INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DP10-004 HONDA 1-21-2011 #Q4 Q6 PAGE 169 Q8 PAGE 176 Q10 PAGE 218 Q11 PAGE 227

DP10-004 HONDA 1-21-2011 #Q4 FIELD REPORTS ACCORD IMA

T/L Ref #	C	reated By		Date Cr	eated	Last Edited By		# of Edits	
2770542	KENE			02/06/2009		KENE		1 -	
Code	Original Complaint	_		Probabl	Probable Cause/Solution				
P 4150	BRAKE FEEL HARD	INTER		CHECK	VALVE; NEEI	TO DUP			
				Resin S	ource:	None	Da	te:	
				Status:		N/A	Mil	eage: 89,105	
Dealer #:	206641		rz:	EST	VIN: JHMC	N36485C	Err:		
Dir Cont:	JOEL CHAMBERS	5 1	Training %:	95	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(540) 366-1999	E	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	FRED MCELMUR	RAY			Doors:	4DR	WD:	2	
Parts Mgr:	DENNIS BROOKS	3			Fact:	SAYAMA	Country	: JPN	
Dir Name:	RICK WOODSON				Desc:	ACCORD 4DR HYBE	RID 6CYL 25	5.0 HP	
	3311 PETERS CREEK ROAD ROANOKE VA 24019			WhtBdy:		P/S,ABS,SRS AIRBAG,LEATHER,USA		R,USA	
	KOANOKE	VA.	24019		Engine #:	JNA1 1000202	Trans #:	1000358	
Phone: (540) 366-1999	Fax #:	5407773708		Em Type:				
DPSM: N	ONROE NUTE	Zone/D	ist: 06G		RO #:	267335			
Previous [ealer/Contact	Date			Case Type:	Technical			
					W.O. #:				

Tech Line Suggests

rech Line Suggests	information from Dealer
2/6/2009 7:22:32 AM KENE	
1 ORIGINAL COMPLAINT	BRAKES WON'T HOLD WHEN COLD, HAS HAPPEN 2 TIMES
	WHEN FIRST TAKING OFF, HAS VERY HARD PEDAL AND
	CAN'T STOP CAR, HAPPENED RANDOM BUT WHEN IT WAS
	COLD, THIS MORNING 20F AND AROUND THE TEENS AT
	LAST EVENT
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CAN YOU DUP	NO
4 NEED TO DUP AND CHECK VACUME AT BOOSTER	

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				made 1 to	P 0 1 1		
T/L Ref#	Creat	ted By	Date Cr	eated	Last Edited By		# of Edits
3102888	CHRI	SR	01/06/20	011	CHRISR		1
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE PEDAL HARD I	N MORNINGS	FROZE	CK VLV?; INS	SPECT, REPLACE IF F	REZZING	
		Resin Source:		None	Dat	e:	
			Status:		N/A	Mile	eage: 80,225
Dealer #:	206760	TZ:	EST	VIN: JHMC	N36545C	Err:	
Dir Cont:	RUBEN	Training %:	69	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(216) 932-2400	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:	SCOTT CHYLINSKI			Fact:	SAYAMA	Country:	JPN
Dir Name:	MOTORCARS HOND			Desc:	ACCORD 4DR HYBR	ID NAVI 6C	YL
	2953 MAYFIELD ROAD CLEVELAND HEIGH OH 44118		WhtBdy:		P/S,ABS,SRS AIRBAG,LEATHER,USA		,USA
	CLEVELAND REIGH	OH 44110		Engine #:	JNA1 1000490	Trans #:	1000557
Phone: (2	216) 932-2400	Fax #: (216) 932-5081		Em Type:			
DPSM: R	ONALD HOPKINS	Zone/Dist: 04H		RO #:	575494		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

rech Line Suggests	information from Dealer
1/6/2011 2:46:25 PM CHRISE	
1 ORIGINAL COMPLAINT	ON COLD MORNINGS ITS VERY HARD TO BRAKE
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:]
	[KEYWORD: BRAKES]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6 CHECK FOR FREEZING CHECK VALVE IN VACUUM	OK
HOSE TO BOOSTER	

				iiiaot i to	 		
T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits
1739248	KEI	NE	02/09/20	006	KEITHC	3	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE PEDAL LOW		REPLAC	CE MODULAT	OR		
			Resin S	ource:	None	Da	te:
			Status:		N/A	Mil	eage: 25,104
Dealer #:	208076	T Z :	CST	VIN: JHMC	CN36405C0	Err:	
Dir Cont:	DAVID FLOM	Training %:		Year:	2005	Model:	ACCORD IMA
Serv Ph:	(952) 892-1100	Extn:	·	Tran:	5AT	Trim:	HYBRID
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SAYAMA	Country	: JPN
Dir Name:	BURNSVILLE HON	DA		Desc:	ACCORD 4DR HYBRID 6CYL 255.0HP		
	14800 BUCK HILL F BURNSVILLE	14800 BUCK HILL ROAD		WhtBdy:	WhtBdy: P/S,ABS,SRS AIRBA		R,USA
	BURNSVILLE	MN 55306		Engine #:		Trans #:	
Phone: (9	52) 892-1100	Fax #: (952) 892-352	21	Em Type:			
DPSM: DI	ICK SARGENT	Zone/Dist: 08G		RO #:			
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

3/30/2006 KENE	Control of the Contro
1 02/09/06 06:02:45 ISIS:>	BRAKE PEDAL GOES TO FLOOR. IF PUMPED THE PEDAL GETS
2	HARD
3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
4 THIS PROBLEM?>	NO
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
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#	Cre	eated By	Date Cr	eated	Last Edited By	1	# of Edits	
1726066 CHRISV		RISV	01/25/200		CHRISV		1	
Code	Original Complaint		Probabl	e Cause/Solu	tion			
P 4150	INT LOW PEDAL		ABS MC	D; REPLACE				
			Resin S	ource:	None	Da	te:	
			Status:		N/A	Mil	eage: 28,157	
Dealer #:	208155	TZ:	CST	VIN: JHMC	N36425C	Err:		
Dir Cont:	JASON HALL	Training %	:	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(218) 825-7525	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	MATTHEW ANDER	RSON		Doors:	4DR	WD:	2	
Parts Mgr:	DAVID HAUSER			Fact:	SAYAMA	Country	: JPN	
Dir Name:	TANNER HONDA 8465 STATE HIGH		Desc:	ACCORD 4DR HYB				
	BAXTER	MN 56425		WhtBdy: Engine #:	P/S,ABS,SRS AIRB	Trans #:	K,USA	
Phone: (2	218) 825-7525	Fax #: (218) 825	5-9127	Em Type:				
DPSM: K	ELLY LYNN	Zone/Dist: 08/	A	RO #:				
Previous D	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

reon Ente ouggeotte	miormation nom Board.
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 FOR	
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	

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T/L Ref #	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits	
2760725	60725 RUDYG		01/20/2009		RUDYG		1	
Code P 4120	Original Complaint HI, HARD BRAKE PEDAL AT AM			Probable Cause/Solution BOOSTER HOSE?; REPL AND RECHECK				
			Resin S Status:	ource:	None N/A	Dat Mile	te: eage: 51,343	
Dealer #:	206588	TZ:	MST	VIN: JHMC	N36495C	Err:		
Dir Cont:	NICHOLAS	Training %:	80	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(303) 794-8195	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	JIMMY CALHOUN			Doors:	4DR	WD:	2	
Parts Mgr:	MIKE MORRIS			Fact:	SAYAMA	Country:	JPN	
Dir Name:	RALPH SCHOMP HO 5700 S. BROADWAY LITTLETON			Desc: WhtBdy: Engine #:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBA JNA1 1001790	G,LEATHER		
Phone: (3	03) 794-8195	Fax #: 3037307814		Em Type:				
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	731937			
Previous D	ealer/Contact	Date		Case Type: W.O. #:	Technical			

Tech Line Suggests

Information from Dealer

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1/20/2009 2 42:06 PM RUDYG 1 ORIGINAL COMPLAINT	BRAKE PEDAL IS STIFF WHEN FIRST STARTED IN THE MORNING, CAR DOES SIT OVER NIGHT IN A GARAGE. VERIFIED PEDAL IS VERY HARD AND BRAKING VERY ABRUPT AFTER CAR SITS
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 WHAT KIND OF OVERNIGHT TEMP?	NEAR ZERO.
4 YOU CAN DUPLICATE THIS?	YES
5 REPL BOOSTER HOSE FIRST. THEN RECHECK	OK

T/L Ref#	Cre	eated By	Date C	reated	Last Edited By		# of Edits	
2533525	RU	DYG	01/15/2	800	RUDYG	1		
Code P 4150	Original Complaint BRAKE PDL HARD DUR COLD MORN			Probable Cause/Solution CHARACTERISTIC?; COMPARE TO K/G, WARM FOR 1 MIN				
			Resin	Source:	None	Dat	e:	
			Status:	1	N/A	Mile	eage: 44,371	
Dealer #:	207897		MST	VIN: JHMC	N36495C	Err:		
Dir Cont:	PAUL BORQUEZ	Training	% : 89	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(303) 449-9400	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	TYLER DEFALCO			Doors:	4DR	WD:	2	
Parts Mgr:	DAVID GANOE			Fact:	SAYAMA	Country:	JPN	
Dir Name:	FISHER HONDA, INC. 6025 ARAPAHOE AVENUE			Desc: WhtBdy:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBAG			
	BOULDER	CO 80303		Engine #:	JNA1 1002213	Trans #:	1002508	
Phone: (30	03) 449-9400	Fax #: (303) 9	98-6218	Em Type:				
DPSM: JA	LEEN CLARK	Zone/Dist: 1	0C	RO #:	365390			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

1/15/2008 10:05:15:AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 HOW COLD DOES IT GET WHERE YOU ARE?
- 4 MAY BE CHARACTERISTIC. WHEN COLD AND HIGH ALTITUDE IGN TIMING ADVANCE WILL CAUSE LOW VAC. ABOUT 15 INCHES OR SO. WITHIN 1 MIN IT SHOULD COME UP TO OVER 20 INCHES OF VAC
- 5 COMPARE TO K/G AND IF SAME, BEST IDEA IS FOR CUST TO WARM UP ENG FOR 1 MIN BEFORE DRIVING

Information from Dealer

(BRADY) BRAKE ASSIST INOP IN AM, HARD PEDAL W/ HIGH EFFORT NEEDED TO APPLY BRAKES EFFECTIVELY NO

ABOUT 30 DEG OR LESS. I WAS ABLE TO DUPLICATE THIS. I DID NOTICE THAT BY THE TIME I DROVE IT INTO THE SHOP THE PEDAL FELT ALOT BETTER. IT HAD BEEN RUNNING FOR ABOUT A MIN AT THAT POINT

OK

				iitaot ite			
T/L Ref #	Crea	ted By	Date Created Last Edited By		Last Edited By		# of Edits
1975851	CHR	ISV	11/08/20	08/2006 CHRISV		1	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	LOW PEDAL		ABS MC	D; REPLACE			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 20,634
Dealer #:	208415	TZ:	EST	VIN: JHMC	N36455C	Err:	
Dir Cont:	STEPHEN	Training %:		Year:	2005	Model:	ACCORD IMA
Serv Ph:	(757) 431-4350	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	CARRIE MILES			Doors:	4DR	WD:	2
Parts Mgr:	DAVID FOX			Fact:	SAYAMA	Country:	JPN
Dir Name:	HALL HONDA			Desc:	ACCORD 4DR HYBRI	ID 6CYL 25	5.0HP
	3516 VIRGINIA BEACH BL VIRGINIA BEACH VA 23452		WhtBdy:		P/S,ABS,SRS AIRBAG,LEATHER,USA		,USA
	VINGINIA BEACH	VA 20402		Engine #:		Trans #:	
Phone: (75	7) 431-4350	Fax #: (757) 431-4349	9	Em Type:			
DPSM: JE	NNIFER KAMLER	Zone/Dist: 06H		RO #:			
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

11/8/2006 CHRISV A	
1 11/08/06 10:57:18 ISIS:>	BRAKE PEDAL GOES TO THE FLOOR WHILE DRIVING.
	BLEED
2	BRAKE SYSTEM NO VISIBLE LEAKS AND BRAKE PAD
3	THICKNESS IS GOOD. AFTER BLEEDING BRAKES THE
	PEDAL
4	STILL DOES NOT HAVE CORRECT FEEL.
5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
6 THIS PROBLEM?>	NO
7 11/08/06 10:57:20 CHRISV:>	STILL HAS A LOW PEDAL
8 REPLACE THE ARS MOD	

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T/L Ref #		•		Last Edited By KEITHC	# of Edits		
Code	Original Complaint		Probable Cause				
P 4150	BRKE PEDAL SOFT		REPLAC	E MODULAT	OR		
			Resin So	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 15,820
Dealer #:	206702	TZ:	EST	VIN: JHMC	N36435C	Err:	
Dir Cont:	JOSE FABAL	Training %:		Year:	2005	Model:	ACCORD IMA
Serv Ph:	(201) 569-5515	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	ROBERT BRISLIN			Doors:	4DR	WD:	2
Parts Mgr:	LISA MAGDA			Fact:	SAYAMA	Country:	JPN
Dir Name:	D & C HONDA OF TE 28 COUNTY ROAD TENAFLY	ENAFLY NJ 07670		Desc: WhtBdy:	ACCORD 4DR HYBF P/S,ABS,SRS AIRBA		
	ILIVALLI	143 07070		Engine #:		Trans #:	
Phone: (2	201) 569-5515	Fax #: (201) 541-85	38	Em Type:			
DPSM: S	TEFANIE SENKIW	Zone/Dist: 05E		RO #:			
Previous D	Dealer/Contact	Date		Case Type:	Technical		

Tech Line Suggests

Information from Dealer

rech Line Suggests	illorination 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	

W.O. #:

T/L Ref#	Cre	ated By	Date Cre		Date Created Last Edited B		Last Edited By	y # of Edits	
2966197	DAV	AVEM 02/09/201		D10 DAVEM		1			
Code P 4150	Original Complaint BRAKE HARD IN AM BACKING OUT		Probabi UNKNO	MON					
			Resin S Status:	ource:	None N/A	Da: Mil	te: eage: 78,225		
Dealer #:	207399	TZ:	EST	VIN: JHMC	N36415C	Err:	-		
Dir Cont:	MARK GRIEDER	Training %:	95	Year:	2005	Model:	ACCORD IMA		
Serv Ph:	(201) 529-3966	Extn:		Tran:	5AT	Trim:	HYBRID		
Serv Mgr:	ROBERT COHEN			Doors:	4DR	WD:	2		
Parts Mgr:	MICHAEL D'ANNA			Fact:	SAYAMA	Country	JPN		
Dir Name:	MAHWAH HONDA 99 FRANKLIN TURNPIKE			Desc: WhtBdy:	ACCORD 4DR HYBF P/S,ABS,SRS AIRBA				
	MAHWAH	NJ 07430		Engine #:	JNA1 1002806	Trans #:	1001988		
Phone: (2	01) 529-3966	Fax #: 2015295411		Em Type:					
DPSM: ST	TEFANIE SENKIW	Zone/Dist: 05E		RO #:	368212				
Previous De	ealer/Contact	Date		Case Type:	Technical				
				W.O. #:					

Tech Line Suggests

Information from Dealer

2/9/2010 7:13:07 AM DAVEM:	
1 ORIGINAL COMPLAINT	C/S BRAKE PEDAL ROCK HARD BUT WONT STOP CAR
	TOWED IN
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:]
	[KEYWORD: BRAKES]
4	THE CUST STATES THAT INTERM THE BRAKE PEDAL IS
	ROCK HARD RIGHT AFTER HE PULLS OUT OF THE GARAGE
	IN THE MORNING AND NO OTHER TIME. IT HAS HAPPEND 3X
	IN THE PAST TWO MONTHS.
5 WHAT HAPPENS TO MAKE IT NORMAL?	HE PUMPS THE BRAKE A LITTLE BIT AND IT'S FINE
6 TEMP RELATED?	CUST STATES NO
7 FLUID CONTAM?	NO
8 CUST HITTING TWO PEDALS?	NO
9 MATS?	HE ONLY HAS OEM MATS AND THEY ARN'T PUSHED UP OR
	CURLED AND ARE SECURED

10 I SUGGEST TALKING THIS OVER W/ THE DPSM AND IF YOU CAN;T DUP THE CONCERN, RPLC THE BRAKE BOOSTER VACUME HOSE AS A PRECAUGH

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T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits	
2739284	STI	EVEN	12/11/2008		DAVIDK		2	
Code	Original Complaint		Probable Cause/Solution					
P 4150	BRAKE PEDAL HARI	O AT FIRST STAR	CHARA	CTERISTIC?;	COMPARE TO KG CA	AR, MEAS V	ACCUM	
				ource:	None	Dat	te:	
			Status:		N/A	Mil	eage: 53,456	
Dealer #:	206774	TZ:	EST VIN: JI		VIN: JHMCN36505C			
Dir Cont:	LESLIE DONG	Training %:	66	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(908) 964-1600	Extn:		Tran:	5AT	Trim:	HYBRNAV	
Serv Mgr:	STEPHEN OBRIEN			Doors:	4DR	WD:	2	
Parts Mgr:	PATRICK KNIERIEI	M		Fact:	SAYAMA	Country:	JPN	
Dir Name:	PLANET HONDA			Desc:	ACCORD 4DR HYBRID NAVI 6CYL			
	2285 ROUTE 22 WI UNION	EST NJ 07083		WhtBdy:	P/S,ABS,SRS AIRBAG,LEATHER,US		R,USA	
	ONION	NJ 07003		Engine #:	JNA1 1002936	Trans #:	1003191	
Phone: (9	08) 964-1600	Fax #: 9089641063		Em Type:				
DPSM: DA	AN OUTTEN	Zone/Dist: 05C		RO #:	73936			
Previous Dealer/Contact Date		Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

12/11/2008 10:42:41 AM STEVEN	
1 ORIGINAL COMPLAINT	AFTER SITTING FOR A WHILE AND IS COLD OUTSIDE,
	THEBRAKE PEDAL IS VERY HARD TO PRESS. NEEDS
	EXCESSIV E EFFORT TO PRESS.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 VERIFY THE COMPLAINT?	YES
4 MEASURE THE VACCUM AT THE BOOSTER WHEN THE	OK
ENGINE IS COLD, IF ITS AROUND 15" AND CLIMBS TO	
21"-25" WITHIN 30 SECONDS IT IS LIKELY NORMAL,	
COMPARE TO A KG CAR	
1/20/2009 7:18:31 AM DAVIDK	
5 CB TO DEALER.	WE CK VACUME TO BOOSTER. SINCE WE CAN NOT
	DEDDODUCE THEN IT ON OUT ON CINCE THEN THE CHOT

REPRODUCE THEN IT CK OUT OK. SINCE THEN THE CUST

HAS HAD IT HAPPEN 2-3 X 6 WHAT KIND OF TEMP ARE YOU SEEING

HAPPENS IN THE MORNING AFTER THE CAR HAS BEEN SITTING FOR SOME TIME. LIKE OVER NIGHT. NIGHT TEMP

HAVE BEEN IN THE TEENS

7 PLEASE REPLACE HOSE. CALL US BACK WE WILL CALL IN

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T/L Ref#	Cre	eated By	By Date Cre		Last Edited By		# of Edits
3094552	СН	RISR	12/15/2010		PAULI	5	
Code P 4150	DDAKE FEEL HADD IN AM			le Cause/Solu	tion CAR, LET SIT FOR 30 M	IIN INSP	
			Resin S		None	Dat	e:
			Status:		P RCVD	Mile	eage: 61,000
Dealer #:	208253	TZ:	PST	VIN: JHMC	N36445C	Err:	
Dir Cont:	ABE SHAAF	Training %:	57	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(951) 688-9420	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	JIM SINDELAR	•		Doors:	4DR	WD:	2
Parts Mgr:	DUSTIN SKALSKI			Fact:	SAYAMA	Country:	JPN
Dir Name:	e: RIVERSIDE HONDA 8330A INDIANA AVENUE RIVERSIDE CA 92504			Desc: WhtBdy: Engine #:	ACCORD 4DR HYBRI P/S,ABS,SRS AIRBAG JNA1 1003124	3,LEATHER	
Phone: (9	51) 688-9420	Fax #: 9515096575		Em Type:			
DPSM: R	OBERT CRAIG	Zone/Dist: 01B		RO #:	540940		
Previous D	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

rech Enie Ouggests	illioilliadoli ilolli Dealei
12/15/2010 11:12:45 AM CHRISR	
1 ORIGINAL COMPLAINT	WHEN APPLYING BRAKE PEDAL FIRST THING IN THE
	MORNING BRAKE PEDAL IS VERY HARD TO PUSH AND WILL
	NOT STOP VEHICLE. HAPPENS ONLY ONE TIME AND THEN
	IS OK FOR THE REST OF THE DAY.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:]
	[KEYWORD: BRAKE PEDAL]
4 VFY CHECK VALVE OK, RUNNCAR VFY ASSIST, TURN	OK
CAR OFF AND SEE IF BOOSTER DEPLETE IN 3 PUMPS	
5 IF SO RUN CAR TO GET VACUUM IN BOOSTER AND A	OK
NORMAL PEDAL, TURN CAR OFF AND WAIT 15-30	
MINUTES AND SEE IF HARD, IF SO THEN CHECK VALVE	
NOT HOLDING	
12/16/2010 10:13:42 AM PATIEL	
6	PER ALAN M
7	PLSE P/U BRKE HOSE W/CHCK VLV
12/16/2010 12:40:33 PM PAULI	
8	SCOTT, ASST S/M
9	WE ORDERED A REPLCMNT HOSE/VLV
10	WE HAVE KEPT CAR AND WAS ABLE TO CONFIRM THE
	COMPLAINT THIS MORNING
11	MANNY,PRTS
12	FAX IS (951) 509-6575
13 FAXED SHIP REQUEST	
12/21/2010 12:26:33 PM PAULI	
14 BRKE HOSE RCVD-FFWD>ALAN M	

14 BRKE HOSE RCVD-FFWD>ALAN M

Printed: 01/12/2011 11:01:05AM By SYSTEM

15 (NO CLM ON FILE-sas)

T/L Ref#	Created By Date C		Date Cr	eated	Last Edited By		# of Edits
2981815	TOM	1P 03/16/2010		010	TOMP		1
Code P 4150			Probable Cause/Solution VACUUM CHECK VALVE TO BOOSTER: REPAIR AS NEEDED				
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 80,763
Dealer #:	207882	TZ:	MST	VIN: JHMC	N36455C	Err:	
Dir Cont:	CHUCK COOK	Training %:	76	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 469-5551	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	RIZWAN BHANJI			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SAYAMA	Country:	JPN
Dir Name:	iame: GO HONDA 104TH 2999 WEST 104TH AVENUE WESTMINSTER CO 80234			Desc: WhtBdy: Engine #:	ACCORD 4DR HYBF P/S,ABS,SRS AIRBA JNA1 1003298	G,LEATHER	
Phone: (3	03) 469-5551	Fax #: 3034388832		Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	655575		
Previous Dealer/Contact Date			Case Type: W.O. #:	Technical			

Tech Line Suggests

3/16/2010 7:12:33 AM TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA

4

5 CAN YOU DUPLICATE THE COMPLAINT?

Printed: 01/12/2011 11:01:05AM By SYSTEM

- 6
- 7 AMBIENT TEMP TODAY WHEN PROBLEM OCCURRED?
- 8 REMOVE THE VACUUM BOOSTER LINE FROM THE CAR. THEN BLOW THROUGH THE LINE FROM THE BOOSTER SIDE; NOTE THE DIFFICULTY. PUT THE LINE IN A FREEZER FOR A COUPLE OF HOURS; RESTEST. REPLACE THE BOOSTER LINE IF THE CHECK VALVE STICKS.

Information from Dealer

BRAKE PEDAL HARD IN THE MORNING AND NOT STOPPING.

[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:]

[KEYWORD: BRAKE] CHUCK:

YES

BUT ONLY WHEN COLD.

NOT SURE, PROBABLY NEAR OR BELOW FREEZING.

T/L Ref #	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits	
2941812	RUD	YG	12/15/2009		009 RUDYG		1	
Code P 4150	ong			Probable Cause/Solution BOOSTER HOSE?; CK ENG FOR 20 IN VAC FIRST				
			Resin S Status:	ource:	None N/A	Dat M ile	e: eage: 46,578	
Dealer #:	207593		MST	VIN: JHMC	CN36475C	Err:		
Dir Cont:	KEMIT MILLHEIM	Training %:	96	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(303) 369-7800	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	BILL DOUD			Doors:	4DR	WD:	2	
Parts Mgr:	CRAIG REHBURG			Fact:	SAYAMA	Country:	JPN	
Dir Name:	MILE HIGH HONDA 2777 SOUTH HAVAN DENVER	IA CO 80014		Desc: WhtBdy: Engine #:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBA JNA1 1003632	G,LEATHER		
Phone: (3	03) 369-7800	Fax #: 30336915	554	Em Type:				
DPSM: JA	LEEN CLARK	Zone/Dist: 100		RO #:	603612			
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical			

Tech Line Suggests

Information from Dealer

12/15/2009 1 31 31 PM RUDYG 1 ORIGINAL COMPLAINT	BRAKE PEDAL IS HARD WHEN FIRST APPLIED WHEN CAR IS COLD, IT IS NORMAL AFTER A COUPLE OF BRAKE APPLICATIONS.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:] [KEYWORD: BRAKE]
4 CAN YOU DUPLICATE?	YES
5 CK ENG FOR 20 IN VAC. IF OK, CK BOOSTER FOR HOLD VACUUM	OK
6 IF OK, REPL BOOSTER HOSE AND RECHECK	OK

		10011 =		1114011140	PO. (
T/L Ref#	Cre	ated By	Date Cre	eated	Last Edited By	# of Edits	
2936759	DA\	VEM	12/04/20	/2009 DAVEM		1	
Code	Original Complaint	Probable	e Cause/Solu	tion			
P 4150	BRAKE FEEL HARD IN AM		CHK VL	V?; SWAP HO	SE		
			Resin Se	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 51,417
Dealer #:	206603	TZ:	CST	VIN: JHMC	N36545C	Err:	
Dir Cont:	JOSEPH	Training %:	69	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(713) 663-4263	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	WESLEY BLAIR			Doors:	4DR	WD:	2
Parts Mgr:	STEPHEN EVITTS			Fact:	SAYAMA	Country:	JPN
Dir Name:	RUSSELL & SMITH			Desc:	ACCORD 4DR HYBRI	D NAVI 6C	/ L
	2900 SOUTH LOOP HOUSTON	P WEST TX 77054		WhtBdy:	P/S,ABS,SRS AIRBAG	3,LEATHER	,USA
	110031014	17.77004		Engine #:	JNA1 1003852	Trans #:	1003747
Phone: (7	13) 663-4263	Fax #: 7136634765		Em Type:			
DPSM: VI	ERNON SAGE	Zone/Dist: 03C		RO #:	95930		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

•	ech Line Suggests	moniation from Dealer
1	2/4/2009 12:26:50 PM DAVEM	
	1 ORIGINAL COMPLAINT	CUSTOMER STATES COLD START UP BRAKE PEDAL IS
		VERY STIFF WHEN PRESSED
	2 PREVIOUS REPAIRS OR PARTS REPLACED?	
	3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:]
		[KEYWORD: BRAKE]
	4	CUST STATES THAT THE BRAKE PDL IS VERY HARD IN THE
		MORNING UNTIL THE MTR FIRES OFF, THEN DROPS. CUSTY
		STATES THERE WAS ALWAYS ASST IN PAST
	5 MON VACUME?	I DID NOT
	6 vrfy?	YES
	7 MON VACUME> DPSM EVAL TO SWAP BRAKE HOSE	

T/L Ref#	Created By		Created By Date Created		Last Edited By	# of Edits	
2969844	JOH	HNB	02/17/2	010	RUDYG		2
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150 BRAKE HARD AT C		LD START	BRAKE	BOOSTER?;	REPLACE		
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 83,895
Dealer #:	206773	TZ:	CST	VIN: JHMC	N364X5C	Err:	
Dir Cont:	TIM PELL	Training %:	39	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(417) 882-3900	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	JOHN PULLIAM			Doors:	4DR	WD:	2
Parts Mgr:	CHERYL BALENTIN	IE .		Fact:	SAYAMA	Country:	JPN
Dir Name:	DON WESSEL HON 3520 SO. CAMPBEI	LL ST.		Desc: WhtBdy:	ACCORD 4DR HYBRID 6CYL 255.0 HP P/S,ABS,SRS AIRBAG,LEATHER,USA		
	SPRINGFIELD	MO 65807		Engine #:	JNA1 1003962	Trans #:	1004248
Phone: (4	17) 882-3900	Fax #: 4178411693		Em Type:			
DPSM: M	ICHAEL WEHMEIR	Zone/Dist: 08K		RO #:	553021		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

rech Line Suggests	information from Dealer
2/17/2010 6:35:25 AM JOHNB	是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个
1 ORIGINAL COMPLAINT	C/S AFTER CAR SITS OVERNIGHT IN COLD TEMPS. BRAKE
	PEDAL HARD AFTER INITIAL START-UP. VERIFIED
	COMPLAINT, FEELS LIKE BRAKE SYS. HAS NO POWER
	ASSISTFOR COUPLE OF SECONDS, THEN OPERATES
	NORMALLY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:
	BRAKES][KEYWORD:]
4	ANY KNOWNS
5 SORRY,NO KNOWN ISSUES;PLEASE CHK AND	
MEASURE VACUUM FEED TO BOOSTER AT THAT	
TIME; MAKE SURE NO MOISTURE IN THE HOSE; POSS	
CHECK VALVE? BOOSTER?	
CHECK VALVE? BOOSTER?	

3/2/2010 8:10/30 AM RUDYG

6 03/2/2010 08:10:52 AM RUDYG 7 ANYTHING REPLACED YET?

8 HOW COLD?

9 SINCE WE HAVE A NOISE ALONG WITH WITH WEAK ASSIST COMPLAINT. I THINK WE SHOULD REPL BOOSTER (TIM) I WAS ABLE TO VERIFY STIFF PEDAL ONE TIME. LINE WITH CHECK VALVE REPLACED. I HAVE NOT BEEN ABLE TO DUPLICATE SINCE THEN BUT CUST CLAIMS IT STILL DOES IT. ALSO CLAIMS IT ALSO MAKES A LOUD POP FROM PEDAL AREA AT TIMES WHEN THIS HAPPENS. WHEN I DUPL PROBLEM IT HAD BEEN 17 DEG. NOW ABOUT 30 OR SO.

OK

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T/L Ref#	Created By		Date Cr	Date Created Last			# of Edits
2957971	CHR	ISR	01/21/20	010	CHRISR		1
Code	Original Complaint	,	Probab	le Cause/Solu	tion		,
P 4150	BRAKE PEDAL IS HAR	FROZE	CK VALVE?;	INSP FOR MOISTUR	E		
			Resin S	ource:	None	Da	te:
			Status:		N/A	Mil	eage: 62,377
Dealer #:	208184	TZ:	MST	VIN: JHMC	N36495C	Err:	
Dir Cont:	EDWARD	Training %	5: 77	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(719) 597-4500	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	JOHN SCURLOCK			Doors:	4DR	WD:	2
Parts Mgr:	RICK WILLIAMS			Fact:	SAYAMA	Country	: JPN
Dir Name:	FRONT RANGE HON			Desc:	ACCORD 4DR HYB	RID 6CYL 25	5.0 HP
	1001 S. ACADEMY BLVD. COLORADO SPRING		10	WhtBdy:	P/S,ABS,SRS AIRB	AG,LEATHEF	R,USA
	COLONADO SPRINC	5 00 809	10	Engine #:	JNA1 1004164	Trans #:	1004396
Phone: (7	19) 597-4500	Fax #: 7195735	722	Em Type:			
DPSM: JA	MES PANARISO	Zone/Dist: 10	G	RO #:	315716		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

reen Eme ouggests	mornation nom board.
1/21/2010 10:12:30 AM CHRISR	
1 ORIGINAL COMPLAINT	VERY HARD BRAKE PEDAL, ONLY WHEN COLD.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:]
	[KEYWORD: BRAKE]
4 INSPECT THE CHECK VALVE IN VACUUM HOSE TO	OK
BOOSTER	

T/L Ref #	Created By		Date Created		Last Edited By	# of Edits			
2242723	KEI	THC	01/04/20	007	KEITHC		1		
Code	Original Complaint		Probab	Probable Cause/Solution					
P 4150	4150 BRAKE FEEL (SOFT, LOW, HARD)		REPLAC	CE MODULAT	OR				
			Resin S	ource:	None	Da	te:		
			Status:		N/A	Mil	eage: 50,372		
Dealer #:	206797	TZ:	CST	VIN: JHMC	:N36435C	Err:			
Dir Cont:	BELLINGHAUSEN	Training %:	0	Year:	2005	Model:	ACCORD IMA		
Serv Ph:	(402) 437-1216	Extn:		Tran:	5AT	Trim:	HYBRID		
Serv Mgr:				Doors:	4DR	WD:	2		
Parts Mgr:	CRAIG CAMERON			Fact:	SAYAMA	Country	: JPN		
Dir Name:	WILLIAMSON HONE			Desc: ACCORD 4DR HYE		RID 6CYL 255.0 HP			
	2770 YANKEE HILL LINCOLN	ROAD NE 68516		WhtBdy:	P/S,ABS,SRS AIRBAG,LEATHER,USA		R,USA		
	LINCOLIN	NE 000 10		Engine #:	JNA1 1004436	Trans #:	1004814		
Phone: (40	02) 437-1216	Fax #: (402) 437-1	349	Em Type:					
DPSM: RO	ON CRISS	Zone/Dist: 10A		RO #:	725347				
Previous De	ealer/Contact	Date		Case Type:	Technical				
				W .O. #:					

Tech Line Suggests

Information from Dealer

1/4/2007-12-19:28 PM KEITHC

BRAKE PEDAL FADES TO FLOOR, 2X IN 7K, BLED, WAS OK, NOW AIR IN SYSTEM AGAIN

2 REPLACE ABS MODULATOR

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T/L Ref#		ited By	Date Cr		Last Edited By	_	# of Edits
2597249	DAV	TIDK	04/17/2	008	DAVIDK		1
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE FEELS HARD		BOOST	ER?; REPLAC	E		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 54,999
Dealer #:	208397	TZ:	CST	VIN: JHMC	N36405C	Err:	
Dir Cont:	JEFF HARGROVE	Training %:	83	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(325) 793-3030	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	JAMES JONES			Doors:	4DR	WD:	2
Parts Mgr:	LARRY BRAZELL			Fact:	SAYAMA	Country:	JPN
Dir Name:	HONDA OF ABILENI			Desc: ACCORD 4DR HY		BRID 6CYL 255.0 HP	
	1399 S. DANVILLE A ABILENE	VE. TX 79605		WhtBdy:	P/S,ABS,SRS AIRBAG	3,LEATHER	,USA
	ADILLINE	17 79003		Engine #:	JNA1 1004950	Trans #:	1005443
Phone: (32	5) 793-3030	Fax #: 3257933036		Em Type:			
DPSM: LD	ANDRUS	Zone/Dist: 03E		RO #:	69441		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

/17/2008 2:25:58 PM DAVIDK		1 gen

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 MASTER REPLACED

5 CK GASKET FROM MASTER TO BOSTER. IF OK REPALCE BOOSTER

Printed: 01/12/2011 11:01:05AM By SYSTEM

BRAKE PEDAL HARD, FEELS LIKE ITS NOT GOING TO STOP NO

NO

DID THE DIAG IN S/M. WAITE 3 MIN THEN PUMP THE PEDAL ONLY CHANGES A LITTLE. SAME AS WHEN YOU PINCH THE VACUME LINE AND TEST. VACUME LINE FEELS LIKE IT GETS

GOOD VACUME NO RECORD OF IT

T/L Ref #	Crea	ited By	Date C	Date Created Last Edited I		/	# of Edits
2964556	CHRISV 02		02/04/2	2/04/2010 CHRISV			1 .
Code Original Complaint P 4150 HARD PEDAL WHEN COLD			le Cause/Solu				
			Resin S	(VALVE; REP Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 59,150
Dealer #:	207897	TZ:	MST	VIN: JHMC	:N36465C	Err:	
Dir Cont:	STEVE	Training %:	66	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 449-9400	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	TYLER DEFALCO			Doors:	4DR	WD:	2
Parts Mgr:	DAVID GANOE	•		Fact:	SAYAMA	Country:	JPN
Dir Name:	FISHER HONDA, IN 6025 ARAPAHOE AV BOULDER			Desc: WhtBdy: Engine #:	ACCORD 4DR HYB P/S,ABS,SRS AIRB JNA1 1005099	AG,LEATHER	
Phone: (3	03) 449-9400	Fax #: (303) 998-621	8	Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	425388		
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

1412	0 1	T.	26	:43	A	M		·C	HR	181	į

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 CAN YOU DUP
- 5 REPLACE THE CHECK VALVE

BRAKE PEDAL IS HARD ON COLD START

[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT: CONVENTIONAL BRAKE COMPONENTS][KEYWORD:]

NO

Printed: 01/12/2011 11:01:05AM By SYSTEM Page 56 of 73

T/L Ref#	Crea	ted By	Date Cre	ated	Last Edited By		# of Edits
1714502	DAVI	EK	01/11/20	06	DAVEK		1
Code	Original Complaint	•			tion		
P 4150	BRKE PEDAL FADE		ABS?; R	EPLACE			
			Resin Sc	ource:	None	Dat	e:
			Status:		N/A	Mile	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:	BILL BAIN			Doors:	4DR	WD:	2
Parts Mgr	: JOHN LAWSON			Fact:	SAYAMA	Country:	JPN
Dir Name:				Desc:	ACCORD 4DR HYBRI	D NAVI 6C	Y L
	10307 AUTO PLACE HAGERSTOWN	M D 21740		WhtBdy: P/S,ABS,SRS AIRBA		AG,LEATHER,USA	
	HAGENSTOWN	WID 21740		Engine #:		Trans #:	
Phone: ((301) 739-7283	Fax #: (301) 766-07	754	Em Type:			
DPSM: F	ROBERT BORZILLERI	Zone/Dist: 06E		RO #:			
Previous	Dealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

1/11/2006 DAVEK	
1 01/11/06 11:08:08 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?>	11-08-05 A MASTER CYLINDER WAS INSTALLED FOR THIS
5	PROBLEM
6 01/11/06 11:08:23 DAVEK:>	
7 CK PADS AND SLIDE PINS. REPLACE ABS MODULATOR	

T/L Ref#	Cre	eated By	Date Cı	reated	Last Edited By		# of Edits	
2736372 CHF		IRISV	SV 12/08/200		PAULI	7		
Code	Original Complaint		Probable Cause/Solution					
P 4150	HARD PEDAL WHEN COLD		1/20: R	EPLACE BOO	STER HOSE W VALVE	Ē		
			Resin S	Source:	None	Dat	te:	
			Status:		P RCVD	Mil	eage: 76,382	
Dealer #:	207262	TZ:	CST	VIN: JHMC	N36405C	Err:		
Dir Cont:	MARK MLYNIEC	Training %:	85	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(630) 852-7201	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	RAYMOND UNDER	RWOOD		Doors:	4DR	WD:	2	
Parts Mgr:	PAUL CHRT			Fact:	SAYAMA	Country	JPN	
Dir Name:	HONDA SUPERSTORE OF LISLE			Desc:	ACCORD 4DR HYBR	ID 6CYL 255.0 HP		
	4475 LINCOLN AV	ENUE IL 60532		WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHER	R,USA	
	LISLE IL 60332			Engine #:	JNA1 1006395	Trans #:	1004993	
Phone: (63	80) 852-7201	Fax #: 6302419115		Em Type:				
DPSM: W	LLIAM MCKEE	Zone/Dist: 08D		RO #:	276308			
Previous De	aler/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests	Information from Dealer
12/8/2008 6:39:46/AM CHRISV	
1 ORIGINAL COMPLAINT	HARD BRAKE PEDAL WHEN COLD
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	WAS ABLE TO DUP
4 REPLACE THE CK VALVE AND RECK	
1/20/2009 7:46:06 AM DAVIDK	
5 MARK	WHEN I WENT OUT TO GET THE CAR THE BRAKE WAS REAL
	HARD. WOULD NOT HOLD BACK THE TRANS CREEP. AFTER
	A FEW SEC YOU CAN FEEL THE VACUME SLOWLEY ENTER
	THE BOOSTER. WE REPALCED THE HOSE W CK VALVE.
6 STILL HAVE THE HOSE	CUST HAS NOT BEEN BACK
6 STILL HAVE THE HOSE 7 WILL CALL BACK	YES PETE IN PARTS WILL HAVE IT
8 PAUL PLEASE PICK UP FOR DAVE K	PETE IN PARTS WILL HAVE IT
1/20/2009 9:13:07 AM PAULI	be to the state of
9 WILL P/U	
Control of the Contro	
1/20/2609 11 25 20 AM PAULI	
10 FAXED SHIP REQUEST	The state of the s
1/20/2009 2:01:53 PM DAVIDK	
1/26/2009 3:27:41 PM PAULI	

12 BRKE HOSE RCVD-FRWD>DAVE K

		10011 E		711taot 1 <u>to</u>	 		
T/L Ref#	Cre	ated By	Date Cr	reated	Last Edited By		# of Edits
2353637	2353637 GARYR		05/21/2	007	STEVEN		2
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4170	BRAKE PEDAL HARD	IN MORNING	GET M	ORE INFO, CH	IK VLV, WARM UP		
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 46,094
Dealer #:	208311	TZ:	MST	VIN: JHMC	N36495C	Err:	
Dir Cont:	PAUL ULIBARRI	Training %:	60	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 708-2000	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	ALFRED SHAHGHO	DLIAN		Doors:	4DR	WD:	2
Parts Mgr:	JAMES BUNDY			Fact:	SAYAMA	Country:	JPN
Dir Name:	KUNI HONDA			Desc:	ACCORD 4DR HYBR	ID 6CYL 255	5.0 HP
	10750 E. ARAPAHO CENTENNIAL	DE ROAD CO 80112		WhtBdy:	P/S,ABS,SRS AIRBAG	3,LEATHER	,USA
	CENTENNIAL	CO 60112		Engine #:	JNA1 1006638	Trans #:	1006902
Phone: (3	03) 399-8443	Fax #: 3037082160		Em Type:			
DPSM: JA	ALEEN CLARK	Zone/Dist: 10C		RO #:	156197		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

2 ASK CUSTOMER WHEN IT STARTED TRY ENG OFF AND LET THE CAR SIT FOR A FEW MINUTES AND CHK ASSIST. ASK CUSTOMER IF THEY ARE LETTING THE CAR WARM UP FOR 30 SEC.

