ONE POINT HE |
| | DROVE THROUGH A STOP LIGHT! POOR BRAKING WAS NOT |
| | - VERIFIED DURING TEST DRIVE. CHECKED FOR AIR IN |
| | CALIPERS. SUPER SMALL AMOUNT WAS IN RT. FRONT. |
| | -BLAIR |
| 8 HAS THE VEHICLE HAD ANY PREVIOUS RE | EPAIRS FOR |
| 9 THIS PROBLEM?> | |
| 10 12/21/05 12:46:08 RAYD:> | THE CUSTOMER IS HARD TO GET AN ANSWER OUT OF, |
| 11 COULD YOU DUPLICATE THIS? | an mengalak dan mengang Perdebagian kelapangan pada mengahangkan pada perdebah dan belah Melanggan dan perdeba |
| | SAID IT HAD A LOW PEDAL AND HAD TO PUMP THE |
| 13 - 17 - 18 - 18 - 18 - 18 - 18 - 18 - 18 | PEDAL, THEN SAID THAT THE PEDAL WAS HIGH AND |
| | HARD AND WOULDNT STOP, I ASKED HOW HE GOT IT |
| | STOPPED AND HE SAID HE HAD TO PUMP THE PEDAL |
| | INDICATING THAT HE HAD NO PEDAL |
| 17 SO YOU HAVE NEVER FELT A LOW PEDAL >NO, CANNOT DUPLICATE | IN THIS CAR? |
| 18 FAXXED KB#3764 TO DEALER, DOCUMENT | FALL FINDINGS |
| 19 12/22/05 06:17:23 KENE:> | NEVER GOT FAX |
| 20 REFAXED TO 816-251-8778 CHANGED FAX | FOR DEALER |

| T/L Ref # 1659037 | Created By CHRISV | Date Created 10/06/2005 | Last Edited By CHRISV | # of Edits 3 | |
|----------------------|-------------------------|-----------------------------------|--------------------------|--|--|
| Code | Original Complaint | Probable Cause/S | olution | en e | |
| P 4150 | PEDAL SINKS @ AUTO STOP | ABS MOD; REPLA | CE | | |
| | | Resin Source: | None | Date: | |
| | | Status: | N/A | Mileage: 10,389 | |

| | | | otatao. | 19/73 | imoago: .o,ooo |
|------------|----------------|----------------------|--------------|----------------|---------------------|
| Dealer #: | 208189 | 12: | PST VIN: JHM | CN36465C | |
| Dir Cont: | MING HY | Training %: | Year: | 2005 | Model: ACCORD IMA |
| Serv Ph: | (310) 815-3888 | Extn: | Tran: | 5AT | Trim: HYBRID |
| Serv Mgr: | SARKIS TOROSY | AN | Doors: | 4DR | w D: 2 |
| Parts Mgr: | DANNY PINTO | | Fact: | SAYAMA | Country: JPN |
| Dir Name: | MILLER HONDA-C | CULVER CITY | Desc: | ACCORD 4DR H | HYBRID 6CYL 255.0HP |
| | 9055 WASHINGTO | ON BLVD. | WhtBdy: | P/S ABS SRS AI | IRBAG,LEATHER,USA |
| | CULVER CITY | CA 90232 | Engine #: | | Trans #: |
| Phone: (31 | 0) 815-3888 | Fax #: (310) 815-346 | 4 Em Type: | | |
| DPSM: WA | LTER ADAMS | Zone/Dist: 01D | RO #: | | |

Previous Dealer/Contact Date Case Type: Technical W.O. #:

Tech Line Suggests

| 12/6/2005 CHRISV | |
|--|--|
| 1 10/06/05 09:35:14 ISIS:> | REPLACE BRAKE MASTER AND BLEED BRAKE SYSTEM, |
| | CHECKBRAKE BOOSTER PER S/M. BRAKE PADEL STILL SINK |
| | A L ITTLE ONLY AFTER AUTO STOP |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | S FOR |
| 5 THIS PROBLEM?> | YES |
| 6 IF YES, REPAIR DESCRIPTION?> | REPLACE BRAKE MASTER |
| 7 10/06/05 09:35:17 CHRISV:> | IS THIS NORMAL |
| 8 MAY BE, COMPARE TO A KG | |
| 9 11/09/05 13:54:55 RAYD:> | AN NGUYEN D230651 |
| 10 11/09/05 13:53:21 ISIS:> | BRAKE PEDAL SINK, MAKE NOISE WHEN TURN STEERING |
| 11 | WHEEL LOCK TO LOCK |
| 12 HAS THE VEHICLE HAD ANY PREVIOUS REPAIR | S FOR THE STATE OF |
| 13 THIS PROBLEM?> | YES |
| 14 IF YES, REPAIR DESCRIPTION?> | REPLACE BRAKE MASTER , BLEED BRAKE SYSTEM |
| 15 11/09/05 14:00:41 RAYD:> | |
| 16 HOW DID YOU BLEED?> | WITH SOMEONE PUSHING BRAKE PEDAL |
| 17 YOU NEED TO USE A PRESSURE BLEEDER, THI | IS IS A |
| 18 REQUIRED SPECIAL TOOL> | The state of the s |
| 19 ALSO, COULD BE MODULATOR, EXERCISE THE | ABS, IF |
| 20 THE PEDAL COMES UP, REPLACE THE MODULA | ATOR> |
| 21 12/06/05 11:34:26 CHRISV:> | THE CUST IS BACK, PEDAL GOES TO THE FLOOR, NO |
| | LEAKS. M/C WAS REPLACED LAST TIME |
| 23 REPLACE ABS MOD | |

| T/L Ref # 1975851 | 그 일반 그리고 그리고 그리고 있었다. | ated By RISV | Date C 11/08/2 | | Last Edited CHRISV | d By # of Edits 1 |
|----------------------|-------------------------------------|-----------------------|--------------------------|------------------------------|-----------------------|-------------------------------|
| Code P 4150 | Original Complaint LOW PEDAL | | | le Cause/Solu OD; REPLACE | | |
| | | | Resin S Status: | Source: | None N/A | Date: Mileage: 20,634 |
| Dealer #: | 208415 | TZ: | EST | VIN: JHMC | N36455C | Erri |
| Dir Cont: | STEPHEN | Training %: | | Year: | 2005 | Model: ACCORDIMA |
| Serv Ph: | (757) 431-4350 | Extn: | | Tran: | 5AT | Trim: HYBRID |
| Serv Mgr: | CARRIE MILES | | | Doors: | 4DR | w D: 2 |
| Parts Mgr: | DAVID FOX | | | Fact: | SAYAMA | Country: JPN |
| Dir Name: | HALL HONDA | | | Desc: | ACCORD 4DR I | HYBRID 6CYL 255.0HP |
| | 3516 VIRGINIA BEA VIRGINIA BEACH | CH BL VA 23452 | | WhtBdy: Engine #: | P/S,ABS,SRS A | IRBAG,LEATHER,USA Trans #: |
| Phone: (7 | 57) 431-4350 | Fax #: (757) 431-4349 |) | Em Type: | | |
| DPSM: JE | NNIFER KAMLER | Zone/Dist: 06H | | RO #: | | |
| Previous De | ealer/Contact | Date | | Case Type: W.O. #: | Technical | |

