

PE09-030

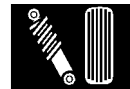
HONDA

8/28/2009

ATTACHMENT Q7

SERVICE BULLETIN 00-030

DATED 3/20/2000



Safety Recall: Passport Rear Suspension

BACKGROUND

Excessive paint thickness on certain rear suspension components may cause the lower link bolts and nuts to loosen and make noise. Over time, the nut and bolt could fall out, allowing the lower link to separate from the axle.

Additionally, the rear stabilizer shackles, lateral link, and rear damper mounting nuts and bolts could loosen, causing abnormal noise.

CUSTOMER NOTIFICATION

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

Some of the affected vehicles may still be in dealer inventory. By Federal law, these vehicles cannot be sold or leased until they are repaired.

CORRECTIVE ACTION

Replace and torque the bolts in the lower links and the stabilizer bar links. Torque the mounts for the lateral rod, dampers, and upper links. Make all torque measurements on the nuts; measuring torque on the bolt heads will give incorrect readings.

PARTS INFORMATION

Stabilizer Bar Bolt Kit:
P/N 2-90000-960-0, H/C 6422158

Lower Link Bolt Kit:
P/N 2-90000-950-0, H/C 6422141

REQUIRED MATERIALS

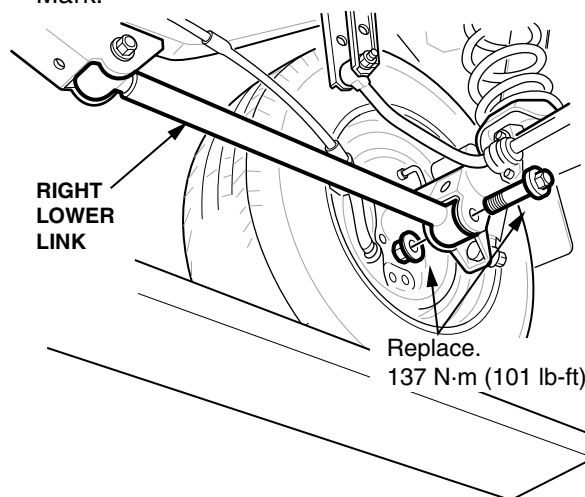
Brite-Mark: Allocated with initial parts allocation.
(One Brite-Mark will mark approximately 575 vehicles.)

WARRANTY CLAIM INFORMATION

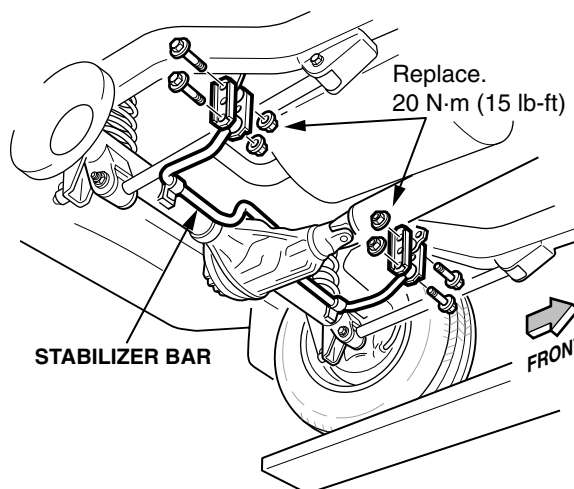
Operation Number: 417119
Flat Rate Time: 0.4 hour
Failed Part: P/N 8-97134-705-0
H/C 5648472
Defect Code: 00A
Contention Code: K81
Template ID: 00-030A
Skill Level: Repair Technician

REPAIR PROCEDURE

1. Park the vehicle on level ground. If you need more room underneath, park the vehicle on a wheel alignment rack. Do not raise the vehicle on a hoist, the full weight of the vehicle must be sitting on the suspension during this procedure.
2. Replace the nut and bolt mounting the right lower link to the rear axle. Torque the new nut to 137 N-m (101 lb-ft). Mark the nut and bolt with the Brite-Mark.