CUSTOMER STATES BRAKE PEDAL IS HARD IN MORNING.

1/14/2008 10:34/39 AM STEVEN

3

4 DUPLICATE THE PROBLEM

5 THIS IS CHARACTERISTIC. THE PCM CONTROL IGN TIMING AT COLD STAR TTO WARM UP THE CAT. THIS CAUSES LOW MANIFOLD VACCUM AND THE HRD BRAKE PEDAL VICTOR: CAR IS BACK AGAIN FOR TROUBLE STOPPING IN THE A/M NO THE PEDAL IS HARD AND THE CAR DOESNT STOP WELL FIRST THING IN THE MORNING OK

T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited B	y	# of Edits
1787553	TO	TOMP		006	PAULI		2
Code	Original Complaint		Probabl	e Cause/S	Solution		
P 4150	BRKE "FEEL"PRBLM	S	FAULTY	ABS MO	DULATOR; REPLACEM	ENT	
			Resin S	ource:	None	Da	te:
			Status:		P RCVD	Mil	leage: 22,738
Dealer #:	207088	TZ:	CST	VIN: JH	HMCN364X5C	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:	2
Parts Mgr:	JIMMY LYON			Fact:	SAYAMA	Country	: JPN
Dir Name:	BRIAN BEMIS HON			Desc:	ACCORD 4DR HY	BRID 6CYL 25	5.0HP
	1875 DEKALB AVE SYCAMORE	NUE IL 60178		WhtBdy	: P/S,ABS,SRS AIRE	BAG,LEATHEF	R,USA
	O I O/ IIII O I L	12 00 17 0		Engine #	# :	Trans #:	
Phone: (8	315) 758-5451	Fax #: (815) 8	395-1861	Em Type	9:		
DPSM: G	EORGE MARIS	Zone/Dist:	08E	RO #:			

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

roon Emo oaggooto		momadon nom Board.
4/6/2006 TOMP	A CONTRACTOR OF THE STATE OF TH	
1 04/05/06 12:47:25 ISIS:	>	BRAKE PEDAL SOFT AND LOW
2 HAS THE VEHICLE HAD ANY PREV	/IOUS REPAIRS FOR	
3 THIS PROBLEM?	>	NO .
4 04/05/06 12:47:34 TOMP:	>	ANDY:
5 CAN YOU DUPLICATE/VERIFY THI	E COMPLAINT?	
6		YES
7		REPLACED MASTER CYLINDER AND BLED THE BRAKES
8		AND STILL SAME.
9 EXERCISE ABS AND BLEED THE B	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:
14		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

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				iituot ito		_	
T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits
2808303 KEITHC		04/21/20	009	KEITHC	1		
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE FEEL (SOFT,	LOW, HARD)	REPLAC	CE BOOSTER	CHECK VALVE		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 46,012
Dealer #:	208094	TZ:	MST	VIN: JHMC	N36475C	Err:	
Dir Cont:	RYAN MELNICK	Training %:	26	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 215-4225	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	TOM PACHECO			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SAYAMA	Country:	JPN
Dir Name:	PLANET HONDA			Desc:	ACCORD 4DR HYBR	ID 6CYL 255	5.0 HP
	15601 W. COLFAX A	AVENUE CO 80401		WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHER	,USA
	GOLDEN	. 00 00401		Engine #:	JNA1 1008529	Trans #:	1008362
Phone: (30	03) 215-4225	Fax #: 3032791681		Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	38602		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

/21/2009 8:08:04 AM KEITHC	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT FIRST THING IN THE MORNING
	ONCOLD DAYS, YOIU PUT THE CAR IN GEAR AND GO TO
	BAC K OUT AND YOU HAVE A HARD PEDAL (NO BRAKE
	BOOSTERASSIST) IVE CHECKED ALL BRAK LINES AND
	COMPONENTS WITH NO FAULTS. I COULD ALSO NOT GET
	THIS CONCERN TO DUPLICATE
2 DREVIOUS BEDAIRS OF DARTS BEDI ACED?	NO

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 CAN YOU DUP

4 POSS HI ALT, LOW VACUUM

5 REPLACE BOOSTER CHECK VALVE

NO

NOT TODAY, NOT COLD

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T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By	By # of Edits	
2947766 CHRISR		12/30/2	009	PAULI	4		
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	NO BRAKE PEDAL W	VHEN COLD	CHECK	VALVE?; REF	PLACE		
			Resin S	ource:	None	Dat	e:
			Status:		P RCVD	Mile	eage: 163,914
Dealer #:	207664	TZ:	EST	VIN: JHMC	N36585C	Err:	
Dir Cont:	OSLEY COKE	Training %:	16	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(860) 251-6838	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	PERRY GUTTMAN	N		Doors:	4DR	WD:	2
Parts Mgr:	DAVID AULT			Fact:	SAYAMA	Country:	JPN
Dir Name:	LIBERTY HONDA			Desc:	ACCORD 4DR HYBR	ID NAVI 6C	/L
	71 WEST SERVICE HARTFORD	ROAD CT 06120		WhtBdy:	P/S,ABS,SRS AIRBAG	G,LEATHER	,USA
	HARTFORD	C1 00120		Engine #:	JNA1 1009903	Trans #:	1010163
Phone: (8	60) 251-6838	Fax #: 8602516841		Em Type:			
DPSM: St	JZI HENRY	Zone/Dist: 09D		RO #:	570866		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

Tech Line Suggests	Information from Dealer
12/30/2009 10/20:07 AM CHRISR	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT VEHICLE HAS NO BRAKE PEDAL
	WHEN SIT IN THE COLD FOR HOURS IT HAPPEND
	YESTERDAY AND LAST SATURDAY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:]
	[KEYWORD: BRAKE]
4 PRETTY COLD?	YES
5 REPLACE BOOSTER CHECK VALVE, SEEN A FEW	OK
FREEZE UP	
6 pend to Alan Marsh for fyi	
1/4/2010 1:25:55 PM PAUL	
7 WILL P/U	
1/4/2010 3:36:01 PM PAULI	a de la compania de l
8 FAXED SHIP REQUEST	
1/7/2010 2:02:29 PM PAULI	
9 BRKE HOSE RCVD-FFW>ALAN M	

Printed: 01/12/2011 11:01:05AM By SYSTEM

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T/L Ref# Creat		ated By Date Created		eated	Last Edited By	# of Edits	
3094638 MARKP		12/15/2	010	PAULI		7	
Code P 4150	Original Complaint BRAKE FEEL HARD C	OLD	Probable Cause/Solution 12/21: R&R BRKE HOSE TO FIX				
			Resin S	ource:	Spoke w/ Dealer	Dat	e: 12/21/2010
			Status:		P RCVD	Mile	eage: 100,570
Dealer #:	207134	TZ:	EST	VIN: JHMC	N36505C	Érr:	
Dir Cont:	DONALD	Training %:	79	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(540) 869-5000	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	JAMES BISHOP			Doors:	4DR	WD:	2
Parts Mgr:	BYRON MORGAN			Fact:	SAYAMA	Country:	JPN
Dir Name:	MILLER HONDA			Desc:	ACCORD 4DR HYBR	ID NAVI 6C	/L
	3985 VALLEY PIKE WINCHESTER	,		WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHER	,USA
	WINCHESTER	VA 22602		Engine #:	JNA1 1009916	Trans #:	1010243
Phone: (54	10) 869-5000	Fax #: 5408691074		Em Type:			
DPSM: TO	M ZUIDEMA	Zone/Dist: 06D		RO #:	348321		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

12/15/2010 12:15:48 PM MARKE

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA [MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:]

[KEYWORD: BRAKE]

4 HAVE YOU DUPED THIS YES I HAVE.JUST MAKING SURE THE HSB COVERS THIS.ITS

NOT THAT THE PEDAL FALLS BUT IS VERY HARD AND HARD

BRAKE PEDAL FALLS ON FIRST COLD START UP

TO STOP

5 PROBABLE BOOSTER HOSE WITH THE VLV IN

IT.REPLACE FIRST AND RECHCK

OK THANKS

12/16/2010 10:16:51 AM PAULE

6 PER ALAN M

PLSE P/U BRKE HOSE W/CHCK VLV

8 WILL FOLLOW UP

9 HAROLD, S/A

10 HOSE/CHCK VLV ORDERED. 11 WE KEPT THE VEHICLE

12 THANKS WILL CHCK NEXT WEEK IF PRTS FIXES OK

COMPLAINT

12/16/2010 10:31:56 AM PAULI

13 HAROLD, SVC

14 STATUS? WE ORDERED BKE HOSE

15 THANKS. IF FIXES COMPLAINT, PLSE SET ASIDE FOR OK

US.

7

12/21/2010 8:53:54 AM PAULI

16 BOB, S/A

17 CAR FIXED W/BRKE HOSE R&R

18 THANKS

19 FAXED SHIP REQUEST

12/23/2010 12:54:15 PM PAULI

20 BRKE HOSE RCVD-FFWD>ALAN M

21 207134 RO Date: 2010-12-14 Claim Number: 348321 R&R

22 46402-SDR-A04 TUBE, MASTER POWER

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T/L Ref #	Created By		Date Created		Last Edited By		# of Edits			
2242536	GARYR		01/04/2007		GARYR		1			
Code	Original Complaint		Probabl	Probable Cause/Solution						
P 4150	BRAKE FEEL (SOFT,	LOW, HARD)	MODUL	ATOR?; REP	L					
			Resin S	ource:	None	Da	te:			
			Status:		N/A	Mil	eage: 24,644			
Dealer #:	208359	TZ:	PST	VIN: JHMC	CN365X5C	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:	2			
Parts Mgr:				Fact:	SAYAMA	Country	: JPN			
Dir Name:	HONDA NORTH			Desc:	ACCORD 4DR HYBRID NAVI 6CYL					
	750 W. HERNDON AVENUE CLOVIS CA 93612			WhtBdy:	P/S,ABS,SRS AIRBA	AG,LEATHER,USA				
				Engine #:	JNA1 1009923	Trans #:	1010258			
Phone: (5	59) 297-1000	Fax #: (559) 297-10	58	Em Type:						
DPSM: R	ON HALEM	Zone/Dist: 12H		RO #:	176204					
Previous Dealer/Contact Date		Date		Case Type:	Technical					
				W.O. #:						

rech Line Suggests	Information from Dealer
1/4/2007-11:09:43 AM GARYR	
1	BRAKE PEDAL IS SPONGY, M/C HAS BEEN REPLD
2 ACTIVATE ABS	PEDAL IMPROVES
3 REPL MOD	

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		10011 =	1110 00	Milaci Ne			
T/L Ref#	Ref # Created By		Date C	reated	Last Edited By		# of Edits
2527555 STEVEN		01/07/2008		STEVEN		1	
Code	Original Complaint		Probable Cause/Solution				
P 4150	BRAKE PEDAL HARI	. HARD IN TEH MORN		CTERISTIC?;	CHK MANIFOLD VAC	JM IN THE I	MORNING
			Resin Source: Status:		None	Date: Mileage: 41,255	
					N/A		
Dealer #:	208094	208094 TZ: MS		MST VIN: JHMCN36415C		Err:	
Dir Cont:	ETHAN	Training %:	. 0	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 215-4225	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr: TOM PACHECO				Doors:	4DR	WD:	2.
Parts Mgr:				Fact:	SAYAMA	Country:	JPN
Dir Name:	PLANET HONDA 15601 W. COLFAX GOLDEN	W. COLFAX AVENUE		Desc: WhtBdy:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBAG	G,LEATHER	,USA
Phone: (30	03) 215-4225	Fax #: 3032791681		Engine #: Em Type:	JNA1 1010432	Trans #:	1010812
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:			
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

1/7/2008/2:30:50 PM STEVEN

2 VERIFY THIS COMPLAINT

3 HOW LONG DOES TIT LAST?

4 THIS IS CHARACTERISTIC, THE PCM IS ADJUSTING IGN TIMING TO HELP LIGHT OFF THE CAT. THIS CAUSES LOW VACUM. PUT YOUR VACUM GAUGE ON THE CAR AND WATCH VACUM WHILE THIS HAPPENS. YOU SHOUDL SEE 10-15 IN VACUM AND IT SHOULD RAISE TO 25 AFTER 30-40 SECONDS

CUSTOMER COMPLAINS BRAKE PEDAL IS HARD FIRST THING IN THE MORNING?

YES

20-30 SECONDS MAYBE

OK

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T/L Ref # Created By		Date Created		Last Edited By		# of Edits	
	· · · · ·		03/02/2009		_		
2782869	GAR	GARYR			PAULI		10
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE FEEL (HARD) IN MORNING		REPL BOOSTER HOSE				
			Resin Source: None Status: P RC		None	Date	e:
					P RCVD		fileage: 54,503
Dealer #:	208094	TZ:	MST	VIN: JHMC	JHMCN36455C		
Dir Cont:	NICHOLAS CAPPS	Training %:	80	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 215-4225	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr: TOM PACHECO			Doors:	4DR	WD:	2	
Parts Mgr:				Fact:	SAYAMA	Country:	JPN
Dir Name:	PLANET HONDA			Desc:	ACCORD 4DR HYBR	ID 6CYL 255	5.0 HP
		15601 W. COLFAX AVENUE		WhtBdy:	P/S,ABS,SRS AIRBAG	G,LEATHER	,USA
	GOLDEN	CO 80401		Engine #:	JNA1 1010605	Trans #:	1010835
Phone: (3	03) 215-4225	Fax #: 3032791681		Em Type:			
DPSM: JA	ALEEN CLARK Zone/Dist: 10C			RO #:	32382		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

18

Information from Dealer

46402-SDR-A04 TUBE, MASTER POWER

3/2/2009 9:51*26 AM GARYR 1 ORIGINAL COMPLAINT	CUSTOMER STATES WHEN VEHICLE SITS OVERNIGHT, BRAKEPEDAL IS HARD IN THE MORNING FOR FIRST 100 FEET O R SO. I DROVE VEHICLE AND IT FELT OK BUT THERE ARETWO VEHICLES IN THE SHOP FOR THIS SAME CONCERN. H AVE YOU RECEIVED CALLS ON THIS ONE BEFORE???
2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 REPL THE BOOSTER/ CHK VLV HOSE TAPE BOTH ENDS AND PUT IN A PLASTIC BAG WHAT ARE YOUR TEMP PEND TO DAVE K DIR HAS TWO HOSES WHAT ARE YOUR TEMPS	NO, HAVE TWO CAR WITH SAME COMPLAINT 28 F TO 70F
3/5/2009 3:54:39 PM GARYR 4 DAVEK WANT PART 2 HOSES	
3/6/2009 4:58:29 PM DAVIDK	PAUL. PLEASE PICK UP THESE HOSES FOR DAVE K
3/9/2009 8:21:55 AM PAULT	
6 WILL P/U	
3/9/2009 10:15:24 AM PAULI	IOUE DAA
7 FAXED SHIP REQUEST 8 2 VEHICLES?	KYLE, P/M YES
9 PLSE INCLUDE COPY OF RO SO WE KNOW WHICH	OK
HOSES CAME FROM WHICH VEH	OK .
10	FAX # IS (303) 278-1691
11 FAXED SHIP REQUEST	
3/19/2009 10:48:19 AM DAVIDK	
12	CB TO DEALER. KYLE IS AT LUNCH
13 LOOKING FOR THESE HOSES	TRY KYLE LATTER
3/25/2009 1:06:36 PM PAUL) 14 NO CLM?	
3/25/2009 1:13:41 PM PAULI	
15 SAS	
3/31/2009 2:08:35 PM DAVIDK	
16 SEND E MAIL TO DPSM REQUESTING HELP IN	## (1987) 1987
RETRIVING THE BRAKE BOOSTER HOSES	
4/17/2009 2:49:17 PM PAULE	
17 208094 RO Date: 2009-04-15 Claim Number: 381000	R&R

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T/L Ref # Creat		ted By Date Created		eated	Last Edited By	•	# of Edits		
2525701	STEVEN			01/04/2008		STEVEN	_	1 ·	
Code	Code Original Complaint P 4170 BRAKE PEDAL HARD IN THE MORN			Probable Cause/Solution					
P 4170				CHARACTERISTIC?; MEASURE VACCUM ON COLD START					
				Resin Source:		None	Date:		
				Status:		N/A	Mile	eage: 30,296	
Dealer #:	207164	TZ:	· TZ:		VIN: JHMCN36495C		Err:		
Dir Cont:	STEVEN GILROY	Training	g %:	71	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(718) 680-0202	Extn:			Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	RICHARD REID				Doors:	4DR	WD:	2	
Parts Mgr:	MICHAEL VIDOLIN	CHAEL VIDOLIN		Fact:	SAYAMA	Country	: JPN		
Dir Name:	BAY RIDGE HONDA				Desc:	ACCORD 4DR HYB	RID 6CYL 25	5.0 HP	
	8801 4TH AVENUE BROOKLYN	NY 11209			WhtBdy: P/S,ABS,SRS AIR		BAG,LEATHER,USA		
	BROOKLIN	NT 11209			Engine #:	JNA1 1010656	Trans #:	1010939	
Phone: (7	18) 680-0202	Fax #: (718)	745-6673		Em Type:				
DPSM: D	AN OUTTEN	Zone/Dist:	05C		RO #:	406041			
Previous D	ealer/Contact	Date		Case Type:	Technical				
					W.O. #:				

Tech Line Suggests

Information from Dealer

14/2008/10:44:	26 AM	STEVEN
4 ODIOINAL	COMPLAINT	

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

Printed: 01/12/2011 11:01:05AM By SYSTEM

3 VERIFY THE COMPLAINT?

4 PUT A VACCUM GAUGE ON THE CAR. IF THE VACCUM READS ABOUT 10-15 IN FOR ABOUT 20-40 SEC THEN CLIMB THIS IS NORMAL FOR COLD START. HAVE THE CUSTOMER WAIT FOR 30-60 SECONDS TILL DRIVING THE CAR

C/S BRAKE PEDAL WENT STIFF AND WAS HARD TO STOP IN MORNING. NOW OK. I WOULD LIKE TO KNOW IF IT'S NORNAL FOR THIS BRAKE BOOSTER TO TAKE AWHILE FOR ASSIST IN VERY COLD TEMPS.

NO YES

OK

T/L Ref#	· · · · · · · · · · · · · · · · · · ·		Date Created Last Edite 01/15/2009 DAVEM		Last Edited By	d By # of Edits 3		
2758129					DAVEM			
			Probable Cause/Solution FBF: INSTALLED BOOSTER HOSE					
P 4150								
			Resin Source: Status:		Feedback forms	Dat	e: 02/04/2009	
					N/A	Mileage: 48,545		
Dealer #:	Dealer #: 207651 TZ: MST		VIN: JHMC	N36475C	Err:			
Dir Cont:	GRAHAM	Training %:	83	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(303) 772-2900	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr: MICHAEL HAMMONTREE		ONTREE		Doors:	4DR	WD:	2	
Parts Mgr:	Parts Mgr: JEFF WHORLOW			Fact:	SAYAMA	Country:	JPN	
Dir Name:	FRONTIER HONE		Desc:	ACCORD 4DR HYBR	RID 6CYL 255.0 HP			
	710 SOUTH MAIN STREET LONGMONT CO 80501			WhtBdy:	P/S,ABS,SRS AIRBAG	3,LEATHER	,USA	
	LONGMONT	CO 60301		Engine #:	JNA1 1011518	Trans #:	1011609	
Phone: (3	03) 772-2900	Fax #: 3037723979		Em Type:				
DPSM: JA	LEEN CLARK	N CLARK Zone/Dist: 10C		RO #:	152123			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests 1/15/2009 242:53 PM DAVIDK	Information from Dealer
1 ORIGINAL COMPLAINT	WHEN REALLY COLD OUTSIDE BRAKE PEDAL IS HARD AND CANT BE PUSHED, FOR ABOUT 10-30 SECONDS THEN OK. HAVE NOT BEEN ABLE TO DUPLICATE TODAY.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	COLD = TEENS AT NIGHT.
4 POSS BOOSTER HOSE IS FREEZING, REMOVE HOSE	
AND PUT IT IN THE FREEZER, TEST FOR FLOW, IF	
BLOCKED REPLACE AND CALL BACK	
1/20/2009 8:20:39 AM DAVIDK	
5 CALL BACK TO DEALER	WE PUT THE HOSE ON A BAG OF ICE. WE COULD BLOW
	THROUGH IT. WE RETURNED THE CAR TO THE CUST
6 WEATHER GETTING COLD	WE HAVE BEEN ABOVE FREEZING FOR THE LAST FEW

7 PLEASE GO AHEAD AND REPLACE THE HOSE. CALL US WHEN IT IS DONE AND WE WILL CALL IN

8 REQUEST DPSM GOOD WILL

DAYS

NO PROBLEM. WARR?

2/4/2009 2:56:55 PM DAVEM: ##

9 FBF

10 REF # VIN DATE MODEL MDL YR DLR# AGENT NAME

12 2758129 JHMCN36475C 02/04/2009 ACCORD IMA 2005 207651 DAVE_MORGAN

13 COMMENTS:

14 INSTALLED BOOSTER HOSE. CONTACT PARTS, FOR PART RETURN INFO.

T/L Ref #	Crea	Created By Date Cre		eated	Last Edited By		# of Edits
1833659	JOH	05/31/20	006	JOHNB	1		
Code	Original Complaint		Probable	e Cause/Solu	tion		
P 4150	BRKE PEDAL LOW		PRESS	BLEED, EXER	CISE ABS,PRESS BLE	ED;RE-EV	AL;CB
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 12,980
Dealer #:	207837	TZ:	PST	VIN: JHMC	N36515C	Err:	
Dir Cont:	DANIEL REDENS	Training %:		Year:	2005	Model:	ACCORD IMA
Serv Ph:	(510) 428-1776	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	TIM THOMAS			Doors:	4DR	WD:	2
Parts Mgr:	JAMES CHONG			Fact:	SAYAMA	Country:	JPN
Dir Name:	HONDA OF OAKLA		Desc: ACCORD 4DR HYBRID NAVI 6			/L	
	3330 BROADWAY S OAKLAND	TREET CA 94611		WhtBdy:	P/S,ABS,SRS AIRBAC	,LEATHER	,USA
OARLAND		OA 94011		Engine #:		Trans #:	
Phone: (5	10) 428-1776	Fax #: (510) 420-921	7	Em Type:			
DPSM: ST	STEVEN ROSTOMILY Zone/Dist: 12D			RO #:			
Previous Do	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests	Information from Dealer
5/31/2006 JOHNB	
1 05/31/06 07:25:19 ISIS:>	BRAKE PEDAL LOW
2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
3 THIS PROBLEM?>	YES
4 IF YES, REPAIR DESCRIPTION?>	MASTER REPLACED BRAKES BLEED TWICE OK FOR SHORT
5	TIME THEN PEDAL 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 GOOD 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
14	LOW AGAIN, POSS MODULATOR
15	WELL WHY NOT REPLACE THE MODULATOR NOW, SINCE
16	MY DPSM HAS SEEN 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#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits
2945938	DAV	/IDK	12/23/2	009	DAVIDK	2	
Code P 4150	Original Complaint BRAKE FAIL WHEN C	OLD		le Cause/Solu EPLACED STI	tion CKING BOOSTER CK	VALVE/HOS	SE.
			Resin S	Source:	Feedback forms	Dat	e: 12/28/2009
			Status:		N/A	Mile	eage: 89,112
Dealer #:	208311	TZ:	MST	VIN: JHMC	N36565C	Err:	
Dir Cont:	CHRIS NORTON	Training %:	100	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 708-2000	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	ALFRED SHAHGHO	DLIAN		Doors:	4DR	WD:	2
Parts Mgr:	JAMES BUNDY			Fact:	SAYAMA	Country:	JP N
Dir Name:	KUNI HONDA 10750 E. ARAPAHC CENTENNIAL	E ROAD CO 80112		Desc: WhtBdy: Engine #:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBAG JNA1 1012122	G,LEATHER	
Phone: (3	03) 399-8443	Fax #: 3037082160		Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	255557		
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

roon zine euggeete	
12/23/2009 3:06:04 PM DAVIDK	
1 ORIGINAL COMPLAINT	BRAKES FAIL WHEN COLD
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:]
	[KEYWORD: BRAKE]
4	WE CAN NOT REPRODUCE, CUST STATES IT FEELS LIKE
	THE FLUID IS FROZEN
5 POSS FROZEN CHECK VALVE. REPALCE	
12/28/2009 9:41:28-AM DAVIDK	
6	PERFORMED TEST ON BRAKE BOOSTER HOSE. PLACED
	HOSE IN FREEZER OVERNIGHT. (FREEZER TEMP 11 DEGS)
	APPLIED VACCUM REACHED 25IN HG DID NOT OPEN CHECK
	VALVE. VACCUM PUMP WOULD NOT APPLY ANY MORE
	VACCUM. USED MINI TORCH AND WARMED AREA OF CHECK
	VALVE. ONCE WARMED CHECK VALVE RELEASED.
	REPLACED HOSE W CK VALVE
7 PEND AND SET COPY OF CONTACT ON ALEN MARSH	

DESK FOR POSSIBLE A RANK

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T/L Ref#	Cre	eated By	Date Cr	eated	Last Edited By		# of Edits
2285515			02/27/2		DAVIDK		1
Code	Original Complaint	<u> </u>		le Cause/Solu			<u> </u>
P 4150	BRAKE HARD IN SU	B FREZZING	LOW V	ACUME?; NOF	RMAL		
			Resin S	ource:	None	Da	te:
			Status:		N/A	Mil	eage: 16,217
Dealer #:	206984	TZ:	CST	VIN: JHMC	N36505C	Err:	
Dir Cont:	SANDBERG LEIF	Training %:	0	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(773) 274-7777	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	FERNANDO LAGU	NAS		Doors:	4DR	WD:	2
Parts Mgr:	SCOTT KULEFSKY	•		Fact:	SAYAMA	Country	: JPN
Dir Name:	CARRS HONDA CI	ENTER		Desc:	ACCORD 4DR HYBR	RID NAVI 6C	YL
	6600 N. WESTERN			WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHEF	R,USA
	CHICAGO	IL 60645		Engine #:	JNA1 1012343	Trans #:	1012206
Phone: (7	73) 274-7777	Fax #: (773) 761-771	4	Em Type:			
DPSM: GI	EORGE MARIS	Zone/Dist: 08E		RO #:	277870		
Previous Do	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

2/27/2007 7:51:46 AM DAVIDK

2

3 VERY COLD WEATHER AT START UP THE IGN RETARDS TO LITE OFF CAT, THIS DROPS THE MANIFOLD VACUME, THIS WILL REDUCE THE VACUME TO BOOSTER, ALOW THE MTR TO WARM UP A MIN. THIS WILL HELP.

4 IF YOU WANT. WILL NOT HURT

HARD BRAKE PEDAL, SUBFREEZING TEMPERATURES
I USED THE HDS BOOSTER AND MAP SENSOR ARE WITH IN
.2V OF EACH OTHER. HAPPNES AT START UP. RETURNS
AFTER MTR WARMS UP,
BOOSTER CK VALVE

T/L Ref#	Crea	ited By	Date Cr	eated	Last Edited By		# of Edits
2265189	GAR	YR	01/29/20	007	GARYR	1	
Code P 4150	Original Complaint BRAKE PEDAL LOW	2X		l e Cause/Solu IODULATOR	tion		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 31,320
Dealer #:	208377	TZ:	PST	VIN: JHMC	:N36565C	Err:	
Dir Cont:	NIX PAUL	Training	3 %: 0	Year:	2005	Model:	ACCORD IMA
Serv Ph:	503-218-4844	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	DAVE BERRY			Doors:	4DR	WD:	2
Parts Mgr:	TOM MUNDAL			Fact:	SAYAMA	Country:	JPN
Dir Name: Phone: (5	PARKER JOHNSTO HONDA 30600 SW PARKWA WILSONVILLE 03) 218-4844)	Desc: WhtBdy: Engine #: Em Type:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBA JNA1 1013067	G,LEATHER	_
•	ARCEL VILLEGAS		02C	RO #:	020018		
5. C	ealer/Contact	Date		Case Type: W.O. #:			

Tech Line Suggests

Information from Dealer

1/29/2007 3:15:55 PM GARYR

1 BRAKE PEDAL TOO LOW. REPLD M/C AND CAME BACK LOW AGAIN BLED SYS AND PEDAL IS NORMAL

2 REPL THE ABS MOD

Printed: 01/12/2011 11:01:05AM By SYSTEM Page 16 of 73

T/L Ref#	Created By		Date Cr	eated	Last Edited By		# of Edits
3088987	RA	AYD	12/02/20		RAYD		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE PEDAL HIGH	H/HARD IN AM	MOIST	JRE?;REPLAC	CE BOOSTER HOSE		
			Resin S	ource:	None	Dat	te:
			Status:		N/A	Mil	eage: 79,438
Dealer #:	207088	TZ:	CST	VIN: JHMC	N365X5C	Err:	
Dir Cont:	PAUL RYAN	Training %:	68	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(815) 758-5451	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	JIMMY LYON			Doors:	4DR	WD:	2
Parts Mgr:	JIMMY LYON			Fact:	SAYAMA	Country	: JPN
Dir Name:	BRIAN BEMIS HO	NDA		Desc:	ACCORD 4DR HYBRID NAVI 6CYL		
	1875 DEKALB AVE SYCAMORE	ENUE IL 60178		WhtBdy:	P/S,ABS,SRS AIRB	AG,LEATHER	R,USA
	STUANORE	IL 00176		Engine #:	JNA1 1013103	Trans #:	1013214
Phone: (8	15) 758-5451	Fax #: 8158951861		Em Type:			
DPSM: GI	EORGE MARIS	Zone/Dist: 08E		RO #:	331303		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

•	ech Line Suggests	illolliation nom bealer
1	2/2/2010 1:03:03 PM RAYD	
	1 ORIGINAL COMPLAINT	NO BRAKES IN AM WHEN COLD PEDAL ROCK HARD
	2 PREVIOUS REPAIRS OR PARTS REPLACED?	
	3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:
		BRAKES][KEYWORD:]
	4 WHAT HAVE YOU DONE SO FAR?	NOTHING
	5 CAN YOU DUPLICATE?	YES
	6 REPLACE THE BOOSTER HOSE, THEN RETEST	THATS WHAT WE THOUGHT

Printed: 01/12/2011 11:01:05AM By SYSTEM Page 65 of 73

T/L Ref #	Created By		Date Cre	eated	Last Edited By		# of Edits
2944779	TO	ΜР	12/22/20	009	TOMP		1
Code P 4150	Original Complaint BRAKE PEDAL HARD	IN AM COLD		e Cause/Solu ER CHECK V	tion ALVE?; REPLACEMEN	IT	
			Resin S	ource:	None	Dat	te:
			Status:		N/A	Mil	eage: 44,294
Dealer #:	206644	TZ:	CST	VIN: JHMC	N36415C	Err:	
Dir Cont:	RALPH	Training %:	80	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(806) 796-7777	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	COREY MCNEIL			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SAYAMA	Country	: JPN
Dir Name:	FRANK BROWN HO 5802 SPUR 327 LUBBOCK	ONDA TX 79424		Desc: WhtBdy: Engine #:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBA JNA1 1013277	G,LEATHER	
Phone: (80	06) 796-7777	Fax #: 8067967789		Em Type:			
DPSM: LD	ANDRUS	Zone/Dist: 03E		RO #:	023395		
Previous De	aler/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

VALVE REPLACEMENT.