Tech Line Suggests

| . con Line Ouggests | imormanon nom Dealer |
|---|--|
| 11/8/2006 CHRISV | |
| 1 11/08/06 10:57:18 ISIS:> | BRAKE PEDAL GOES TO THE FLOOR WHILE DRIVING. BLEED |
| | BRAKE SYSTEM NO VISIBLE LEAKS AND BRAKE PAD |
| | THICKNESS IS GOOD. AFTER BLEEDING BRAKES THE PEDAL |
| | STILL DOES NOT HAVE CORRECT FEEL. |
| 5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | |
| 6 THIS PROBLEM?> | 골프 : [H. NO 트를 하루고 트로 보고 프로그램 : [|
| 7 11/08/06 10:57:20 CHRISV:> | STILL HAS A LOW PEDAL |
| 8 REPLACE THE ABS MOD | |

| T/L Ref # 1796363 | Crea KEI | a ted By ГНС | Date Cr 04/17/20 | | Last Edited KEITHC | I By # of Edits 1 |
|-----------------------|---------------------------------------|------------------------|---------------------|---------------------------|-----------------------|------------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL SOFT | | | e Cause/Soli CE MODULA | | |
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 15,820 |
| Dealer #: | 206702 | TZ: | EST | VIN: JHM | CN36435C | Err: |
| Dir Cont: | JOSE FABAL | Training %: | | Year: | 2005 | Model: ACCORD IMA |
| Serv Ph: Serv Mgr: | (201) 569-5515 ROBERT BRISLIN | Extn: | | Tran: | 5AT | Trim: HYBRID WD: 2 |
| Parts Mgr: | LISA MAGDA | | | Fact: | 4DR SAYAMA | Country: JPN |
| Dir Name: | D & C HONDA OF T | ENAFLY | | Desc: | ACCORD 4DR H | IYBRID 6CYL 255.0HP |
| | 28 COUNTY ROAD TENAFLY | NJ 07670 | | WhtBdy: Engine #: | P/S,ABS,SRS AI | RBAG,LEATHER,USA Trans #: |
| Phone: (20 |)1) 569-5515 | Fax #: (201) 541-8538 | 8 | Em Type: | | |
| DPSM: Ste | efanie Senkiw | Zone/Dist: 05E | | RO #: | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | |

| Tech Line Suggests | Information from Dealer |
|--|--------------------------------|
| 4/17/2006 KEITHC | |
| 1 04/17/06 07:14:04 ISIS:> | BRAKE PEDAL SINKS TO THE FLOOR |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | FOR |
| 3 THIS PROBLEM?> | YES |
| 4 IF YES, REPAIR DESCRIPTION?> | REPLACED MASTER CYLINDER |
| 5 04/17/06 07:14:48 KEITHC:> | |
| 6 REPLACE MODULATOR> | |
| 7 | |

| T/L Ref # 1711062 | | eated By NE | Date Cr 01/05/20 | | Last Edited KENE | d By # of Edits 1 |
|----------------------|--|-----------------------|---------------------|------------------------------------|---------------------|-------------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL LOW A | T TIMES | | e Cause/Sol u DULATOR; F | | |
| | | | Resin S Status: | ource: | None N/A | Date: Mileage: 15,552 |
| Dealer #: | 208224 | TZ: | EST | VIN: JHMC | CN36425C | Err: |
| Dir Cont: | MARK MCNEILL | Training %: | | Year: | 2005 | Model: ACCORD IMA |
| Serv Ph: | (828) 264-6006 | Extn: | | Tran: | 5AT | Trim: HYBRID |
| Serv Mgr: | | | | Doors: | 4DR | W D: 2 |
| Parts Mgr: | | | | Fact: | SAYAMA | Country: JPN |
| Dir Name: | HIGH COUNTRY H | | | Desc: | ACCORD 4DR H | HYBRID 6CYL 255.0HP |
| | 1440 BLOWING RC BOONE | OCK ROAD NC 28607 | | WhtBdy: Engine #: | P/S,ABS,SRS AI | IRBAG,LEATHER,USA Trans #: |
| Phone: (82 | 28) 264-6006 | Fax #: (828) 264-6067 | | Em Type: | | |
| DPSM: CE | DRIC STONE | Zone/Dist: 06K | | RO #: | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | |

| T | е | C | h | Li | n | е | S | uç | q | е | si | S |
|---|---|---|---|----|---|---|---|----|---|---|----|---|

| l ech Line Suggests | Information from Dealer |
|--|--|
| 1/5/2006 KENE | |
| 1 01/05/06 12:44:24 ISIS:> | BRAKE PEDAL GOES TO LOW AT TIMES |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 3 THIS PROBLEM?> | NO NO |
| 4 01/05/06 12:44:36 KENE:> | WE CAN DUP. 1ST PUSH THE PEDAL IS LOW. |
| 5 | REPLACED MASTER CYL AND SAME |
| 6 POSSIBLE ABS MODULATOR | |

| T/L Ref # 2242723 | Created KEITHO | Date C i 01/04/2 | | Last Edited By KEITHC | | # of Edits 1 | |
|-------------------------|--|----------------------------|--------------------|------------------------------------|----------------------------------|-----------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT, LOV | V, HARD) | | le Cause/Solu CE MODULAT | | | |
| | | | Resin S Status: | Source: | None N/A | Dat Mile | e: eage: 50,372 |
| Dealer #: | 206797 | TZ: | CST | VIN: JHMC | N36435C | Err: | |
| Dir Cont: | BELLINGHAUSEN | Training %: | 0 | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: Serv Mgr: | (402) 437-1216 JEFFREY WILLIAMS | Extn: | | Tran: | 5AT 4DR | Trim: WD: | HYBRID 2 |
| Parts Mgr: Dir Name: | CRAIG CAMERON WILLIAMSON HONDA | | | Fact: | SAYAMA ACCORD 4DR HYE | Country: | |
| | 2770 YANKEE HILL RO LINCOLN | AD NE 68516 | | WhtBdy: Engine #: | P/S,ABS,SRS AIRB JNA1 1004436 | AG,LEATHER | |
| Phone: (40 | 02) 437-1216 F | ax #: (402) 437-134 | 9 | Em Type: | | | |
| DPSM: RC | N CRISS Z | one/Dist: 10A | | RO #: | 725347 | | |
| Previous De | aler/Contact D | ate | | Case Type: W.O. #: | Technical | | |