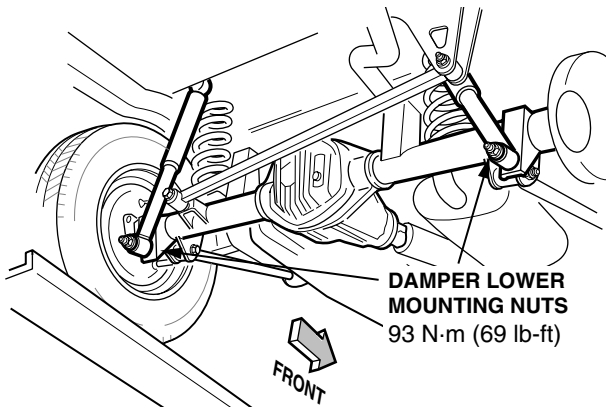


3. Repeat step 2 on the left side.
4. Replace the four nuts and bolts connecting the ends of the stabilizer bar to the frame. Torque the nuts to 20 N-m (15 lb-ft). Mark the nuts and bolts with Brite-Mark.

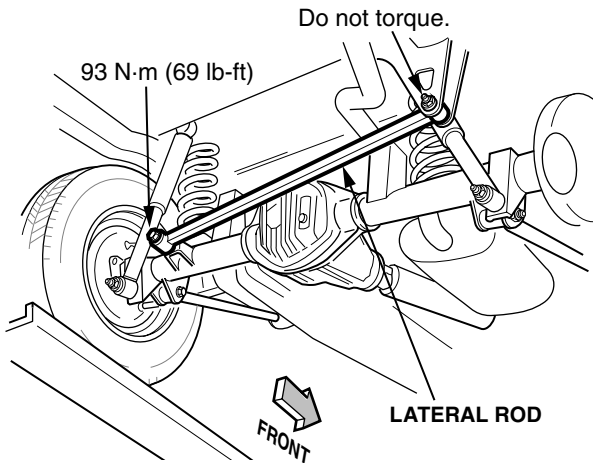


CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin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

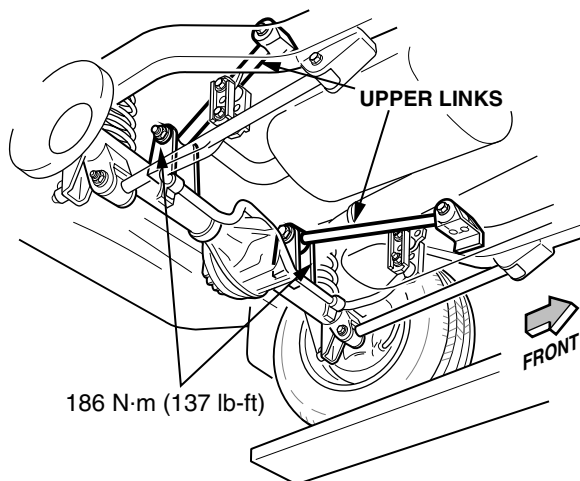
- Torque the damper lower mounting nuts to 93 N·m (69 lb-ft). Mark the nuts and bolts with the Brite-Mark.



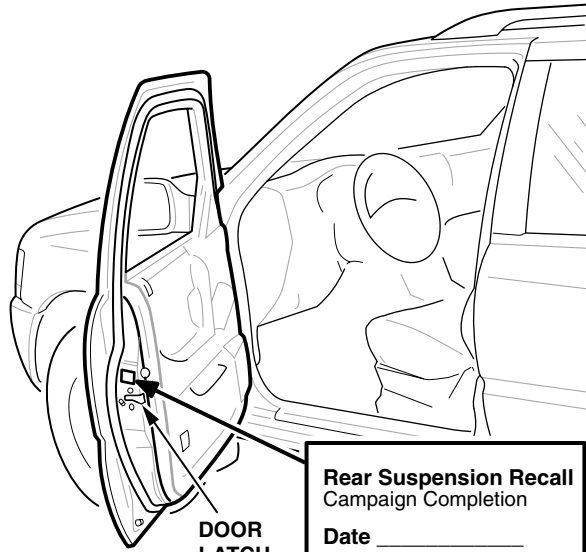
- Torque the lateral rod-to-axle mounting nut to 93 N·m (69 lb-ft). Mark the nut and bolt with the Brite-Mark.