Information from Dealer

12/22/2009 7:00:46 AM TOMP	
1 ORIGINAL COMPLAINT	BRAKE PEDAL HART WHEN FIRST STARTED IN MORNING
	FIRST COUPLE OF SECONDS
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:
	CONVENTIONAL BRAKE COMPONENTS][KEYWORD:]
4	RALPH:
5 CAN YOU DUPLICATE THE COMPLAINT?	YES
6 HOW COLD IS COLD?	35F.
7 REVIEW "CASES" AND "KBs"	
8 SEVERAL REPORTS OF VACUUM BOOSTER CHECK	

T/L Ref #	Created By		Date Cr	eated	Last Edited By	/ # of Edits
2974536	JOH	INB 02/26/20		010	JOHNB	1
Code	Original Complaint		Probab	le Cause/Solu	tion	
P 4150	BRAKE PEDAL ROAC	HARD COLD	CANNO	T PRODUCE;	CHK VAC LINE, SIGN	NAL LEVEL
			Resin S	Source:	None	Date:
			Status:		N/A	Mileage: 92,141
Dealer #:	207392	TZ:	MST	VIN: JHMC	N36475C	Err:
Dir Cont:	JOHN CROOK	Training %:	86	Year:	2005	Model: ACCORD IMA
Serv Ph:	(480) 778-2440	Extn:		Tran:	5AT	Trim: HYBRID
Serv Mgr:	RAYMOND KERBY			Doors:	4DR	WD : 2
Parts Mgr:	DAVID VANCE			Fact:	SAYAMA	Country: JPN
Dir Name:	RIGHT HONDA			Desc:	ACCORD 4DR HYE	BRID 6CYL 255.0 HP
	7875E.FRNK.LLOYDWRIGHT			WhtBdy:	P/S,ABS,SRS AIRB	AG,LEATHER,USA
	SCOTTSDALE	AZ 85260		Engine #:	JNA1 1013381	Trans #: 1013686
Phone: (4	80) 778-2440	Fax #: (480) 948-798	32	Em Type:		
DPSM: RI	CHARD REBORI	Zone/Dist: 10D		RO #:	62819	
Previous D	ealer/Contact	Date		Case Type:	Technical	
				W.O. #:		

Tech Line Suggests

Information from Dealer

26	201	01	2:54	211	M	1	OHNB
						 _	

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA

4

- 5 SO THE PEDAL WAS ROCK HARD
- **6 WAS IT BELOW FREEZING**
- 7 CHK BOOSTER VACUUM LINE AND CHK VALVE FOR MOISTURE; CHK VACUUM LEVEL; ASK CUSTOMER IF THERE WAS ICE ON THE WHEELS, POSS ICED UP CALIPERS??; ASK HOW LOND THE HARD BRAKE PEDAL WAS PRESENT

C/S BRAKE PEDAL HARD AM IN COLD WEATHER, REV ENGINESTARTED WORKING

 $[\mathsf{MODEL} : \mathsf{ACCORD} \ \mathsf{HYBRID}] [\mathsf{YEAR} : 2005] [\mathsf{PUBID} :] [\mathsf{SUBJECT} :]$

[KEYWORD: BRAKE PEDAL]

CUSTOMER CLAIMS THE PEDAL WAS ROCK HARD ONE

VERY COLD MORNING; WE REPLACED THE

BOOSTER, CHECK VALVE, MASTER; CUSTOMER CLAIMS IT HAPPENED AGAIN; WE CANNOT PRODUCE, WE HAVE NEVER

PRODUCED

YES

NOT SURE

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T/L Ref#	Created By		Date Cr	eated	Last Edited By		# of Edits
2988140	CHR	RISV 03/30/20		010	CHRISV	2	
Code	Original Complaint	X 110		e Cause/Solu			
P 4150	HARD PEDAL @ STAF	RTUP	FBF: RE	PLACED CH	ECK VALVE		
			Resin S	ource:	Feedback forms	Dat	e: 04/27/2010
			Status:		N/A	Mil	eage: 56,545
Dealer #:	206772	TZ:	EST	VIN: JHMC	:N36585C	Err:	
Dir Cont:	FEYISOLA	Training %:	50	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(301) 890-7661	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	STEVEN BIRD			Doors:	4DR	WD:	2
Parts Mgr:	CHRIS KOCH			Fact:	SAYAMA	Country	JPN
Dir Name:	SPORT HONDA			Desc:	ACCORD 4DR HYBR	ID NAVI 6C	YL
	3201 AUTOMOBILE BLVD.			WhtBdy:	P/S,ABS,SRS AIRBAG	3,LEATHER	,USA
	SILVER SPRING	MD 20904		Engine #:	JNA1 1013556	Trans #:	1013893
Phone: (3	01) 890-7661	Fax #: 301847162	4	Em Type:			
DPSM: DA	NIEL MAY	Zone/Dist: 06A		RO #:	087032		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

rech Line Suggests	Information from Dealer
3/30/2010 10:23:28 AM CHRISV	
1 ORIGINAL COMPLAINT	CUSTOMER COMPLAINS OF A "HARD" BRAKE PEDAL AFTER
	COLD START-UP. VACUUM ASSIST BUILT UP ALMOST AS
	SOON AS ENGINE WAS STARTED. PEDAL HEIGHT AND FEEL
	THEREAFTER FELT OK. IS VACUUM DECAY NORMAL AND IF
	SO, IS THERE A DOCUMENTED RATE?
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD][YEAR: 2007][PUBID:][SUBJECT:]
	[KEYWORD: BRAKE]
4 REPLACE THE CHECK VALVE	
4/27/2010 6:40:50 AM CHRISV	
5 FBF	REPLACED CHECK VALVE

T/L Ref # 2736506	Created By DAVEM		Date Cre 12/08/20		Last Edited By DAVEM	# of Edits 1	
Code P 4150	Original Complaint BRAKE FEEL SOFT/SINKS		Probable Cause/Solution ABS MOD: USE HSB 07-045				
			Resin Source: Status:		None N/A	Date: Mileage: 50,126	
Dealer #:	240010	TZ:	EST	VIN: JHM	CN36525C	Err:	<u> </u>
Dir Cont:	DOUG SMITH	Training %:	56	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(410) 823-9000	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	JOHN DONOVAN			Doors:	4DR	WD:	2
Parts Mgr:	NOAH WESTERVELT			Fact:	SAYAMA	Country:	JPN
Dir Name:	HERITAGE HONDA SEF	RVICE CENTER		Desc:	ACCORD 4DR HYBRI	D NAVI 6C	ΥL
	725 YORK ROAD TOWSON	MD 21204		WhtBdy:	P/S,ABS,SRS AIRBAC	,LEATHER	,USA
		,		Engine #:	JNA1 1014723	Trans #:	1014999
Phone: (4	10) 823-9000 Fa	ax #: 4103373825		Em Type:			

Tech Line Suggests

Previous Dealer/Contact

DPSM: ROBERT BORZILLERI

Information from Dealer

965140

Case Type: Technical

recir Line ouggests	information from Beater
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?
4 YES	

RO #:

W.O. #:

Zone/Dist: 06E

Date

					port			
T/L Ref #	Crea	ated By	Date Created Las		Last Edited By		# of Edits	
2744954	RUDYG		12/22/2008		DAVIDK		6	
Code	Original Complaint		Probab	le Cause/Solu	tion			
P 4150	BRAKE PDL HARD W	I/COLD START	1/12: R	EPLACED ST	ICKING BOOSTER CK	VALVE		
			Resin S	Source:	None	Dat	e:	
			Status		P RCVD	Mile	eage: 51,000	
Dealer #:	240010	TZ:	EST	VIN: JHMC	N36525C	Err:		
Dir Cont:	DON NIXDORFF	Training %:	75	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(410) 823-9000	Extn:		Tran:	5AT	Trim:	HYBRNAV	
Serv Mgr:	JOHN DONOVAN			Doors:	4DR	WD:	2	
Parts Mgr:	NOAH WESTERVEL	.T		Fact:	SAYAMA	Country:	JPN	
Dir Name:	HERITAGE HONDA	SERVICE CENTER	Desc: ACCORD 4DR HY			BRID NAVI 6CYL		
	725 YORK ROAD TOWSON MD 21204		WhtBdy:		P/S,ABS,SRS AIRBAG,LEATHER,USA		,USA	
	TOVVSON	WID 2 1204		Engine #:	JNA1 1014723	Trans #:	1014999	
Phone: (4	10) 823-9000	Fax #: 4103373825		Em Type:				
DPSM: RO	OBERT BORZILLERI	Zone/Dist: 06E		RO #:	974722			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

12/22/2008 11 14 49 AM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 PREVIOUS REPAIR DESCRIPTION

4 CAN YOU DUPLICATE THIS?

5 DID YOU CK VACUUM TO BOOSTER

6 LET ENG SUCK IT DOWN. ENG SHOULD PROVIDE AT LEAST 20 IN VAC, PINCH OFF BOOSTER HOSE AND BOOSTER SHOULD HOLD VAC IF PEDAL IS NOT DEPRESSED. IF NO. REPL BOOSTER

WHEN COLD OUT AND FIRST TAKING OFF AND PUTTING ON BRAKES, BRAKES WON'T STOP AND GETS A HARD PEDAL. IF LET CAR WARM UP BRAKES WILL WORK PROPERLY. GOES DOWN A SLIGHT GRADE WHEN FIRST TAKING OFF IN THE MORNINGS.

YES

ABS MODULATOR HAS BEEN REPLACED.

NO. TODAY IS ONE OF THE COLDEST DAYS OF THE YEAR. IT WAS 13 DEG THIS MORNING AND THE BRAKES WORKED

YES, I CHECKED FROM INTAKE MAN HOSE AND IT DOESN'T HOLD VACUUM, I CAN'T PUMP IT UP TO MORE THAN 13 IN

VACUUM

OK

12/23/2008 7:21:11 AM DAVIDIC

7

8 CRACKED HOSE OR FITTING

9 INSTALL ANOTER VACUME GAUGE AT MANIFOLD. MONITOR MAP AND BOOSTER VACUME WHDS. GET SNAP SHOT, TRY PINCHING LINE TO BOOSTER AND SEE IF VACUME INCREASES

I INSTALLED A VACUME GAUGE INLINE WITH THE BRAKE PRESURE SENSOR, WHEN COLD AND SHIFTED INTO REV. THE VACUME GOES TO 0. IN N OR DR WE GET 17-20 HG. HOSE REPLACED. DO NOT SEE A LEAK

1/12/2009 2:30:57 PM DAVIDK

10

COMMENTS: ATTACHED A VACUUM GAUGE TO SMALL HOSE THAT COMES OFF VACUUM BOOSTER AND GOES TO VACUUM SENSOR THAT STARTS ENGINE IF THERE IS NOT ENOUGH VACUUM. THIS SMALL HOSE IS BETWEEN CHECK VALVE AND THE BOOSTER.AFTER SITTING OVER NIGHT OUTSIDE IN THE COLD I HAD A HELPER START THE ENGINE AND SHIFT INTO REVE RSE. VACUUM WAS AROUND 17 WHEN THE ENGINE WAS FIRST STARTED THEN DROPPED TO ZERO AND STAYED THEREFOR A COUPLE SECONDS. I SMACKED THE CHECK VALVE WITH MY HAND AND THE **GAUGE WENT**

11

17. WE PUT A NEW VACUUM BOOSTER HOSE ON AND TRIED IT SEVERAL TIMES. AFTER REPLACING BOOSTER HOSE WE DID NOT EXPERENCE ANY PROBLEM AGAIN. WE GAVE THE CAR BACK TO THE CUSTOMER AND WAITED ABOUT TEN DAYS AND CALLED THE CUSTOMER TO SEE IF THEY WERE HAVING ANY PROBLEM WITH THE CAR. THE CUSTOMER SAID THEY HAD NOT HAD ANY PROBLEM. THINK CHECK VALVE WAS STICKING.

1/12/2009 4 30:50 PM PAULI

- 12 please pick up this hose for dave k
- 13 WILL P/U

1/19/2009 4:32:57 PM PAULT

14 BRKE HOSE RCVD-FRWD>DAVE K

1/20/2009 7:16:44 AM DAVIDIC

15 RECIVED HOSE, PLACED IN FREEZER @ -5 F. WAS UNABLE TO REPROUDCE STUCK VALVE.

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T/L Ref#			Date Created		Last Edited By	By # of Edits		
2784379			03/04/2	03/04/2009 STEVEN				
Code	Original Complaint		Probab	le Cause/Solu	tion			
P 4150	HARD BRAKE PEDAL	ON COLD	EXPLA	INED LOGIC T	O TECH			
			Resin S	Source:	Spoke w/ Dealer	Dat	te: 03/04/2009	
			Status:		N/A	Mile	eage: 45,235	
Dealer #:	208251	TZ:	EST	VIN: JHMC	CN36415C	Err:		
Dir Cont:	MARK PENDENZA	Training %:	64	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(609) 683-0722	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:	FRANK MOMROCK			Doors:	4DR	WD:	2	
Parts Mgr:	JOSEPH LABRAKE			Fact:	SAYAMA	Country:	: JPN	
Dir Name:	HONDA OF PRINCE			Desc:	ACCORD 4DR HYBR	ID 6CYL 25	5.0 HP	
	987 STATE ROAD, PRINCETON	, RT.206 NJ 08540		WhtBdy:	P/S,ABS,SRS AIRBAG,LEATHER,USA		R,USA	
	PRINCETON	NJ 00540		Engine #:	JNA1 1015072	Trans #:	1015369	
Phone: (60	09) 683-0722	Fax #: 6096834302		Em Type:				
DPSM: BII	L HALLSWORTH	Zone/Dist: 05G		RO #:	277390			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

3/4/2009 10:38:14 AM STEVEN	
1 ORIGINAL COMPLAINT	PEDAL IS HARD AND DOES NOT APPLY BRAKES FOR THE
	FIRST FEW STOPS
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 VERIFY THE COMPLAINT?	YES
4 ONLY WHEN THE ENGINE IS STARTED COLD AND	YES
ONLY FOR A FEW SECONDS?	
5 THAT NORMAL	REALLY?
6 YES THE ENGINE CONTROLS IGN TIMING ON COLD	OK
START FOR EMISSIONS, NEED TO WAIT FOR THE	
ENGINE TO WARM UP A BIT	

T/L Ref#	Created By KEITHC		Date Created Last Edited I		Last Edited By		# of Edits
2764637			01/27/2009 KEITHC			1	
Code	Qriginal Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE FEEL HARD, A	/M	REPLA	CE BOOSTER	CHECK VALVE		
			Resin S	ource:	None	Date) :
			Status:		N/A	Mile	age: 51,322
Dealer #:	208311	TZ:	MST	VIN: JHMC	N36435C	Err:	
Dir Cont:	DOREN COWGER	Training %:	67	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 708-2000	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	ALFRED SHAHGHO	LIAN		Doors:	4DR	WD:	2
Parts Mgr:	JAMES BUNDY			Fact:	SAYAMA	Country:	JP N
Dir Name:	KUNI HONDA			Desc:	ACCORD 4DR HYBR	ID 6CYL 255	.0 HP
	10750 E. ARAPAHOR CENTENNIAL	E ROAD CO 80112		WhtBdy:	P/S,ABS,SRS AIRBAG	G,LEATHER	USA
	CENTENNIAL	CO 80112		Engine #:	JNA1 1015245	Trans #:	1015441
Phone: (3	03) 399-8443	Fax #: 3037082160		Em Type:			
DPSM: JA	ALEEN CLARK	Zone/Dist: 10C		RO #:	223751		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

1/27/2009 10:27:31 AM KEITHC

1 ORIGINAL COMPLAINT

CUST STATES BRAKE PEDAL IS HARD WHEN COLD VEH HARD TO STOP

NO

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 BOOSTER CHECK VALVE STICK, REPLACE VACUUM HOSE

Printed: 01/12/2011 11:01:05AM By SYSTEM Page 42 of 73

T/L Ref#	Created By DAVEM		Date Created		Last Edited By		# of Edits
2268890			02/02/2	02/02/2007 DAVEM		1	
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE FEEL (SOFT)		MSTR?	SWAP AND N	MON		
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 19,633
Dealer #:	207263	TZ:	EST	VIN: JHMC	CN36415C	Err:	
Dir Cont:	DROEGE ROBERT	Training %:	0	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(518) 438-4555	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	JAMES FULLERTON			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SAYAMA	Country:	JPN
Dir Name:	LIA HONDA			Desc:	ACCORD 4DR HYBR	IID 6CYL 255	5.0 HP
	1258 CENTRAL AVEN	NUE NY 12205		WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHER	,USA
	ALDANT	NT 12205		Engine #:	JNA1 1015368	Trans #:	1014805
Phone: (51	8) 438-4555	Fax #: (518) 489-242	4	Em Type:			
DPSM: KE	ITH MANNING	Zone/Dist: 09C		RO #:	310603		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

2/2/2007 12:39:62 PM DAVEM	
1	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.
	RÉPEATS. EXRS ABS, SAME. PADS OK AND NO LEAKS
3 SWAP MSTR CYL AND MON	OK

Printed: 01/12/2011 11:01:05AM By SYSTEM Page 17 of 73

T/L Ref #	Created By		Date Created		Last Edite	-	# of Edits			
3103792	S	HAWNW_			01/10/20)11	SHAWNW	/		
Code	Original Complaint				Probabl	e Cause/S	Solution			
P 4150	HARD PEDAL WHE	N COLD			CHECK	VALVE?;F	REPLACE AND REC	HECK		
					Resin S	ource:	None		Dat	e:
					Status:		N/A		Mile	eage: 58,650
Dealer #:	208435	_	TZ:		CST	VIN: JH	IMCN365X5C		Err:	
Dir Cont:	JAMIE RUNGA		Trainin	g %:	100	Year:	2005		Model:	ACCORD IMA
Serv Ph:	(630) 833-7700		Extn:			Tran:	5AT		Trim:	HYBRNAV
Serv Mgr:	BRUCE BRECKE	NFELDER				Doors:	4DR		WD:	2
Parts Mgr:	JORDAN JOHNS	ON				Fact:	SAYAMA		Country:	JPN
Dir Name:	HONDA ON GRAI	-				Desc:	ACCORD 4DR	HYBRID	NAVI 6C	YL
	300 W. GRAND A'	AVENUE IL 60126				WhtBdy:	P/S,ABS,SRS	AIRBAG,L	EATHER	,USA
	LLWITIONOT	IL.	00120			Engine #	: JNA1 1015568		Trans #:	1015731
Phone: (6	30) 833-7700	Fax #:	(630)	833-7753		Em Type	: :			
DPSM: GI	EORGE MARIS	Zone/l	Dist:	08E		RO #:	287676			
Previous De	ealer/Contact	Date				Case Ty	pe: Technical			
						W.O. #:				

Tech Line Suggests

Information from Dealer

1/10/2011 8:53:40 AM SHAWNW	
1 ORIGINAL COMPLAINT	WITHIN THE FIRST FEW BRAKE APPLICATIONS WHEN
	VEHICLE IS COLD AND HAS BEEN SITTING A WHILE, BRAKE
	PEDAL IS HIGH AND VERY HARD. FEELS AS IF VEHICLE WILL
	NOT STOP. ONCE YOU RELEASE PEDAL AND RE APPLY,
	PEDAL IS NORMAL.
2 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:]
	[KEYWORD: BRAKE]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	Υ
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	N
6 REPLACE BOOSTER CHECK VALVE, HAVE SEEN A FEW	OK

T/L Ref#					Last Edited By	# of Edits		
2346987					JIMV-old	√IV-old		
Code	Original Complaint			Probabl	e Cause/Solu	tion		
P 4100	BRAKES WONT STOP			COULD	NOT VERIFY			
				Resin S	ource:	None	Date) :
				Status:		N/A	Mile	age: 29,509
Dealer #:	207767	TZ:		PST	VIN: JHMC	N365X5C	Err:	
Dir Cont:	VU LAM	Trainin	g %:	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:	MARK KOZEL				Fact:	SAYAMA	Country:	JPN
Dir Name:	HONDA WORLD				Desc:	ACCORD 4DR HYBR	RID NAVI 6CY	Ĺ
	13600 BEACH BLVD. WESTMINSTER		02	WhtBdy: P/		P/S,ABS,SRS AIRBAG,LEATHER,USA		USA
	WESTMINSTER	NSTER CA 92683			Engine #:	JNA1 1015968	Trans #:	1016193
Phone: (7	14) 890-8900	Fax #: (714)	898-4796		Em Type:			
DPSM: TI	MOTHY CRAIN	Zone/Dist:	01F		RO #:	474260		
Previous D	ealer/Contact	Date			Case Type:	Technical		
					W .O. #:			

Tech Line Suggests

Information from Dealer

1

2 WHAT IS GOING ON?

3 NO, JUST MAKE SURE YOU INSPECT AND DOCUMENT EVERYTHING. HAVE CUST BRING CAR BACK IF STILL

HAVE A CONCERN

BRAKE NO STOP

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

OK THANKS

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T/L Ref#	Created By			Date Created Last Edited B		By # of Edits	
3074324	CHR	ISV	10/27/2	2010	CHRISV		1
Code	Original Complaint		Probab	ile Cause/Solu	tion		
P 4150	HARD PEDAL		CHEC	(VALVE; REP	LACE BOOSTER HOS	E	
			Resin S	Source:	None	Dat	e:
			Status	1	N/A	Mile	eage: 91,178
Dealer #:	207593	TZ:	MST	VIN: JHMC	CN36455C	Err:	
Dir Cont:	GEORGE ENGEL	Training %:	97	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 369-7800	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	BILL DOUD			Doors:	4DR	WD:	2
Parts Mgr:	CRAIG REHBURG			Fact:	SAYAMA	Country:	JPN
Dir Name:	MILE HIGH HONDA			Desc:	ACCORD 4DR HYBR	ID 6CYL 25	5.0 HP
	2777 SOUTH HAVAN DENVER	IA CO 80014		WhtBdy:	P/S,ABS,SRS AIRBAG	G,LEATHER	,USA
	DENVER	CO 80014		Engine #:	JNA1 1016085	Trans #:	1016357
Phone: (3	03) 369-7800	Fax #: (303) 369-15	554	Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	634802		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

rech Line Suggests	information from Dealer
10/27/2010 19:31:47 AM CHRISV	
1 ORIGINAL COMPLAINT	BRAKE PEDAL IS REAL HARD IN AM ,AFTER ABOUT 6 OR 7
	STOPS THE PEDAL STARTS TO WORK NORMALLY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE]
4 CAN YOU DUP	YES
5 REPLACE THE BOOSTER HOSE/CHECK VALVE	

		16011 E	.1116 00	iitact ixc	<u> </u>		
T/L Ref #	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits
1712881	GAR	YR	01/09/20	006	GARYR		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRKE PEDAL TO FLO	OR	MODUA	LTOR?; REP	L		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 9,757
Dealer #:	206898	TZ:	EST	VIN: JHMC	CN36425C	Err:	
Dir Cont:	II JOHN PRICE	Training %:		Year:	2005	Model:	ACCORD IMA
Serv Ph:	(304) 768-1251	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	DAVID ABARE			Doors:	4DR	WD:	2
Parts Mgr:	KENT NICHOLS			Fact:	SAYAMA	Country:	JPN
Dir Name:	LESTER RAINES HO	S HONDA		Desc:	ACCORD 4DR HYBRI	D 6CYL 25	5.0HP
	5102 MAC CORKLE AVE SW SOUTH CHARLESTO WV 25309			WhtBdy:	P/S,ABS,SRS AIRBAC	,LEATHER	,USA
	300 III CHARLEST	J VVV 25509		Engine #:		Trans #:	
Phone: (3	04) 768-1251	Fax #: (304) 768-242	8	Em Type:			
DPSM: DA	AVID STELTER	Zone/Dist: 04K		RO #:			
Previous D	ealer/Contact	Date		Case Type:	Technical		
				w .O. #:			
				III			

Tech Line Suggests

Information from Dealer

	ecii Fille	Suggests	illolliation nom beater
17	9/2006	GARYR	
	1 01/09/06	13:07:51 ISIS:>	BRAKE PEDAL GOES TO THE FLOOR
	2 HAS THE	VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
	3 THIS PR	OBLEM?>	YES
	4 IF YES, F	REPAIR DESCRIPTION?>	REPLACED MASTER CYLINDER ABOUT 2 WEEKS AGO
	5 01/09/06	13:08:02 GARYR:>	
	6 ACTIVAT	E ABS	
	7 IF PEDAI	L FEELS BETTER THEN REPL THE MOD	

T/L Ref#	Cre	Created By Date Created Last Edited By		Last Edited By	# of Edits		
2545494	KEI	THC	01/31/2	8008	KEITHC	1	
Code	Original Complaint	AM FIRST ST		le Cause/Solu			
P 4150	BRAKE FEEL HARD,	, AIVI, FIRST ST	CHARA	ACTERISTIC IN	N COLD, FREEZING		
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 38,016
Dealer #:	206805	TZ:	CST	VIN: JHMC	N36555C	Err:	
Dir Cont:	RICHARD	Training %:	75	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(763) 561-8111	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	JAY HANF			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SAYAMA	Country:	JPN
Dir Name:	LUTHER BROOKDA	ALE HONDA		Desc:	ACCORD 4DR HYB	RID NAVI 6C	/L
	6801 BROOKLYN BLVD.			WhtBdy:	P/S,ABS,SRS AIRB	AG,LEATHER	,USA
	MINNEAPOLIS	MN 55429		Engine #:	JNA1 1016308	Trans #:	1016523
Phone: (76	63) 561-8111	Fax #: (763) 569-611	18	Em Type:			
DPSM: DI	CK SARGENT	Zone/Dist: 08G		RO #:	254177		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	Information from Dealer
1/31/2008 7:28:34 AM KEITHG "	
1 ORIGINAL COMPLAINT	INTERMITTENT HARD BRAKE PEDAL
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 HOW LONG DID IT LAST	2 MIN MAYBE
4 HOW COLD	-18F

T/L Ref#	Created By			Created By Date Created Last Edited		Last Edited By	By # of Edits		
2383379	JOHNB		00	6/27/20	07	JOHNB	1		
Code P 4150	Original Complaint BRAKE PEDAL SINK	S,LOW	-	Probable Cause/Solution PRESS BLED, EXERCSE, BLED AGAIN; SAME, REPLC MODULATR					
			R	esin Sc	ource:	None	Dat	e:	
			S	tatus:		N/A	Mile	eage: 9,340	
Dealer #:	207896	TZ:	E	ST	VIN: JHMC	N36545C	Err:		
Dir Cont:	MICHAEL CURRY	Training	%:	72	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(845) 278-4180	Extn:			Tran:	5AT	Trim:	HYBRNAV	
Serv Mgr:					Doors:	4DR	WD:	2	
Parts Mgr:					Fact:	SAYAMA	Country:	JPN	
Dir Name:	BREWSTER HOND	Α			Desc:	ACCORD 4DR HYBR	ID NAVI 6C	/L	
	899 ROUTE 22 BREWSTER			WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHER	,USA		
	DKEWSIEK	NY 10509			Engine #:	JNA1 1017285	Trans #:	1017669	
Phone: (8	45) 278-4180	Fax #: (845)	278-2360		Em Type:				
DPSM: RI	ena Baeza	Zone/Dist:	05F		RO #:	144122			
Previous D	ealer/Contact	Date			Case Type:	Technical			
					W.O. #:				

Tech Line Suggests

Information from Dealer

6/27/2007 10:32:49 AM JOHNB

BRAKE PEDAL IS LOW AND MUSHY. I REPLACED MASTER CYLINDER. BLEED OUT BRAKES BEFORE AND AFTER. STILL NO GOOD PEDAL SINKS TO THE FLOOR.

NONE

NO

- 2 ANY LEAKS OR OTHER BRAKE SYSTEM ISSUES
- 3 NO STICKING CALIPERS OR LOW PADS

Printed: 01/12/2011 11:01:05AM By SYSTEM

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

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T/L Ref#	Crea	ated By	Date Cı	reated	Last Edited By		# of Edits
2709876	RUE)YG	10/22/2	800	RUDYG	2	
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4120	HARD PEDAL W/COL	D, HI ALT CAR	1/20: R	EPL'D BOOTE	R VAC HOSE		
			Resin S	Source:	Spoke w/ Dealer	Dat	e: 01/20/2009
			Status:		N/A	Mile	eage: 43,486
Dealer #:	206588	TZ:	MST	VIN: JHMC	:N36515C(Err:	
Dir Cont:	MIKE KRAJCI	Training %:	83	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(303) 794-8195	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	JIMMY CALHOUN			Doors:	4DR	WD:	2
Parts Mgr:	MIKE MORRIS			Fact:	SAYAMA	Country:	JPN
Dir Name:	RALPH SCHOMP H			Desc:	ACCORD 4DR HYBRI	D NAVI 6CY	L
	5700 S. BROADWAY	Y CO 80121		WhtBdy:	P/S,ABS,SRS AIRBAG	3,LEATHER	,USA
	LITTLETON	CO 60 12 1		Engine #:	JNA1 1017487	Trans #:	1017815
Phone: (3	03) 794-8195	Fax #: 3037307814		Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	718589		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

10/22/2808 11:17/39 AM RUDYG	
1 ORIGINAL COMPLAINT	FIRST COUPLE OF BRAKE APPLICATIONS COLD NO
	BRAKESHIGH HARD PEDAL
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 HIGH ALTITUDE THERE?	YES, 5K FEET
4 HOW COLD IS IT GETTING?	ABOUT 25-30 DEG. IN MOUNTAINS IT IS ABOUT 10-15. I WAS
	ABLE TO DUPLICATE AFTER OVERNIGHT TEMPS OF ABOUT
	40 DEG
5 TRY BOOSTER HOSE FIRST. IF SAME, REPL BOOSTER	OK
1/20/2009 2:48:56 PM RUDYG	New York Control of the Control of t
6 01/20/2009 02:49:23 PM RUDYG(CALLED DLR)	(JIMMY SERVICE ADVISOR)
7 CALLING FOR INFO ON FIX	WE REPLACED BOOSTER HOSE TO FIX
8 CAR HAS NOT BEEN BACK SINCE?	NO, THAT WAS LAST TIME WE SAW VEHICLE
9 THANKS FOR INFO	

				111401110	Port		
T/L Ref#	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits
3090537	JOHI	NB	12/07/20)10	JOHNB		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE PEDAL TO FLE	R,NO STOP	CANNO	T PRODUCE;	FAXED ALLEGED BRA	KE FAILUR	E POLICY
			Resin S	ource:	None	Date	e:
			Status:		N/A	Mile	eage: 72,410
Dealer #:	206898	TZ:	EST	VIN: JHMC	N36435C	Err:	
Dir Cont:	MICHAEL SMITH	Training %:	88	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(304) 768-1251	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	DAVID ABARE			Doors:	4DR	WD:	2
Parts Mgr:	KENT NICHOLS			Fact:	SAYAMA	Country:	JPN
Dir Name:	LESTER RAINES HO			Desc:	ACCORD 4DR HYBR	ID 6CYL 255	.0 HP
	5102 MAC CORKLE AVE SW SOUTH CHARLESTO WV 25309			WhtBdy:	P/S,ABS,SRS AIRBAG	G,LEATHER	,USA
	300TH CHARLEST	J VVV 25509		Engine #:	JNA1 1017867	Trans #:	1018199
Phone: (30	04) 768-1251	Fax #: (304) 768-242	.8	Em Type:			
DPSM: DA	AVID STELTER	Zone/Dist: 04K		RO #:	408190		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				11			

Tech Line Suggests

Information from Dealer

12/7/2010 6:30:40 AM: JOHNB ""	
1 ORIGINAL COMPLAINT	CUSTOMER STATES AT TIMES BRAKES PEDAL WILL NOT
	STOP CAR, SINKS. YOU HAVE TO PUMP PEDAL FOR BRAKES
	TO CATCH.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	

W.O. #:

3 ISIS SEARCH CRITERIA

5 FAX NUMBER; WILL FAX YOU THE PROPER PROCEDURES TO PERFORM FOR ALLEGED BRAKE FAILURE COMPLAINTS; PLEASE CB IF ANY ISSUES NOTED OR FOUND; DPSM

6 FAXED: ALLEGED BRAKE FAILURE (POLICY) Tech Line Knowledge Base Name: 3764 Issue Date: 12-Apr-1994 Source: HTL-INFO

[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:] [KEYWORD: BRAKE] CUSTOMER CLAIMS THE VEHICLE WILL NOT STOP AT TIMES; WE CANNOT PRODUCE; BRAKES, ABS, AND BRAKE FEEL IS NORMAL

FAX# 304 768 2428

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T/L Ref#	Cros	ted By	Date Cr	oatod	Last Edited By		# of Edits
		•		-	y # of Edits		
3089156	CHR	ISR	12/02/20	010	CHRISR		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE PDL TO FLOO	R AT 1ST PUSH	MASTE	R?; CK SERVI	ICE HISTORY, REPLA	CE	
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 60,651
Dealer #:	206534	TZ:	PST	VIN: JHMC	N36455C	Err:	
Dir Cont:	JOHNNY TRUONG	Training %:	59	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(310) 371-3521	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	ERIC BOLSTAD			Doors:	4DR	WD:	2
Parts Mgr:	•			Fact:	SAYAMA	Country:	JPN
Dir Name:	SCOTT ROBINSON	HONDA		Desc:	ACCORD 4DR HYBR	ID 6CYL 255	5.0 HP
	20340 HAWTHORNE BLVD.			WhtBdy:	P/S,ABS,SRS AIRBA	G,LEATHER	,USA
	TORRANCE	CA 90503		Engine #:	JNA1 1017934	Trans #:	1016256
Phone: (3	10) 371-3521	Fax #: (310) 370-659	1 ·	Em Type:			
DPSM: JC	NAH ROHDE	Zone/Dist: 01E		RO #:	940746		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

rech Line Suggests	information from Dealer
12/2/2010 3:42:39 PM CHRIST	
1 ORIGINAL COMPLAINT	CUSTOMER REPORTS THAT ON COLD MORNING, OR COLD
	STARTS, WHEN BACKING UP BRAKE PEDAL HAS TO BE
	PUMPED TO GET PRESSURE,
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID: 0][SUBJECT:
	CONVENTIONAL BRAKE COMPONENTS][KEYWORD:]
4	I VFY AFTER I SERVICE CAR AND IT SIT FOR 1 HOUR
	OUTSIDE, I GO TO CAR AND FIRST PUSH WENT TO FLOOR
	AND SECOND WAS OK
5 FLUID CLEAN	YES
6 DID YOU BLEED	NO ALREADY CLEAN
7 WAS IT DONE RECENTLY, AND THIS STARTED AFT	TER I DON'T KNOW
8 CK HISTORY, I THINK YOUR MASTER IS ISSUE. BU	T IF OK
RECENTLY BLED, THAT MAY HELP EXPLAIN	

T/L Ref#	Cre	ated By	Date Cro	eated	Last Edited By		# of Edits	
1796842	LAN	NCEK	04/17/2006		LANCEK		1	
Code	Original Complaint		Probabl	e Cause/Solu	tion			
P 4150 BRKE PEDAL IS LOW			MONUL	ATOR; REPL	ACE ABS MODULATO	R		
			Resin S	ource:	None	Dat	te:	
			Status:		N/A	Mile	eage: 7,437	
Dealer #:	207793	TZ:	EST	VIN: JHMC	N36405C	Err:		
Dir Cont:	HARRY WILSON	Trainin	g %:	Year:	2005	Model:	ACCORD IMA	
Serv Ph:	(215) 340-9000	Extn:		Tran:	5AT	Trim:	HYBRID	
Serv Mgr:				Doors:	4DR	WD:	2	
Parts Mgr:	ROBERT KINKER			Fact:	SAYAMA	Country:	JPN	
Dir Name:	KEENAN HONDA			Desc:	ACCORD 4DR HYBR	ID 6CYL 25	5.0HP	
854 NORTH EASTON ROAD DOYLESTOWN		ON ROAD PA 189	01	WhtBdy:	P/S,ABS,SRS AIRBAG,LEATHER,USA		I,USA	
	DOTLESTOWN	FA 109		Engine #:		Trans #:		
Phone: (2	215) 340-9000	Fax #: (215)	340-9393	Em Type:				
DPSM: T	URK MCFADDEN	Zone/Dist:	05H	RO #:				
Previous D	ealer/Contact	Date		Case Type:	Technical			

Tech Line Suggests

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
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
6	MASTER CYL AND SAME.
7 IF YOU BLEED THE BRAKES DOES THE PEDAL	
8 COME UP?>	YES
9 REPLACE THE ABS MOULATOR	

W.O. #:

T/L Ref#	Created By		Date Cr	eated	Last Edited By		# of Edits
2962029	RUD	RUDYG 01/29/2010 RUDYG		RUDYG	1		
Code P 4150							
			Resin S Status:	ource:	None N/A	Dat Mile	e: eage: 57,199
Dealer #:	206862	TZ:	CST	VIN: JHMC	N36555C	Err:	
Dir Cont:	DAVE DEWEY	Training %:	86	Year:	2005	Model:	ACCORD IMA
Serv Ph:	(608) 273-3344	Extn:		Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:	DAVID DUNAHEE			Fact:	SAYAMA	Country:	JPN
Dir Name:	ZIMBRICK HONDA 1601 WEST BELTLIN MADISON	NE HWY WI 53713		Desc: WhtBdy: Engine #:	ACCORD 4DR HYBR P/S,ABS,SRS AIRBA JNA1 1019367	G,LEATHER	
Phone: (60	08) 273-3344	Fax #: 6082713506		Em Type:	JINAT 1019307	IIalis #.	1019379
DPSM: MI	CHAEL CLARK	Zone/Dist: 08C		RO #:	513112		
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

1/29/2010 12:53:06 PM RUDYG	orian della compania
1 ORIGINAL COMPLAINT	CUSTOMER STATES: WHEN ATTEMPTING TO BRAKE; PEDAL
	BARELY MOVES AND THERE IS NO BRAKING ACTION. HAS
	HAPPENED TWICE. ONLY HAPPENS AFTER CAR HAS BEEN
	PARKED OUTSIDE FOR 6-8 HOURS. TEMPS HERE ARE
	ABOUT 5 DEGREES. I CANNOT VERIFY; ALL BRAKES/SLIDES
	ETC. OK; FLUID LOOKS GOOD.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ACCORD HYBRID][YEAR: 2005][PUBID:][SUBJECT:] [KEYWORD: BRAKE]
4 IS CUST ORIG OWNER?	YES
5 SO NEW ISSUE?	YES, HAPPENED TO HER 2X, HUSBAND HAS NEVER HAD IT HAPPEN TO HIM
6 REPL BOOSTER VAC HOSE WITH CHECK VALVE AND SEE IF PROB STILL OCCURS	OK

T/L Ref#	Created By		Date Cr	eated	Last Edited By	# of Edits 1		
3070780	CHF	CHRISR 10/19		10/19/20	2010 CHRISR			
Code	Original Complaint		Probable Cause/Solution					
P 4150	BRAKE PEDAL SOFT	AFT PADS		MASTE	R?; REPLACE	Ē		
				Resin S	ource:	None	Date	e:
				Status:		N/A	Mile	eage: 65,562
Dealer #:	207444	TZ:		EST	VIN: JHMC	:N36586C	Err:	
Dir Cont:	SAM SMITH	Trainir	ng %:	41	Year:	2006	Model:	ACCORD IMA
Serv Ph:	(860) 399-7961	Extn:			Tran:	5AT	Trim:	HYBRNAV
Serv Mgr:	BRYAN GUSTIS				Doors:	4DR	WD:	2
Parts Mgr:	THOMAS ALBIN				Fact:	SAYAMA	Country:	JPN
Dir Name:	WESTBROOK HONI				Desc:	ACCORD 4DR HYBE	RID NAVI 6CY	′ L
	1 FLAT ROCK PLAC WESTBROOK	E CT 06498			WhtBdy: P/S, SUN ROOF, A		ABS, AIR BAG,	
	WESTBROOK	C1 004	90		Engine #:	JNA1 2004133	Trans #:	2004074
Phone: (86	60) 399-7961	Fax #: (860) 399-7024		Em Type:			
DPSM: BA	RRY ZOLL	Zone/Dist:	09E		RO #:	374922		
Previous De	ealer/Contact	Date			Case Type:	Technical		
					W.O. #:			

Fech Line Suggests	Information from Dealer
10/19/2010 8:52:44 AM CHRISR 1 ORIGINAL COMPLAINT	INTERMITTENT LOW BRAKE PEDAL. PEDAL SINKS TO FLOOR ONLY ON OCCASION WHILE COASTING BETWEEN 35-50MPH
2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA 4	[MODEL:][YEAR:][PUBID: 0][SUBJECT:][KEYWORD:] CUST HAD F&R PADS REPLACED AND AFTER DRIVING AND SLOWLY USING PEDAL IT WILL GO TO FLOOR, BUT NEXT PUSH WILL HARDEN
5 SOUNDS LIKE THE PAD SERVICE SHIFTED DEBRIS IN MASTER. PUT CAR IN D AT A STOP AND SEE IF LIGHT PEDAL WILL ALLOW FADE, IF SO REPLACE MASTER	ОК

T/L Ref#	Created By		Date Cre	ated	Last Edited By		# of Edits
2545073	JAMESH	<u> </u>	01/30/2008		JAMESH		1
Code	Original Complaint Probable			e Cause/Sol	ution		
P 4150	BRAKE PEDAL LOW		MODUL	ATOR?; CHE	ECKFOR INTERMAL LE	AK/AIR	
			Resin Se	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 10,982
Dealer #:	208083	TZ:	EST	VIN: JHM	CN36477C	Err:	
Dir Cont:	ANTHONY	Training %:	32	Year:	2007	Model:	ACCORD IMA
Serv Ph:	(803) 663-3636	Extn:		Tran:	5AT	Trim:	HYBRID
Serv Mgr:	CESAR HERNANDEZ			Doors:	4DR	WD:	2
Parts Mgr:	DEBRA LOGUE			Fact:	SAYAMA	Country:	JPN
Dir Name:	HONDA CARS OF AIKE			Desc:	ACCORD 4DR HYBR	RID 6CYL 253	3.0 HP
	550JEFFERSON DAVIS WARRENVILLE	HWY SC 29851		WhtBdy:	P/S, SUN ROOF, AB	S, AIR BAG,	
	VVARRENVILLE	30 29031		Engine #:	JNA1 3001110	Trans #:	3000493
Phone: (80	03) 663-3636 Fa	1x #: (803) 663-9300)	Em Type:			
DPSM: JC	OHN KERRIGAN Zo	ne/Dist: 06N		RO #:	39768		

Tech Line Suggests

Previous Dealer/Contact

Information from Dealer

Case Type: Technical

W.O. #:

/30/2008 12:31:09 PM / JAM	ESH
4 ODIOINIAL COMPLAINIT	

- 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?