Tech Line Suggests

Information from Dealer

1/4/2007 12:19:28 PM

1

KEITHC

2 REPLACE ABS MODULATOR

BRAKE PEDAL FADES TO FLOOR, 2X IN 7K, BLED, WAS OK, NOW AIR IN SYSTEM AGAIN

| T/L Ref # 1714502 | Crea DAV | 20 이 없지 않는 사이에서 되는 것은 | Date Cre 01/11/20 | | Last Edited By DAVEK | | # of Edits 1 |
|----------------------|---------------------------------------|-----------------------|-----------------------------|------------------------|-------------------------|------------------------|--------------------|
| Code P 4150 | Original Complaint BRKE PEDAL FADE | | | e Cause/Solu EPLACE | tion | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | e: eage: 20,703 |
| Dealer #: | 207865 | TZ: | EST | VIN: JHMC | N365X5C(| Err: | |
| Dir Cont: | NICHOLAS | Training %: | | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: | (301) 739-7283 | Extn: | | Tran: | 5AT | Trim: | HYBRNAV |
| Serv Mgr: | TOM KIMBLE | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JOHN LAWSON | | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: | HAGERSTOWN HON | IDA | | Desc: | ACCORD 4DR HYB | RID NAVI 6C | 1 |
| | 10307 AUTO PLACE HAGERSTOWN | MD 21740 | | WhtBdy: Engine #: | P/S,ABS,SRS AIRB/ | AG,LEATHER Trans #: | ,USA |
| Phone: (30 | 1) 739-7283 | Fax #: (301) 766-0754 | | Em Type: | | | |
| DPSM: Ro | bert Borzilleri | Zone/Dist: 06E | | RO #: | | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

| T | 00 | h | 1 : | ne | 2 | ug | ne | se f | |
|---|----|---|-----|-----|---|----|----|--------------|----|
| • | CC | | J 1 | 110 | | uy | y۲ | <i>:</i> 3 t | Э. |

Information from Dealer

| roon Line Ouggests | 1111011111 | ation nom Dealer |
|----------------------------------|----------------|--|
| 1/11/2006 DAVEK | | |
| 1 01/11/06 11:08:08 ISIS: | -> BRAKE F | PEDAL GOES TO THE FLOOR AGAIN |
| 2 HAS THE VEHICLE HAD ANY PREVIO | US REPAIRS FOR | |
| 3 THIS PROBLEM? | > YES | |
| 4 IF YES, REPAIR DESCRIPTION? | > 11-08-05 | A MASTER CYLINDER WAS INSTALLED FOR THIS |
| 5 | PROBLE | M |
| 6 01/11/06 11:08:23 DAVEK: | | |
| 7 CK PADS AND SLIDE PINS REPLACE | ARS MODULATOR | |

| | Ref # '553 | Created By TOMP | Date Created 04/05/2006 | Last Edited B PAULI | By # of Edits 2 |
|---|----------------------|--------------------|-----------------------------------|------------------------|--------------------|
| (| Code | Original Complaint | Probable Cause/S | olution | |
| P | 4150 | BRKE "FEEL"PRBLMS | FAULTY ABS MOD | DULATOR; REPLACEM | IENT |
| | | | Resin Source: | None | Date: |
| | | | Status: | P RCV | Mileage: 22,738 |

| | St | atus: | P RCV | Mile | age: 22,738 |
|----------------------------|-----------------------|-----------------------|-----------------|---------------------------|-------------|
| Dealer #: 207088 | 7 Z : C; | ST VIN: JHMO | CN364X5C | Err: | |
| Dir Cont: ANDY | Training %: | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: (815) 758-5451 | Extn: | Tran: | 5AT | Trim: | HYBRID |
| Serv Mgr: JIMMY LYON | | Doors: | 4DR | WD: | |
| Parts Mgr: JIMMY LYON | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: BRIAN BEMIS HO | | Desc: | ACCORD 4DR H | YBRID 6CYL 255 | .0HP |
| 1875 DEKALB AV SYCAMORE | ENUE IL 60178 | WhtBdy: Engine #: | P/S,ABS,SRS AII | RBAG,LEATHER, Trans #: | USA |
| Phone: (815) 758-5451 | Fax #: (815) 895-1861 | Em Type: | | | |
| DPSM: KEITH LEVINS | Zone/Dist: 08H | RO#: | | | |
| Previous Dealer/Contact | Date | Case Type: W.O. #: | Technical | | |

| Tech Line Suggests | Information from Dealer |
|---|---|
| 4/6/2006 TOMP | |
| 1 04/05/06 12:47:25 ISIS:> | BRAKE PEDAL SOFT AND LOW |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPA | AIRS FOR |
| 3 THIS PROBLEM?> | NO |
| 4 04/05/06 12:47:34 TOMP:> | ANDY: |
| 5 CAN YOU DUPLICATE/VERIFY THE COMPLAIN | VT? |
| - 기계6 지금이 프로젝트 등을 지금 하는 경기를 받는다. | |
| 7 | REPLACED MASTER CYLINDER AND BLED THE BRAKES |
| | AND STILL SAME. |
| 9 EXERCISE ABS AND BLEED THE BRAKES | |
| 10 IF THE PEDAL FEELS NORMAL. | |
| 11 REPLACE THE ABS MODULATOR | |
| 12 04/05/06 13:01:44PAULI:> | FAXED SHIP REQUEST |
| 13 04/06/06 09:43:06 TOMP:> | ANDY: |
| | PEDAL IMPROVED WHILE EXERCISING BUT WENT BACK |
| 15 | TO LOW/SPONGY FEEL AFTER BLEEDING. |
| 16 REPLACE THE MODULATOR. | |
| 17 04/12/06 13:23:56PAULI:> | ABS MOD RCVDFRWD>TP |
| | |

| | 하는 경우 사이라 얼마를 모르는 내가 가장 하나 내가 있는 것이 되었다. 그 사이를 받았다. | | 01/04/2 | reated 2007 | Last Edited By GARYR | | # of Edits |
|------------------------------|---|---|---------------|--------------------------------|-------------------------|--------------------|--------------------|
| | | | MODU | ole Cause/Solu LATOR?; REPI | | | |
| | | | Resin Status: | Source: | None N/A | Dat Mile | e: eage: 24,644 |
| Dealer#: | 208359 | TZ: | PST | VIN: JHMC | N365X5C | Err: | |
| Dir Cont: | NUNEZ MIGUEL | Training %: | 0 | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: | (559) 297-1000 | Extn: | | Tran: | 5AT | Trim: | HYBRNAV |
| Serv Mgr: | KEVIN RYAN | | | Doors: | 4DR | WD: | |
| Parts Mgr: | MARK SASSER | | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: | HONDA NORTH | | | Desc: | ACCORD 4DR HYE | RID NAVI 6C | YL 255.0 |
| | 750 W. HERNDON | [1. 14.17] 1. 17 - 14. 17. 17. 17. 17. 17. 17. 17. 17. 17. 17 | | WhtBdy: P/S.ABS.SRS | | AIRBAG,LEATHER,USA | |
| | CLOVIS | CA 93612 | | Engine #: | JNA1 1009923 | Trans #: | 1010258 |
| Phone: (559 | 9) 297-1000 | Fax #: (559) 297-105 | 8 | Em Type: | | | |
| DPSM: ROI | N HALEM | Zone/Dist: 12J | | RO #: | 176204 | | |
| Previous Dealer/Contact Date | | Date | | Case Type: | Technical | | |
| | | | | W.O. #: | | | |