- Torque the upper links-to-axle mounting nuts and bolts to 186 N·m (137 lb-ft). Mark the nuts and bolts with the Brite-Mark.



- Fill out the information on a campaign completion label. Affix this label to the back edge of the driver's door just above the door latch.



Rear Suspension Recall Campaign Completion	
Date	_____
Dealer No.	_____

Example of Customer Letter

March 2000

Safety Recall: Passport Rear Suspension

Dear Passport Owner:

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

What is the reason for this notice?

Isuzu Motors Ltd., the manufacturer, has determined that a defect relating to motor vehicle safety exists in certain 1998 and 1999 Passports. Too much paint was applied to the rear axles of some vehicles while they were being manufactured. On those vehicles, there may not have been enough time for the paint to dry before the rear axle lower link bracket bolt and nut were tightened to the specified torque. The result is that the bolt and nut that connect the lower link to the rear axle may become loose. Initially, this loosening will usually produce an abnormal noise coming from the rear of the vehicle. If not corrected, however, the bolt could fully detach and the lower link could separate from the rear axle. That condition could then result in loss of vehicle control and a possible vehicle crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. They will replace some nuts and bolts in the rear suspension, and retighten others. *This repair will be done free of charge.* Please plan to leave your Passport for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

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

American Honda Motor Co., Inc.
Honda Consumer Affairs Dept.
Mail Stop 500-2N-7D
1919 Torrance Blvd.
Torrance, CA 90501-2746

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

Administrator
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

Or call the toll-free Auto Safety Hotline at (800) 424-9393. Residents of Washington D.C. should call (202) 366-0123.

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

This notice was mailed to you according to our latest information. If you no longer own this vehicle, or some information in this notice is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. This will help us update our records.

If you have questions

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call the Honda Consumer Affairs Department at (800) 999-1009.

We regret any inconvenience this may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Honda Automobile Division

PE09-030

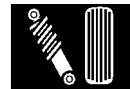
HONDA

8/28/2009

ATTACHMENT Q7

SERVICE BULLETIN 00-036

DATED 3/20/2000



Product Update: 2000 Passport Rear Suspension

BACKGROUND

Excessive paint thickness on certain rear suspension components may cause certain nuts and bolts to loosen. This would cause an abnormal noise.

CUSTOMER NOTIFICATION

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

CORRECTIVE ACTION

Replace and torque the bolts in the stabilizer bar links. Torque the mounts for the lateral rod and dampers. Make all torque measurements on the nuts; measuring torque on the bolt heads will give incorrect readings.

PARTS INFORMATION

Stabilizer Bar Bolt Kit:

P/N 2-90000-960-0, H/C 6422158

REQUIRED MATERIALS

Brite-Mark: Allocated with initial parts allocation.
(One Brite-Mark will mark approximately 575 vehicles.)