Date

5 IF AIR WAS PRESENT BEFORE, REPKLACE THE MODULATOR. IF NO AIR WAS PRESENT, CHECK THE MODULATOR FOR INTERNAL LEAKAGE BREAK PEDAL GOES TO THE FLOOR
YES
REPLACED MASTER CTL. AND BLED BRAKES
I DID NOT REPLACE THE MASTER CYLINDER, ANOTHER
TECH DID

Constitution of the second of the second

T/L Ref#			Date Cr	eated	Last Edited By	By # of Edits		
2597039			04/17/20	04/17/2008 JOHNB		1		
Code	Original Complaint		Probab	Probable Cause/Solution				
P 4150	BRAKE FEEL SOFT,LO	OW;2X	REPLAC	CE MODULAT	OR			
			Resin S	ource:	None	Da	te:	
			Status:		N/A	Mil	eage: 8,965	
Dealer #:	207106	TZ:	EST	VIN: JHMC	N36447C	Err:		
Dir Cont:	LARRY TOPAZ	Training %	6: 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			Desc:	ACCORD 4DR HYBR	ID 6CYL 25	3.0 HP	
	1375 ROUTE 58 RIVERHEAD	NY 11901		WhtBdy:	P/S, SUN ROOF, ABS	S, AIR BAG,		
	RIVERILAD	N1 11901		Engine #:	JNA1 3002347	Trans #:	3002174	
Phone: (63	31) 727-0904	Fax #: (631) 20	8-9677	Em Type:				
DPSM: RU	SSELL BERSE	Zone/Dist: 05	БВ	RO #:	58901			
Previous De	aler/Contact	Date		Case Type:	Technical			
				W.O. #:				

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	NONE
MODULATOR;ANY LEAKS	
6 THEN CAN ONLY ADVISE MODULATOR REPLACEMENT	

T/L Ref #	Created By CHRISR		Date Cre	eated	Last Edited By		# of Edits
2751861			CHRISR 01/06/2009 CHRISR		1		
Code P 4150				e Cause/Solu	tion SE,IF PEDAL UP, REPL	. MOD	
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	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:	JOHN ST. HILAIRE			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 HYBRI P/S, SUN ROOF, ABS JNA1 3002793	, AIR BAG,	3.0 HP 3002873
Phone: (9	78) 851-4356	Fax #: 9788519048		Em Type:			
DPSM: JC	HN SYTULEK	Zone/Dist: 09H		RO #:	235002		
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

recir Line Juggesis	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
3	REPLACED MASTER CYLINDER
4 EXERCISE ABS AND IF PEDAL FIRMS REPLACE	OK
MADOULATOR	

DP10-004 HONDA 1-21-2011 #Q4 FIELD REPORTS AUTO STOP

T/L Ref #	Created By		Date Cr	eated	Last Edited By		# of Edits	
2648086	VLA	VLADC 07/10		7/10/2008 VLADC		1		
Code	Original Complaint			Probable Cause/Solution				
P 4125	125 ADVANCED HYDRO-BRAKE 86			RVO UNIT; R	EPL		,	
			Resin S		None	Dat	e:	
			Status:		N/A	Mile	eage: 22,694	
Dealer #:	206869	TZ:	EST	VIN: JHMF	A36206S	Err:		
Dir Cont:	KENNY	Training %:	75	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(607) 273-1926	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	DAVID EHRENTRAL	JΤ		Doors:	4DR	WD:	2	
Parts Mgr:	DAVID LORMAND			Fact:	SUZUKA	Country:	JPN	
Dir Name:	HONDA OF ITHACA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 I	HP 1.3	
	315 ELMIRA ROAD ITHACA	NY 14850		WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,	
	ITIACA	NT 1400U		Engine #:	LDA2 1004627	Trans #:	1006307	
Phone: (60	7) 273-1926	Fax #: 6072735877		Em Type:				
DPSM: MA	LCOLM HOFF	Zone/Dist: 09A		RO #:	95726			
Previous De	aler/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

7/10/2008 2:59:40 PM, VLADC	
1 ORIGINAL COMPLAINT	AUTO STOP NOT WORKING, REGENERATIVE BRAKING
	INOP, SHIFTER SOMETIMES LOCKS IN PARK, GAS MILEAGE
	HAS DROOPED, OCCASIONAL HIGH RPM.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	DID BRAKE SWITCH RECALL AND COMPUTER UPDATE
4	SWAPPED KG PCM, AND HARNESS IS OK
5 REPL AHB	

T/L Ref #	Crea	ated By	Date Cr	eated	Last Edited By		# of Edits
1936593	KEI	EITHC 09/		09/26/2006 ROBERTH		3	
Code Original Complaint P 4125 ADVANCED HYDRO-BRAKE NOISE 1710 IMA			e Cause/Solu	tion STIC COMPARED TO	A KG		
			Resin S	ource:	Spoke w/ Dealer	Dat	te:
			Status:		N/A	Mile	eage: 5,771
Dealer #:	207738	TZ:	EST	VIN: JHMF	A36206S	Err:	
Dir Cont:	STEVE HOOVER	Training %:		Year:	2006	Model:	CIVIC IMA
Serv Ph:	(941) 758-7997	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	NANCY ATKIN			Doors:	4DR	WD:	2
Parts Mgr:	GEORGE NICHOLS			Fact:	SUZUKA	Country:	JPN
Dir Name:	HONDA CARS OF B 5515 14TH STREET BRADENTON			Desc: WhtBdy: Engine #:	CIVIC 4DR HYBNAVI ABS, AIR BAG, NAVI	4CYL 110.0)HP
Phone: (9	41) 758-7997	Fax #: (941) 752-213	6	Em Type:			
DPSM: EF	RIN BAILEY	Zone/Dist: 07J		RO #:			
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

10/26/2006 KEITHC	Proceedings to the control of the co
1 09/26/06 07:35:42 ISIS:>	ON DECEL FROM 40 WITH LIGHT BRAKING THERE IS AN
2	INTERMITTANT GRUNT OR BUZZ FROM WHAT SOUNDS LIKE A
3	RELAY BEHIND THE DASH
4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
5 THIS PROBLEM?>	NO
6 09/26/06 07:38:29 LARRYL:>	
7 ONLY HAPPENS ON BRAKING>	YES
8 HAVE YOU COMPARED TO KG VEH>	NO, ALSO HAS COMPLAINT THAT AUTO STOP USE TO
9	OCCURE BEFORE HE CAME TO A STOP, NOW IT
10	HAPPENS AFTER HE STOPS
11 VERIFY COMPLAINTS, COMPARE TO KG VEH FIRST> 12 POSS AHB SYSTEM PROBLEM>	*COMPARED TO A KG DOES THE SAME THING
13 10/26/06 12:58:44 roberth:>	*SEE ABOVE

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DP10-004 HONDA 1-21-2011 #Q4 FIELD REPORTS CIVIC IMA

T/L Ref#			Created By Date Created		Last Edited By		# of Edits
2609561			05/07/20	800	ROBERTH		1
Code	Original Complaint		Probabl	e Cause/Solu			
P 4150 BRAKE FEEL (HARD TO STOP?)			UNKNO	WN; GET MO	RE INFO FROM THE (CUST	
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 67,140
Dealer #:	206501	TZ:	PST	VIN: JHME	S95634S	Err:	
Dir Cont:	ANDREW	Training %:	29	Year:	2004	Model:	CIVIC IMA
Serv Ph:	(707) 526-2722	Extn:		Tran:	5MT	Trim:	HYBRID
Serv Mgr:	BRYAN WRIGHT			Doors:	4DR	WD:	2
Parts Mgr:	BOB BRADBURY			Fact:	SUZUKA	Country:	JPN
Dir Name:	MANLY HONDA 2750 CORBY AVEN SANTA ROSA	UE CA 95407		Desc: WhtBdy: Engine #:	CIVIC 4DR HYBRID 4 POWER STEERING, LDA1 3018553	ABS, SRS A	
Phone: (70	07) 526-2722	Fax #: 707542295	0	Em Type:			
DPSM: JA	SON SCHER	Zone/Dist: 12B		RO #:	306836		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	Information from Dealer
5/7/2008 3:10:00 PM ROBERTH	
1 ORIGINAL COMPLAINT	CUSTOMER STATES INTERMITTANT LOSS OF POWER
	BRAKE ASSIST, HAPPENED MORE WHEN AUTO STOP
	ENGAGES.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CAN YOU DUPLIATE?	NO '
4 DOES IT AUTO STOP FOR YOU?	YES
5 ANY STALLING?	NO
6 ANY CODES?	NO
7 GET MORE INFORMATION IF BRAKE PROBLEM, CHK	
BOOSTER PADS, IF ENG GET A SNAP	

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T/L Ref #	•			Date Cr	Date Created Last I			# of Edits	
2343702			05/08/2007 GARYR		GARYR	1			
Code	Original Complaint			Probabl	e Cause/Solu	tion			
P 4150	P 4150 BRAKE PEDAL GOES TO THE FLO			MODUL	ATOR; ACTIV	ATE, REPL			
				Resin S	ource:	None	Dat	e:	
				Status:		N/A	Mile	eage: 138,200	
Dealer #:	207254	TZ:		PST	VIN: JHME	S96635S	Err:		
Dir Cont:	TRAVIS	Training	g %:	78	Year:	2005	Model:	CIVIC IMA	
Serv Ph:	(925) 828-9040	Extn:			Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	RICHARD LANZONE				Doors:	4DR	WD:	2	
Parts Mgr:	STEVE ACUNA				Fact:	SUZUKA	Country:	JPN	
Dir Name:	DUBLIN HONDA				Desc:	CIVIC 4DR HYBRID 4	CYL 093.0 I	HP 1.3	
	6300 DUBLIN BLVD. DUBLIN	CA 94568	0.4569		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,	
	DOBLIN	CA 94300			Engine #:	LDA1 4007801	Trans #:	1057189	
Phone: (92	25) 828-9040	Fax #: (925)	829-1095		Em Type:				
DPSM: ST	EVE TULEJA	Zone/Dist:	12E		RO #:	72050			
Previous De	ealer/Contact	Date	•		Case Type:	Technical			
					W.O. #:				

Tech Line Suggests

Information from Dealer

5/8/2007 2:34:11 PM GARYR	
1	BRAKE PEDAL GOES TO THE FLOOR
2 WHAT HAVE YOU DONE	REPL M/C
3 ACTIVATE ABS AND SEE IF PEDAL IMPROVES IF IT	
DOES THEN REP THE MOD	

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T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits
2344407	RUDYG 05		RUDYG 05/09/2007 RUDYG		1		
Code	Original Complaint			e Cause/Solu	tion		
P 4150	C/S BRAKES FAIL OV	/ER BUMPS	ABS?; F	EELING ABS	OPERATION?		
				ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 25,404
Dealer #:	206841	TZ:	CST	VIN: JHME	S96675S	Err:	
Dir Cont:	RICHARD HRITZ	Training %:	80	Year:	2005	Model:	CIVIC IMA
Serv Ph:	(708) 352-6000	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	MATTHEW VAUGH	Ν .		Doors:	4DR	WD:	2
Parts Mgr:	STEPHEN BURDA			Fact:	SUZUKA	Country:	JPN
Dir Name:	CONTINENTAL HO			Desc:	CIVIC 4DR HYBRID 4	4CYL 093.0 I	HP 1.3
	5901 SO. LA GRAN	GE RD. IL 60525		WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,
	COUNTRIBLE	IL 00323		Engine #:	LDA1 4015696	Trans #:	1064262
Phone: (7	08) 352-6000	Fax #: 7083529370		Em Type:			
DPSM: TI	A BATTLE	Zone/Dist: 08F		RO #:	488117		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

5/9/2007 11:20:18 AM RUDYG	
1 05/9/2007 11:20:34 AM RUDYG	CUSTOMER STATES THAT THE WHEN GOING OVER BUMPS
	OR RAIL ROAD TRACKS THAT THE BRAKES ARE NOT
	WORKING.CUSTOMER HAS TO REAPPLY BRAKES AND THEN
	THEY WORK. ON LAST VISIT MASTER CYLINDER WAS
	REPLACE, TECH CANNOT DUPLICATE CONCERN LAST VISIT
	OR THIS VISIT. A FTER MASTER CYLINDER WAS REPLACE
	CONCERN WENT AWAYFOR ABOUT A WEEK, CUSTOMER
	STATED.
2 DID CUST SAY PEDAL WENT TO FLOOR?	NO, JUST THAT THEY DIDN'T WORK.
3 I HAVE A LIST OF THINGS YOU SHOULD CHECK.	I HAVE CHECKED ALL THAT AND I FOUND NO PROBLEMS.
(REVIEWED K/B 3764 WITH TECH)	
4 POSSIBLE CUST IS FEELING ABS OPERATION OVER	OK, CAN YOU FAX ME THAT INFO WE TALKED ABOUT?
BUMPS, BUT IF YOU CANNOT DUPLICATE ANY	
PROBLEM. DOCUMENT YOUR CHECKS AND RETURN	
VEH TO CUST. REC SHE GET 2ND OPINION IF NOT	
HAPPY WITH YOUR FINDINGS.	
5 YES, FAX NUMBER?	(708) 352-3188
6 (FAXED K/G 3764)	

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T/L Ref#	Created By		Date Cr	eated	Last Edited By	# of Edits 1		
2554571	DAV	IDK 02/13/200		800	DAVIDK			
Code	Original Complaint		Probabl	Probable Cause/Solution				
P 4150	BRAKE FEEL SINKS T	ABS?; R	REPLACE MO	DULATOR				
			Resin S	ource:	None	Dat	e:	
			Status:		N/A	Mile	eage: 37,317	
Dealer #:	208427	TZ:	EST	VIN: JHMF	A36296S	Err:	-	
Dir Cont:	JAIME PEREZ	Training %:	65	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(352) 867-1900	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:				Doors:	4DR	WD:	2	
Parts Mgr:	GEORGE NAGORSK	(I		Fact:	SUZUKA	Country:	JPN	
Dir Name:	HONDA OF OCALA 1800 S.W. COLLEGE ROAD OCALA FL 34474			Desc: WhtBdy:	CIVIC 4DR HYBRID 4 POWER STEERING,	ABS, SRS A	IRBAG,	
Phone: (3	52) 867-1900	Fax #: (352) 867-0	0122	Engine #: Em Type:	LDA2 1003531	Trans #:	1004855	
•	VID CATHCART	Zone/Dist: 07H	-	RO #:	244051			
Previous De	ealer/Contact	Date		Case Type:	Technical			

Tech Line Suggests

Information from Dealer

• •	oon ame oaggoote	
2/	13/2008 10:45:50 AM DAVIDK	
	1 ORIGINAL COMPLAINT	NO BRAKE PEDAL, BUT VEHICLE WILL STOP FINE ABS
		WORKS
	2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
	3	WHEN YOU PRESS THE PEDAL IT WILL SLOWLY SINK TO
		THE FLOOR. THIS HAPPENS W HARD OR SOFT PEDAL
		APPLICATION.
	A DI EED CYCTEM DEDI ACE ADCA/CA	

W.O. #:

T/L Ref #	Cre	ated By Date Crea		eated	Last Edited By		# of Edits	
3000423	RU	DYG	04/28/2010		CHRISV		4	
Code P 4125	Original Complaint BRAKE PDL WENT T	O FLOOR 61		le Cause/Solu				
,	23 BRAKE FDE WENT TO LEGON UT		Resin S		None	Dat	e:	
			Status:		N/A	Mile	eage: 83,741	
Dealer #:	207355	TZ:	CST	VIN: JHMF	A36236S	Err:		
Dir Cont:	BILL HERMAN	Training %:	82	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(217) 547-0750	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	DICK PETERS			Doors:	4DR	WD:	2	
Parts Mgr:	MARK MOLOHON			Fact:	SUZUKA	Country:	JPN	
Dir Name:	HONDA OF ILLINO	-		Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP	
	2500PRAIRIE CRO SPRINGFIELD	SSING D IL 62711		WhtBdy:	ABS, AIR BAG, NAVI			
	SPRINGFIELD	16 027 11		Engine #:	LDA2 1003584	Trans #:	1004759	
Phone: (2	17) 547-0750	Fax #: 2175468403		Em Type:				
DPSM: DA	AVID JACKSON	Zone/Dist: 08J		RO #:	159465			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

4/28/2010 11 16:11 AM RUDYG	
1 ORIGINAL COMPLAINT	PEDEL GOES TO FLOOR FIRST STARTED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:
	BRAKES][KEYWORD:]
4	C/S THAT PEDAL GOES TO FLOOR WHEN REALLY PUSHED
	HARD.
5 WHAT DO YOU VERIFY?	NOTHING YET, WORKS NORMALLY FOR ME
6 ANY CODES?	DIDN'T CK
7	I HAVE A M/C HERE, SHOULD I REPLIT
8 NO, I WOULD TRY TO DUPLICATE PROBLEM FIRST. IF	CUST ACTUALLY GOT INTO ACCIDENT AND CLAIMS IT WAS
CUST STATES IT HAPPENS WHEN FIRST STARTED,	BECAUSE PEDAL WENT TO FLOOR
KEEP IT OVERNIGHT AND CK IT	
9 REFER TO DPSM AND HONDA LEGAL.(PEND TO PAUL	OK
TO FORWARD TO LEGAL)	

4/28/2010 11:53:08 AM PAULI

13 FRWD COPY TLC>PRO

4/28/2010 11:56:18 AM CHRISV

11 DO THEY CLEAR

12 REPLACE THE BATTERY AND RECK

Printed: 01/12/2011 11:07:32AM By SYSTEM

CODES 61 AND 66 IN HYDRO BOOST

61 COMES BACK BUT IT HAS A BAD 12V BATTERY

Page 344 of

T/L Ref #	Created By Da		Date Cı	reated	Last Edited By		# of Edits	
2373049	JAN	IESH	ESH 06/14/20		007	DAVIDK	3	
Code	Original Complaint			Probab	le Cause/Solu	tion		
P 4125	ADVANCED HYDRO-	BRAKE CODE	≣ 14	AHB PU	JMP WILL NO	T BUILD PSI?; REPLAC	Œ	
				Resin Source:		None	Dat	e:
				Status:		N/A	Mile	eage: 28,344
Dealer #:	208264	TZ:		PST	VIN: JHMF	A36206S	Err:	
Dir Cont:	CHRIS DAVIS	Trair	ning %:	70	Year:	2006	Model:	CIVIC IMA
Serv Ph:	949-713-2000	Extr	ı : .		Tran:	CVT	Trim:	HYBRID
Serv Mgr:					Doors:	4DR	WD:	2
Parts Mgr:					Fact:	SUZUKA	Country:	JPN
Dir Name:	FAMILY HONDA				Desc: CIVIC 4DR HYBRID 40		4CYL 110.0 HP 1.3	
	29961 SANTA MARG		A 92688		WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,
	KANCHO SANTA W	Α Ο	A 92000		Engine #:	LDA2 1003676	Trans #:	1004990
Phone: (9	49) 713-2000	Fax #: 94	97098160		Em Type:			
DPSM: KE	EN ILLMAN	Zone/Dist:	01G		RO #:	156476		
Previous D	ealer/Contact	Date			Case Type:	Technical		
					w .o. #:			

Tech Line Suggests	Information from Dealer
6/14/2007 11:18:32 AM JAMESH	
1	BRAKE SYSTEM CODE 14 STORED AND CUSTOMER HAS NO
	BRAKE PEDAL
2	MOTOR WILL CONTINUE TO RUN UNTIL IT CODES 14. T/S
	LEADS TO REPL THE HYDRO UNIT, DO I NEED TO REPLACE
2 INSPECT COOR IF COOR BERLACE HIST TE	THE PUMP MOTOR ALSO?
3 INSPECT G202, IF GOOD REPLACE JUST TE HYDROBOOST UNIT ONLY	
6/14/2007 1:23:19 PM GARYR	
4	WON'T COUNT PEDAL STROKES AND NO FLUID OUT FROM
•	THE SERVO UNIT.
5 DOES PUMP RUN	YES
6 MAKE SURE RES IS FULL PULL VACUMM ON THE	
BLEEDER TO PRIME THE PUMP	
6/14/2007 2 19 13 PM DAVIDK	
7	I WAS ABLE TO PULL FLUID FROM BLEEDER SCREW. PUMP
A REDI ACE DUMP	KEEPS RUNNING W/O BUILDING PRESSURE.
8 REPLACE PUMP.	

Creation STEN	ted By	Date Cr	reated	Last Edited By		
STEV				Last Eutled Dy	1	# of Edits
	VEN 01/03/20		007	STEVEN	1	
iginal Complaint		Probab	le Cause/Solu	tion		
RAKE PEDAL GOES	TO FLOOR	CUST E	XP?; COMPA	R WITH KG>BLEED A	ND INSPECT	•
		Resin S	ource:	None	Date	:
		Status:		N/A	Mile	age: 13,884
206837	TZ:	CST	VIN: JHMF	A36256S	Err:	
BURNS ED	Training %:	0	Year:	2006	Model:	CIVIC IMA
515) 253-3073	Extn:		Tran:	CVT	Trim:	HYBRID
			Doors:	4DR	WD:	2
			Fact:	SUZUKA	Country:	JPN
HOLMES HONDA	_		Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 H	P 1.3
	•		WhtBdy:	POWER STEERING,	ABS, SRS AI	RBAG,
JEIVE .	IA 30323		Engine #:	LDA2 1004286	Trans #:	1005726
253-3073	Fax #: (515) 253-307	7	Em Type:			
UA WHITNEY	Zone/Dist: 08L		RO #:	415561		
r/Contact	Date		Case Type:	Technical		
			W.O. #:			
	206837 BURNS ED 515) 253-3073 HOLMES HONDA 1206 HICKMAN RO CLIVE 253-3073 UA WHITNEY	206837 TZ: BURNS ED Training %: 515) 253-3073 Extn: HOLMES HONDA 1206 HICKMAN ROAD CLIVE IA 50325 253-3073 Fax #: (515) 253-307 UA WHITNEY Zone/Dist: 08L	CUST E Resin S Status: 206837 TZ: CST BURNS ED Training %: 0 515) 253-3073 Extn: HOLMES HONDA 1206 HICKMAN ROAD CLIVE IA 50325 253-3073 Fax #: (515) 253-3077 UA WHITNEY Zone/Dist: 08L	Resin Source: Status: CST VIN: JHMF Year: Training %: 0 Doors: Fact: Doors: Fact: Desc: WhtBdy: Engine #: Engine #: Em Type: RO #: Case Type: RO #: Case Type: RO #: Case Type: Case Type	CUST EXP?; COMPAR WITH KG>BLEED AT Resin Source: None Status: N/A 206837 TZ: CST WIN: JHMFA362568 Year: 2006 Tran: CVT Doors: 4DR Fact: SUZUKA HOLMES HONDA 1206 HICKMAN ROAD CLIVE IA 50325 DAY DAY Whith the company of the compa	CUST EXP?; COMPAR WITH KG>BLEED AND INSPECT Resin Source: None Date Status: N/A Miles 206837 TZ: CST BURNS ED Training %: 0 515) 253-3073 Extn: VIN: JHMFA362568 Err: Year: 2006 Model: Tran: CVT Trim: Doors: 4DR WD: Fact: SUZUKA Country: Doors: 4DR HYBRID 4CYL 110.0 H WhtBdy: POWER STEERING, ABS, SRS AI Engine #: LDA2 1004286 Trans #: 253-3073 Fax #: (515) 253-3077 UA WHITNEY Zone/Dist: 08L P/Contact Date CUST EXP?; COMPAR WITH KG>BLEED AND INSPECT Resin Source: None Date VIN: JHMFA362568 Err: Year: 2006 Model: Tran: CVT Trim: Doors: 4DR WD: Fact: SUZUKA Country: Doors: 4DR HYBRID 4CYL 110.0 H WhtBdy: POWER STEERING, ABS, SRS AI Engine #: LDA2 1004286 Trans #: Em Type: RO #: 415561 Case Type: Technical

Tech Line Suggests

Information from Dealer

1/3/2007 11:10:43 AM STEVEN

2 DUPLICATE CONCERN?

3 CAR STOPS FINE

4 COMPARE WITH ANOTHER CAR

5 MIGHT WANT TO. THIS CAR DOES HAVE A BIT OF AN UNATURAL FEEL WHEN BRAKING. IF YOU FIND THE OTHER CAR IS INDEED DIFFERENT LETS START BY INSPECTING AND BLEEDING THE BRAKES AND SERVO AT A STOP THE BRAKE PEDAL WILL GO ALMOST ALL THE WAY TO THE FLOOR/AUTO STOP IS INOP WELL THE AUTO STOP WORKS FOR ME BUT THE PEDAL SOMETIMES FEELS LIKE IT BOTTOMS OUT YES NO OK

T/L Ref#	Crea	nted By	Date Cr	eated	Last Edited By		# of Edits
2670663	RUE	YG	08/15/2008		RUDYG 1		1
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE FEEL (SOFT,	LOW)	NORMA	AL?; COMPAR	ES TO K/G		
			Resin S	ource:	None	Da	te:
			Status:		N/A	Mil	eage: 39,385
Dealer #:	206752	TZ:	CST	VIN: JHMF	A36226S	Err:	
Dir Cont:	BRYAN NEUMAN	Training %:	57	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(785) 233-2892	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	GREG RUSSELL			Doors:	4DR	WD:	2
Parts Mgr:	JUSTIN COOK			Fact:	SUZUKA	Country	: JPN
Dir Name:	SHARP HONDA			Desc:	CIVIC 4DR HYBRID 4CYL 110.0 HP 1.3		
	1818 SOUTH TOPEKA BLVD			WhtBdy:	POWER STEERING,	ABS, SRS	AIRBAG,
	TOPEKA	KS 66612		Engine #:	LDA2 1006175	Trans #:	1007917
Phone: (78	35) 233-2892	Fax #: 7852333150		Em Type:			
DPSM: MI	CHAEL WEHMEIR	Zone/Dist: 08K		RO #:	160707		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

8/15/	2008 12:45:34 PM ** RUDYG	A CONTRACTOR OF THE PROPERTY O
1	ORIGINAL COMPLAINT	BRAKE PEDAL SINKS AT STOPS
2	PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	CAN YOU DUPLICATE?	YES, BUT FEELS THE SAME AS ANOTHER ONE I DROVE
4	IS CUST ORIGINAL OWNER?	YES
5	AND THEY CLAIM IT HAS CHANGED?	ACTUALLY THEIR DAUGHTER CLAIMS IT IS BAD
6	DID YOU BLEED BRAKES?	YES, NO BUBBLES
7	CK BRAKES, CK CALIPERS. IF ALL OK AND COMPARES	OK
	TO K/G, SUSPECT NORMAL	

T/1 D.C#	0 4 10		Date Created I		Land Editor Dec		# of Palita	
T/L Ref #		•			Last Edited By		# of Edits	
2623066	GA	RYR	05/30/2	008	GARYR		1	
Code	Original Complaint		Probab	le Cause/Solu	tion			
P 4150	BRAKE, CAN'T BLEE	D	FAXED	SUPER BLEE	D, ACTIVATE ABS			
			Resin S	ource:	None	Dat	e:	
			Status:		N/A	Mile	eage: 31,512	
Dealer #:	207898	TZ:	EST	VIN: JHMF.	A36216S	Err:		
Dir Cont:	BRYAN	Training %:	95	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(717) 632-2992	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:				Doors:	4DR	WD:	2	
Parts Mgr:	KARL TYSON			Fact:	SUZUKA	Country:	JPN	
Dir Name:	HANOVER HONDA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0	⊣P 1.3	
	1226 CARLISLE ST HANOVER	REET PA 17331		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,	
	HANOVEN	FA 17331		Engine #:	LDA2 1006475	Trans #:	1008239	
Phone: (7	17) 632-2992	Fax #: 7176301554		Em Type:				
DPSM: W	ALTER	Zone/Dist: 05M		RO #:	45560			
Previous D	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

1 ORIGINAL COMPLAINT

Information from Dealer

5/30/2008 12:59:30 PM GARYR

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 FAXED SUPER BLEED IF N/C ACTIVATE ABS AND

MANUALLY BLEED

LOW PEADAL AFTER SYSTEM BLEED

NO

Page 75 of 111 Printed: 01/12/2011 11:03:56AM By SYSTEM

T/L Ref #		ed By	Date Cro		Last Edited By		# of Edits
1726147	CHRI	<u> </u>	01/25/20	106	LARRYL		<u> </u>
Code	Original Complaint		Probable	e Cause/Solu	tion		
P 4150	WATER IN BRAKE SYS	STEM	1/30: BL	EED BRAKES	S,OK @ THIS TIME		
	R		Resin S	ource:	Spoke w/ Dealer	Date:	
			Status:		N/A	Mile	eage: 2
Dealer #:	208208	TZ:	CST	VIN: JHMF.	A36236S	Err:	
Dir Cont:	KISHORE	Training %:		Year:	2006	Model:	CIVIC IMA
Serv Ph:	(972) 437-4145	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	PHILIP DUNNET			Doors:	4DR	WD:	2
Parts Mgr:	STEVEN KREMPP			Fact:	SUZUKA	Country:	JPN
Dir Name:	LUTE RILEY HONDA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0H	P 1.3L
	1331 N. CENTRAL EX			WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	RICHARDSON	TX 75080		Engine #:		Trans #:	
Phone: (97	⁷ 2) 437-4145	Fax #: (972) 437-976	9	Em Type:			
DPSM: OL	EN CURL	Zone/Dist: 03A		RO #:			
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

1/30/2006 CHRISV	
1 01/25/06 11:57:49 CHRISV:>	NO BRAKES, THERE IS WATER IN THE SYSTEM
2 FOUND THIS AT PDI>	YES
3 PEND TO JOHN HALL	
4 01/26/06 09:45:40 KEITHC:>	PEDAL WENT TO FLOOR
5	BLED WATER FROM FRONT CALIPERS
6 01/30/06 13:06:41 LARRYL:(call back)>	KISHORE,
7 IS THIS VEH FIXED>	YES, I BLEED ALL 4 WHEELS, I SWEAR IT LOOK
8	LIKE WATER, WE COMPARED BRAKE FEEL TO ANOTHER
9	VEH AND ITS THE SAME
10 PEDAL WET TO FLOOR?>	YES
11 NOT LIKELY WATER BUT IF VEH IS FIXED THATS ALL	
12 THAT COLINTS THANKS FOR INFO>	