Tech Line Suggests

Information from Dealer

1/4/2007 11:09:43 AM

GARYR

2 ACTIVATE ABS

3 REPL MOD

BRAKE PEDAL IS SPONGY, M/C HAS BEEN REPLD

PEDAL IMPROVES

| T/L Ref # 1693207 | Crea KEIT | ted By HC | Date Cr 12/05/20 | | Last Edited I KEITHC | 3у | # of Edits 1 |
|---|---|--|---------------------|--|--|-----------|--------------------|
| Code P 4150 | Original Complaint BRKE "FEEL"PRBLMS | | | le Cause/Solu MODULATOR ource: | tion None N/A | Da Mil | te: eage: 8,580 |
| Dealer #: Dir Cont: Serv Ph: Serv Mgr: Parts Mgr: Dir Name: | 206796 JOSE GUERRA (661) 834-6632 STEVEN STEELE DEBORAH HALLUM BARBER HONDA 4500 WIBLE ROAD BAKERSFIELD | TZ: Training %: Extn: | PST | VIN: JHMC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: | 2005 5AT 4DR SAYAMA ACCORD 4DR HY P/S,ABS,SRS AIR | | YL R,USA |
| | 1) 834-6632 ANA MONTES aler/Contact | Fax #: (661) 398-494 Zone/Dist: 01A Date | 7 | Em Type: RO #: Case Type: W.O. #: | Technical | | |

| l ech Line Suggests | Information from Dealer |
|--|--|
| 12/5/2005 KEITHC | |
| 1 12/05/05 09:48:37 ISIS:> | PEDAL GO TO THE FLOOR WHEN COMEING TO A STOP THE |
| | CAR FEEL LIKE BEING PULLED TO ONE SIDE |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | FOR the second s |
| 4 THIS PROBLEM?> | |
| 5 12/05/05 09:49:21 KEITHC:> | PEDAL GOES TO FLOOR, PULLS TO L ON BRAKING |
| 6 REPLACE ANY PARTS> | |
| 7 EXCERSIZE ABS> | |
| 8 POSS ABS MODULATOR | |
| | |

| T/L Ref # 1833659 | Cre; JOH | ated By INB | Date Cro 05/31/20 | | Last Edited JOHNB | d By | # of Edits | |
|-------------------------|---|---|----------------------|---|----------------------|--|--------------------|--|
| D 4150 DDVC DCDALLOW | | | | robable Cause/Solution RESS BLEED,EXERCISE ABS,PRESS BLEED;RE-EVAL;CB | | | | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | e: eage: 12,980 | |
| Dealer #: | 207837 | TZ: | PST | VIN: JHMC | N36515C | Em: | | |
| Dir Cont: | DANIEL REDENS | Training %: | | Year: | 2005 | Model: | ACCORD IMA | |
| Serv Ph: | (510) 428-1776 | Extn: | | Tran: | 5AT | Trim: | HYBRNAV | |
| Serv Mgr: | JEFF ALLEGRO | | | Doors: | 4DR | WD: | 2 | |
| Parts Mgr: Dir Name: | JAMES CHONG HONDA OF OAKLAI 3330 BROADWAY S | TREET | | Fact: Desc: WhtBdy: | | Country: HYBRID NAVI 6CY IRBAG,LEATHER | | |
| | OAKLAND 10) 428-1776 EVEN ROSTOMILY | CA 94611 Fax #: (510) 420-9217 Zone/Dist: 12D | | Engine #: Em Type: RO #: | | Trans #: | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | | |

Tech Line Suggests

| recir Line Suggests | miormation n | OIII Dealei |
|--|----------------|-------------------------------------|
| 5/31/2006 JOHNB | | |
| 1 05/31/06 07:25:19 ISIS:> | BRAKE PEDAL LO | DW. |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | | |
| 3 THIS PROBLEM?> | YES | |
| 4 IF YES, REPAIR DESCRIPTION?> | MASTER REPLACE | CED BRAKES BLEED TWICE OK FOR SHORT |
| 5 | TIME THEN PEDA | AL GOES LOW |
| 6 05/31/06 07:29:25 JOHNB:> | ANY KNOWNS | |
| 7 NO KNOWN ISSUES, ANY LEAKS> | NONE | |
| 8 ANY CONTAMINATION> | NONE | |
| 9 CALIPERS SLIDING PROPERLY ON THE SLIDE PINS> | YES | |
| 10 PADS NEAR SERVICE LEVEL> | NO,PADS IN GOO | DD CONDITION AND WEAR AMOUNT |
| 11 ROTORS DISHED> | NO | |
| 12 PRESSURE BLEED SYSTEM AND THEN IF PEDAL HAS | | |
| IMPROVED, EXERCISE ABS SEVERAL TIMES IN A SAFE | | |
| 13 | LOCATION;THEN | PRESSURE BLEED AGAIN; IF PEDAL |
| | BECOMES | |
| H14 - SEE SEE SEE SEE SEE SEE SEE SEE SEE S | LOW AGAIN, POS | S MODULATOR |
| 15 | WELL WHY NOT | REPLACE THE MODULATOR NOW, SINCE |
| | MY DPSM HAS S | EEN SEVERAL OF THESE BEING THE |
| 17 | CASE | |
| 18 THEN ASK YOUR DPSM IF YOU CAN REPLACE THE | | |
| MODULATOR;I WOULD STILL ADVISE PRESSURE | | |
| BLEEDING EITHER | | |
| 19 | WAY | >OK,THANKS |
| | | |

| T/L Ref # 2265189 | [일으로 타고입으로 시간 [기준] 보고 일리 (1) 12 12 12 12 12 12 12 12 12 12 12 12 12 | | Date Cr 01/29/20 | | Last Edited By GARYR | y # of Edits 1 |
|----------------------|---|--------------------------------|---------------------|--------------------------------------|-------------------------|--------------------------|
| Code P 4150 | Original Complaint BRAKE PEDAL LOW | 2X | | le Cause/Solu IODULATOR ource: | tion None N/A | Date: Mileage: 31,320 |
| Dealer #: | 208377 | TZ: | PST | VIN: JHMC | N36565C | Err: |
| Dir Cont: | NIX PAUL | Training %: | 0 | Year: | 2005 | Model: ACCORD IMA |
| Serv Ph: | 503-218-4844 | Extn: | | Tran: | 5AT | Trim: HYBRNAV |
| Serv Mgr: | DAVE BERRY | | | Doors: | 4DR | w D: 2 |
| Parts Mgr: | JEFF SEARS | | | Fact: | SAYAMA | Country: JPN |
| Dir Name: | PARKER JOHNSTO | NE'S WILSONVILLE HON | IDA | Desc: | ACCORD 4DR HYE | BRID NAVI 6CYL 255.0 |
| | 30600 SW PARKWA | 사회 아이라 열길 모르기 하는 그 모르는 사이 되었다. | | WhtBdy: | P/S,ABS,SRS AIRE | BAG,LEATHER,USA |
| | WILSONVILLE | OR 97070 | | Engine #: | JNA1 1013067 | Trans #: 1013312 |
| Phone: (50 | 03) 218-4844 | Fax #: (503) 218-4820 |) | Em Type: | | |
| DPSM: KA | RL LUKASZEWICZ | Zone/Dist: 02C | | RO #: | 020018 | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | |
| | | | | W.O. #: | | |