WARRANTY CLAIM INFORMATION

Operation Number: 417122

Flat Rate Time: 0.3 hour

Failed Part: P/N 8-97134-705-0
H/C 5648472

Defect Code: 00B

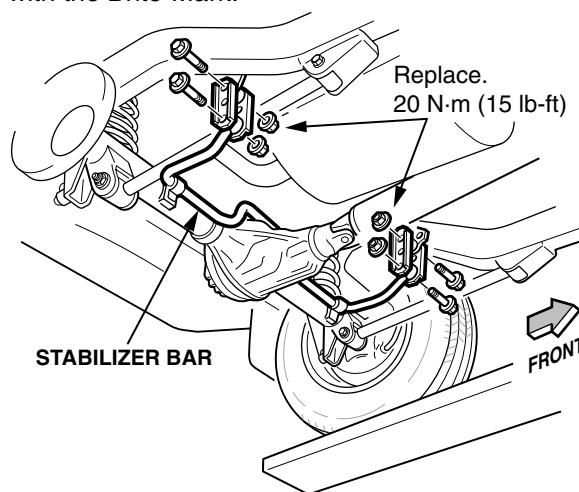
Contention Code: K82

Template ID: 00-036A

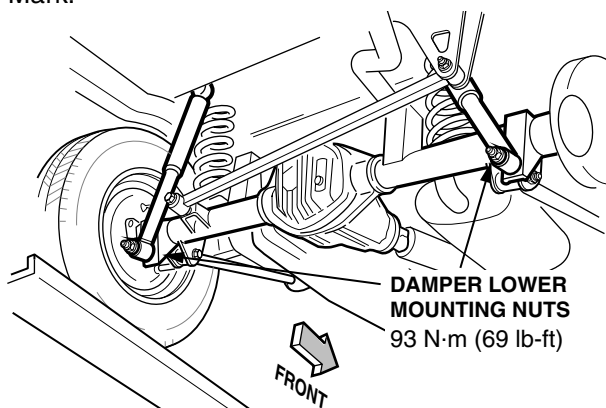
Skill Level: Repair Technician

REPAIR PROCEDURE

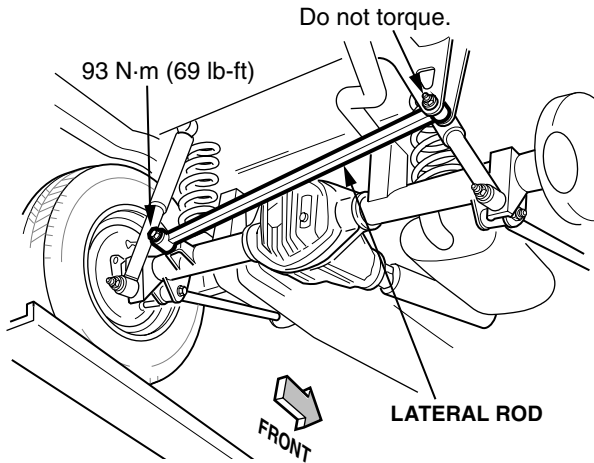
1. Park the vehicle on level ground. If you need more room underneath, park the vehicle on a wheel alignment rack. Do not raise the vehicle on a hoist, the full weight of the vehicle must be sitting on the suspension during this procedure.
2. Replace the four nuts and bolts connecting the ends of the stabilizer bar to the frame. Torque the nuts to 20 N-m (15 lb-ft). Mark the nuts and bolts with the Brite-Mark.



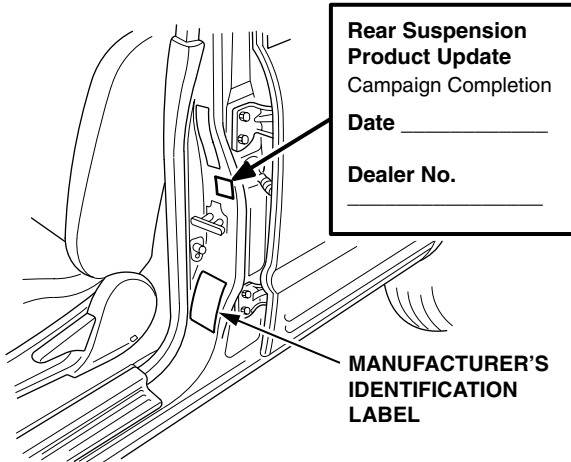
3. Torque the damper lower mounting nuts to 93 N-m (69 lb-ft). Mark the nuts and bolts with the Brite-Mark.



- Torque the lateral rod-to-axle mounting nut to 93 N·m (69 lb-ft). Mark the nut and bolt with the Brite-Mark.



- Fill out the information on a campaign completion label. Affix this label to the driver's door jamb just above the striker.



Example of Customer Letter

March 2000

Product Update: Passport Rear Suspension

Dear Passport Owner:

We are sending you this letter to notify you of a potential problem with your Passport.

What is the problem?

Excessive paint thickness on certain rear suspension components may cause certain nuts and bolts to loosen. This would cause an abnormal noise.

What should you do?

Call any authorized Honda dealer and make an appointment to have your Passport repaired. They will replace some nuts and bolts in the rear suspension, and retighten others. *This repair will be done free of charge.* Please plan to leave your Passport for half a day to allow the dealer flexibility in scheduling.

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

This notice was mailed to you according to our latest information. If you no longer own this vehicle, or some information in this notice is incorrect, please fill out and return the enclosed, postage-paid *Information Change Card*. This will help us update our records.

If you have questions

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call the Honda Consumer Affairs Department at (800) 999-1009.

We regret any inconvenience this may cause you.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.
Honda Automobile Division