Create KENTO	d By	Date Cre	natad	Look Editor Du		
KENTO			aleu	Last Edited By		# of Edits
112111		10/29/20	800	DAVIDK		5
inal Complaint		Probable	e Cause/Solu	tion		
ANCED HYDRO-BR	AKE	FLUID F	OAMING?; FL	USH AHB PUMP AND	ACUM	
		Resin Se	ource:	None	Date	e:
		Status:		N/A	Mile	eage: 56,043
8011	TZ:	MST	VIN: JHMF	A36206S	Err:	
TTHEW	Training %:	85	Year:	2006	Model:	CIVIC IMA
3) 974-9700	Extn:		Tran:	CVT	Trim:	HYBRID
CHAEL SOUTHERN			Doors:	4DR	WD:	2
NDY HOOKER			Fact:	SUZUKA	Country:	JPN
ROWHEAD HONDA	1		Desc:	c: CIVIC 4DR HYBRID 4CYL 110.0 I		
		WhtBdy: POWER STEERIN		POWER STEERING,	IG, ABS, SRS AIRBAG,	
ORIA	AZ 05302		Engine #:	LDA2 1010540	Trans #:	1012790
4-9700 I	Fax #: 6238152087		Em Type:			
D REBORI	Zone/Dist: 10D		RO #:	475292		
Contact	Date		Case Type:	Technical		•
			W .O. #:			
	ANCED HYDRO-BR 8011 TTHEW 3) 974-9700 CHAEL SOUTHERN NDY HOOKER ROWHEAD HONDA 80 WEST BELL ROA ORIA 4-9700 D REBORI	ANCED HYDRO-BRAKE 8011 TZ: TTHEW Training %: 3) 974-9700 Extn: CHAEL SOUTHERN NDY HOOKER ROWHEAD HONDA 30 WEST BELL ROAD ORIA AZ 85382 4-9700 Fax #: 6238152087 D REBORI Zone/Dist: 10D	Resin S Status: 8011 TZ: MST TTHEW Training %: 85 3) 974-9700 Extn: CHAEL SOUTHERN NDY HOOKER ROWHEAD HONDA 30 WEST BELL ROAD ORIA AZ 85382 4-9700 Fax #: 6238152087 D REBORI Zone/Dist: 10D	Resin Source: Status: 8011 TZ: MST TTHEW Training %: 85 3) 974-9700 Extn: CHAEL SOUTHERN NDY HOOKER ROWHEAD HONDA 30 WEST BELL ROAD ORIA AZ 85382 4-9700 Fax #: 6238152087 D REBORI Zone/Dist: 10D ROBERT ROW: Contact Date FEMALE SOURCE: Resin Source: NST YIN: JHMF Year: Tran: Doors: Fact: Desc: WhtBdy: Engine #: Em Type: RO #: Case Type:	Resin Source: None Status: N/A 8011 TZ: MST TTHEW Training %: 85 CHAEL SOUTHERN NDY HOOKER ROWHEAD HONDA SO WEST BELL ROAD ORIA AZ 85382 4-9700 Fax #: 6238152087 D REBORI Zone/Dist: 10D Resin Source: None Status: N/A VIN: JHMFA36206S Year: 2006 Tran: CVT Doors: 4DR Fact: SUZUKA Doesc: CIVIC 4DR HYBRID 4 WhtBdy: POWER STEERING, Engine #: LDA2 1010540 Em Type: RO #: 475292 Case Type: Technical	Resin Source: None Date Status: N/A Mile 8011 TZ: MST TTHEW Training %: 85 CHAEL SOUTHERN NDY HOOKER ROWHEAD HONDA 30 WEST BELL ROAD ORIA AZ 85382 4-9700 Fax #: 6238152087 D REBORI Zone/Dist: 10D Resin Source: None Date VIN: JHMFA36206S Far: 2006 Model: Tran: CVT Trim: Doors: 4DR WD: Tran: CVT Trim: Doors: 4DR WD: WhtBdy: POWER STEERING, ABS, SRS AEngine #: LDA2 1010540 Trans #: Em Type: RO #: 475292 Case Type: Technical

Tech Line Suggests

Information from Dealer

10/29/2008 2:45:25 PM KENTO	The state of the s
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT AT TIMES THE BRAKE LIGHT
	INDICATOR WILL LIGHT UP ON THE DASH DISPLAY AND
	THAT THE AUTO STOP MODE WILL NOT WORKWE ARE
	GOING TO PERFORM BULLETIN 07-061 BUT CUSTOMER
	ALSO STATES THAT THE BRAKE PEDAL WILL SOMETIMES
	FADE TO FLOOR.WHILE ON THE SERVICE DRIVE I
	OBSERVED THAT THE FLUID LEVEL WILL FOAM UP IN THE
	RESERVOIR WHEN PUMPING THE BRAKE PEDAL AND THE
	PEDAL DOES FADE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACED BRAKE LIGHT SWITCH
4 BRAKE PROB OR AUTO STOP	I THINK HSB WITH TAKE CARE OF LIGHT/AUTO STOP PROB,
	BUT BRAKE FLUID IF YOU PUMP THE BRAKES WILL FOAM
	OUT OF THE RES.
5 TRANSFER TO GENEAL T/L	

10/29/2008 2:50:33 PM DAVIDK	
6	THE FLUID GETS MILKY WHITE
10/29/2008 3:23:55 PM DAVIDK	The state of the s
7	FLUID GETS MILKY WHITE W FOAM WHEN YOU PUMP THE
	BRAKE PEDAL.
8 FLUSH	YES
9 HONDA BRAKE FLUID	YES
10 FLUSH THE AHB PUMP AND MODULATOR PER S/M	
BLEEDING PROCEDURE, BEFORE BLEEDING REMOVE	

Printed: 01/12/2011 11:07:32AM By SYSTEM

REPALCE PUMP AND ACUMULATOR

AS MUCH OF THE FLUID FROM THE RESIVOR. THEN RE FILL W FRESH FLUID. KEEP DOING THIS TILL THE FLUID NO LONGER FOAMS. IF IT CAN NOT BE DONE

T/L Ref #	Created By D		Date Cr	eated	Last Edited By	y # of Edits	
1789913	JIM	JIMH 04/07/2006		006	KEITHC		3
Code P 4125	5 DEDAL ONLYGUNDO DOTO JEDO EAL			le Cause/Solu			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 2,303
Dealer #:	208100		PST	VIN: JHMF	A36216S	Err:	
Dir Cont:	JAY HOLYOAKE	Training %	:	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(510) 582-1300	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JOIE CATUCCI			Doors:	4DR	WD:	2
Parts Mgr:	NICKOLAS HENNE	MAN		Fact:	SUZUKA	Country:	JPN
Dir Name:	HONDA OF HAYWA 24919 MISSION BL HAYWARD			Desc: WhtBdy:	CIVIC 4DR HYBRID 4 POWER STEERING,		AIRBAG,
Phone: (51	0) 582-1300	Fax #: (510) 582	2-0779	Engine #: Em Type:		Trans #.	
DPSM: KIN	MBERLY TOWER	Zone/Dist: 12	=	RO #:			
Previous De	aler/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

rech Line Suggests	information from Dealer
4/13/2006 JIMH	e Personal Constitution of the Constitution of
1 04/07/06 13:20:43 ISIS:>	PEDAL SINKS - REPLACED REPLACED MASTER CYL/SERVO
2	UNIT CLEARED CODES-TRY DOING ADVANCED HYDRAULIC
3	BOOSTER ZERO - BUT HDS COMES BACK WITH ZEROING
	HAS
4	FAILED
5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
6 THIS PROBLEM?>	NO
7 04/07/06 13:29:37 JAMESH:>	THE BRAKE PEDAL ZERO CALIBRATION FAILED
8 CHECK STATUS IN THE DATA LIST	
9 GET SNAPSHOT OF DATA LIST TO REVIEW	
10 CHECK FOR MISS ADJUSTED BRAKE PEDAL STROKE	
11 SENSOR INPUTS. CHECK FOR MIS-ADJUSTED BRAKE	
12 SWITCH	
13 PEDAL.	
14 04/12/06 16:03:51 GARYR:>	RETURNED TO CUST AND NOW BACK WITH SINKING
15	BRAKE PEDAL.
16 ANY CODES	NO
17 CHK CODES AGAIN	
18 RECORD YOUR AHB DATA LIST INFO AND STROKE V	
19 BLEED THE SYS THEN ACTIVATE THE ABS	
20 PEND TO DK	DEDI ED SVETEM WAS OV FOR ABOUT 8 MILES
21 04/13/06 13:42:30 KEITHC:> 22	REBLED SYSTEM, WAS OK FOR ABOUT 8 MILES, STARTED TO SINK AGAIN
	STARTED TO SHIR MOMIN
23 REPLACE ABS MODULATOR>	

		10011		Jiitaot ix	орогс	
T/L Ref # 1757200	Created By Date Created TOMP 03/01/20			Last Edited By PAULI	# of Edits	
		IVIF			•	
Code	Original Complaint		Probab	le Cause/So	lution	
P 4125 4150	LOW BRAKE PEDAL BRKE "FEEL"PRBLM		AIR IN	AHB SYSTE	M; FOLLOW S/M TROU	3LESHOOTING
7130	DINKE FELL FINDLIN		Resin S	Source:	None	Date:
			Status:		N/A	Mileage: 8
Dealer #:	207422	TZ:	EST	VIN: JHM	1FA36226S	Err:
Dir Cont:	JOSHUA	Training %:		Year:	2006	Model: CIVIC IMA
Serv Ph:	(315) 451-6750	Extn:		Tran:	CVT	Trim: HYBRID
Serv Mgr:	MARK GONYA			Doors:	4DR	WD : 2
Parts Mgr:				Fact:	SUZUKA	Country: JPN
Dir Name:	HONDA CITY			Desc:	CIVIC 4DR HYBRID 4	ICYL 110.0HP 1.3L
	7140 HENRY CLAY			WhtBdy:	POWER STEERING,	ABS, SRS AIRBAG,
	LIVERPOOL	NY 13088		Engine #:		Trans #:
Phone: (3	15) 451-6750	Fax #: (315) 451-92	77	Em Type:		
DPSM: DO	ONALD ANDREWS	Zone/Dist: 09B		RO #:		
Previous D	ealer/Contact	Date		Case Type	: Technical	
				W.O. #:		

Tech Line Suggests

Information from Dealer

rech Line Suggests	information from Dealer
3/2/2008 TOMP	
1 03/01/06 13:45:52 ISIS:>	BRAKE WARNING LIGHTS ON ,RESERVOIR LOW,TRY TO
2	BLEED DIDNT WORK
3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
4 THIS PROBLEM?————>	NO
5 03/01/06 13:46:07 TOMP:>	JOSHUA:
6 ANY DTC IN AHB?>	NO
7 INDICATORS ON?>	YES; ONLY BRAKE INDICATOR.
8 AHB INDICATOR ON?>	NOT NOW.
9 BLEED BRAKES AND AHB SERVO PER S/M PROCEDURE?	
10	YES; PEDAL DOES NOT GET FIRM/NORMAL.
11 HAVE YOU DRIVEN THE CAR?>	ONLY FROM THE HOLDING LOT TO MY RACK.
12 TRY EXERCISING BRAKES/ABS	
13	NO, PEDAL GOES TO STOP, CAR DOES NOT STOP.
14 OK.	
15 USE HDS TO CHECK BRAKE BOOSTER FUNCTIONS.	
16 FOLLOW S/M TROUBLESHOOTING FOR BRAKE INDICATOR	
17 DOES NOT GO OFF.	
18 Do the sensor 0 (zero) position memorization.	
19 03/02/06 06:02:14 TOMP:>	RETURNED CALL TO DEALER: joshua
20 .	HE'S DELIVERING THE A CAR.
21 LEFT MESSAGE WITH MARK ABOUT ZERO MEM TEST.	
22 03/02/06 06:37:43 KENE:>	HAVE HYDRAULIC BOOSTER TEST FAILED
23 PERFORM ALL TESTS THAT YOU CAN WITH THE HDS	
24 FOR BRAKE SYSTEM. CHECK POWER AND GROUNDS.	
IF .	
25 OK, REPLACE HYDRAULIC BOOSTER	
26 03/31/06 14:31:44PAULI:>	UPDATED COMPLAINT CODE
27 WAS: 4150	
28 NOW: 4125	

T/L Ref#	Created By		Date C	Date Created Last Edited By 08/20/2008 KEITHC			# of Edits
2673174	KE	KEITHC 08/20/200					1
Code	Original Complaint		Probable Cause/Solution				
P 4125	125 ADVANCED HYDRO-BRAKE CODES		CLEAR	CODES, SEE	WHAT CODES RETUR	RN	
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 42,511
Dealer #:	206534	TZ:	PST	VIN: JHMF	A36226S	Err:	
Dir Cont:	CHRIS RIVERA	Training %:	8	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(310) 371-3521	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	ERIC BOLSTAD			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SUZUKA	Country:	JPN
Dir Name:	SCOTT ROBINSON 20340 HAWTHORN TORRANCE			Desc: WhtBdy: Engine #:	CIVIC 4DR HYBRID 4 POWER STEERING, LDA2 1011553	ABS, SRS A	
Phone: (3	10) 371-3521	Fax #: 3103706591		Em Type:			
DPSM: JO	NAH ROHDE	Zone/Dist: 01E		RO #:	853418		
Previous D	ealer/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

Information from Dealer

0/20/2008 9:45:18 AM KEITHC	
1 ORIGINAL COMPLAINT	ABS,BRAKE,SYSTEM, ALL LIGHTS ON,BRAKE PEDAL FEELS
	VERY SOFT, BLED SYSTEM 4 TIMES, BRAKE PEDAL STILL
	SOFT WHEN BLEED LEFT SIDE, BUT NO PEDAL WHEN

STILL BLEEDRIGHT SIDE, SYSTEM HAS NO LEAKS, ALSO HAS CODES 6 1, 66, 82, 83

NO

2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 CLEAR CODES, SEE IF IT RECODE

T/L Ref#	Created By		Date Cr	eated	Last Edited By	# of Edits	
2357814	RUE	RUDYG 05/25/200		007	RUDYG	1	
Code P 4150				le Cause/Solu DDULATOR?;	tion ACTIVATE MODULATO	OR, RECHE	ск
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 52,128
Dealer #:	206643	TZ:	CST	VIN: JHMF	A36266S	Err:	
Dir Cont:	ANDY PASTRAN	Training %:	78	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(210) 341-1356	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	RICHARD BARRET	Г		Doors:	4DR	WD:	2
Parts Mgr:	GABRIEL PEDROZA			Fact:	SUZUKA	Country:	JPN
Dir N ame:	BENSON HONDA 9100 SAN PEDRO A SAN ANTONIO	VENUE TX 78216		Desc: WhtBdy: Engine #:	CIVIC 4DR HYBRID 4 POWER STEERING, LDA2 1012131	ABS, SRS A	
Phone: (21	0) 341-1356	Fax #: (210) 341	-5928	Em Type:			
DPSM: JE	RRY MEADE	Zone/Dist: 03B	}	RO #:	171394		
Previous De	aler/Contact	Date		Case Type: W.O. #:	Technical		

Tech Line Suggests

3 COMPARED TO K/G?

Information from Dealer

5/25/2007 1:57:25 PM RUDYG	
1 05/25/2007 01:57:44 PM RUDYG	CUST STATES BRAKE PEDAL DOES NOT FEEL NORMAL
2	WE BLED AND IT STILL FEELS LIKE M/C IS BYPASSING.

4 TAKE IT OUT AND ACTIVATE ABS, IF PEDAL IMPROVES REPLACE ABS MODULATOR. IF NO CHANGE, REPL MASTER CYL

CUST STATES BRAKE PEDAL DOES NOT FEEL NORMAL WE BLED AND IT STILL FEELS LIKE M/C IS BYPASSING. PEDAL GOES TO FLOOR YES, THIS ONE FEELS DIFFERENT OK

T/L Ref #	Creat	ted By	Date Cre	eated	Last Edited By		# of Edits
1788350	JOHN	NB	04/06/2006		JOHNB		2
Code	Original Complaint		Probable	e Cause/Soli	ution		
P 4150	BRKE PDL SINKS WHE	EN STOPD	COMPA	RE TO KG;W	VILL FOLLOW UP		
			Resin S	ource:	None	Date	e:
			Status:		N/A	Mile	eage: 722
Dealer #:	206582	TZ:	MST	VIN: JHMI	FA36286S	Err:	
Dir Cont:	DARRELL BROWN	Training %:		Year:	2006	Model:	CIVIC IMA
Serv Ph:	(801) 526-1700	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JOHN FORBES			Doors:	4DR	WD:	2
Parts Mgr:	ANDY OSTMARK			Fact:	SUZUKA	Country:	JPN
Dir Name:	KEN GARFF HONDA	DOWNTOWN		Desc:	CIVIC 4DR HYBRID 4	CYL 110.0H	IP 1.3 L
	64 EAST 900 SOUTH SALT LAKE CITY	UT 84111		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	SALI LAKE CITT	01 04111		Engine #:		Trans #:	
Phone: (80	01) 526-1700	Fax #: (801) 526-18	19	Em Type:			
DPSM: KE	ELLY GOODWIN	Zone/Dist: 10F		RO #:			

Tech Line Suggests

Previous Dealer/Contact

Date

Information from Dealer

Case Type: Technical

W.O. #:

lech Line Suggests	Information from Dealer
4/7/2006 JOHNB	
1 04/06/06 09:47:06 ISIS:> 2 3	CUSTOMER HAD TO DO A EMERGANCY STOP AND EVER SINCETHAT WHEN AT A STOP LIGHT THE BRAKE PEADL WILL FA DE TO THE FLOOR.
4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
5 THIS PROBLEM?>	NO
6 04/06/06 09:58:33 JOHNB:>	CUSTOMER COMPLAINS THAT THE BRAKE PEDAL WHEN
7	YOU ARE ALREADY COME TO A STOP WHILE THE
8 9	VEHICLE IS HOLDING PROPERLY WITH THE BRAKE PEDAL LIGHTLY APPLIED; IF YOU PRESS THE PEDAL
10	MORE THE PEDAL DROPS FURTHER DOWNALTHOUGH
11	THE BRAKES STILL HOLD THE SAME
12 APPEARS YOU ARE NORMALLY PUSHING THROUGH THE BOOSTER; CHARACTERISTIC ON ALL CONVENTIONAL HONDA	
13	BRAKE SYSTEMS; COMPARE TO KG; PLEASE SEE:
14 HSN-96/02I BRAKE PDL SINKS @ STOPS (M/CYL TEST #2)	
15 HSN-95/02C BRAKE PEDAL SINKS @STOPS (M/CYL TEST #1)	
16 04/07/06 10:07:39 JOHNB:CB DEALER TECH DARRELL BROWN:	
17	DARRELL NOT HERE TODAY
18 IS THE CAR NORMAL, DETERMINED FOR SURE TO HAVE AN ISSUE?	
19	NOT SURE; DARRELL TO RETURN MONDAY
20 OK, IT APPEARS HE HAS A 96 CIVIC, I BELIEVED IT WAS A 05; SO THE BRAKE SYSTEM IS DIFFERENT; BETWEEN	
21	THE TWO MODEL YEARS>TALK WITH HIM MONDAY
22 THANKS.	
23	

							4 - 5 = 114-	
T/L Ref#	Crea	ted By	Date Cr		Last Edited By		# of Edits	
2995837	TER	RRYP 04/17/201)10	TERRYP		3	
Code	Original Complaint		Probable Cause/Solution					
P 4150 BRAKE FEEL (SOFT, LOW, HARD)		TECH E	RROR;ACTIV	ATING MOD,MANUAL	BLEED SYS	STEM		
			Resin Source		None	Dat	e:	
			Status:		N/A	Mile	eage: 95,223	
Dealer #:	208160	TZ:	PST	VIN: JHMF.	A362X6S	Err:		
Dir Cont:	BRIAN BROCK	Training %:	87	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(925) 825-8000	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	CHRIS TASTARD			Doors:	4DR	WD:	2	
Parts Mgr:	BILL COOK			Fact:	SUZUKA	Country:	JPN	
Dir Name:	CONCORD HONDA			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP	
	1300 CONCORD AV CONCORD	ENUE CA 94520		WhtBdy:	ABS, AIR BAG, NAVI			
	CONCORD	OA 94320		Engine #:	LDA2 1014098	Trans #:	1016997	
Phone: (92	25) 825-8000	Fax #: 9256763745		Em Type:				
DPSM: ST	EVEN ROSTOMILY	Zone/Dist: 12D		RO #:	450937			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

4/17/2010/8:42:06 AM TERRYP	
1 ORIGINAL COMPLAINT	BRAKE PEDAL IS AT THE FLOOR. NO ASSIST AND BRAKE
	LIGHT COMES ON WHEN DEPESSING THE BRAKE PEDAL.
	ALSOBRAKE FLUID IS PUSHED OUT OF RESIVOR WHEN
	DEPRESS ING THE BRAKE PEDAL.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:]
	[KEYWORD: BRAKE]
5 ACTIVATE THE ABS MOD WITH HDA, THEN MANUAL	*NO LUCK
BLEED IT MAY NEED TO DO IT SEVERAL TIMES UNTIL	
YOU GET ALL OF THE TRAPPED AIR OUT	
4 WHAT DID THE VEH COME IN FOR?	ROUTINE SERVICE.I USED A VAC BLEEDER TO PERF A
	BRAKE FLUSH & NOW I HAVE THE PROBLEM.IT DID NOT
	HAVE A PROBLEM BEFORE
AITTOO FO G 50:07 AM TERRYE	Control of the Contro
6	*SEE ABOVE
7 (EXPLAINED HOW TO PERF SUPER BLEED)	*NO LUCK
/ (EXPENIED HOW TO PERI SUPER BLEED)	NO LOOK
4/1//ZUTU-TU-40: TO ANN TEMPETP	TOPE A DOME

9 TRY FOLLOWING THE BLEEDING PROCEDURE STEP BY STEP, EXACTLY AS WRITTEN *SEE ABOVE

T/L Ref #	Created By		Date Cr	eated	Last Edited By		# of Edits
3074073	DEA	AND	10/26/2010		EDB 2		
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	4125 ADVANCED HYDRO-BRAKE, AHB			PLACED SE	RVO/MASTER CYL		
			Resin S	ource:	Feedback forms	Dat	e: 11/30/2010
			Status:		N/A	Mile	eage: 70,324
Dealer #:	207492	TZ:	PST	VIN: JHMF	A36216S	Err:	
Dir Cont:	JAY ANNUNZIO	Training %:	84	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(541) 928-0122	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	RODGER COOLEY			Doors:	4DR	WD:	2
Parts Mgr:	RODGER COOLEY			Fact:	SUZUKA	Country:	JP N
Dir Name:	BILL ROGERS HON			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	4120 SANTIAM HW ALBANY	Y S.E. OR 97321		WhtBdy:	ABS, AIR BAG, NAVI		
	ALDANT	OR 97321		Engine #:	LDA2 1014955	Trans #:	1018013
Phone: (5	41) 928-0122	Fax #: 5419288707		Em Type:			
DPSM: OF	PEN POSITION 1/7/11	Zone/Dist: 02G		RO #:	102998		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

10/26/2010 4:07:33 PM DEAND	在 1001年2月1日,1001年,1001年,1001年,1001年,1001年,1001年
1 ORIGINAL COMPLAINT	BRAKE PEDAL HIGH AND HARD. BRAKE WARNING LIGHT
	CAME ON WHILE IN AUTO STOP MODE. SEVERAL CODES
	FOUND 44,45,46,86. INSPECTED AND CLEARED
	CODES ROAD TESTED AND PEDAL IS HIGH AND VERY HARD
	APPEARS TO BE APPLYING LF BRAKE CALIPER MORE THAN
	THE REST.CODES DID NOT REAPPEAR YET.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID: 0][SUBJECT:
	BRAKES][KEYWORD:]
4 DID THE CODES COME BACK?	NO. I THINK IT'S THE SERVO BUT I WAN'T TO KNOW IF
	THERE WERE ANY OTHERS OUT THERE WITH THE SMAE
	COMPLAINT?
5 YES WE HAVE SEEN A FEW WITH THIS SAME	GREAT. I WILL GO WITH THAT.
PROBLEM AND I EVEN FOUND ONE WITH THE SAME	
CODES. THE SERVO FIXED ALL THE ONES I COULD	
FIND.	

17/30/2010 10:32:29 AM EDB I CALLED AND GOT THE RIGHT GUY, EVEN THOUGH HE

I CALLED AND GOT THE RIGHT GUY, EVEN THOUGH HE SAIDTHE BRAKE GUY WENT HOME FOR THE DAY. HE DID WHAT H E COULD AT THE TIME, AND CALLED BACK WITH MORE INFO. I DID REPLACE SERVO/MASTER CYL. REPAIR WENT GREAT, TOOK CARE OF PROBLEM. CANT REMEMBER HIS NAME, BUT WAS VERY HAPPY WITH THE HELP. THANKS

T/L Ref#	Created By		Date Cr	eated	Last Edited By		# of Edits
2999685	CHR	CHRISR 04/27/2		04/27/2010 SCOTTV		6	
Code	Original Complaint		Probable Cause/Solution				
P 4125	P 4125 ADVANCED HYDRO-BRAKE 12-13		FBF: RE	PLACED BRA	AKE SERVO		
			Resin S	ource:	Feedback forms	Dat	e: 05/05/2010
			Status:		N/A	Mile	eage: 88,838
Dealer #:	207787	TZ:	EST	VIN: JHMF	A36276S	Err:	,
Dir Cont:	GENE BREADY	Training %:	43	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(770) 534-0086	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	CURT SLOYER			Doors:	4DR	WD:	2
Parts Mgr:	ROBERT THOMAS			Fact:	SUZUKA	Country:	JPN
Dir Name:	MILTON MARTIN HO		Desc: CIVIC 4DR HYBNA		CIVIC 4DR HYBNAVI	VI 4CYL 110.0 HP	
	2420 BROWNS BRID GAINESVILLE	GE RD. GA 30504		WhtBdy:	ABS, AIR BAG, NAVI		
	GAINESVILLE	GA 30304		Engine #:	LDA2 1016363	Trans #:	1020107
Phone: (7	70) 534-0086	Fax #: 7705352312		Em Type:			
DPSM: M	ELISSA MECHAN	Zone/Dist: 07E		RO #:	213248		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

4/27/2010 6/45/53 AM CHRISR 1 ORIGINAL COMPLAINT	NO BRAKE ASSIST, HARD PEDAL, CODES 12 AND 13 BRAKE SYSTEM AND BRAKE LITE ON
2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:] [KEYWORD: BRAKES]
4 DO T/S PER S/M, I SUSPECT THE SERVO UNIT	OK
5/3/2010 11:12:55 AM SCOTTV:>	HAD A QUESTION ON THE T/S IF I APPLY 12V TO MY 2 PIN PWR CONN I CAN GET THE SERVO TO RUN. DURING THE T/S IT LED ME TO REPLACE THE SERVO BUT I AM BEING ASKED WHAT LED ME THERE
 6 WALKED THRU T/S AND IT LEADS TO REPLACE THE POWER UNIT STEP 18. 7 CALLED RAYD WHICH IN TURN IS GOING TO CONTACT DAVIDK AND DISCUSS THIS AND CONTACT TECH 8 PEND CONTACT TO RAY, DAVE AND MYSELF 	YES BUT THE MOTOR WILL RUN IF I APPLY POWER
5/3/2010 12:58:08 PM ROSSL	OFNE LOOT OUT OFF
9 10 LOOKS LIKE THE GENERAL SIDE GUYS ARE GOING TO PUT THEIR HEADS TOGETHER AND SEE WHAT THEY CAN COME UP WITH ON THIS. DO YOU HAVE A CELL PHONE THAT THEY CAN CONTACT YOU ON? 11 PENDED TO SCOTTV, DAVIDK, RAYD	GENE,I GOT CUT OFF YES,CALL GENE AT 706 273-0512
5/4/2010 1:21:25 PM DAVIDK	CR TO TECH CENE
12 13 ERROR IN THE BOOK. STEP 18 ANSWER NO SHOULD BE "REPLACE THE SERVO UNIT"	CB TO TECH. GENE THANKS I'LL GET IT ORDERD
5/5/2010 8:53:29 AM SCOTTV 14 FBF	REPLACED BRAKE SERVO TO FIX PROBLEM THANKS GENE

T/L Ref#	Created By Date		Date Created La		Last Edited By		# of Edits		
2366584	RAY	D	0	6/06/20	007 RUDYG		3		
Code	Original Complaint		Р	Probable Cause/Solution					
P 4150 BRAKE PEDAL LOW/SOFT			BRAKE PEDAL LOW/SOFT CALIPERS?; CK FOR STICKING				PIN		
			R	esin Sc	urce:	None	Dat	e:	
			s	tatus:		N/A	Mile	eage: 20,271	
Dealer #:	206611	TZ:	. E	ST	VIN: JHMF	A36296S	Err:		
Dir Cont:	THOMAS SUH	Trainin	g %:	16	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(703) 533-9700	Extn:			Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	THOMAS LANZONE				Doors:	4DR	WD:	2	
Parts Mgr:	DAVID MILLER				Fact:	SUZUKA	Country:	JP N	
Dir Name:	Name: BILL PAGE HONDA 6715 ARLINGTON BLVD. FALLS CHURCH VA 22042		42		Desc: WhtBdy:	CIVIC 4DR HYBNAVI ABS, AIR BAG, NAVI			
/-/	20) 500 0700	- " 7005	005407		Engine #:	LDA2 1017399	Trans #:	1021085	
,	03) 533-9700		385407		Em Type:	0.4.5000			
DPSM: TO	M ZUIDEMA	Zone/Dist:	06D		RO #:	215893			
Previous De	ealer/Contact	Date			Case Type:	Technical			
					W .O. #:				

Tech Line Suggests

Information from Dealer

6/6/2007 1:27:40 PM RAYO	
1	BRAKE PEDAL SOFT
2 WHAT HAVE YOU DONE SO FAR?	BLEAD THE BRAKES
3 HOW?	WITH VACUUM
4 EXERCISE THE ABS ON A DIRT OR WET ROAD, IF THE	
PEDAL FEEL CHANGES AFTERWARDS, REPLACE THE	
MODULATOR	
6/7/2007 10:39:02 AM KEITHC	
5	ABS FEELS BETTER AFTER ABS OPERATION
6 REPLACE MODULATOR	
6/8/2007 1:26:40 PM RUDYG	
7 06/8/2007 01:26:47 PM RUDYG	I REPLACED THE MODULATOR AND FEELS THE SAME.
	PEDAL IS SOFT.
8 COMPARED TO K/G?	YES, THIS ONE IS SOFTER.
9 IT WAS BETTER AFT ABS MODULATED?	NO, FELT SAME.
10 ORIG BRAKES IN IT?	YES
11 ARE YOU SURE YOU DID NOT REINSTALL OLD	YES
MODULATOR?	
12 DID YOU DO NEUTRAL POSITION MEMORIZATION	NO
AFTER REPLACING MODULATOR?	
13 DO IT. I WOULD ALSO REMOVE ALL 4 WHLS AND	OK
WATCH BRAKES OPERATE. LOOK FOR ABNORMAL	
FLEXING WHEN BRAKES APPLIED. EXCESSIVE FLEX	
WILL SHOW UP AS SOFT PEDAL. CAN BE CAUSED BY	
STICKING CALIPER PINS, MISINSTALLED PADS.	_
14 IF OK, I WOULD GO FOR MASTER CYLINDER AS NEXT	OK
STEP	

T/L Ref #	Created By		Date Cr	Created ByDate CreatedLast Edited ByTOMP11/05/2009TOMP			# of Edits	
2923386	TOM	MP 11/05/20					1	
Code P 4125	Original Complaint AHB PEDAL GOES TO FLOOR		Probable Cause/Solution					
F 4125	AND I EDAE GOLO TO	120010	Resin S		EM; BLEED AS NEEDE	Da1	•	
			Status:	ource:	None N/A		eage: 45,755	
Dealer #:	206582	TZ:	MST	VIN: JHMF	A362X6S	Err:		
Dir Cont:	JAIME LOPEZ	Training %:	59	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(801) 526-1700	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	JOHN FORBES			Doors:	4DR	WD:	2	
Parts Mgr:	ANDY OSTMARK			Fact:	SUZUKA	Country:	JPN	
Dir Name:	KEN GARFF HONDA	DOWNTOWN		Desc: CIVIC 4DR HYBRI		4CYL 110.0 HP 1.3		
	64 EAST 900 SOUTH SALT LAKE CITY	I UT 84111		WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,	
	SALI LAKE CITY	01 64111		Engine #:	LDA2 1017561	Trans #:	1021421	
Phone: (8	01) 526-1700	Fax #: 8015261819		Em Type:				
DPSM: KE	ELLY GOODWIN	Zone/Dist: 10F		RO #:	790961			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				w.o. #:				

Te

Tech Line Suggests	Information from Dealer
11/5/2009 2:01:15 PM TOMP	
1 ORIGINAL COMPLAINT	CUST STS THAT THE BRAKE PEDAL DROPS TO THE FLOOR
	AND LIGHT
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	JAIME:
4	THERE WAS A AHB DTC 66
5	I DID THE T/S BUT IT DOES NOT RESET THE DTC FOR ME.
6 EXERCISE THE ABS SYSTEM; BLEED BRAKES.SEE 2006	
CIVIC HYBRID - Advanced Hydraulic Booster System	
Description	

		10011 =		ontaot i to	Porc			
T/L Ref#		reated By	Date C	reated	Last Edited By		# of Edits	
2970308	DAVIDK		02/17/2010 TAIS		TAIS	4		
Code	Original Complain	Original Complaint		ole Cause/Solu	tion			
P 4125	AHB PUMP RUNNING AFT MASTER		MSG: F	REPL SERVO	UNIT TO FIX			
			Resin	Source:	Message center	Dat	te: 02/24/2010	
			Status	:	N/A	Mil	eage: 90,196	
Dealer #:	206883	TZ:	PST	VIN: JHMF	A36216S	Err:		
Dir Cont:	DARRELL	Training %:	94	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(707) 553-1100	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	JIM FOX			Doors:	4DR	WD:	2	
Parts Mgr:	RON WRIGHT			Fact:	SUZUKA	Country	: JPN	
Dir Name:	AVERY GREENE			Desc: CIVIC 4DR HYBRID		4CYL 110.0 HP 1.3		
	800 ADMIRAL CA VALLEJO	ALLAGHAN CA 94591	WhtBdy: POWER STEERING		POWER STEERING,	S, ABS, SRS AIRBAG,		
	VALLESO	OA 34391		Engine #:	LDA2 1017733	Trans #:	1021605	
Phone: (7	07) 553-1100	Fax #: 7075513210		Em Type:				
DPSM: JA	SON SCHER	Zone/Dist: 12B		RO #:	21883			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

i ech Line Suggests	Information from Dealer
2/17/2010 1:21:00 PM DAVIDK	
1 ORIGINAL COMPLAINT	PEDAL FADES TO FLOOR REPLACED MASTER CYL ONLY,
	BLED SYSTEM PER MANUAL, PUMP RUNS CONTINUOULY,
	AND BRAKE LIGHT WILL NOT GO OUT, REBLED ENTIRE
	SYSTEM, SAME COND. NO CODES STORED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:
	ADVANCED HYDRAULIC BOOSTER][KEYWORD:]
4	PEDAL WOULD GO TO THE FLOOR ON LIGHT APPLY.
	WOULD HOLD W HARD APPLY. AFT REPALCING THE
	MASTER THE AHB PUMP KEEPS RUNNING.
5 POSS AIR BUBBLE TRAPED WHEN MASTER/ RESIVOR	
WAS REPLACED. TRY HOOKING A VACCULA TO THE	
BLEED SCREW AND PULL SOME FLUID THROUGH	
WHEN THE PUMP IS RUNNING. CK LINE FROM MASTER	

TO PUMP FOR SOME KIND OF PLUG 2/18/2010 1:35:37 PM RUDYG

6 02/18/2010 01:35:57 PM RUDYG

8 REPL SERVO UNIT. SUSPECT BYPASSING TO RESEVOIR

Printed: 01/12/2011 11:07:32AM By SYSTEM

(DARREL) I TRIED TO SUCK FLUID INTO PUMP AND CAN'T DO IT. I AM CONFIDENT THAT PUMP IS PRIMED.

PUMP DOES PRESSURIZE IF YOU STEP ON BRAKE PEDAL

2/24/2010 4:40:26 PM TAIS

9 MSG

REPL SERVO UNIT TO FIX

Page 335 of

T/L Ref #	Crea	ated By	Date Cı	reated	Last Edited By		# of Edits	
2552910	RAY	AYD 02/11/200		800	008 PAULI		23	
Code	Original Complaint		Probab	le Cause/Solu	tion			
P 4125	4125 ADVANCED HYDRO-BRAKE 13,14,52			TR DAMMAGE	ED AHB C/U			
			Resin S	Source:	Spoke w/ Dealer	Dat	e: 03/05/2008	
			Status:		P RCVD	Mile	eage: 47,160	
Dealer #:	207593	TZ:	MST	VIN: JHMF	A36256S	Err:		
Dir Cont:	GEORGE ENGEL	Training %:	99	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(303) 369-7800	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	BILL DOUD			Doors:	4DR	WD:	2	
Parts Mgr:	CRAIG REHBURG			Fact:	SUZUKA	Country:	JPN	
Dir Name:	MILE HIGH HONDA			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP	
	2777 SOUTH HAVA	NA CO 80014		WhtBdy:	ABS, AIR BAG, NAVI			
	DENVER	CO 80014		Engine #:	LDA2 1018424	Trans #:	1022202	
Phone: (30	03) 369-7800	Fax #: 3033691554	ŀ	Em Type:				
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	537806			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

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Tech Line Suggests

Information from Dealer

2/11/2006 2:30:05 PM RAYD

1 ORIGINAL COMPLAINT

THERE IS A CODE 13,14,52, PERFORMED DIAG IN SERVICE MANUAL AND REPLACED SERVO UNIT, CODE IS STILL

THERE . BRAKE PEDAL IS HARD .

THIS CAR HAS A REALLY HIGH HARD BRAKE PEDAL

REPLACED THE SERVO UNIT

NONE THAT I SEE

NONE

*SHOULD THE KEY BE "ON"?