Tech Line Suggests

Information from Dealer

1/29/2007 3:15:55 PM

GARYR

BRAKE PEDAL TOO LOW. REPLD M/C AND CAME BACK LOW AGAIN BLED SYS AND PEDAL IS NORMAL

2 REPL THE ABS MOD

| Created By GARYR | | eated 005 | Last Edited By GARYR | | # of Edits 1 |
|----------------------------|----------------------|------------------------------|--|--|----------------------|
| BRKE PEDAL SOFT AUTO STOP | | le Cause/Solu E NORMAL VA | ntion AC CHANGE TO BOOST None | TER D at | e: |
| | Status: | ourou. | N/A | | eage: 455 |
| TZ: | MST | VIN: JHMC | N36445C | Err: | |
| Training % | % : | Year: | 2005 | Model: | ACCORD IMA |
| 4-3030 Extn: | | Tran: | 5AT | Trim: | HYBRID |
| ERVAIS | | Doors: | 4DR | WD: | 2 |
| ALDING | | Fact: | SAYAMA | Country: | JPN |
| OTT HONDA | | Desc: | ACCORD 4DR HYBRID 6CYL 255.0HP P/S,ABS,SRS AIRBAG,LEATHER,USA | | |
| H AVENUE NORTH | | WhtBdy: | | | |
| ID 83687 | | Engine #: | | Trans #: | |
| 0 Fax #: (208) 46 | 66-6632 ¹ | Em Type: | | | |
| NGHAM Zone/Dist: 02 | 2J | RO #: | | | |
| ct Date | | Case Type: W.O.#: | Technical | | |
| NC | SHAM Zone/Dist: 02 | | SHAM Zone/Dist: 02J RO #: Date Case Type: | SHAM Zone/Dist: 02J RO #: Date Case Type: Technical | Case Type: Technical |

Tech Line Suggests

| Tech Line Suggests | Information from Dealer |
|---|---|
| 7/20/2005 GARYR | |
| 1 07/20/05 15:56:33 ISIS:> | CUST STATE THE BRAKE PEDAL DROP DURING ENGINE AUTOSTOP. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS | REPAIRS FOR |
| 4 THIS PROBLEM?> | |
| 5 07/20/05 15:56:49 GARYR: | > FEELS NORMAL TO ME |
| 6 THERE MAY BE A SLIGHT CHANGE IN VI BOOSTER | AC TO THE |
| 7 WHEN THE ENG SHUT OFF. CHK IF THE | E CUSTOMER |
| 8 HAS A LIGHT PUSH ON THE BRAKE PED | DAL WHEN THEY |
| 9 FEEL THE PROBLEM. MAY BE NORMAL | |
| 510 | |

| est acceptance of a secondary or a | | COII | LING CONTACT | Keport | | | | |
|------------------------------------|---------------------|-------------|---|---------------------|-------------------|--|--|--|
| T/L Ref # 1646851 | Create JIMH | d By | Date Created 09/15/2005 | Last Edited JIMH | By # of Edits | | | |
| Code | Original Complaint | | Probable Cause/S | Solution | | | | |
| P 4150 | BRKE BRAKE PEDAL IS | SOFFT | ABS MODULATOR INTERNAL LEAKAGE; REPLACE | | | | | |
| | | | Resin Source: | None | Date: | | | |
| | | | Status: | N/A | Mileage: 2,178 | | | |
| Dealer #: | 207361 | TZ; | CST VIN: JI | HMCN36475C | E ##: | | | |
| Dir Cont: | HEATH BAKKEN | Training %: | Year | 2005 | Model: ACCORD IMA | | | |

| Dealer #: | 207361 | TZ: CST | VIN: JHM | CN36475C | Err: | |
|------------------------------|------------------------------|-----------------------|----------------------|----------------|---------------------------------|------------|
| Dir Cont: | HEATH BAKKEN | Training %: | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: | (507) 281-2500 | Extn: | Tran: | 5AT | Trim: | HYBRID |
| Serv Mgr: | BRUCE THOMAS | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | DANIEL MURPHY | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: | TOM KADLEC HON | J DÀ | Desc: | ACCORD 4DR H | YBRID 6CYL 25 | 5.0HP |
| | 4444 HIGHWAY 52 ROCHESTER | NORTH MN 55901 | WhtBdy: Engine #: | P/S,ABS,SRS AI | RBAG,LEATHER Trans #: | ,USA |
| Phone: (50 | 7) 281-2500 | Fax #: (507) 280-2239 | Em Type: | | | |
| DPSM: Dic | k Sargent II | Zone/Dist: 08G | RO #: | | | |
| Previous Dealer/Contact Date | | Case Type | : Technical | | | |
| | | | W O #: | | | |

| _ | | | - | | | |
|---|-------|----------|---|-------|-----|--|
| | ~~! | *** | | | ~~~ | |
| | | 3116 | | 21631 | ges | |
| | ~ ~ . | | | ~~ | 900 | |
| | | | | | | |

| . con Line ouggests | milonination moni beater |
|--|--|
| 9/15/2005 JIMH | |
| 1 09/15/05 12:09:28 ISIS:> | BRAKE PEDAL IS SOFFT AND GOES DOWN TO FLOOR |
| | ALMOST. |
| 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR | |
| 4 THIS PROBLEM?> | |
| 5 09/15/05 12:11:30 JAMESH:> | REPLACED THE MASTER CYLINDER AND IS THE SAME |
| 6 DOES IT SINK WITH ENGINE OFF?> | 도본 YES 사람들을 가면 모든 것은 가는 사람들이 존대를 하게 되었다. |
| 7 REDIACE THE ARS MODULATOR | |

| Code P 4150 | Original Complaint BRAKE FEEL SOFT/SINKS | | | Probable Cause/Solution ABS MOD; USE HSB 07-045 | | | | |
|--------------------|---|-------------------|--------------|---|---------------------------------------|-------------------|----------|--|
| | | | Resin Status | Source: | None N/A | Date: Mileage: | 50,126 | |
| Dealer #: | 240010 | ŢZ; | EST | VIN: JHM | CN36525C | Err: | <u> </u> | |
| Dir Cont: | DOUG SMITH | Training %: | 56 | Year: | 2005 | Model: ACCC | RD IMA | |
| Serv Ph: | (410) 823-9000 | Extn: | | Tran: | 5AT | Trim: HYBR | NAV | |
| Serv Mgr: | ANTHONY MANT | EGNA | | Doors: | 4DR | WD: 2 | | |
| Parts Mgr: | NOAH WESTERV | ELT | | Fact: | SAYAMA | Country: JPN | | |
| Dir Name: | HERITAGE HONE | OA SERVICE CENTER | | Desc: | sc: ACCORD 4DR HYBRID NAVI 6CYL 255.0 | | | |
| | 725 YORK ROAD | | | WhtBdy: | P/S,ABS,SRS AIRB | AG,LEATHER,USA | | |
| | TOWSON | MD 21204 | | Engine #: | JNA1 1014723 | Trans #: 10149 | 99 | |
| Phone: (4 | 10) 823-9000 | Fax #: 4103373825 | | Em Type: | | | | |
| DPSM: Ro | obert Borzilleri | Zone/Dist: 06E | | RO #: | 965140 | | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | | |
| | | | | W.O. #: | | | | |

