

SEPT. 1
2009 ~~AUG 32~~ AM 9:09

August 28, 2009

NVS-213dlr
PE09-030

Mr. Jeffrey Quandt, Chief
Office of Defects Investigation
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Dear Mr. Quandt:

In reply to your letter dated June 25, 2009, we are submitting our response regarding the alleged failure of the forward mounting point of the rear suspension lower link in model year (MY) 1998 through 2002 Honda Passport vehicles.

1. State, by model year, the number of subject vehicles Honda has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Honda, state the following:
 - a) Vehicle identification number (VIN);
 - b) Make;
 - c) Model;
 - d) Model Year;
 - e) Date of manufacture;
 - f) Date warranty coverage commenced; and
 - g) The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2003, or a compatible format, titled "PE09-030 HONDA PRODUCTION DATA." See Enclosure, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Response:

The data elements "a" through "g" are provided in the file titled "PE09-030 HONDA PRODUCTION DATA" on the enclosed CD.

Model	Model Year	Sales
Passport	1998	25,435
	1999	27,499
	2000	20,493
	2001	16,997
	2002	5,999

2. State the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
- a) Consumer complaints, including those from fleet operators;
 - b) Field reports, including dealer field reports;
 - c) Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d) Property damage claims; and
 - e) Third-party arbitration proceedings where Honda is or was a party to the arbitration; and
 - f) Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

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

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

Response:

The total number of reports for items "a" through "f" are stated in the table below. Honda did not identify any relevant reports for items "c" and "f".

Note: Honda does not have any fleets.

Model	Model Year	A Owner/ Fleet Reports	B Field/ Dealer Reports	C Crash, Injury, Fatality Reports	D Property Damage	E Third-Party Arbitration	F Lawsuits
Passport	1998	3	0	0	0	0	0
	1999	3	0	0	0	0	0
	2000	2	0	0	0	0	0
	2001	7	0	0	0	0	0
	2002	0	0	0	0	0	0

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
 As of: 6/30/09

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- a) Honda's file number or other identifier used;
 - b) The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);

- c) Vehicle owner or fleet name (and fleet contact person);
- d) Vehicle owner's address;
- e) Vehicle owner's telephone number;
- f) Vehicle's VIN;
- g) Vehicle's model;
- h) Vehicle's model year;
- i) Vehicle's mileage at time of incident;
- j) Incident date;
- k) Report or claim date;
- l) Whether a crash is alleged;
- m) Which lower link is subject of the claim (i.e. left or right);
- n) Whether property damage is alleged;
- o) Number of alleged injuries, if any; and
- p) Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2003, or a compatible format, titled "PE09-030 HONDA REQUEST NUMBER TWO DATA." See Enclosure, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Response:

The data elements "a" through "p" are provided in the file titled "PE09-030 HONDA REQUEST NUMBER TWO DATA" on the enclosed CD.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 6/30/09

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

Response:

See "PE09-030 Q4" on the enclosed CD for copies of all documents.

The documents are organized by model year then the last five digits of the VIN.

Source(s): Customer Relations, Tech Line, Field Reports, Claims and Lawsuits.
As of: 6/30/09

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

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

- a) Honda's claim number;
- b) Vehicle owner or fleet name (and fleet contact person);
- c) Vehicle owner's or fleet address;
- d) Vehicle owner's telephone number;
- e) VIN;
- f) Vehicle model;
- g) Model Year;
- h) Repair date;
- i) Vehicle mileage at time of repair;
- j) Repairing dealer's or facility's name;
- k) Repairing dealer's address;
- l) Repairing dealer's telephone number;
- m) Labor operation number;
- n) Problem code;
- o) Replacement part number(s) and description(s);
- p) Which lower link is subject of the claim (i.e. left or right);
- q) Concern stated by customer; and
- r) Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2003, or a compatible format, titled "PE09-030 HONDA WARRANTY DATA." See Enclosure, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Response:

The total warranty counts are provided in the table below. The data elements "a" through "r" are provided in the file titled "PE09-030 HONDA WARRANTY DATA" on the enclosed CD.

Model	Model Year	Warranty Claims	Goodwill Claims	Extended Warranty	Vehicle Service Contract
Passport	1998	565	75	0	0
	1999	432	33	0	0
	2000	232	16	0	0
	2001	141	4	0	0
	2002	43	5	0	0

Source(s): Warranty claim data.
 As of: 8/25/09

6. Describe in detail the search criteria used by Honda to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Honda on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Honda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response:

Search Criteria: Using 1998-2002 Passport warranty data, claims were pulled based on the labor operation numbers beginning with 417 which is for rear suspension. We have decided to submit all warranty claims because we are unable to determine if the warranty claims applies to the alleged defect because of the brief contention description submitted.

Coding and Descriptions: See Attachment #Q6 on the enclosed CD.

Warranty Coverage: The 1998-2002 Passport is covered by a new vehicle limited warranty for three years or 36,000 miles, whichever comes first. Under the terms of the new vehicle limited warranty, Honda will repair or replace any part that is defective in material or workmanship under normal use. This warranty covers all systems except emission control systems, accessories, battery or tires, which have their own warranties. Honda has not issued extended warranty coverage related to the alleged defect in the 1998-2002 Passport.

Source(s): Warranty claim data.
As of: 8/26/09

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

Response:

See Attachment #Q7 on the enclosed CD for copies of Service Bulletin 00-030 and 00-036.

Currently no communication is planned within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that may relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Honda. For each such action, provide the following information:
 - a) Action title or identifier;
 - b) The actual or planned start date;
 - c) The actual or expected end date;
 - d) Brief summary of the subject and objective of the action;
 - e) Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f) A brief summary of the findings and/or conclusions resulting from the action.

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

Response:

Please refer to Isuzu's response.

9. Produce a field return sample of a lower link and mounting bracket.

Response:

Please refer to Isuzu's response.

10. State the number of rear suspension lower links that Honda has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable). Also identify by make, model and model year, any other vehicles of which Honda is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Response:

See Attachment #Q10 on the enclosed CD.

11. Furnish Honda's assessment of the differences, if any, between subject component separations that result from the alleged defect condition and the condition addressed by Honda in the subject recall.

Response:

Please refer to Isuzu's response.

12. Furnish Honda's assessment of the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. The effect on vehicle control while driving at residential speeds (e.g. speeds between 25mph and 35mph), highway speeds (e.g. speeds \geq 55mph) and while cornering at residential and highway speeds;
- f. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- g. The reports included with this inquiry.

Response:

Please refer to Isuzu's response.

Mr. Jeffrey Quandt
NVS-213dir / PE09-030
August 28, 2009
Page 7

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

A handwritten signature in black ink, appearing to read "William R. Willen", with a long horizontal flourish extending to the right.

William R. Willen
Managing Counsel
Product Regulatory Office

WRW:nis

Attachments