2 PREVIOUS REPAIRS OR PARTS REPLACED?

4 THIS CAR WAS AT ANOTHER DEALER

5 IS THERE ANY AFTER MARKET ON THE CAR?

6 ACC DAMAGE?

7 AT THE SERVO UNIT, CONNECT NO 7 TO NO9, NO23 TO NO 16 AND NO 24 TO NO 6. YOU SHOULD BLOW 3 FUSES, IF NOT, FIND OUT IF ON POWER OR GROUND SIDE BY USING BODY GROUND

2/12/2008 7:50:33 AM GREGN

8

9 PIN #9 IS HOT ALL THE TIM, PINS #6 & 16 ARE HOT WITH THE KEY "ON".

SEE ABOVE

LET ME DO THAT AND CALL BACK

2/12/2008 10:22:04 AM RUDYG

10 02/12/2008 10:22:32 AM RUDYG

11 CAN YOU LOOK AT DATA LIST FOR AHB?

12 DO WE HAVE A FUNCTION TEST IN HDS FOR POWER **UNIT MOTOR?**

13 LOOK FOR THAT IF YES, OPERATE MOTOR AND SEE IF IT WORKS AND SOUNDS OK. IF NO, DISCONNECT SERVO UNIT CONNECTOR AND SHORT PIN 9 TO PIN 25 FOR A SECOND OR TWO, MOTOR SHOULD RUN. COMPARE TO K/G TO DETEMINE IF IT SOUNDS **NORMAL**

IT POPPED ALL FUSES EXCEPT 40AMP ONE. IT WAS GETTING REALLY HOT SO I STOPPED BEFORE IT BLEW.

I HAVE NOT TRIED TO YET. I CAN CHECK

OK

2/14/2008 12:23:03 PM KEITHC

14

15 WHAT CODE

16 RUDY, PLS CALL

REPLACED MOTOR UNIT, STILL HAS SAME CODES

13, 14, 52

2/14/2008 12:45:46 PM RUDYG

17 02/14/2008 12:47:52 PM RUDYG(REVIEWED CONTACT,

PEND TO DAVID K)

18 (DTC 13: Motor Voltage Malfunction 2 DTC 14: Motor Stuck ON DTC 52: Motor Circuit OFF)

2/15/2006 10:47:57 AM DAVIDK

CB TO DEALER. TECH IS OFF TILL MONDAY

20 WILL TRY NEXT WEEK

2/18/2008 8:12:09 AM DAVIDK

COULD NOT GET THROUGH TO TECH

2/19/2008 2 16:06 PM RAYD

21

REPLACED THE SERVO UNIT, I COULDN'T GET THE POWER **UNIT TO RUN BY CONNECTING 9 TO 25**

WHAT IF IT RUNS?

23 THAT WOULDNT INDICATE A SERVO UNIT, THAT WOULD BE THE LOSS OF POWER OR GROUND. CONNECT 9 TO 25, IF THE MOTOR DOESNT RUN, **VOLTAGE DROP MOTOR.**

24 CHECK FOR LOOSE PINS

2/20/2008 9:26:22 AM GARYR

26 DID YOU DO THE ZERO MEM

27 DID YOU PUSH BRAKE QUICKLY

28 FAXED PROCEDURE HSN 06-07

29 TRANSFER TO DAVE K

GEORGE, STILL HAVE SAME CODE.

YES

NO IT SAYS SLOWLY

DOES NOT COUNT WHEN I PUSH BRAKE

2/20/2008 9:37:06 AM DAVIDK

30

DATA LIST HAS SUPPLYED V TO MTRAT 7.9V.

31 POSS BAD POWER SUPLY ON P9. CK V WHEN JUMPING TO P7.

Printed: 01/12/2011 11:07:32AM By SYSTEM

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2/25/2008 7:17:21 AM JAMESH

32

33 HAVE YOU INSPECTED G1?

34 INSPECT G1, CHECK ALL SYSTEMS FOR DTC'S

HAS NEW SERVO/POWER UNIT/ENGINE HARNESS AND CAN STILL DUPLICATE DTCS

NO

2/25/2008 8:37:34-AM DAVEM

35

36 CAN I HELP?

37 WILL DO

38 FWD TO DK FOR CB

ALL GROUNDS CHK OK. CAN I TALK DK PLS?

NO THANKS, PLS HAVE HIM CALL ME @ (303) 369-7800, HIT ZERO AND ASK THEM TO PAGE ME "GEORGE ENGEL"

2/25/2008 11:45:04 AM DAVEM

42

43 WHAT DID YOU FIND?

DK PLEASE. I FOUND SOMTHING STRANGE

SOMTHING AT THE UD FB. TELL YOU WHAT, I'M GOING TO EAT SOMTHING RIGHT NOW, PLS HAVE HIM CB ASAP, BUT

I'LL BE HERE

44 OK

45 FWD TO DK FOR CB

2/25/2008 6:54:23 AM DAVIDK

39

REPLACED THE UNDER HOOD HARNESS THAT CONNECTS THE AHB TO THE PUMP AND FUSE BOX. STILL CODES 13,14,52. I CAN HOT WIRE THE PUMP IT WORKS

40 SEND SNAP SHOT

41 RECIVED SNAP SHOT. LOOKS LIKE ACUM IS NOT CHARGING (SHOULD BE 14MPA) MTR V IS 12.1 THEN 7.8V ACUM DOES NOT CHARGE. (SHOULD BE 0V W ACUM FULL THEN BATT V WHEN MTR IS TURNED ON AND TRYING TO CHARGE, CK V AT 40A FUSE. SHOULD NOT DROP. POSS FUSE BOX

2/26/2008 7:26:42 AM DAVIDK

46

ACCRODING TO THE DATA LIST THE MTR V IS CHANGING. WE REPALCED THE FUSE BOX AND WIRE HARNESS. NO CHANGE.

47 CK V FROM F3 @ FUSE BOX. MONITOR MTR V ON HDS. IF DOES NOT CHANGE FOLLOW TO AHB PIN 9. FOLLOW OUT OF AHB P25 TO MTR. FOLLOW TO MTR. CK V FROM MTR TO GROUND. EVERYTHING MUST BE CONNECTED. COMPAIR YOUR READING TO DATA LIST V TO MTR

2/26/2008 8:28:48 AM DAVIDK

48

49 ON A CHARGER

50

WITH EVERY THING CONNECTED I GET A SOLID 13.1 V AT FUSE BOX F3. PIN 9 AT SERVO UNIT I GET 13.1V

YES

DATA LIST V STILL JUMPS AROUND FROM 14.1 TO 8.9V UNDER POWER SOURCE TO UNIT. THE PUMP PIN 25 HAS 0V **ALL TIMES**

CELL

51 WILL GET WENGINEERS AND GET BACK WITH YOU

3/3/2008 9:02:04 AM DAVIDK

- 52 TESTED OUR CAR. DISCONNECT THE HAB PUMP/MRT. MONITOR V ON WHIT WIRE, IGN ON, HAVE 12,2V. COMPAIR TO DATA LIST. IT MATCHES THE V TO MTR LINE. AFTER A APROX 2 MIN THE CAR CODED 14-1 13-1 52-1, AT THAT TIME THE V AT MTR AND DATA LIST WOULD RANDOM CHANGE FROM 12.2 TO 7.9.
- 53 DEALER DOES NOT GET ANY V AT THE WHT WIRE TO MTR WHEN DATA LIST SHOWES IT SHOULD. DEALER BACK PROB PIN 25, NO VOLTAGE THERE.
- 54 DEALER REPLACED THE AHB UNIT FIRST, THEN REPLACED THE PUMP/MTR. STILL CODES, REPLACED UNDER HOOD WIRE HARNESS THAT CONNECTS AHB TO PUMP. WE SUPPECT THE OLD PUMP OR HARNESS MAY HAVE DAMMAGED THE FIRST RPL AHB C/U. REC REPLACE AHB AGAIN

55 CB TO TECH. 56 HAVE NOT INSTALLED AHB UNIT YET. WILL GET DONE TODAY AND LET YOU KNOW 3/5/2008/1:37/10 PM DAVIDK 57 INSTALLED THE NEW AHB UNIT. THE PUMP IS NOW RUNNING. HAVE NOT LEARNED YET BUT IT LOOKS GOOD. WILL LET YOU KNOW 58 WILL CALL BACK 59 PAUL. PLEASE PICK UP PARTS. 3/10/2008 9:05:25.AM PAUEL 60 207593 RO Date: 2008-02-08 Claim Number: 378064 R&R 61 57300-SNC-A02 POWER UNIT, BRAKE 3/10/2008 10:46:06 AM PAULI **62 FAXED SHIP REQUEST** 3/12/2008 2:14:25 PM PAULI 63 HYDRO BRKE RCVD--FRWD>DAVIDK 64 207593 RO Date: 2008-02-08 Claim Number: 378066 R&R 65 38250-SNC-A01 BOX ASSY., RELAY 66 207593 RO Date: 2008-02-08 Claim Number: 378063 R&R 67 01469-SNC-A07 SERVO SET 68 207593 RO Date: 2008-02-08 Claim Number: 378065 R&R 69 32200-SNC-A00 HARN, ENGINE ROOM 70 207593 RO Date: 2008-02-08 Claim Number: 378064 R&R 71 57300-SNC-A02 POWER UNIT, BRAKE

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T/L Ref#	Crea	ated By	Date Cre	eated	Last Edited By		# of Edits
2407362	LANCEK		07/26/20	07/26/2007 LANCEK			1
Code P 4150	Original Complaint BRAKE PEDAL GOES TO FLOOR			e Cause/Solu ATOR; CHEC	tion K FOR CODES		
			Resin S	ource:	None	Date	: :
			Status:		N/A	Mile	age: 31,155
Dealer #:	207471	TZ:	PST	VIN: JHMF	A36276S	Err:	
Dir Cont:	CASEY BALES	Training %:	68	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(951) 734-8400	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	BRUCE MYERS			Doors:	4DR	WD:	2
Parts Mgr:	BRETZ ALEXIS			Fact:	SUZUKA	Country:	JPN
Dir Name:	HONDA CARS OF C 1080 POMONA ROA CORONA			Desc: WhtBdy: Engine #:	CIVIC 4DR HYBRID 4 POWER STEERING, LDA2 1019635	ABS, SRS A	
Phone: (9	51) 734-8400	Fax #: 9517375235		Em Type:			
DPSM: RO	DBERT CRAIG	Zone/Dist: 01B		RO #:	301353		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

26	200	733	3.4	3 8	4		LAN	
4	\sim	CINI			40.	A 1 L I T		

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- **3 PREVIOUS REPAIR DESCRIPTION**
- 4 DUPLICATE?
- 5 CODES?
- 6 CHEK FOR CODES

ABS PUMP CONSTANTLY RUNS NO POWER ASSIST.

YES

CUSTOMER STATES PEDAL GOES TO FLOOE.

YES, THE PUMP RUNS, AND THE PEDAL WAS LOW

NOT SURE

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T/L Ref #	Creat	ed By	Date Cr	eated	Last Edited By	# of Edits
1831749	DAVE	K	05/26/2		KEITHC	3
Code P 4125				e Cause/Solu EAD SYSTEN	tion //,PDL CAME UP;TEST	DRIVE VERIFY
			Resin S	ource:	None	Date:
			Status:		N/A	Mileage: 966
Dealer #:	207767	TZ:	PST	VIN: JHMF	A36256S	Err:
Dir Cont:	NGUYEN TRINH	Training %:		Year:	2006	Model: CIVIC IMA
Serv Ph:	(714) 890-8900	Extn:		Tran:	CVT	Trim: HYBRID
Serv Mgr:	RANDY HICKERSON			Doors:	4DR	WD : 2
Parts Mgr:	MARK KOZEL			Fact:	SUZUKA	Country: JPN
Dir Name:	HONDA WORLD 13600 BEACH BLVD. WESTMINSTER	CA 92683		Desc: WhtBdy: Engine #:	CIVIC 4DR HYBRID 4 POWER STEERING,	
Phone: (71	14) 890-8900	Fax #: (714) 898-479	96	Em Type:		
DPSM: TIMOTHY CRAIN Zone/Dist: 01F			RO #:			
Previous De	ealer/Contact	Date		Case Type: W.O. #:	Technical	

Tech Line Suggests

Information from Dealer

6/14/2008 DAVER	
1 05/26/06 16:16:53 ISIS:>	CUSTOMER STATES THAT WHEN APPLYING THE BRAKES THERE
2	IS A SLIGHT SQUEAK NOISE AND ALSO WHEN WAITING AT
3	THE A RED LIGHT FOR ABOUT 30 SECONDS THE PEDAL
4	SLOWLY SINKS DOWN TO THE FLOOR. CHECK AND ADVISE
5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
6 THIS PROBLEM?>	NO
7 05/26/06 16:17:15 DAVEK:>	WE VERRIFYED THE SQUEEK NOISE AT
8 05/26/06 16:36:19 RAYD:>	ANDY; BLEAD THE BRAKES, NOW THE PEDAL IS HIGH
9	AND HARD, WONT MOVE NOW
10 THAT IS GOOD, SHOULD BE HIGH AND HARD,>	I BLEAD THE BRAKES A SECOND TIME, AND NOTHING
11	WOULD COME OUT OF THE FRONT CALIPERS
12 FIRST OF ALL, I CANT SEE HOW YOU COULD BLEED	
13 THE BRAKES THAT QUICKLY ONE TIME, WHAT	
METHOD 14 DID YOU USE TO BLEED THE BRAKES?>	HAD SOMEONE PRESSING ON THE PEDAL
15 NOT RECOMMENDED, A PRESSURE BLEEDER IS A	HAD SOMEONE PRESSING ON THE PEDAL
RECOMENDED	
16 SPECIAL TOOL, YOU CANT GET ENOUGH PRESSURE	
WITH	
17 A FOOT ON THE BRAKE, DRIVE THE CAR AND SEE IF	
18 ITS FIXED, THIS GUYS OVER HIS HEAD>	
19 START A P JOB END DLRSHIP	
TRNG	
20 DATE DEALER D D CODE DATE EMP NUM CHANGE	
REASON JOB DESC PCT	
21 022305 207767 W A 0030 91014	
TECHNICIA 20	
22 112503 207893 W A 0030 113004 2526 RESIGNATION	
TECHNICIA 20	NOW CHOT CAVE THE BRAKE BERAL COFE TO STOOP
23 06/14/06 13:50:37 KEITHC:> 24 CAN CUST STOP THE CAR>	NOW CUST SAYS THE BRAKE PEDAL GOES TO FLOOR YES
25 SINKING OR GOING TO FLOOR>	DON'T KNOW, CAN'T DUP
25 SINKING OR GOING TO FLOOR	3X IN 700 MILES
27	OX IIV 700 WILLO
<u>~</u> :	

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T/L Ref#	Created By		Date Created Last Edited By		# of Edits		
2889273	JERR	RYA 08/28/20		009	JERRYA		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE FEEL (SOFT, LO	OW, HARD)	FAXED	SUPER BLEE	D		
			Resin S	ource:	None	Dat	æ:
			Status:		N/A	Mile	eage: 38,886
Dealer #:	208280	TZ:	EST	VIN: JHMF	A36236S	Err:	
Dir Cont:	JASON TALBERT	Training %:	25	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(717) 848-2600	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	TOM MANN			Doors:	4DR	WD:	2
Parts Mgr:	PAUL BEAUDUY			Fact:	SUZUKA	Country:	JPN
Dir Name:	APPLE HONDA			Desc: CIVIC 4DR HYB		NAVI 4CYL 110.0 HP	
	1212 LOUCKS ROAD YORK	PA 17404		WhtBdy:	ABS, AIR BAG, NAV	1	
	TORK	FA 17404		Engine #:	LDA2 1021243	Trans #:	1025571
Phone: (7	17) 848-2600	Fax #: (717) 845-650	5	Em Type:			
DPSM: W	ALTER	Zone/Dist: 05M		RO #:	12351		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Printed: 01/12/2011 11:03:56AM By SYSTEM

Information from Dealer

8/28/2009 12:29:44 PM JERRYA	All the state of t
1 ORIGINAL COMPLAINT	VACUUM BLED BRAKE SYSTEM, PEDAL WON'T PUMP UP,
	ANDBRAKE LIGHT COMING ON AND OFF INTERMITTENTLY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 08/28/09 15:29:58 JERRYA: (CALL FROM DEALER)	JASON;TECH
4 BLEED WHY?	CUSTOMER REQUEST BRAKE FLUSH
5 FLUSHED HOW PRESSUER BLEEDER	NO, VAC ON BLEEDER SCREW
6 AND NO PRESSUER ON THE MASTER CYLINDER	NO
7 THAT WILL PULL AIR INTO THE SYSTEN EVERYWHERE	?
THERE IS A SEAL, IF ITS CANT DRAW FLUID IT WILL	
PULL IN AIR THRU.	
8 FAX?	717-845-6505
9 I'LL FAX SUPER BLEED	OK

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T/L Ref#	(Created By	Date Cr	eated	Last Edited By	# of Edits
2541387	H	KENE	01/25/20	800	KENE	1 -
Code	Original Complain	t	Probabl	e Cause/Solu	tion	
P 4125	ADVANCED HYDR	O-BRAKE LIGHT ON	ACCIDE	NT; CHECK F	POWER, GROUND, K	(-LINE
			Resin S	ource:	None	Date:
			Status:		N/A	Mileage: 27,800
Dealer #:	208248	TZ:	CST	VIN: JHMF	A36276S	Err:
Dir Cont:	ALFREDO	Training %:	57	Year:	2006	Model: CIVIC IMA
Serv Ph:	(713) 464-7482	Extn:		Tran:	CVT	Trim: HYBRID
Serv Mgr:	TIMOTHY SWAF	FORD		Doors:	4DR	WD : 2
Parts Mgr:	PEDRO BELTRA	.N		Fact:	SUZUKA	Country: JPN
Dir Name:	GOODSON HON			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 HP 1.3
	10250 OLD KAT	Y ROAD TX 77043		WhtBdy:	POWER STEERING	, ABS, SRS AIRBAG,
	HOUSTON	17/1043		Engine #:	LDA2 1022441	Trans #: 1027019
Phone: (7	13) 464-7482	Fax #: 7134642549		Em Type:		
DPSM: VE	ERNON SAGE	Zone/Dist: 03C		RO #:	441120	
Previous D	ealer/Contact	Date		Case Type:	Technical	

Tech Line Suggests

Information from Dealer

. con zine cuggecte	
1/25/2008 7:22:36 AM KENE	
1 ORIGINAL COMPLAINT	BRAKES HARD TO PUSH (ABS, BRAKE SYSTEM, BRAKE AND
	D LIGHT ARE ON)
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	ABS MODULATOR (REPLACED)
4 WHAT CODE	HAS NO COMUNICATION WITH SERVO UNIT
5 ACCIDENT	YES, WHERE THE MODULATOR WAS AT
6 CHECK POWER. GROUND AND K-LINE	

W.O. #:

T/L Ref#	Created By		Date C	reated	Last Edited By		# of Edits	
2800360	TOMP		04/03/2009		TOMP		1	
	AUD NOISE AND DEDES			Probable Cause/Solution CUSTOMER EXPECTATIONS; REFER TO VSC				
			Resin S	Source:	None	Date	e:	
			Status:		N/A	Mile	eage: 87,062	
Dealer #:	208173	TZ:	CST	VIN: JHMF	A36216S	Err:		
Dir Cont:	WILLIAM	Training %:	69	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(972) 790-6063	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	DANIEL MCCLURE			Doors:	4DR	WD:	2	
Parts Mgr:	DAN ZIEBER			Fact:	SUZUKA	Country:	JPN	
Dir Name:		DAVID MCDAVID HONDA OF IRVING 3700 W.AIRPORT FREEWAY		Desc: WhtBdy: Engine #:	CIVIC 4DR HYBRID 4 POWER STEERING, A LDA2 1022808	ABS, SRS A		
Phone: (97	(2) 790-6063	Fax #: 9723136210		Em Type:				
DPSM: OL	EN CURL	Zone/Dist: 03A		RO #:	143867			
Previous De	aler/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

1/3/2009 10:25:20 AM TOMP	
1 ORIGINAL COMPLAINT	CS WHEN HOLDING DOWN THE BRAKE PEDAL SOMETIMES
	THERE IS A BUBBLE SOUND LIKE SUCTION THAT
	HAPPENS,THE BRAKES DONT FEEL SOFTTHERE IS A
	SMALL HISS WHEN APPLYING THE BRAKE PEDAL IF THE
	PEDAL IS HELD AND GOES DOWN, THE PEDAL WILL KICK
	BACK OR FEEL LIKE THERE IS NO POWER BOOSTER
	ASSIT,IS THIS NORMAL? OR WILL SB08-057 FIX THE
	PROBLEM OR DOES POWER UNIT NEED TO BE REPLACED?
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 DID YOU TEST DRIVE THE CAR YET?	NO
4 HOW CAN I HELP?	THE PEDAL WILL KICK BACK OR FEEL LIKE THERE IS NO
	POWER BOOSTER ASSIT, IS THIS NORMAL?
5 NEED TO COMPARE TO OTHER LIKE CAR.	WILL SB08-057 FIX THE PROBLEM OR DOES POWER UNIT
	NEED TO BE REPLACED?
6 DOES THE AHB MAKE THE NOISE DESCRIBED (HEARD)	YES
IN THE BULLETIN?	
7 BULLETIN WILL FIX THE NOISE FOR SURE.	

T/L Ref #	Created By		Created By Date Created		Last Edited By		# of Edits	
2987716	CHRISV		03/29/2010		CHRISV		1	
Code	Original Complaint			Probable Cause/Solution				
P 4150	LOW PEDAL IF PRES	SING HARD		NORMA	L FOR THIS	CAR		
				Resin S	ource:	None	Dat	e:
				Status:		N/A	Mile	eage: 21,680
Dealer #:	208047	TZ:		EST	VIN: JHMF	A36296S	Err:	
Dir Cont:	BERNIE	Trainin	g %:	31	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(410) 243-7000	Extn:			Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JOHN DINATALE				Doors:	4DR	WD:	2
Parts Mgr:	GLENN HOLCOMB				Fact:	SUZUKA	Country:	JPN
Dir Name:	ANDERSON HONDA				Desc: CIVIC 4DR HYBRI		ID 4CYL 110.0 HP 1.3	
	204 W. WARE STRE BALTIMORE	EET MD 21218	,	WhtBdy: POWER S		POWER STEERING	OWER STEERING, ABS, SRS AIRBAG,	
	BALTIMORE	IVID 21210	•		Engine #:	LDA2 1023121	Trans #:	1027998
Phone: (4'	10) 243-7000	Fax #: (410	889-7434		Em Type:			
DPSM: RC	BERT BORZILLERI	Zone/Dist:	06E		RO #:	183963		
Previous Dealer/Contact Date				Case Type:	Technical			
					W .O. #:			

Tech Line Suggests

Information from Dealer

3/29/2010 1:30:47 PM CHRISV	
1 ORIGINAL COMPLAINT	I CAN PUSH THE BRAKE PEDAL TO THE FLOOR UNTIL IT
	STOPS WITH SOMEWHAT MORE THAN NORMAL
	APPLICATION OF THE BRAKES. NOT A LOT OF TRAVEL IN
	PEDAL STOPS FINE. IS THIS NORMAL?
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:
	BRAKES][KEYWORD: PEDAL]
4	I AM DOING A STATE INSPECTION, IF I PRESS HARD ON THE
	PEDAL I CAN MAKE IT GO TO THE FLOOR. BUT NORMAL
	BRAKING IT FEELS FINE
5 SOUNDS NORMAL TO ME	

T/L Ref#	Created	By	Date Created Last Edited B		Last Edited By	# of Edits
1926826	GARYR		09/14/20	006	GARYR	11
Code P 4150	Original Complaint BRAKE PEDAL HARD			le Cause/Sol ARE TO LIKE		
			Resin S Status:		None N/A	Date: Mileage: 7,793
Dealer #:	208286	TZ:	PST	VIN: JHM	FA36246S	Err:
Dir Cont:	JAMES ESLINGER	Training %:		Year:	2006	Model: CIVIC IMA
Serv Ph:	(714) 690-8455	Extn:		Tran:	CVT	Trim: HYBNAVI
Serv Mgr:	STEVE QUINTERO			Doors:	4DR	WD : 2
Parts Mgr:	MICHAEL VEJAR			Fact:	SUZUKA	Country: JPN
Dir Name:	BUENA PARK HONDA			Desc:	CIVIC 4DR HYBNAV	I 4CYL 110.0HP
	6411 BEACH BLVD. BUENA PARK	CA 90621		WhtBdy:	ABS, AIR BAG, NAVI	
	DUCINA FARK	OA 90021		Engine #:		Trans #:

Em Type:

RO #:

W.O. #:

Fax #: (714) 690-8477

01F

Zone/Dist:

Date

Tech Line Suggests

Phone: (714) 690-8455

Previous Dealer/Contact

DPSM: TIMOTHY CRAIN

Information from Dealer

Case Type: Technical

reen Enie eaggeete		
9/14/2006 GARYR		
1 09/14/06 11:08:02 ISIS:>	BRAKE PEDAL FEELS HARD ALL THE TIME, AND CAN HEAR	
2	AIR WHEN BRAKE PEDAL IS DEPPRESSED	
3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR		
4 THIS PROBLEM?>	NO	
5 09/14/06 11:08:16 GARYR:>		
6 DOES IT STOP NORMAL>	YES	
7 ANY DTC>	NO	
8 COMPARE TO LIKE CAR		
9 DO THE MEM 0 TEST		
10 CHK AHB DATA WITH H/DS		

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T/L Ref#	Created By Date Cr		Date Cr	reated Last Edited By		y # of Edits	
2940093	RUD	YG	12/11/2	009	DAVIDK	4	
Code P 4125	Original Complaint		Probable Cause/Solution				
F 4125	AHB CODE 61, 81, 83		MODUL	ATOR?; DISC	AND RECK FOR 83		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 96,205
Dealer #:	207627	TZ:	MST	VIN: JHMF	A36206S	Err:	
Dir Cont:	LUIS GOMEZ	Training %:	94	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(505) 525-4500	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	BOB MOCERINO			Doors:	4DR	WD:	2
Parts Mgr:	DANIEL FULLER			Fact:	SUZUKA	Country:	JPN
DIr Name: BORMAN HONDA 470 WEST BOUTZ LAS CRUCES NM 88005		NM 88005		Desc: WhtBdy:	CIVIC 4DR HYBRID 4CYL 110.0 HP POWER STEERING, ABS, SRS AIRE		IRBAG,
Dhana. /F	05) 525-4500	F#- E0EE0E4E00		Engine #:	LDA2 1026291	Trans #:	1031826
,		Fax #: 5055254589		Em Type:			
DPSM: C	HRISTIAN CRUZ	Zone/Dist: 10E		RO #:	566343		
Previous Dealer/Contact Dat		Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

12/11/2009 11:29:50 AM RUDYG	
1 ORIGINAL COMPLAINT	BRAKE PEDAL HARD NO ASSIST IN BRAKING CODES 61-1
	81-1 AND 83 MASTER CYLINDER AND SERVO HAVE BEEN
	REPLACED ABS BRAKE AND BRAKE SYSTEM LIGHTS ON
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:
	ADVANCED HYDRAULIC BOOSTER][KEYWORD:]
4 WHAT CODES COME BACK?	WHEN I TRY TO DO PEDAL STROKE MEM, ZERO CALIB IT
	SAYS FAILED. THEN CODE 83 COMES ON AND THEN ABS
	WILL HAVE 81-1 AND 61-1
5 DTC 61: Control Unit Low Voltage DTC 81: Control Unit	
Internal Main Circuit Malfunction DTC 83: F-CAN Malfunction	
6 DISCONNECT ABS AND SEE IF THAT GETS RID OF 83, HAVE A FEW CASES WHERE BAD MOD CAUSED THESE CODES	ОК

12/11/2009 11:49:06 AM RUDYG

7 12/11/2009 11:49:02 AM RUDYG

8 CONTACT NUMBER?

9 (PEND TO DAVID K FOR CALL BACK)

(LUIS) I UNPLUGGED IT AND CODE 83 GONE BUT I STILL

CAN'T DO MEM.

12/11/2009 12:01:55 PM DAVIDK

10

11

12 BATTERY

13 CK BATTERY W ED 18. CLEAN ABS GROUND, VERIFY V ON DATA LIST. REPALCE ABS IF V IS OK.

CB TO TECH. NO ANSWER

LUIS. CAR CAME IN FOR A BRAKE NOISE. WE REPALCEDTHE BRAKE AND CALIPER PEDAL WAS HARD AFTER REPAIR. ANOTHER TECH REPLACED THE AHB. COULD NOT LEARN. STILL HAVE A HARD PEDAL. I GET THE CAR NOW I HAVE 81-1 61-1 IN ABS AND 83-1 IN AHB. PEDAL FEELS NORMAL **BUT LIGHTS ARE ON AND LEARNING FAILES**

WAS DEAD. WE RE-CHARGED

				much it	- +		
T/L Ref #	Created By Date Crea			Last Edited By	# of Edits		
2369901	RUD	YG	06/11/2007		RUDYG	<u> </u>	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	AHB CODES 14,47		TECH ERROR?; RECHECK INSTALL				
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 32,813
Dealer #:	206747	TZ:	EST	VIN: JHMF	A36226S	Err:	
Dir Cont:	JAY WHITEHEAD	Training %:	68	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(614) 882-1535	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	KENT WILLIAMS			Doors:	4DR	WD:	2
Parts Mgr:	CHRIS NORZ			Fact:	SUZUKA	Country:	JPN
Dir Name:	ROUSH HONDA			Desc:	CIVIC 4DR HYBRID 4CYL 110.0 HP		HP 1.3
	100 WEST SCHROCK ROAD WESTERVILLE OH 43081		WhtBdy:		POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,
	VVESTERVILLE	01143001		Engine #:	LDA2 1026860	Trans #:	1032502
Phone: (61	14) 882-1535	Fax #: 6148955737		Em Type:			
DPSM: MA	ARY DOWNING	Zone/Dist: 04F		RO #:	42953		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

6/11/2007 1:00:52 PM RUDYG	A Media (China) (China)
1 06/11/2007 01:01:00 PM RUDYG	(RICK)REPLACED MASTER CYLINDER FOR SPONGY
	BRAKES. NOW, ABS PUMP RUNS, NO SHUT OFF, CODE
	COMES UP, 14 AND 47, BRAKE SYSTEM LIGHT STAYS LIT,
	AND ALSO, BRAKE LIGHT, (RED) HAS NEVER WENT OFF,
	EVEN AFTER CLEARING.
2 MEMORIZED ZERO PEDAL POSITION?	YES
3 DID AHB BLEED PER S/M PG 19-85?	YES, MOTOR KEEPS RUNNING UNTIL YOU STEP ON
	BRAKES. AS SOON AS YOU LET UP, IT STARTS RUNNING
	AGAIN.
4 DID IT HAVE THESE CODES BEFORE UNIT REPLACED?	NO, JUST LOW PEDAL
5 VISUALLY INSPECT INSTALLATION, MAKE SURE LINES	OK
NOT CROSSED.	
6 I ALSO WANT YOU TO COMPARE AHB DATALIST TO	YES
K/G. LOOK FOR INPUT THAT CHANGES WITH PEDAL	
APPLICATION. DO YOU HAVE TO PRESS PEDAL HARD	
TO GET MOTOR TO STOP RUNNING?	
7 VISUAL INSP, CK DATA LIST	

T/L Ref #	Crea	Created By Date Cre		ated Last Edited By			# of Edits		
2560405	LANCEK			02/21/2008		LANCEK		1	
Code	de Original Complaint			Probabl	e Cause/Solu	tion			
P 4150	BRAKE PEDAL FEEL LOW			AIR; BLEED SYSTEM, CHECK FOR AIR					
				Resin S	ource:	None	Dat	æ:	
				Status:		N/A	Mile	eage: 17,664	
Dealer #:	206698	TZ:		EST	VIN: JHMF	A36206S	Err:		
Dir Cont:	JOSEPH	Trainin	g %:	70	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(631) 724-0500	Extn:			Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	KRISTEN TUCCI				Doors:	4DR	WD:	2	
Parts Mgr:	WILLIAM REUTER				Fact:	SUZUKA	Country:	JPN	
Dir Name:	NARDY HONDA				Desc:	Desc: CIVIC 4DR HYBRID 4CYL 110.0 HP			
	559 MIDDLE COUNTY ROAD SAINT JAMES NY 11780		١	WhtBdy: POWER STEERIN		POWER STEERING	G, ABS, SRS AIRBAG,		
	SAINT SAIVIES	141 11700	,		Engine #:	LDA2 1026807	Trans #:	1032597	
Phone: (63	31) 724-0500	Fax #: (631)	724-5981		Em Type:				
DPSM: RU	ISSELL BERSE	Zone/Dist:	05B		RO #:	269053			
Previous De	aler/Contact	Date			Case Type:	Technical			
					W.O. #:				

1 (ech Line Suggests	Information from Dealer
Ź	21/2008 11:41:50 AM LANCEK	
	1 ORIGINAL COMPLAINT	CUST STATES BRAKES FADED AS CAR WAS STOPPED AND
		CAR WENT FORWARD DUE TO NO HOLDING POWER OF
		BRAKES HAD TO PUMP BRAKES TO HOLD
	2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
	3 DUPLICATE?	NO
	4 WHAT WAS THE CONDITION?	THE CUST WASAT A LIGHT AND THE PEDAL SANK TO THE
		FLOOR
	5 BLEED SYSTEM AND CHECK FOR AIR	

T/L Ref#	Crea	ted By	Date Cre	eated	Last Edited By	# of Edits	
2763070 KENE		01/23/20	009	KENE	1		
Code	code Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	ADVANCED HYDRO-E	BRAKE LEAKING	AHB; RE	PLACE			
			Resin S	ource:	None	Dat	e:
			Status:	·	N/A	Mile	eage: 4,916
Dealer #:	207814	TZ:	EST	VIN: JHMF	A36246S	Err:	
Dir Cont:	EDWARD	Training %:	88	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(305) 816-5678	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JOHN KONAPELSKI			Doors:	4DR	WD:	2
Parts Mgr:	ROBERT GEAIR			Fact:	SUZUKA	Country:	JPN
Dir Name:	MAROONE HONDA OF MIAMI			Desc: CIVIC 4DR HYBRID		4CYL 110.0 HP 1.3	
	5925 N.W. 167TH ST MIAMI	REET FL 33015		WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,
	IVIIAIVII	FL 33013		Engine #:	LDA2 1027543	Trans #:	1033440
Phone: (30	05) 816-5678	Fax #: 3058165662	2	Em Type:			
DPSM: KE	VIN MCCLUNG	Zone/Dist: 07N		RO #:	407899		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	Information from Dealer
1/23/2009 12:52:03 PM KENE	edicate revolution and a second of the secon
1 ORIGINAL COMPLAINT	VEHICLE DOES NOT STOP WHEN BRAKING, FOUND BRAKE
	FLUID LEAKING INSIDE VEHICLE AND BRAKE PEDAL IS
	HARD.NO DTC FOUND.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 REPLACE THE SERVO UNIT	

T/L Ref#	Creat	ted By	Date Cr	Date Created Last Edited By		y # of Edits		
2298921 GARYR		'R 03/16/2007		GARYR		1		
Code	Original Complaint	_	Probabl	Probable Cause/Solution ACTIVATE ABS AND BLEED				
P 4150	BRAKE PEDAL HITCH	FEELING	ACTIVA					
			Resin S	ource:	None	Dat	te:	
			Status:		N/A	Mil	eage: 9,168	
Dealer #:	206909	TZ:	EST	VIN: JHMF	A36206S	Err:		
Dir Cont:	HARNISH	Training %:	. 0	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(207) 941-1460	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	JEFF ADAMS			Doors:	4DR	WD:	2	
Parts Mgr:	ARTHUR WARD			Fact:	SUZUKA	Country	: JPN	
Dir Name:	DARLING'S HONDA	DARLING'S HONDA			CIVIC 4DR HYBRID	4CYL 110.0 HP 1.3		
	114 SYLVAN ROAD	ME 04404		WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,	
	BANGOR	ME 04401		Engine #:	LDA2 1028608	Trans #:	1034997	
Phone: (2	07) 941-1460	Fax #: (207) 941	-1419	Em Type:				
DPSM: JOE ROSE Zone/Dist: 09J		I	RO #:	479140				
Previous Do	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

HOLDOOT OLGO OF ALL
/16/2007 9:46:34 AM GARYR

1

C/S THAT WHEN APPLYING BRAKES AT TIMES THERE FEELSLIKE THERE IS A HITCH IN PEDAL, THEN THE PEDAL GO ES DOWN AND VEHICLE WILL STOP. BUT PEDAL FEELS STRANGE.