| i ech Line Suggests | miormation from Dealer |
|--|---------------------------------|
| 12/8/2008 8:15:59 AM DAVEM | |
| 1 ORIGINAL COMPLAINT | PEDAL IS SOFT AND SEEMS TO SINK |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | NO |
| 3 | DOES 07-045 APPLY? |
| 그는 하는 사무지 나라도 어려면서 하는데 만든데 가는 그들은 사람들이 나는 그는 그들은데 나를 했다. | |

| T/L Ref # 2268890 | Crea DAV | ted By EM | Date Cr 02/02/20 | | Last Edited By DAVEM | | # of Edits 1 |
|-------------------------|---|-------------------------|---------------------------|----------------------------|---------------------------|-------------|--------------------|
| Code P 4150 | Original Complaint BRAKE FEEL (SOFT) | | | e Cause/Solu SWAP AND N | | Dat Mile | e: eage: 19,633 |
| Dealer #: | 207263 | TZ: | EST | VIN: JHMC | N36415CI | Err: | |
| Dir Cont: | DROEGE ROBERT | Training %: | 0 | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: | (518) 438-4555 | Extn: | | Tran: | 5AT | Trim: | HYBRID |
| Serv Mgr: | JERRY GUIDO | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: Dir Name: | ERIC RIVERS LIA HONDA | | | Fact: | SAYAMA ACCORD 4DR HYBF | Country: | |
| | 1258 CENTRAL AVE | 기계 프로마 한 동안에 가지 않아 뭐가요? | WhtBdy: P/S,ABS,SRS AIRBA | | NG,LEATHER,USA | | |
| | ALBANY | NY 12205 | | Engine #: | JNA1 1015368 | Trans #: | 1014805 |
| Phone: (51 | 18) 438-4555 | Fax #: (518) 489-242 | 24 | Em Type: | | | |
| DPSM: KE | ITH MANNING | Zone/Dist: 09C | | RO #: | 310603 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

| man in the second | | | |
|-------------------|--------|-----|------|
| Tech L | ₋ine S | uqq | ests |

| rech Line Suggests | information from Dealer |
|----------------------------|--|
| 2/2/2007 12:39:02 PM DAVEM | |
| | REALLY BAD PEDAL FADEBLED AND CHANGED BRAKE |
| | FLUID AND FOUND AIR IN THE LF WHEELBRAKE PEDAL |
| | FELT OK FOR A FEW PUMPS AND THEN WAS REALLY SOFT |
| | AGAINCOULDNT FIND ANY LEAKS. |
| 2 whats u | bleed BRAKES, OK FOR 2-3 PUMPS THEN SOFT AGAIN. |
| | REPEATS. EXRS ABS, SAME. PADS OK AND NO LEAKS |
| 3 SWAP MSTR CYL AND MON | OK A SECTION OF THE S |

| T/L Ref # 2346987 | Creat JIMV | ted By | Date Cr 05/12/2 | | Last Edited By JIMV | | # of Edits 1 |
|-------------------------|-------------------------------------|-----------------------|--|-----------------------|------------------------------------|------------------------|----------------------|
| Code P 4100 | Original Complaint BRAKES WONT STOP | | Probable Cause/Solution COULD NOT VERIFY | | | D. 4 | |
| | | | Resin S Status: | ource: | None N/A | Dat Mile | e: eage: 29,509 |
| Dealer #: | 207767 | TZ: | PST | VIN: JHMC | N365X5C | Err: | |
| Dir Cont: | VU LAM | Training %: | 38 | Year: | 2005 | Model: | ACCORD IMA |
| Serv Ph: | (714) 890-8900 | Extn: | | Tran; | 5AT | Trim: | HYBRNAV |
| Serv Mgr: | RANDY HICKERSON | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: Dir Name: | MARK KOZEL HONDA WORLD | | | Fact: Desc: | SAYAMA ACCORD 4DR HYBR | Country: ID NAVI 6C | 불빛 보고 하게 되는 이름을 되었다. |
| | 13600 BEACH BLVD. WESTMINSTER | CA 92683 | | WhtBdy: Engine #: | P/S,ABS,SRS AIRBAG JNA1 1015968 | | ,USA 1016193 |
| Phone: (71 | 4) 890-8900 | Fax #: (714) 898-4796 | | Em Type: | | | |
| DPSM: MIC | CHELLE HATCH | Zone/Dist: 01G | | RO #: | 474260 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

| Tech Line Suggests | Information from Dealer |
|---|---|
| 5/12/2007 11:16:17 AM JIMV | |
| | BRAKE NO STOP |
| 2 WHAT IS GOING ON? | CUST SAYS THE BRAKES WONT STOP THE CAR. A FEW OF |
| | US HERE T/D DROVE IT. THEY WORKED FINE. WE TOOK THE |
| | WHEELS OFF AND DID A BRAKE INSPECTION, TESTED THE |
| | MASTER CYL. LOOKED FOR CODES WITH HDS. EVERYTHING |
| | IS FINE. HAVE YOU SEEN ANY COMPLAINTS |
| 3 NO, JUST MAKE SURE YOU INSPECT AND DOCUMENT | OK THANKS |
| EVERYTHING. HAVE CUST BRING CAR BACK IF STILL | |
| HAVE A CONCERN | |

| T/L Ref # 1712881 | Creat GAR ^v | ed By /R | Date Cr 01/09/2 | | Last Edited By GARYR | # of Edits 1 |
|-------------------------|--|--|------------------------|-------------------------------|--|---------------------------------|
| Code P 4150 | Original Complaint BRKE PEDAL TO FLOO | DR | | | | Date: Mileage: 9,757 |
| Dealer #: | 206898 II JOHN PRICE | TZ: | EST | | CN36425C | Err: |
| Serv Ph: | (304) 768-1251 | Training %: Extn: | | Year: Tran: | 2005 5AT | Model: ACCORD IMA Trim: HYBRID |
| Serv Mgr: Parts Mgr: | DAVID ABARE KENT NICHOLS | | | Doors: Fact: | 4DR SAYAMA | WD: 2 Country: JPN |
| Dir Name: | LESTER RAINES HO 5102 MAC CORKLE A SOUTH CHARLESTO | VE SW | | Desc: WhtBdy: Engine #: | ACCORD 4DR HYBRI P/S,ABS,SRS AIRBAC | |
| DPSM: JO | 04) 768-1251 HN WIGGILL ealer/Contact | Fax #: (304) 768-242 Zone/Dist: 04K Date | 28 | Em Type: RO #: | : Technical | |

Tech Line Suggests

1/9/2006 GARYR

- 1 01/09/06 13:07:51 ISIS:---->
 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?---->
- 4 IF YES, REPAIR DESCRIPTION?----
- 5 01/09/06 13:08:02 GARYR:---->
- 6 ACTIVATE ABS
- 7 IF PEDAL FEELS BETTER THEN REPL THE MOD

Information from Dealer

BRAKE PEDAL GOES TO THE FLOOR...