2 ACTIVATE ABS AND BLEED THE SYS

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T/L Ref#	Created By		Date Created		Last Edited By	,	# of Edits	
2483135	RUD	11/01/20	007	RUDYG		1		
Code	Original Complaint	Probable Cause/Solution						
P 4150	BRAKE FEEL (SOFT, LOW)		MODULATOR?; ACTIVATE ABS, REBLEED					
			Resin Source:		None	Date:		
			Status:		N/A	Mile	eage: 14,425	
Dealer #:	206909	T Z :	EST	VIN: JHMF	A36206S	Err:		
Dir Cont:	WILLIAM	Training %:	15	Year:	2006	Model:	CIVIC IMA	
Serv Ph:	(207) 941-1460	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	JEFF ADAMS			Doors:	4DR	WD:	2	
Parts Mgr:	ARTHUR WARD			Fact:	SUZUKA	Country:	JPN	
Dir Name:	DARLING'S HONDA			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 H	HP 1.3	
	114 SYLVAN ROAD BANGOR	ME 04401		WhtBdy:	Bdy: POWER STEERING,		ABS, SRS AIRBAG,	
				Engine #:	LDA2 1028608	Trans #:	1034997	
Phone: (2	07) 941-1460	Fax #: (207) 941-14	19	Em Type:				
DPSM: J	DE ROSE	Zone/Dist: 09J		RO #:	518294			
Previous Dealer/Contact Date			Case Type:	Technical				

Tech Line Suggests

Information from Dealer

The state of the s				
11/1/2007 11:05:08 AM RUDYG				
1 ORIGINAL COMPLAINT	BRAKE PEDAL DROPS ON SLOW STOPS			
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO			
3 DOES BRAKE LIGHT COME ON?	NO			
4 COMPARED TO K/G?	DOESN'T FEEL NORMAL. I HAD A COUPLE OF THE GUYS			
	WHO HAVE DRIVEN AHB EQUIPPED CIVICS BEFORE CHK IT			
	AND THEY AGREE.			
5 DOES PEDAL GO TO FLOOR?	NOT ALL THE WAY, BUT TOO LOW			
6 TRIED BLEEDING?	YES, DIDN'T GET ANY AIR AND NO IMPROVEMENT IN FEEL			
7 MEMORIZED ZERO POSITION?	YES, NO CHANGE			
8 GET ABS TO ACTIVATE AND THEN REBLEED.	OK			

W.O. #:

Printed: 01/12/2011 11:03:56AM By SYSTEM Page 48 of 111

						_	
T/L Ref#	Crea	Created By Date Created Last Edited By		Last Edited By	# of Edits		
2990388	JOH!	NB	04/05/20)10	JOHNB		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE FEEL SOFT P	EDAL	FAXED	KB 15224			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 86,499
Dealer #:	208358	TZ:	PST	VIN: JHMF	A362X6S	Err:	
Dir Cont:	DANNY M	Training %:	0	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(408) 445-4422	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	PATRICK LYNGAR			Doors:	4DR	WD:	2
Parts Mgr:	JOHN POSTON			Fact:	SUZUKA	Country:	JPN
Dir Name:	CAPITOL HONDA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 I	HP 1.3
	745 W. CAPITOL EXPWAY.			WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,
	SAN JOSE	CA 95136		Engine #:	LDA2 1028689	Trans #:	1035037
Phone: (4	08) 445 -4 422	Fax #: 4084454420		Em Type:			
DPSM: KI	MBERLY TOWER	Zone/Dist: 12F		RO #:			
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

4/5/2010 11:55:10 AM JOHNB

2 (SPOKE TO DAVEM;HE AGREED TO SUGGEST SUPER BLEED IF TECH WANTS TO TRY;DAVE GV RECENT IMPROVEMENTS MADE TO SUPER BLEED PROCEDURE;;FAXED PROCEDURE AND VERBALLY SUPPORTED CHANGES TO TECH

3 LOW, SOFT PEDAL AFTR MODULATOR R&R (SUPER BLEED) Tech Line Knowledge Base Name: 15224 Issue

Date: 20-Feb-2008 Source: HTL-INFO

CANNOT BLEED OUT SOFT PEDAL; NEED INSTRUCTIONS FOR SUPER BLEED FAX# 4082654378

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					•		
T/L Ref#	Creat	ted By	Date Cr	eated	Last Edited By		# of Edits
2325841	RUD	RUDYG 04/16/20		007	RUDYG		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKES STIFF		NORMA	L?; RECHEC	K SENSOR ZERO POS	SITION	
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 10,902
Dealer #:	207767	TZ:	PST	VIN: JHMF	A36216S	Err:	
Dir Cont:	LAM VU	Training %:	0	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(714) 890-8900	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	RANDY HICKERSON			Doors:	4DR	WD:	2
Parts Mgr:	MARK KOZEL			Fact:	SUZUKA	Country:	JPN
Dir Name:	HONDA WORLD			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	13600 BEACH BLVD. WESTMINSTER	CA 92683		WhtBdy:	ABS, AIR BAG, NAVI		
	WESTWIINSTER	CA 92003		Engine #:	LDA2 1031716	Trans #:	1038621
Phone: (7	714) 890-8900	Fax #: (714) 898-479	6 .	Em Type:			
DPSM: T	IMOTHY CRAIN	Zone/Dist: 01F		RO #:	470787		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

rech Line Suggests	information from Dealer
4/16/2007 1:34:48 PM RUDY G	
1 04/16/2007 01:15:19 PM RUDYG	FEEL STIFF AFTER REPLACE IMA ROTOR
2	BRAKES FEEL STIFF.
3 CAN YOU DUPLICATE?	NO, FEELS OK TO ME. I HAVE RELEARNED EVERYTHING
	TOO.
4 WHY DID YOU CHANGE IMA ROTOR?	I HAD CODE P0A3F, LIGHT IS NOW OUT
5 IF IT FEELS OK TO YOU I WOULD SAY IT IS PROBABLY	OK
OK. RECHECK SENSOR ZERO POSITION AND MAKE	
SURE IT IS CORRECT.	

					,		
T/L Ref #	Crea	ted By	By Date Cre		Last Edited By		# of Edits
2496929	JOH	NB	11/20/20	007	DAVIDK		3
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	AHB/ "BRAKE" WARN	ON	12/05: F	REPLACED AC	CCUMULATOR AND A	IB MODULA	ATOR
			Resin S	ource:	Spoke w/ Dealer	Dat	e: 12/05/2007
			Status:		N/A	Mile	eage: 17,019
Dealer #:	208233	TZ:	EST	VIN: JHMF	A36296S	Err:	
Dir Cont:	BRENDON	Training %:	89	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(386) 738-0007	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	JAY GOLSTON			Doors:	4DR	WD:	2
Parts Mgr:	GARY BENNETT			Fact:	SUZUKA	Country:	JPN
Dir Name:	COGGIN DELAND HONDA			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	1580 S. WOODLAND DELAND) BLVD. FL 32720		WhtBdy:	ABS, AIR BAG, NAVI		
•	DELAND	FL 32720		Engine #:	LDA2 1032064	Trans #:	1039032
Phone: (3	86) 738-0007	Fax #: 3867349221		Em Type:			
DPSM: DA	AVID CATHCART	Zone/Dist: 07H		RO #:	221363		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

11/20/2007 1:37:12 PM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

- 4 SO THIS IS THE (AMBER) "BRAKE SYSTEM" WARN,OR THE (RED) "BRAKE" WARN
- 5 SO DOES THIS BRAKE WARN GO OFF WHEN YOU RELEASE PEDAL
- 6 ANY ABS CODES
- 7 ARE YOU RAPIDLY APPLYING, OR IN CLOSE APPLICATIONS THE BRAKE PEDAL 5 TO 8 TIMES BRAKE LIGHT ON AFTR REPEAT BRAKE APP (NORMAL AHB OPERATION) Tech Line Knowledge Base Name: 12228 Issue Date: 27-Oct-2006 Source: HTL-INFO
- 8 BESURE, BRAKE LIGHT WILL COME ON NORMALLY IF YOU DEPLETE SYSTEM. SINCE ACCUMULATOR DID NOT REPAIR, TRY KG AHB SERVO UNIT; ALSO COMPARE PEDAL FEEL TO KG;CB PENDED FYI TO AHB SPECIALIST: DAVEK

"C/S THERE A NOISE THAT OCCURS SOMETIMES WHEN YOU BRAKE THAT SOUNDS LIKE FLUID SLIPPING BY A SEAL AND THE BRAKE FEELS LIKE IT QUITS". I FOUND I INTERMITENT BRAKE LIGHT THAT WOULD FLASH WHEN DEPRESSINGBRAKE LIGHT AND WOULD GO OFF SUDDENLY WHILE HOLDI NG DOWN PEDAL. REPLACED BRAKE FLUID ACCUMULATOR ACCORDING TO ISIS BUT PROBLEM IS STILL PRESENT. PEDAL WILL SOMETIMES GO TO FLOOR WHILE PUMPING IN SERVICE BAY BUT DOES NOT RELATE TO BRAKE LIGHT ILLUMINATION. HISSING NOISE SOUNDS LIKE TYPICAL BOOSTER.

NO

ANY KNOWNS

RED, BRAKE WARN; I CANNOT PRODUCE THE CUSTOMERS BRAKE PEDAL OR BRAKING PERFORMANCE PROBLEM DRIVING, BUT CNA PRODUCE LOW PEDAL APPLYING PEDAL IN MY STALL

NO

NONE NO,I AM NOT

11/28/2007 9:40:04 AM DAVIDK

CALL TO DEALER. TECH IS AT LUNCH.

12/5/2007 9:55:34 AM : DAVIDK : ...

10

(BOB S/A) TECH IS AT SCHOOL. ACCORDING TO THE R/O WE REPLACED THE ACCUMULATOR DID NOT FIX, BRKAE LIGHT WAS STILL COMMING ON. WE REPLACED THE MODULLATOR ASSEMBLEY, LIGHT OUT AND CUST IS HAPPY

T# D-6#	0	atad Dir	Doto Co		Look Editod By		# of Edits
T/L Ref #		ated By	Date Cre		Last Edited By		
2209836	RA`	YD	11/29/20	006	RAYD		
Code	Original Complaint		Probable	e Cause/Solu	tion		
P 4150	BRAKE PEDAL GOES	S TO FLOOR	MODUL	ATOR?; BLEE	D BRAKE SYSTEM FI	RST	
			Resin Se	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 12
Dealer #:	208120	TZ:	EST	VIN: JHMF	A36206S	Err:	
Dir Cont:	CONLAN GUY	Training %:	0	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(215) 702-1500	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	GUY CONLAN			Doors:	4DR	WD:	2
Parts Mgr:	TONY PARINI			Fact:	SUZUKA	Country:	JP N
Dir Name:	MIKE PIAZZA HON			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	1908 E. LINCOLN F LANGHORNE	IWY. PA 19047		WhtBdy:	ABS, AIR BAG, NAVI		
	LANGHORNE	FA 19041		Engine #:	LDA2 1032227	Trans #:	1039267
Phone: (2	15) 702-1500	Fax #: (215) 702-150	3	Em Type:			
DPSM: TL	JRK MCFADDEN	Zone/Dist: 05H		RO #:	277576		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

11/29/2006 11:38:29 AM RAYD

Tech Line Suggests

Information from Dealer

1

Printed: 01/12/2011 11:03:56AM By SYSTEM

BRAKE PEDAL GOES TO FLOOR, CAR DELIVERED TO DEALERBRAKE FLUID RES EMPTY, REPLACED RES. UNABLE TO GE T NORMAL BRAKE PEDAL, REPLACED MASTER CYLINDER SAME RESULT

2 BLEED SYSTEM WITH PRESSURE BLEEDER, THEN TAKE THE CAR OUT AND EXERCISE THE ABS, IF THE PEDAL COMES UP, REPLACE MODULATOR.

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T/L Ref#	Creat	ed By	Date C	reated	Last Edited By		# of Edits
3054629	JOHN	IB	09/08/2	010	JOHNB	2	
Code P 4125	Code Original Complaint			ole Cause/Solu	tion AKE FUNCTION NORI	MAL	
			Resin S	Source:	Feedback forms	Dat	te: 09/09/2010
			Status:		N/A	Mile	eage: 41,703
Dealer #:	207433	TZ:	PST	VIN: JHMF	A36246S	Err:	
Dir Cont:	WARREN LOCK	Training %:	68	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(425) 775-7575	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JOHN ROYCE			Doors:	4DR	WD:	2
Parts Mgr:	STEVEN DAVIS			Fact:	SUZUKA	Country:	JPN
Dir Name:	LYNNWOOD HONDA 22020 HIGHWAY 99 EDMONDS	WA 98026		Desc: WhtBdy:	CIVIC 4DR HYBRID 4 POWER STEERING,	ABS, SRS A	AIRBAG,
Phone: (4	25) 775-7575	Fax #: 4256720505		Engine #: Em Type:	LDA2 1032956	Trans #:	1040094
DPSM: PE	TER HOLT	Zone/Dist: 02A		RO #:	439396		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

9/8/2010 1:33:04 PM JOHNB	
1 ORIGINAL COMPLAINT	NO BRAKE PEDAL AFTER SUCKING BRAKE FLUID OUT FROM
	BLEEDER
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID: 0][SUBJECT:]
	[KEYWORD: NO BRAKE PEDAL]
4	SO I USED A VACUUM BLEEDER AND AFTER SEVERAL
	BRAKE PEDAL PUMPS,THE PEDAL GETS HARD AND LOW
	SOME, SO BLED THE SERVO UNIT AND POWER UNIT AND NO
	CHANGE; IF I PUMP THE PEDAL I GET THE HARD PEDAL, AND
	FLUID WILL BACK UP IN THE RESERVOIR
5 HOW MANY PUMPS WHILE SITTING THERE	QUITE A FEW
6 IS THE IGN ON OR ENGINE RUNNING	NO
7 HAVE YOU VERIFIED WITH ENGINE ON, AND HOW	NO
BRAKES FEEL THEN AND HOW THEY OPERATE	
8 I WOULD ADVISE TO BLEED PER THE SERVICE	
MANUAL;DO NOT USE A VACUUM BLEEDER;AFTER THE	
S/M PROCEDURES, THEN COMPARE TO KG	

9/9/2010 6:02:37 AM JOHNB

- 9 (2ND METHOD-EMAIL FAX) / RECEIVED FEEDBACK FAX:
- 10 HOW DID YOU REPAIR THIS VEHICLE?:
- 11 HOW DID YOU DIAGNOSE THE PROBLEM?:
- 12 COMMENTS:

COMPARED ANOTHER 06 HYBRID, BOTH THE SAME, TEST

DRIVE AND BRAKE FUNCTIONS NORMALLY

20743308012 3054629 JOHN

T/L Ref#	Created By Date Crea		eated	Last Edited By		# of Edits	
3000180	DAV	EM	04/28/20)10	DAVEM		2
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	NOSE DIPS @ BRAKI	NG> STIFF PDL	AHB SE	RVO UNIT:?;	CHK BRK SW> CHK S	TROKE SNS	R> RPLC
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 49,197
Dealer #:	207223	TZ:	EST	VIN: JHMF	A36286S	Err:	
Dir Cont:	DALE MARXER	Training %	: 68	Year:	2006	Model:	CIVIC IMA
Serv Ph:	(609) 386-2600	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	BILL STECKLEIN JR			Doors:	4DR	WD:	2
Parts Mgr:	WILLIAM HOWARD			Fact:	SUZUKA	Country:	JPN
Dir Name:	WILLIS HONDA			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 I	HP 1.3
	1201 ROUTE 130 NORTH BURLINGTON NJ 08016			WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,
	BURLINGTON	NJ 00010		Engine #:	LDA2 1033178	Trans #:	1040214
Phone: (60	09) 386-2600	Fax #: 6093863	098	Em Type:			
DPSM: AN	IDREW MCGOWAN	Zone/Dist: 05	J _.	RO #:	259806		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

10011 Ellio Guggoote	
4/28/2010 6:42:28 AM DAVEM	
1 ORIGINAL COMPLAINT	VEHICLE HAS A REAL HARD BRAKE PEDAL. AS SOON AS
	YOU TAP THE BRAKES THEY LOCK-UP.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2006][PUBID:][SUBJECT:]
	[KEYWORD: BRAKE]
4	THE MOMENT YOU TOUCH THE BRAKE, THE BRAKES
	APPLIY HARD!
5 LIKE YOU APPLIE 10% PRSSR AND YOU GET 95%	YES! AND IT'S STIFF AS HECK TOO
BRAKING?	NONE
6 CODES?	NONE
7 PRVS WORK?	NONE 2222
9 CODES IN ANY OTHER SYSTEM OF THE CAR?	YES AND IT GETS TO THE 1ST STEP AND FAILS IT. IT SAYS
10 TRY THE TO DO THE MEM?	SPIN LEFT/FT WHEEL AND WHEN I DO IT "FAILS"
11 CRASH DMG?	NONE
12 CHK FOR OTHER CODES IN THE CAND AND I WILL CB	OK
AFTER TALKING W/ MY AHB GUY [DK]	OR
8 WHERE WILL IT DO THIS:?	IN STALL OR ON HWY, ALL THE TIME
4/28/2010 10:35:38 AM DAVEM	WOMEN ON THE
13 CB	DALE
14 WE WANT TO CHK THE BRAKE SW ADJUST	BALL
15 CHK THE STORKE SNSR ADJUST	
16 TRY THE MEM AGAIN. IF SAME, GET 2 SNAPS OF THE	
EVENT	
17 RPLC THE AHB SERVO UNIT	OK
18 FWD TO DK AS FYI	
	•

		10011 =	1110 00	miaci ke			_
T/L Ref#	Crea	ted By	Date Cr	eated	Last Edited By	-	# of Edits
2823616	RAY	D	05/21/20	009	DAVIDK		7
Code	Original Complaint	•	Probabl	e Cause/Solu	tion		
P 4125	ADVANCED HYDRO-B	BRAKE 14	FBF: RE	PLACE SERV	O UNIT		
			Resin S	ource:	Feedback forms	Dat	e: 06/02/2009
			Status:		N/A	Mil	eage: 26,900
Dealer #:	207442	TZ:	PST	VIN: JHMF	A36267S	Err:	
Dir Cont:	CRAIG AVERY	Training %:	96	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(925) 934-0530	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	TOM QUINLAN			Doors:	4DR	WD:	2
Parts Mgr:	TOM ERVIN			Fact:	SUZUKA	Country	JPN
Dir Name:	WALNUT CREEK HO			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0	HP 1.3
	1707 NORTH MAIN STREET WALNUT CREEK CA 94596			WhtBdy:	POWER STEERING,	ABS, SRS	AIRBAG,
	WALNUT CREEK	CA 94390		Engine #:	LDA2 2001518	Trans #:	2001602
Phone: (9	25) 934-0530	Fax #: 9254764248		Em Type:			
DPSM: ST	TEVEN ROSTOMILY	Zone/Dist: 12D		RO #:	127417		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

5/21/2009 4:19/01 PM RAYD

1 ORIGINAL COMPLAINT

BRAKE INDICATOR LIGHT STAYS ON. BRAKE FLUID LEVEL,

AND E-BRAKE CIRCUIT OK ..

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 DID YOU DO AN ALL SYSTEM CHECK FOR CODES?

8 THE GROUND FOR THIS SYSTEM IS BEHIND THE BUMPER ON THE RIGHT SIDE, CHECK IT FOR PAINT

4 ANY CODES?

5 BRAKES? AHB?

7 WHERE?

6 ACC DAMAGE?

JUST ONE, CODE 14 IN BRAKES YES

YES,

NO

YES.

RIGHT FRONT

5/26/2009 7:53:54 AM DAVIDK

9

E BRAKE LIGHT IS STAYING ON, UNDER HOOD HARNESS

10 DATA LIST SHOW BOTH S/W OFF OR ON

11 BACK TO CODE 14.

12 TRYED BLEEDING.

13 POSS HAVE AIR BUBBLE STRUCK IN PUMP. HOOK UP YOUR VACULA ON THE BLEED SCREW ON THE AHB, START THE CAR W PUMP RUNNING THIS WILL HELP PURGE THE AIR BUBBLE OUT. ONCE WE GET THE AHB WORKING AND ALL CODES CLEARED THEN WE WILL GET BACK TO THE BRAKE LIGHT

WAS REPALCED. BRAKE LIGHT S/W IS GOOD PARKING BRAKE S/W IS GOOD BOTH S/W HAVE 12V TO THEM. DID THE GAUGE SELF TEST. THE BRAKE LIGHT DID NOT FLASH

DID NOT CK

PUMP KEEPS RUNNING.

YES

???

5/26/2009 4:12:18 PM CHRISR

THE AIR IS GONE BUT PUMP KEEPS RUNNING

15 DTC 14? YES 16 SO IT IS LIKE ABS MOD LEAKING YES

17 AND ALL THIS STARTED AFTER YOU REPLACED THE YES

ENG HARNESS

18 PART #?

IS FOR YOUR VIN THERE MORE 19 20 YES, AFTER VIN SPLIT 021645, YOU NEED A01 ILL FIND OUT

21 OK

5/27/2009 10:00:14 AM DAVIDK

22

23

WHEN DRIVING THE PUMP WILL KICK ON. WHEN IT DOES THE BRAKE PEDAL FEELS NORMAL. THEN IT WILL KICK OFF FEW SECONDS LATTER IT HAS A HARD PEDAL. PUMP CYCLE ON IT HAS PEDAL.

WILL NOT HOLD PRESURE. JUST KEEPS GOING THROUGH

THE CYCLE PROCESS

24 CK FLUID FOR METAL. IF CLEAN REPALCE MODULATOR, SOUNDS LIKE INTERNAL LEAK

5/27/2009 10:55:44 AM RUDYG

25 05/27/2009 10:55:53 AM RUDYG

26 CAN HE CALL YOU BACK?

27 ANY NEW INFO FOR HIM?

CAN I SPEAK TO DAVEK?

YES, HAVE HIM CALL 925 207-1085

YES, I DID MEMORIZATION AND AFTER THAT MY PEDAL CAME BACK AND THE BRAKE LIGHT WENT OUT. WORKED FOR A FEW MINUTES THEN RECODED 14 AND 47.

OK

28 I WILL ASK HIM TO CALL YOU 5/27/2009 11:15:22 AM DAVIDN

29 CB TO TECH.

30 REPALCE AHB UNIT

THE PUMP STAYS RUNNING.

6/2/2009 9:30:39 AM DAVIDK

31

REPLACED BRAKE SERVO UNIT, BRAKE LIGHT AND BRAKE SYSTEM LIGHTS OFF. BRAKES HAVE ASSIST NOW. PARKING BRAKE LIGHT DID COME ON THE FIRST COUPLE OF TIMES WHEN APPLYING BRAKE HARD, AFTER THAT IT STAYED OFF, NOT QUITE SURE WHAT THAT WAS ABOUT. ANYWAY THANKS FOR YOUR HELP DAVID,

T/L Ref#	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits
2596209	CHR	ISR	04/16/20	800	CHRISR		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE PEDAL LOW		ABS MC	DO?; DO SUPI	ER BLEED		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 11,423
Dealer #:	208133	TZ:	EST	VIN: JHMF	A36227S	Err:	
Dir Cont:	MICHAEL	Training %:	76	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(978) 745-4980	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	MICHAEL PSOMOS			Doors:	4DR	WD:	2
Parts Mgr	: BRIAN MURRAY			Fact:	SUZUKA	Country:	JPN
Dir Name:				Desc:	CIVIC 4DR HYBNAV	/I 4CYL 110.0	HP.
	540 LYNNWAY LYNN	MA 01905		WhtBdy:	ABS, AIR BAG, NAV	1	
	LININ	WIA 0 1903		Engine #:	LDA2 2001997	Trans #:	2002692
Phone: ((978) 745-4980	Fax #: (781) 595-50	085	Em Type:			
DPSM: (CHERYL COTTER	Zone/Dist: 09G		RO #:	28016		
Previous	Dealer/Contact	Date		Case Type:	Technical		

Tech Line Suggests

Information from Dealer

4/16/2008 11:45:42 AM CHRISR	
1 ORIGINAL COMPLAINT	BRAKE PEDAL DONT FEEL RIGHT, BRAKE LIGHT
•	INTERMITTENLY COMES ON, BRAKES WORK FINE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 IS PEDAL SPONGY?	YES I GUESS, I CAN KEEP PUSHING IT DOWN UNTIL IT
	BOTTOMS OUT
4 ARE INCREASING PRESSURE IN PEDAL OR IS IT	ITS NOT FADING
FADING?	
5 WHATS YOUR FAX #, I'LL SEND YOU A BLEED	OK 781-595-2898
PROCEDURE TO USE	

W.O. #:

T/L Ref#	Created By CHRISR				Last Edited By	# of Edits	
2625158					1		
Code P 4150	Original Complaint BRAKE GOES TO FLO	OR FADES	Probable Cause/Solution MASTER?; EXERCISE ABS AND BLEED SYSTEM				
			Resin S	ource:	None	Date) :
			Status:		N/A	Mile	eage: 31,668
Dealer #:	206848	TZ:	EST	VIN: JHMF	A36247S	Err:	
Dir Cont:	ROBERT LILLY	Training %:	73	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(770) 985-1444	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	EWELL SHUFF			Doors:	4DR	WD:	2
Parts Mgr:	SCOTT ROBERTS			Fact:	SUZUKA	Country:	JPN
Dir Name:	CAREY PAUL HOND 3430 HIGHWAY 78 SNELLVILLE	A GA 30078		Desc: WhtBdy: Engine #:	CIVIC 4DR HYBNAVI ABS, AIR BAG, NAVI LDA2 2002292		
Phone: (7	70) 985-1444	Fax #: 6782522060		Em Type:			
DPSM: M	CHAEL MURPHEY	Zone/Dist: 07B		RO #:	51751		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

rech Line Suggests	information from Dealer
6/3/2008 2:09:59 PM CHRISR	
1 ORIGINAL COMPLAINT	BRAKE GOES TO FLOOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 DROPS OR FADES?	FADES, IF I HOLD PRESSURE IT SLOWLY DROPS. I HAD LOW
	FLUID AND ADDED SOME AND HAD TO ADD AGAIN LATER.
4 LEAKS?	NO, I CANT FIND ANY, WHEELS, ABS MASTER NOTHING
5 IS MASTER LEAKING AROUND BOOSTER	CANT SEE ANY
6 DRIVE CAR AND EXERCISE ABS AND WHEELS FOR	OK
LEAKS IF FADE CONTINUES REPL MASTER	

		recn L				_	
T/L Ref#	Created By		Created By Date Created Last Edited		Last Edited By	By # of Edits	
2830284	KEN	E	06/05/20	009	KENE	1	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	ADVANCED HYDRO-B	BRAKE	UNKNO	WN; HAVE S/	A DUP		
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 14,698
Dealer #:	207548	TZ:	EST	VIN: JHMF	A36237S	Err:	
Dir Cont:	KRISPIN	Training %:	53	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(954) 346-1003	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:	REYNOLD RODRIGI	JEZ		Fact:	SUZUKA	Country:	JPN
Dir Name:	CORAL SPRINGS H			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	9400 W. ATLANTIC I CORAL SPRINGS	BLVD. FL 33071		WhtBdy:	ABS, AIR BAG, NAVI		
	CORAL SPRINGS	FL 33071		Engine #:	LDA2 2002274	Trans #:	2003253
Phone: (9	54) 346-1003	Fax #: 9547535572		Em Type:			
DPSM: DA	ALE MEEKS	Zone/Dist: 07M		RO #:	994299		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

6/5/2009 8:05:40 AM KENE	GARANA SALAMAN KANTAN KANTAN MANANTAN MANANTAN MANANTAN MANANTAN MANANTAN MANANTAN MANANTAN MANANTAN MANANTAN
1 ORIGINAL COMPLAINT	CUSTOMER STATES TWO DIFFERENT TIMES WHEN
	APPLING THE BRAKE THE BRAKE SYSTEM LIGHT CAME ON
	AND THE BRAKE PEDAL DROP TO THE FLOOR SHE HAD TO
	PUMP THE BRAKE PEDAL UNTIL THE CAR STOP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CODE	THERE IS NO CODE
4 HOW DID CUST STOP THE CAR	THEY SAID THEY PUMPED THE BRAKE
5 HAVE YOU DUP	NO BUT THE S/W DID
6 HAVE HIM DUPLICATE	

				ontact Re		_		
T/L Ref#	Created By		Created By Date C		reated	Last Edited By		# of Edits
2795098	GA	RYR	03/24/2	009	ТОМР		4	
Code	Original Complaint		Probab	le Cause/Solu	tion			
P 4150	BRAKE FEEL (LOW)	AFT M/C	CAN'T	BLEED, ACTIV	ATE ABS WITH HDS	THEN BLEE	D	
			Resin S	Source:	None	Dat	e:	
			Status:		N/A	Mile	eage: 39,297	
Dealer #:	206527	TZ:	PST	VIN: JHMF	A36247S	Err:		
Dir Cont:	SAN TRAN	Training %:	61	Year:	2007	Model:	CIVIC IMA	
Serv Ph:	(916) 226-7000	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	MICHAEL SILVA			Doors:	4DR	WD:	2	
Parts Mgr:	RUBEN VALLEJO			Fact:	SUZUKA	Country:	JPN ·	
Dir Name:	ELK GROVE HOND			Desc:	CIVIC 4DR HYBNAV	4CYL 110.0	HP	
	8550 LAGUNA GRO ELK GROVE	OVE DR. CA 95758		WhtBdy:	ABS, AIR BAG, NAVI	ļ.		
	ELK GROVE	CA 95756		Engine #:	LDA2 2002783	Trans #:	2003641	
Phone: (9	16) 226-7000	Fax #: 9164782319		Em Type:				
DPSM: B	ARRY CHANDLER	Zone/Dist: 12C		RO #:	623321			
Previous D	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

illionnation from Dealer
FOLLOW THE BRAKE SYSTEM BLEEDING BUT THERE NO BRAKE (NOT GRABING)AND PEDAL LOW ????? NO
DUSTIN, SAN HAS BEEN RELEIVED AND NOW I HAVE A LOW PEDAL AND AFT BLEEDING AND SETUP, I CANT PEDAL TO FEEL NORMAL. LAST TECH REPLACED MASTER FOR A NORMAL HISSING NOISE THERE IS A GAP
OK
DUSTIN: THE MASTER CYLINDER WAS REPLACED FOR A NOISE. 01461-SNC-A01 (MASTER CYLINDER) THE PUMP MOTOR IN THE AHB RUNS SOON AS IG IS SWITCHED ON. THE MOTOR CONTINUES TO RUN UNTIL THE BRAKE PEDAL IS DEPRESSED ABOUT 1/2 WAY. THEN THE PEDAL GETS HARD AND THE MOTOR STOPS RUNNIG.
PUMP MOTOR RUNS UNTIL IT SEEMS TO TIME OUT. THEN THE YELLOW AHB LIGHT COMES ON AND A DTC IS STORED. 14 YES; SAYS REPLACE THE SERVO UNIT. WANT TO MAKE SURE THAT IS GOING TO FIX THE PROBLEM. AND DO YOU KNOW WHAT THE OTHER TECH COULD HAVE DONE TO DAMAGE THE SERVO?

Printed: 01/12/2011 11:03:56AM By SYSTEM

17 COMPLETE THE S/M TROUBLESHOOTING

16 I WOULD RECOMMEND THAT YOU CHECK THE POWER/GROUND SYSTEMS SEE ETM PG. 43/43-1

T/L Ref#	Created By		Date Cr	eated	Last Edited By		# of Edits
2477603	RAY)	10/24/20	007	RAYD	2	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	BRAKE FEEL (SOFT, L	OW, HARD)	FLUID	VAS LOW;FIN	ID THE LEAK		
			Resin S	ource:	None	Date	e:
			Status:		N/A	Mile	eage: 22,864
Dealer #:	206529	TZ:	PST	VIN: JHMF	A36287S	Err:	
Dir Cont:	ROBERT THOMAS	Training %:	26	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(916) 723-6151	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JOHN GREEN			Doors:	4DR	WD:	2
Parts Mgr:	KYLE KELLEY			Fact:	SUZUKA	Country:	JPN
Dir Name:	CARMICHAEL HOND			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 H	HP 1.3
	6151 AUBURN BLVD CITRUS HEIGHTS	CA 95621		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	CITKOS REIGHTS	CA 93021		Engine #:	LDA2 2003005	Trans #:	2003844
Phone: (91	16) 723-6151	Fax #: 9167238236		Em Type:			
DPSM: BA	RRY CHANDLER	Zone/Dist: 12C		RO #:	541579		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

10/24/2007 3:09:02 PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4
- 5 WHERE DID THE FLUID GO?
- 6 DID YOU CHECK THE BRAKE PADS?
- 7 NONE, I WOULD FIND OUT WHERE THE FLUID WENT, I DON'T THINK THE RED BRAKE WARNING LIGHT HAS ANYTHING TO DO WITH THE SHIFTER COMMING OUT OF PARK.

Information from Dealer

BRAKE LIGHT COMES ON PEDAL GOES TO THE FLOOR

YES

LOW BRAKE FLUID

FILLED THE BRAKE RESERVOIR LAST WEEK, FLUID WAS LOW THE BRAKE LIGHT WAS ON AND IT WOULDN'T COME OUT OF PARK

I DON'T KNOW

YES, THEY ARE ALL GOOD, THE CUSTOMER SAID IT HAPPENED AGAIN, I JUST WANTED TO SEE IF YOU HAVE

ANY KNOWN PROBLEMS WITH THIS SYSTEM

Page 47 of 111

T/L Ref#	Created By		Date Created Last Edited By		y # of Edits		
2655760	CHR	ISV 07/23/200		800	CHRISV	2	
Code	e Original Complaint P			le Cause/Solu	tion		
P 4150	LOW PEDAL		ABS M	OD; REPLACE			
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mil	eage: 43,750
Dealer #:	206795	TZ:	PST	VIN: JHMF	A36257S	Err:	
Dir Cont:	HARISH MISHRA	Training %:	66	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(408) 249-1811	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	DAVID MORRONE			Doors:	4DR	WD:	2
Parts Mgr:	TOM LANCASTER			Fact:	SUZUKA	Country	JPN
Dir Name:	HONDA OF STEVEN			Desc: CIVIC 4DR HYBRII			HP 1.3
	4590 STEVENS CRE SAN JOSE	EEK BL. CA 95129		WhtBdy:	POWER STEERING,	ABS, SRS A	AIRBAG,
	JAN JOSE	ON 93129		Engine #:	LDA2 2003358	Trans #:	2004321
Phone: (4	08) 249-1811	Fax #: 4082470506		Em Type:			
DPSM: KI	MBERLY TOWER	Zone/Dist: 12F		RO #:	198297		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

7/23/2008 10:32:24 AM CHRISV	
1 ORIGINAL COMPLAINT	CUSTOMER STATES BRAKE LIGHT ON IN DASH AND BRAKE
	PEDAL FADES TO FLOOR,
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	HAS A LOW PEDAL
4 BLEED AND RECK	
7/23/2008 12:10:29 PM CHRISV	
LANGE TO THE PROPERTY OF THE P	

5 6 REPLACE THE ABS MOD

BLED THE SYSTEM AND NC

T/L Ref#	Created By		Date Created		Last Edited By	/	# of Edits
2563919	DAY	VEM	02/27/2008 DAVEM		DAVEM	1	
Code Original Complaint			Probabl	e Cause/Solu	tion		
P 4150	BRAKE FEEL SOFT I	NTERM	ABS MC	D?; DPSM E	VAL FOR MOD SWA	Р	
			Resin S	ource:	None	Da	te:
			Status:		N/A	Mil	eage: 13,739
Dealer #:	208466	TZ:	CST	VIN: JHMF	A36207S	Err:	
Dir Cont:	(GREG) ARNOLD	Training %:	17	Year:	2007	Model:	CIVIC IMA
Serv Ph:	281-994-0055	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JIM OBERDOVE			Doors:	4DR	WD:	2
Parts Mgr:	JAMES SLATEN			Fact:	SUZUKA	Country	: JPN
Dir Name:	HONDA CARS OF F			Desc:	CIVIC 4DR HYBRID 4CYL 110.0 HP 1.3		
	21001 KATY FREEN	VAY TX 77450		WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,
	MIT	12 77430		Engine #:	LDA2 2003768	Trans #:	2004773
Phone: (2	81) 994-0055	Fax #:		Em Type:			
DPSM: VE	ERNON SAGE	Zone/Dist: 03C		RO #:	5191		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer The first transfer of the second seco

21	20	16	7:0t	:39	AM	DAVEN

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?

5 PULL MSTR BACK OFF THE BOOSTER AND CHK FOR LEAKS INTO THE BOOSTER, IF OK AND SAME PER THE CUST AFTER ALL THE INSPECTIONS AND BLEEDING, DPSM EVAL FOR A ABS MOD AND MON

Printed: 01/12/2011 11:03:56AM By SYSTEM

BRAKE LIGHT COME ON AT TIME WHEN DRIVING

CAR CAME IN FOR THE COMPLAINT OF THE BRAKE WARM LAMP COMING ON. I SAW THIS AND THE FLUID WAS LOW, BUT I COULD NOT FIND ANY LEAKS IN THE SYSTEM AT ALL AND ALL THE PADS/SHOES HAVE LOTS OF LINING. DROVE CAR AFTER TOPPING OFF THE FLUID AND THE ALL WAS OK. CUST TOOK CAR AND SAID THE PDL NOW FADES REAL LOW TO FLOOR, BUT NO WARN LIGHT NOW I GOT THE CAR BACK AND DROVE IT 8 OR SO MILES MIXED DRIVING AND IT'S BEEN PERFECT FOR US.