YES

REPLACED MASTER CYLINDER ABOUT 2 WEEKS AGO

| T/L Ref # 2383379 | | | Date Cr 06/27/2 | | Last Edited JOHNB | By # of Edits 1 | |
|------------------------------------|--|----------------------|---|---------------------------|------------------------|--|--|
| Code P 4150 | Original Complaint BRAKE PEDAL SINKS,LOW | | Probable Cause/Solution PRESS BLED,EXERCSE,BLED AGAIN;SAME,REPLC MODULATR | | | | |
| | | | Resin S Status: | | None N/A | Date: Mileage: 9,340 | |
| Dealer #: | 207896 | TZ: | EST | VIN: JHV | ICN36545C | Err | |
| Dir Cont: Serv Ph: Serv Mgr: | MICHAEL CURRY (845) 278-4180 RAYMOND PAINE | Training %: Extn: | 72 | Year: Tran: Doors: | 2005 5AT 4DR | Model: ACCORD IMA Trim: HYBRNAV WD: 2 | |
| Parts Mgr: Dir Name: | KEVIN BENNETT BREWSTER HONDA 899 ROUTE 22 | NV 10500 | | Fact: Desc: WhtBdy: | SAYAMA ACCORD 4DR H | Country: JPN IYBRID NAVI 6CYL 255.0 RBAG,LEATHER,USA | |

Tech Line Suggests

Phone: (845) 278-4180

DPSM: RENA BAEZA

Previous Dealer/Contact

BREWSTER

Information from Dealer

144122

Case Type: Technical

JNA1 1017285

6/27/2007 10:32:49 AM

JOHNB

NY 10509

Zone/Dist:

Date

Fax #: (845) 278-2360

05F

1

2 ANY LEAKS OR OTHER BRAKE SYSTEM ISSUES

- 3 NO STICKING CALIPERS OR LOW PADS
- 4 PRESSURE BLEED SYSTEM AND THEN EXERCISE ABS IN A SAFE LOCATION; THEN PRESSURE BLEED AGAIN; IF SAME OR NOT MUCH IMPROVEMENT, OR CONTINUES TO OCCUR, REPLACE THE MODULATOR

BRAKE PEDAL IS LOW AND MUSHY. I REPLACED MASTER CYLINDER. BLEED OUT BRAKES BEFORE AND AFTER. STILL NO GOOD PEDAL SINKS TO THE FLOOR.

Trans #: 1017669

NONE NO

Engine #:

Em Type:

RO #:

W.O. #:

| 그들은 아이들이 아니는 아이들이 얼마나 아들은 사람들이 아이들이 얼마를 하는데 하는데 아이들이 아니는 것이 없다. | | Date Created 12/05/2005 | Last Edited E KENE | By # of Edits 1 |
|---|-----------------------|---|-----------------------|--|
| Code Original Complain P 4150 BRKE PEDAL WEN | | Probable Cause/So CUST ERROR; FA Resin Source: Status: | | Date: Mileage: 2,774 |
| Dealer #: 206588 Dir Cont: JUSTIN SHIFLET Serv Ph: (303) 794-8195 Serv Mgr: CHRIS CALHOUI Parts Mgr: JAY ANDRE Dir Name: RALPH SCHOME 5700 S. BROADV LITTLETON Phone: (303) 794-8195 DPSM: JALEEN CLARK Previous Dealer/Contact | Extn: N P HONDA | Year: Tran: Doors: Fact: Desc: WhtBdy: Engine # | | Err: Model: ACCORD IMA Trim: HYBRNAV WD: 2 Country: JPN BRID NAVI 6CYL BAG,LEATHER,USA Trans #: |

Tech Line Suggests

Information from Dealer

| 그런 전한 12 전한 12 전에 전액은 시간에 가는 그는 그 이 그는 그는 그는 그를 보는 것이다. | |
|---|---|
| 12/5/2005 KENE | |
| 1 12/05/05 09:17:30 ISIS:> | CUST STATES THAT THE BRAKE PEDAL DROPS TO FLOOR |
| | NORMAL STOPS HAPPENED THREE TIMES TO CUST HAVE |
| | NOT |
| | CONFIRMED ANY PROBLEMS YET |
| 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FO | |
| 5 THIS PROBLEM?> | NO NO |
| 6 12/05/05 09:17:55 KENE:> | WE HAVE DRIVEN IT FOR 3 DAYS AND UNABLE TO DUP |
| 7 FAXED 3764 | |

| T/L Ref # 1796842 | | ated By CEK | Date Cre 04/17/20 | | Last Edited By LANCEK | | # of Edits 1 |
|----------------------|---|----------------|--------------------------|--|---|------|-------------------|
| Code P 4150 | Original Complaint BRKE PEDAL IS LOW | , | | | tion ACE ABS MODULATOF None N/A | Date | e: eage: 7,437 |
| DPSM: TU | 207793 HARRY WILSON (215) 340-9000 JOSEPH BLACKWE ROBERT KINKER KEENAN HONDA 854 NORTH EASTO DOYLESTOWN 15) 340-9000 RK MCFADDEN caler/Contact | | EST | VIN: JHMC Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: Case Type: W.O. #: | 2005 5AT 4DR SAYAMA ACCORD 4DR HYBRI P/S,ABS,SRS AIRBAG | | .0HP |

| Inches | | | | - | | 100 |
|--------|-----|----|-----|---------------|-----|-----|
| | ack | ۱. | INA | C 11 | MMA | ctc |
| | CUI | 1 | | $ \mathbf{u}$ | gge | 313 |
| | | | | | | |

| i con Line ouggests | information from Dealer |
|--|--|
| 4/17/2006 LANCEK | |
| 1 04/17/06 10:48:43 ISIS:> | BRAKE PEDAL LOW AND SOFT |
| 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS | FOR |
| 3 THIS PROBLEM?> | YES TO VESTION TO THE REPORT OF THE PROPERTY O |
| 4 IF YES, REPAIR DESCRIPTION?> | BRAKE BLEED, MASTER CYL BRAKE BLEED |
| 5 04/17/06 10:48:58 LANCEK:> | THE BRAKE PEDAL IS LOW, HAVE REPLACED THE |
| | MASTER CYL AND SAME. |
| 7 IF YOU BLEED THE BRAKES DOES THE PEDAL | |
| 8 COME UP?> | : BONG TO BYES ^ BONG TO BE BONG BONG TO BE |
| 9 REPLACE THE ABS MOULATOR | |

PE09-024 HONDA 7/24/2009 ATTACHMENT Q4 ACCORD HYBRID 2007 FIELD REPORT

| T/L Ref # 2545073 | Crea JAME | ted By ESH | Date C 01/30/2 | | Last Edited By JAMESH | | # of Edits 1 |
|--|---|----------------------|--------------------------|-------------------------------|--|-----------------|-------------------|
| Code Original Complaint P 4150 BRAKE PEDAL LOW | | | 22 | le Cause/Solu _ATOR?; CHE | tion CKFOR INTERMAL L | EAK/AIR | |
| | | | ResIn Source: Status: | | None N/A | | |
| Dealer #: | 208083 | TZ: | EST | VIN: JHMC | N36477C | Err: | |
| Dir Cont: | ANTHONY MARTIN | Training %: | 32 | Year: | 2007 | Model: | ACCORD IMA |
| Serv Ph: Serv Mgr: | (803) 663-3636 CESAR HERNANDEZ | Extn: | | Tran: | 5AT | Trim: | HYBRID 2 |
| Parts Mgr: | DEBRA LOGUE | | | Doors: | 4DR SAYAMA | WD: Country: | |
| Dir Name: | HONDA CARS OF AI 550JEFFERSON DAV WARRENVILLE | | | Desc: WhtBdy: Engine #: | ACCORD 4DR HYE P/S, SUN ROOF, A JNA1 3001110 | BS, AIR BAG, | 3.0 HP 3000493 |
| | 03) 663-3636 | Fax #: (803) 663-930 | 0 | Em Type: | | | |
| DPSM: JC | HN KERRIGAN | Zone/Dist: 06P | | RO #: | 39768 | | |
| Previous De | ealer/Contact | Date | | Case Type: | Technical | | |

Tech Line Suggests

1/30/2008 12:31:09 PM 1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 WAS THERE AIR IN THE SYSTEM BEFORE REPLACING THE MASTER CYLINDER?

JAMESH

5 IF AIR WAS PRESENT BEFORE, REPKLACE THE MODULATOR. IF NO AIR WAS PRESENT, CHECK THE MODULATOR FOR INTERNAL LEAKAGE

Information from Dealer

BREAK PEDAL GOES TO THE FLOOR

YE

W.O. #:

REPLACED MASTER CTL. AND BLED BRAKES

I DID NOT REPLACE THE MASTER CYLINDER, ANOTHER TECH DID

| T/L Ref # 2597039 | Cre JOH | ated By INB | Date Cr 04/17/2 | | Last Edited By JOHNB | | # of Edits 1 |
|---|---|---|---------------------------|-------------------------------|--|-------------|-------------------|
| Code Original Complaint P 4150 BRAKE FEEL SOFT,LOW;2X | | Probable Cause/Solution REPLACE MODULATOR | | | | | |
| | | | Resin S Status: | | None N/A | Dat Mile | e: eage: 8,965 |
| Dealer #: | 207106 | TZ: | EST | VIN: JHMC | N36447C | Err: | |
| Dir Cont: | LARRY TOPAZ | Training %: | 86 | Year: | 2007 | Model: | ACCORD IMA |
| Serv Ph: | (631) 727-0904 | Extn: | | Tran: | 5AT | Trim: | HYBRID |
| Serv Mgr: | FRANK VICARI | | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | JASON ESPOSITO | | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: | APPLE HONDA 1375 ROUTE 58 RIVERHEAD | NY 11901 | | Desc: WhtBdy: Engine #: | ACCORD 4DR HYBR P/S, SUN ROOF, AB JNA1 3002347 | S, AIR BAG, | 3.0 HP 3002174 |
| Phone: (63 | 31) 727-0904 | Fax #: (631) 208-967 | 7 | Em Type: | | | |
| | SSELL BERSE | Zone/Dist: 05B | | RO #: | 58901 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O. #: | Technical | | |

| Tech Line Suggests | Information from Dealer |
|---|--|
| 4/17/2008 11:47:37 AM JOHNB | |
| 1 ORIGINAL COMPLAINT | AIR IN SYSTEM |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 3 PREVIOUS REPAIR DESCRIPTION | MASTER CYL |
| 4 | CAR BACK REAL SOFT PEDAL AGAIN;HSB 07-045 DOES NOT APPLY |
| 5 VEHICLE ALREADY HAS THE COUNTERMEASURED MODULATOR;ANY LEAKS | NONE |
| 6 THEN CAN ONLY ADVISE MODULATOR REPLACEMENT | |

| T/L Ref # 2751861 | 성원은 경기를 다 있는데 이렇게 되면 하는데 보다 살아 없는데 살아 있다. | | Date C 01/06/2 | | Last Edited B | | # of Edits 1 |
|--|---|--|-----------------------|-------------------------------|--|-------------------------------|--------------------|
| Code Original Complaint P 4150 BRAKE PEDAL LOW AFT MAS CYL | | Probable Cause/Solution ABS MOD?; EXERCISE,IF PEDAL UP, REPL MOD | | | | | |
| | | | Resin S Status: | Source: | None N/A | Dat Mile | e: eage: 43,194 |
| Dealer #: | 207184 | TZ: | EST | VIN: JHMC | N36467C | Err: | |
| Dir Cont: | PAUL FARIA | Training %: | 84 | Year: | 2007 | Model: | ACCORD IMA |
| Serv Ph: | (978) 851-4356 | Extn: | | Tran: | 5AT | Trim: | HYBRID |
| Serv Mgr: | SALVATORE FIRICA | NO | | Doors: | 4DR | WD: | 2 |
| Parts Mgr: | ROBERT WILLIAMS | | | Fact: | SAYAMA | Country: | JPN |
| Dir Name: | ATAMIAN HONDA 150 MAIN STREET TEWKSBURY | MA 01876 | | Desc: WhtBdy: Engine #: | ACCORD 4DR HYE P/S; SUN ROOF, A JNA1 3002793 | BRID 6CYL 253 BS, AIR BAG, | |
| Phone: (97 | '8) 851-4356 | Fax #: 9788519048 | | Em Type: | | | |
| DPSM: Jol | nn Sytulek | Zone/Dist: 09J | | RO #: | 235002 | | |
| Previous De | aler/Contact | Date | | Case Type: W.O.#: | Technical | | |

Tech Line Suggests

| rech Line Suggests | information from Dealer |
|---|-----------------------------------|
| 1/6/2009 1:07:58 PM CHRISR | |
| 1 ORIGINAL COMPLAINT | BRAKE PEDAL IS GOING TO THE FLOOR |
| 2 PREVIOUS REPAIRS OR PARTS REPLACED? | YES |
| 다. [3] 전통하다 하는 것은 말로 보고 있다. 그리다 (1) 다른 | REPLACED MASTER CYLINDER |
| 4 EXERCISE ABS AND IF PEDAL FIRMS REPLACE | OK |
| MADOULATOR | |