OK

Page 62 of 111

					•		
T/L Ref#	Cre	eated By	Date C	reated	Last Edited By	y # of Edits	
2679510	DA	DAVEM		.008	KEITHC		2
Code	Original Complaint		Probab	le Cause/Solu	ition		
P 4125	INTERM DTC 72 AFT	TER NEW SW	COMP	ARE TO K/G, F	REPLACE AHB ,		
			Resin	Source:	None	Dat	e:
			Status:	:	N/A	Mile	eage: 13,439
Dealer #:	207577	TZ:	EST	VIN: JHMF	A36227S	Err:	
Dir Cont:	MIKE STANLEY	Training %:	93	Үеаг:	2007	Model:	CIVIC IMA
Serv Ph:	(678) 957-5000	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:	JOHN HICKS			Fact:	SUZUKA	Country:	JPN
Dir Name:	GWINNETT PLACE			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 I	HP 1.3
	3325 SATELLITE B DULUTH	JLVD. GA 30096		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	DOLOTTI	GA 30030		Engine #:	LDA2 2004050	Trans #:	2005203
Phone: (6	78) 957-5000	Fax #: 6789575085		Em Type:			
DPSM: MI	ELISSA MECHAN	Zone/Dist: 07E		RO #:	948393		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

9/2/2008 6:30:00 AM DAVEM	
1 ORIGINAL COMPLAINT	CODE 72 BRAKE PEDALPOSITION SWITCH OFF
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	WE RPLCD THE BRAKE SW FOR THIS CDE 72 A COUPLE OF
	MONTHS AGO, BUT NOW BACK FOR THE SAME CDE. CLR IT
	AND IT DOES NOT COME BACK ON
4 HOW FAR DID YOU DRIVE IT?	40mi .
5 LIMITED HIST. ANY OTHER DTC'S IN CAT LIKE TO	NONE
PCM?	
6 VRFY ALL P-FITS BTTWN THE BRAKE SW CIRT FUSE	OK
AND A10 @ THE PCM> SWAP SW AGAIN	
9/3/2008-6-59-03 AM KEITHC	
The state of the s	MANAGEMENT AND

Printed: 01/12/2011 11:07:32AM By SYSTEM

BRAKE ARE VERY TOUCHY, PEDAL VERY HI

8 POSS BOOSTER, REPLACE

Page 227 of

T/L Ref#	Created By Date Cr		eated	Last Edited By		# of Edits	
3087191	DAV	VIDK	11/29/2010		DAVIDK	2	
Code P 4125	-			le Cause/Solu			
1 4125	AID DIVARES SENSI	TIVE, BIRKET O		EPLACED SEF			
			Resin S	ource:	Feedback forms	Dat	e: 12/09/2010
			Status:		N/A	Mile	eage: 146,436
Dealer #:	207325	TZ:	PST	VIN: JHMF	A36217S	Err:	·
Dir Cont:	MARCO RIVAS	Training %:	81	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(310) 515-5700	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	MIGUEL ORTIZ			Doors:	4DR	WD:	2
Parts Mgr:	CESAR AYLLON			Fact:	SUZUKA	Country:	JPN
Dir Name:	DCH GARDENA HC			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	15541 SO. WESTER GARDENA	RN AVE. CA 90249		WhtBdy:	ABS, AIR BAG, NAVI		
	GANDENA	OA 30243		Engine #:	LDA2 2006390	Trans #:	2008034
Phone: (31	10) 515-5700	Fax #: 3105150561		Em Type:			
DPSM: JO	NAH ROHDE	Zone/Dist: 01E		RO #:	854366		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

6

Information from Dealer

1,1/29/2010 3:06;16 PM DAVIDK	
1 ORIGINAL COMPLAINT	CUSTOMER COMPLAINING OF BRAKE LIGHTS STAYING ON
	LONGER THAN NORMAL, BUT I NOTICED BRAKE PEDAL
	SENSITIVE WHEN APPLYING. PLUNGER ON BRAKE MASTER
	DOES NOT RETURN TO NORMAL POSITION WHEN
	DEPRESSING PEDAL AND RELEASING IT.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID: 0][SUBJECT:] [KEYWORD: BRAKES]
4	PEDAL IS SLOW TO RETURN
5 CK FOR CONTAMINATION. SEE IF RES CAP O RING IS	
SWOOLEN. REPLACE HOLE SYSTEM IF	
CONTAMINATIED.	
12/9/2010 11:34:42 AM DAVIDK	THE RESERVE OF THE PROPERTY OF

FB FAX REPALECD SERVO UNIT

		recn L	ine Co	ntact Re	port	
T/L Ref#	Cro	Created By Date Crea		eated	Last Edited By	# of Edits
2766449	RU	IDYG	01/29/2009		RUDYG	2
Code	Original Complaint	_	Probabl	le Cause/Solu	tion	
P 4125	BRAKE PEDAL HAR	D AFT BLEED	9/17: RE	EPLACED SEI	RVO UNIT	
			Resin S	ource:	Spoke w/ Dealer	Date: 09/17/2010
			Status:		N/A	Mileage: 30,152
Dealer #:	208404	TZ:	CST	VIN: JHMF	A36237S	Err:
Dir Cont:	GERALD	Training %:	99	Year:	2007	Model: CIVIC IMA
Serv Ph:	(205) 491-8484	Extn:		Tran:	CVT	Trim: HYBRID
Serv Mgr:	GREGORY CUMM	INGS		Doors:	4DR	WD : 2
Parts Mgr:	GREG THOMAS			Fact:	SUZUKA	Country: JPN
Dir Name:	SERRA HONDA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 HP 1.3
	1813 ENSLEY AVE BIRMINGHAM	NUE AL 35218		WhtBdy:	POWER STEERING,	ABS, SRS AIRBAG,
	BICAMINOTIAN	AL 33210		Engine #:	LDA2 2007033	Trans #: 2008573
Phone: (20	05) 491-8484	Fax #: 2054918729		Em Type:		
DPSM: VA	AN CROCKER	Zone/Dist: 07C		RO #:	141090	
Previous De	ealer/Contact	Date		Case Type:	Technical	
				W.O. #:		

Tech Line Suggests

Information from Dealer

rech Line Suggests	illiormation from Dealer
1/29/2009 2:58:26 PM 1 RUDYG	
1 ORIGINAL COMPLAINT	PERFORM BRAKE FLUSH NOW BRAKE PEDAL HARD CAR
	WILL NOT STOP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	JUST DID A REGULAR BRAKE FLUSH AND I TRIED TO BLEED
	POWER UNIT AND STILL CAN'T GET A PEDAL
4 SO PEDAL IS HARD?	YES
5 ANY CODES?	NO
6 WARN LIGHTS?	YES, BRAKE LIGHT IS ON
7 WHICH ONE? BRAKE SYS OR BRAKE?	BRAKE
8 YOU BLED SERVO UNIT?	YES, WHEN YOU GET TO STEP WHERE IT TELLS YOU TO
	PUMP PEDAL 20 TIMES AT ABOUT THE 15TH TIME THE
	PEDAL COMES BACK AND FEELS NORMAL. IT WILL STAY
	THAT WAY UNTIL YOU CYCLE THE KEY.
9 CK DATA LIST FOR BRAKE PRESSURE READING. WE	OK
WANT TO KNOW IF PRESSURE READING IS TOO HIGH.	
OTHERWISE SUSPECT SERVO UNIT	

- 10 09/17/2010 09:59:12 AM RUDYG(CALLED DLR)
- 11 CALLING FOR FIX INFO ON CIVIC HYBRID THAT HAD BRAKE ISSUES AFTER BRAKES WERE BLED, (GAVE RO NUMBER)
- 12 NO OTHER REPAIRS AFTER THAT FOR BRAKE ISSUES
- 13 THANKS FOR INFO
- 14 FROM WARR CLAIM: Labor: 4131P5 (SERVO UNIT SET. INCLUDES: BLEED BRAKES S/B# 08-057) Contention: 04907 (HARD BRAKE PEDAL) Failed Part: 01469-SNC-315 (SERVO SET)

(PHILLIP)

YES, RO 14111 WE REPLACED THE SERVO UNIT

NO, THAT WAS LAST TIME THEY WERE IN

OK

T/L Ref #	Created By		Date Cr	eated	Last Edited By	# of Edits		
3014403	DA	VIDK	OK 06/02/2010		010 RUDYG		3	
Code Original Complaint P 4150 BRAKE FEEL (SOFT)		Probable Cause/Solution MODULATOR?; ACTIVATE ABS AND REC			(
			Resin S	ource:	None	Dat	e:	
			Status:		N/A	Mile	eage: 31,487	
Dealer #:	208201	TZ:	EST	VIN: JHMF	A36217S	Err:		
Dir Cont:	NATHAN KING	Training %:	30	Year:	2007	Model:	CIVIC IMA	
Serv Ph:	(919) 425-4710	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	MATTHEW MANN			Doors:	4DR	WD:	2	
Parts Mgr:	JERRY SWANK			Fact:	SUZUKA	Country:	JPN	
Dir Name:	CROWN HONDA C 1001 SOUTHPT AL DURHAM			Desc: WhtBdy: Engine #:	CIVIC 4DR HYBNAVI ABS, AIR BAG, NAVI LDA2 2008479		HP 2010374	
Phone: (9	19) 425-4710	Fax #: 9194254704		Em Type:				
DPSM: SC	OTT MUDLIN	Zone/Dist: 06L		RO #:	619753			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

Toon Eme oug		
6/2/2010 2:56:03 PN	M DAVIDK	
1 ORIGINAL CO		BRAKE PEDAL GOES TO FLOOR NO RESISTANCE.
	PAIRS OR PARTS REPLACED?	
3 ISIS SEARCH	CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID:][SUBJECT:]
		[KEYWORD: BRAKE]
4		CAR OFF THE PEDAL GOES TO THE FLOOR. CAR RUNNING
		THE PEDAL GOES TO THE FLOOR. DRIVING THE PEDAL IS
		NORMAL
5	*	RESIVOR IS OVER FILLING.
6		I THINK THE AHB UNIT IS BAD
	D HAS A PUSH ROD AS A BACK UP. IT CAN	NO
	THE PEDAL TRAVLE BEFOR REACING	
	FOR THE PEDAL TO GO DOWN THE	
	TO BE PUSHED. CK FOR CODES	
	TAND THE BRAKES ARE NORMAL WHEN	YES
	NOT WHEN CAR IS STANDING STILL OR	
NOT RUNNING		
	OAL SINK WILITE PRESURE WICAR IS	DID NOT TRY. CAR IS NOT HEARE
RUNNING		
10 WHERE IS IT	UE OUGT A GAR MURAR RRANGE	CUST HAS CAR
	IE CUST A CAR W BAD BRAKES.	AH YES.
	YOU FORMAN TEST DRIVE AND VERIFY	
COMPLAINT.		
AND THE PROPERTY OF THE PROPER	M CHRISR	
13		STILL DEALING WITH A SOFT PEDAL
	ON AHB, CONVENTIONAL SYSTEM OR	OK
	LIKELY, AHB OFF MAKES A HARD PEDAL	
	S AND VFY NO ACTIVTN	OK OK
	EEDED TO ISOLATE	
28/08/88/12 ACID 196/80/00 09/80/09/20/09/20/20/20/20/20/20/20/20/20/20/20/20/20/	M RUDYG	
17 06/22/2010 02:		(NATHAN) CAR STOPS AND BUT PEDAL IS LOW
	ATE ABS LIKE MIKE ASKED?	ONCE OR TWICE, NO EFFECT
	T ON DIRT/GRAVEL AND DO IT 8-10	OK
TIMES	···	
	MES UP. BLEED SYSTEM	OK .
	ES BACK DOWN AFTER THAT, SUSPECT	OK
MODULATOR		

		Tecnic	ine Co	miaci Re	port		
T/L Ref#	Creat	ted By	Date Cr	eated	Last Edited By		# of Edits
2243932	RUD	YG	01/05/2007		RUDYG		2
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	PEDAL DROPS, BRAK	E LIGHT ON	2/2 C/B:	REPLACED A	ABS MODULATOR		
			Resin S	ource:	Spoke w/ Dealer	Date	e: 02/02/2007
			Status:		N/A	Mile	eage: 4
Dealer #:	207882	TZ:	MST	VIN: JHMF	A36257S	Err:	
Dir Cont:	MUSTOE JEREMY	Training %:	0	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(303) 469-5551	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	RIZWAN BHANJI			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SUZUKA	Country:	JPN
Dir Name:	GO HONDA 104TH			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 F	IP 1.3
	2999 WEST 104TH A WESTMINSTER	VENUE CO 80234		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	VVESTIVIINSTER	CO 80234		Engine #:	LDA2 2010055	Trans #:	2012131
Phone: (30	03) 469-5551	Fax #: (303) 438-883	2	Em Type:			
DPSM: JA	LEEN CLARK	Zone/Dist: 10C		RO #:	509596		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

rech Line Suggests	mormation from Dealer
1/5/2007 11:46:36 AM RUDYG	
1 01/5/2007 11:48:27 AM RUDYG	BRAKE PEDAL GOES TO FLOOR. AFTER STEPING ON
	PEDAL"BRAKE" LIGHT COMES ON AND WILL THEN GO OFF
	AFTER APPROX ONE SECOND. BLEAD SYSTEM TWICE,
	BOTH TIME S AIR WAS BLEAD OUT ON THE FIRST 3 PUMPS,
	ISIS INFO FOR IT SAYS TO REPLACE WITH KNOWN GOOD
	SERVO UNIT AND RECHECK, TRYED TO ZERO PEDAL,
	COMPLETED WITHOUT PROBLEM, BUT DIDN'T ELIMINATE
	PEDAL TO FLOOR PROBLEM.
2 COMPARED PEDAL TO K/G?	NO, BUT IT DROPS TO FLOOR
3 OK, ANY ACCIDENT DAMAGE?	NO
4 LEAKS?	NO :
5 ANY CODES?	NO
6 REPLACE ABS MODULATOR	OK
2/2/2007 3:04:40 PM RUDYG	Control 18 1 (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1) (18 1)
7 02/2/2007 03:07:36 PM RUDYG(CALLED	DLR) (JEREMY)
8 CALLING FOR INFO ON FIX	I REPLACED THE ABS MODULATOR AND BLED SYSTEM.
	PEDAL CAME LIP CAR FIXED

PEDAL CAME UP, CAR FIXED

Printed: 01/12/2011 11:07:32AM By SYSTEM

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T/L Ref #	Created By		Date Cr	eated	Last Edited By		# of Edits
2631380	DA	EM 06/13/2008		800	LANCEK	3	
Code Original Complaint P 4125 BRKE FARTING NS WHN HRD ON PDL			e Cause/Solu IAL AHB UNIT	tion ;DO HSB-08-057			
			Resin S	ource:	None	Date	e :
			Status:		N/A	Mile	age: 22,418
Dealer #:	206939	TZ:	EST	VIN: JHMF	A36207S	Err:	
Dir Cont:	STEVE BOVICH	Training %:	61	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(845) 561-3800	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:	JASON SILVER			Fact:	SUZUKA	Country:	JPN
Dir Name:	MOREHEAD HOND 1000 AUTO PARK I NEWBURGH			Desc: WhtBdy:	CIVIC 4DR HYBRID 4 POWER STEERING, A		IRBAG,
Phone: (8	45) 561-3800	Fax #: 8455615325		Engine #: Em Type:	LDA2 2012341	rans #:	2014031
DPSM: DO	DNALD ANDREWS	Zone/Dist: 09B		RO #:	103701		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

reon Enie ouggests	mornation nom beater
6/13/2008-6:11:41 AM DAVEM	and the state of the
1 ORIGINAL COMPLAINT	WHEN BRAKING AND STOPPED, BRAKE PEDAL SINKS ALL
	THE WAY TO THE FLOOR AND BOOSTER MAKES NOISE AS TO AIR LEAKING OUT, LIKE FRATING NOISE
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	BRAKES FEEL NORMAL, BUT IF YOU REALLY PRESS HARD
	ON THE PDL, YOU GET THIS FARTING NSE. BACK OFF A
	LITTLE, STOPS, PRESS HARD AGAIN, COMES BACK
4 NORMAL FOR HYDRO BOOST	OK
10/23/2008 5:04:38 AM TOMP	
5	DAVID OSTERHOUDT
6	29726 MILES ON CAR TODAY
7 ORIGINAL COMPLAINT	BRAKE SYSTEM WARNING LIGHT ON. HEARS A WEEZING
	NOISE AND BRAKES FEEL SPONGY.
8 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
9 ANY DTC?	HAVE NOT CHECKED.
10 HAS HSB-08-057 BEEN DONE?	NO
11 CHECK FOR DTCs; REPAIR AS NEEDED	
12 DO HSB-08-057	
10/29/2008 11:19/18 AM: LANCEK	
13	STEVE
14	WE REPPLACED THE SERVO UNIT THE NOISE IS GONE. THE
	BRAKE INDICATOR WON'T GO OUT.
15 DID YOU DO THE 0 POSITION MEMORIZATION?	NO! SORRY FOR WAIST OF YOUR TIME
16 NO PROBLEM!	

T/L Ref#	Cr	eated By	Date Created		Last Edited By	# of Edits		
2621664	RA	YD	05/28/2008		RAYD		1	
Code	Original Complaint		Probabl	Probable Cause/Solution				
P 4150 BRAKE FEEL (SOFT, LOW, HARD)			UNABLE	TO DUPLIC	ATE;FAXED KB 3764	TO DEALER		
		Resin S	ource:	None	Dat	te:		
			Status:		N/A	Mil	eage: 28,042	
Dealer #:	208352	T Z :	PST	VIN: JHMF	A36267S	Err:		
Dir Cont:	PHIL CHUNG	Training %:	62	Year:	2007	Model:	CIVIC IMA	
Serv Ph:	(626) 444-0321	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:				Doors:	4DR	WD:	2	
Parts Mgr:				Fact:	SUZUKA	Country	: JPN	
Dir Name:	SPIRIT HONDA			Desc:	CIVIC 4DR HYBRID 4CYL 110.0 HP 1.3			
	3464 NORTH PEC EL MONTE	K ROAD CA 91731		WhtBdy:	POWER STEERING, ABS, SRS AIRBA		AIRBAG,	
	LL WOITE	· OA 31731		Engine #:	LDA2 2012388	Trans #:	2014703	
Phone: (6	26) 444-0321	Fax #: 6265796397		Em Type:				
DPSM: TO	ONY FITENI	Zone/Dist: 01D		RO #:	519552			
Previous D	ealer/Contact	Date		Case Type:	Technical			
				w .O. #:				

Tech Line Suggests

11 FAXED KB 3764 TO DEALER

Information from Dealer

5/28/2008 3:45:29 PM RAYD	
1 ORIGINAL COMPLAINT	CUSTMER STATES THAT BRAKE LOOSE PRESSURE, WHEN
	SLOWING DONW FROM 30 MPH AND MAKES HISSING
	SOUND.TEST DRIVE THE CAR WITH CUSTOMER AND COULD
	NOT DUPLICATE THE PROBLEM AT THIS TIME.BUT COULD
	HEAR BUZZING TYPE OF NOISE COMING FROM LEFT UNDER
	THE HOOD WHENCOMING TO ALMOST STOP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CAN YOU DUPLICATE?	NO
4 WHAT DOES THE CUSTOMER SAY IT SOUNDS LIKE?	FARTING NOISE
5 HOW LOUD?	NOT SURE
6 DO YOU KNOW WHEN THIS HAPPENS?	RANDOMLY
7 DRIVING CONDITION?	SLOWING DOWN FROM 30 MPH
8 BRAKE APPLICATION?	HEAVIER THAN NORMAL
9 WE SHOULD HAVE A DIFFERENT AHB AND A HSB FOR	HE ALSO SAID THAT ONE TIME HE HAD A HARD TIME
THIS VEHICLE EVENTUALLY.	STOPPING WHEN THIS HAPPENED
10 CAN YOU DUPLICATE?	NO

T/L Ref#	Created By Date			antad	Last Edited By		# of Edits
I/L Ref#	•		Date Created		Last Edited By		
2760310	RUD	RUDYG 01/20/20		009	KEITHC	4	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125 AHB CDES 44-45-46,BRKS GRABBY		RKS GRABBY	REPLAC	E SERVO UN	NIT		
			Resin Source		None	Dat	e:
			Status:		N/A	Mile	eage: 23,321
Dealer #:	207634	TZ:	PST	VIN: JHMF	A36237S	Err:	
Dir Cont:	MIKE /ERIK	Training %:	0	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(360) 452-4561	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	ARLIN LIDSTROM			Doors:	4DR	WD:	2
Parts Mgr:	RICK HANGARTNER			Fact:	SUZUKA	Country:	JPN
Dir Name:	WILDER HONDA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 F	HP 1.3
	97 DEER PARK ROA PORT ANGELES	D WA 98362	WhtBdy:		POWER STEERING, ABS, SRS AIRBAG,		IRBAG,
	PORT ANGELES	VVA 90302		Engine #:	LDA2 2012927	Trans #:	2015317
Phone: (36	60) 452-4561	Fax #: 3604578679		Em Type:			
DPSM: PH	IIL HEINZMAN	Zone/Dist: 02B		RO #:	97947		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	Information from Dealer
	CONTROL OF THE PROPERTY OF THE
1/20/2008 10:27 20 AM RUDYG 1 ORIGINAL COMPLAINT	AFTER CAR WASH BRAKE SYSTEM LIGHT CAME ON, WHEN APPLYING BRAKES , VERY JERKY, ALSO CLICKING FROM DASH
2 PREVIOUS REPAIRS OR PARTS REPLACED?3 DOES IT HAVE CODES?	NO YES, THEY DON'T COME BACK BUT BRAKES VERY HARD EVEN WITH LIGHT APPLICATION.
4 WHAT CODES?	44-45-46
5 HAVE YOU TRIED MEMORIZATION?	YES, NO CHANGE
6 ANY CONTAMINATED FLUID?	LET ME CKNO. THIS CAR DID HAVE BRAKE PEDAL REPLACED PREVIOUSLY
7 SEE S/M PG 19-6 AND DO BRAKE PEDAL ADJUSTMENTS. NOTE STROKE SENSOR READING BEFORE YOU CHANGE ANYTHING. I HAVE ONE PREV CONTACT THAT HAD A READING OF 1.97 THAT WOULD CODE. WAS OK AFTER ADJUSTMENT TO 1.88 8 C/B WITH RESULTS	ОК
1/20/2009 1:00:58 PM TOMP	
9	MIKE
10	ADJUSTED PEDAL HEIGHT TO SPEC (6.25") AND STROKE
44	SENSOR THEN READS 2.07V. DROVE CAR THE CODES RESET AND I COULD HEAR THE
11	CLICKING THAT THE CUSTOMER REPORTED.
12 HOW IS BRAKE FUNCTION?	SEEMS THE ABS IS ACTIVATING WHEN APPLYING THE BRAKES TOO.
13	THIS STARTED AFTER ADJUSTING THE PEDAL HEIGHT.
14 DID YOU DO the sensor 0 (zero) position memorization?	YES
15 HAVE DTC NOW?	YES; 44-45-46
16 ALL DTC T/S POINTS TO STROKE SENSOR.	
17 THE VALUE YOU HAVE NOW GOES THE WRONG WRONG WAY.	
18 COMPLETE S/M TROUBLESHOOTING FOR THE DTCs	
2/18/2009 11:13:19 AM JAMESH	
19	ERIK: CUSTOMER STATES BRAKE LIGHT IS ON. PEDAL
	FEELS DIFFERANT THAN BEFORE.
20	BRAKE PEDAL VERY TOUCHY
21 WARRANTY SHOWS THAT THE PEDA ASSEMBLY WAS	

REPLACED WITH THE SWITCH RECAL. I SUSPECT THE THE BRAKE SWITCH ADJUSTMENT IS INCORRECT

Printed: 01/12/2011 11:07:32AM By SYSTEM

2/18/2009 11:52:01 AM KEITHC

22

23 REPLACE SERVO UNIT

BRAKE SWITCH ADJUSTMENT WAS OK , RECODES INTANTLY

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T/L Ref#	•		Date Cr	eated	Last Edited By	ted By # of Edits		
2506872			12/05/20	12/05/2007 JAMESH			1	
Code P 4125	Original Complaint ADVANCED HYDRO-BRAKE			Probable Cause/Solution CHARACTERISTIC: COMPARE TO K/G WITH SAME CONDITION				
				Resin Source: None		Date		
			Status:		N/A	Mile	eage: 12,791	
Dealer #:	206806	TZ:	CST	VIN: JHMF	A362X7S	Err:		
Dir Cont:	JOHN MADSEN	Training	% : 79	Year:	2007	Model:	CIVIC IMA	
Serv Ph:	(651) 484-0231	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	JIM BONNEY			Doors:	4DR	WD:	2	
Parts Mgr:	TOM HUGHES			Fact:	SUZUKA	Country:	JPN	
Dir Name:	BUERKLE HONDA 3360 N. HIGHWAY 6	-		Desc: WhtBdy:	CIVIC 4DR HYBRID 4 POWER STEERING,			
	SAINT PAUL	MN 55110		Engine #:	LDA2 2018556	Trans #:	2022154	
Phone: (65	51) 484-0231	Fax #: (651) 4	84-1970	Em Type:				
DPSM: DI	CK SARGENT	Zone/Dist: 0	8G	RO #:	253389			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

ZIBIZUUT LUT II AM BAMEBI	Š
1 ORIGINAL COMPLAINT	

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 COMPARE TO K/G WITH THE SAME STATE OF CHARGE, SUSPECT THAT THE CUSTOMER IS COMPARING TO OTHER CAR WHEN IN REGEN COULD NOT DUPLICATE THE CUSTOMERS COMPLAINT EVEN WHEN THE CUSTOMER CLAIMED IT WAS HAPPENING

T/I Dof#	Cros	tod By	Data Cr	natod	Last Edited By		# of Edits
T/L Ref #	Created By Date Created By 09/16/20				_	by # of Edits	
3058237			010 RUDYG		1		
Code	Original Complaint	Probabl	e Cause/Solu	tion			
P 4125 PDL HARD AFT BLEEDING		SERVO	UNIT?; REPL	ACE			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 24,803
Dealer #:	208059	TZ:	PST	VIN: JHMF	A36247S	Err:	
Dir Cont:	JONATHAN	Training %:	23	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(650) 856-6000	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	JEANETTE BALDWI	N		Doors:	4DR	WD:	2
Parts Mgr:	WILLIAM CLIFTON			Fact:	SUZUKA	Country:	JPN
Dir Name:	ANDERSON HONDA			Desc:	CIVIC 4DR HYBNAVI	4CYL 110.0	HP
	1766 EMBARCADEF PALO ALTO	RO ROAD CA 94303		WhtBdy:	ABS, AIR BAG, NAVI		
	PALOALIO	CA 94303		Engine #:	LDA2 2020108	Trans #:	2023684
Phone: (65	50) 856-6000	Fax #: 6508431934		Em Type:			
DPSM: LA	RRY OBRIEN	Zone/Dist: 12G		RO #:	418932		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

9/16/2010 3:12:32 PM: RUDYG : :	
1 ORIGINAL COMPLAINT	FLUSH THE BRAKE. NOW GOT A HARD SPOT ON THE PEDAL
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2001][PUBID: 0][SUBJECT:] [KEYWORD: SEAL]
4 DESCRIBE	FEELS HARD LIKE IF YOU HAD ENG OFF ON REG CAR WHEN YOU HAVE PEDAL PUSHED
5 HI AND HARD	NO GETS HARD WHEN ABOUT 1/2 WAY DOWN. I HAVE BLED IT TWICE
6 USED S/M PROCEDURE FOR AHB UNIT	YES
7 BRAKES FEEL OK	USUALLY BUT SOMETIMES SEEMS TO GRABBY
8 REPL SERVO UNIT	OK

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T/L Ref#	Crea	ated By	Date Cr	eated	Last Edited By	# of Edits	
3088910	DEAND		12/02/20	12/02/2010 DEAND		<u> </u>	
Code P 4150				e Cause/Solu O DUPL; REV	tion /IEWED KB 3764		
			Resin S	ource:	None	Date:	
			Status:		N/A	Mileage: 47,876	
Dealer #:	207537	TZ:	EST	VIN: JHMF	A36257S	Err:	
DIr Cont:	TONY FELICI	Training %:	0	Year:	2007	Model: CIVIC IMA	
Serv Ph:	(610) 789-9420	Extn:		Tran:	CVT	Trim: HYBRID	
Serv Mgr:	TONY FELICI			Doors:	4DR	WD : 2	
Parts Mgr:	JOHN BULLOCK			Fact:	SUZUKA	Country: JPN	
Dir Name:	PIAZZA HONDA OF			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 HP 1.3	
	TOWNSHIP LINE/BI DREXEL HILL	URMONT PA 19026		WhtBdy:	POWER STEERING,	ABS, SRS AIRBAG,	
	DREXEL HILL	FA 19020		Engine #:	LDA2 2021167	Trans #: 2024779	
Phone: (61	10) 789-9420	Fax #: (610) 789-219	14	Em Type:			
DPSM: TU	RK MCFADDEN	Zone/Dist: 05H		RO #:	393325		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

2/2/2010 11:52:43 AM DEAND	
1 ORIGINAL COMPLAINT	CUSTOMER STATES BRAKE PEDAL WENT TO FLOOR BRAKE

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 CAN YOU DUPL?

5 I LOOKED AT SIMILAR CASES AND NO TRENDS. NEED TO DUPL. REVIEWED KB 3764. MAKE SURE TO DOCUMENT EVERYTHNIG. IF YOU DO FIND SOMETHING FBK PLEASE

CUSTOMER STATES BRAKE PEDAL WENT TO FLOOR BRAKE SYSTEM LIGHT IS ON AND EMERGENCY LIGHT IS ON . SCANNED BRAKE SYSTEM CODE6123, CLEARED CODES, CHECKED ALL CONNECTIONS. TEST DROVE CAR 100 MILES SEEMS TO BE OK.

[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID: 0][SUBJECT: BRAKES][KEYWORD: MODULATOR]

NO

OK THANKS

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			CII LIIIE CC	iiiaot i to	P4.1		
T/L Ref #	Crea	Created By		eated	Last Edited By	#	of Edits
2299013	DAVI	DK 03/16/20		007	DAVIDK		2 .
Code	Original Complaint Pr			e Cause/Solu	tion		
P 4150	BRAKE FEEL SOFT AT	r PDI	3-19: A	CTIVATE ABS	ON TEST DRIVE		
			Resin S	ource:	Feedback forms	Date:	03/19/2007
			Status:		N/A	Milea	ge: 3
Dealer #:	207169	TZ:	EST	VIN: JHMF	A36237S	Err:	
Dir Cont:	HURT NOLAN	Training 9	%: 0	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(812) 473-6500	Extn:		Tran:	CVT	Trim:	IYBRID
Serv Mgr:	TOM MATTHEWS			Doors:	4DR	WD:	2
Parts Mgr:	MARK BROWN			Fact:	SUZUKA	Country: .	PN
Dir Name:	D-PATRICK HONDA 4300 DIVISION STRE EVANSVILLE	ON STREET		Desc: WhtBdy:	CIVIC 4DR HYBRID 4 POWER STEERING,		
	EVANSVILLE	114 477 13		Engine #:	LDA2 2022837	Trans #: 2	026461
Phone: (8	12) 473-6500	Fax #: (812) 47	74-3152	Em Type:			
DPSM: L	ARRY STIPE	Zone/Dist: 0	4L	RO #:	667125		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	Information from Dealer
3/16/2007 10:51:55 AM DAVIDK	and the second of the second o
1	SOFT BRAKE PEDAL. BRAKE LIGHT ON THEN OFF NO
	CODES
2 LIGHT WILL COME ON WHEN THE PUMP COMES ON.	
THIS HAPPENS WHEN THE PEDAL IS PUMPED	
3 TRY ACTIVATING THE ARS WITH BOTH EFET ON	

SLIPERY ROAD, THEN BLEED 3/19/2007 1:15:41 PM DAVIDK

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4

COMMENTS: WENT AND LOCKED UP ABS A FEW TIMES A VEHICLE CORRECTED ITSELF. TEST DROVE REGULAR AFTER THAT.

T/L Ref#	Created By		Date Created		Last Edited By		# of Edits	
2533283	DAV	EM 01/15/2008		800	DAVEM		1	
Code	Original Complaint		Probable Cause/Soluti			tion		
P 4150	BRAKES SPONGY			COMPA	RES TO KG;	DEMO KG TO CUST		
				Resin S	ource:	None	Dat	te:
				Status:		N/A	Mil	eage: 5,045
Dealer #:	207106	TZ:		EST	VIN: JHMF	A36277S	Err:	
Dir Cont:	WILLIAM MULVEY	Trainin	ıg %:	82	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(631) 727-0904	Extn:			Tran:	CVT	Trim:	HYBRID
Serv Mgr:	FRANK VICARI				Doors:	4DR	WD:	2
Parts Mgr:	JASON ESPOSITO				Fact:	SUZUKA	Country	JPN
Dir Name:	APPLE HONDA				Desc:	CIVIC 4DR HYBRID	4CYL 110.0	HP 1.3
	1375 ROUTE 58 RIVERHEAD	NY 11901			WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,
	MVERNIEAD	141 11301			Engine #:	LDA2 2022987	Trans #:	2026760
Phone: (6	31) 727-0904	Fax #: (631) 208-9677	•	Em Type:			
DPSM: RU	JSSELL BERSE	Zone/Dist:	05B		RO #:	54090		
Previous De	ealer/Contact	Date			Case Type:	Technical		
					W.O. #:			

i ech Line Suggests	information from Dealer
1/15/2008 7,39:13 AM DAVEM	
1 ORIGINAL COMPLAINT	BRAKES SPONGY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	FEELS LIKE OTHER ON THE LOT. HIST?
4 1 OTHER AND IT COMPAED TO KG TOO	OK
5 BLEED BRAKES> ABS MOD> DEMO KG TO CUST>	
DPSM EVAL	

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T/L Ref#	Crea	Created By Date Crea		Created	Last Edited By		# of Edits
2351326	JOH	NB	05/1	7/2007	JOHNB	1	
Code P 4125	Original Complaint ADVANCED HYDRO-BRAKE CODE 32			able Cause/Solu	ution IE ZERO MEMORIZAT	ION	
				n Source:	None	Dat	
			State	ıs:	N/A	Mil	eage: 448
Dealer #:	207385	TZ:	CST	VIN: JHM	FA36227S	Err:	
Dir Cont:	ROBERT	Training	%: 29	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(847) 965-8833	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	ED RUBIO			Doors:	4DR	WD:	2
Parts Mgr:	MICHAEL WALSH			Fact:	SUZUKA	Country	: JPN
Dir Name:	CASTLE HONDA			Desc:	Desc: CIVIC 4DR HYBRID 4CYL 110		HP 1.3
	6900 W.DEMPSTER MORTON GROVE	STREET IL 6005	3	WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,
	WONTON GROVE	IL 3003		Engine #:	LDA2 2023885	Trans #:	2027802
Phone: (84	17) 965-8833	Fax #: (847)	965-1903	Em Type:			
DPSM: WI	LLIAM MCKEE	Zone/Dist:	08D	RO #:	261567		
Previous De	aler/Contact	Date		Case Type:	: Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

5/17/2007 1:09:30 PM JOHNB 1 CODE 32 NC SOLENOID VALVE MALFUNCTION. REPLACED SERVO UNIT/MASTER CYLINDER, AFTER BLEEDING THE	
SERVO UNIT/MASTER CYLINDER AFTER BLEEDING THE)
BRAKES, THEN BLEEDING SERVO UNIT. BRAKE SYSTEM	
LIGHT WILL NOT GO OUT. BRAKE PEDAL IS HARD.	
2 SO I REPLACED THE SERVO UNIT AND THE	
MASTER; PERFORMED THE SYSTEM BLEED; CODE DOES	
NOT RESET BUT THE BRAKE SYSTEM AMBER LIGHT	
REMAINS ON AND THE PEDAL IS HARD	
3 PERFORM THE MEMORIZATION ZERO POSITION	
PROCEDURE	

T/L Ref#	Created By		Created By Date Created Last Edited By		Last Edited By	y # of Edits	
2986999	CHF	RISV	03/26/20)10	CHRISV		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4150	FIRM PEDAL		GET IN	O			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 86,573
Dealer #:	208253	TZ:	PST	VIN: JHMF	A36227S	Err:	
Dir Cont:	ABE SHAAF	Training %	: 58	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(951) 688-9420	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JIM SINDELAR			Doors:	4DR	WD:	2
Parts Mgr:	DUSTIN SKALSKI			Fact:	SUZUKA	Country:	JPN
Dir Name:	RIVERSIDE HONDA			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 H	HP 1.3
	8330A INDIANA AVI RIVERSIDE	ENUE CA 92504		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	RIVERSIDE	GA 92504		Engine #:	LDA2 2024006	Trans #:	2027676
Phone: (9	51) 688-9420	Fax #: (951) 50	9-6575	Em Type:			
DPSM: R	OBERT CRAIG	Zone/Dist: 01	В .	RO #:	499541		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

3/26/2010 12:32:28 PM CHRISV	
1 ORIGINAL COMPLAINT	WHEN THE BRAKE PEDAL IS DEPRESSED , IT TAKES A
	HIGHER EFFORT THAN USUAL. CAR STOPS NORMAL.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID:][SUBJECT:]
	[KEYWORD: BRAKES]
4	CAR HAS A FIRM PEDAL
5 ANY HISTORY OF WORK	WE DID THE FRONT BRAKES 1K AGO
6 DID THIS START AFT YOU GUYS DID THE BRAKE JOB	NOT SURE

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7 GET INFO, BLEED BRAKES AND RECK

T/L Ref #	Created By		Date Cr	eated	Last Edited By		# of Edits		
2951717	ТОМ	1P 01/08/20		D10 TOMP		11			
Code	Original Complaint		Probab	Probable Cause/Solution					
P 4125	ADVANCED HYDRO-BRAKE DTC 14		FAULT	SERVO; DO	S/M TROUBLESHOO	TING			
			Resin S	ource:	None	Dat	te:		
			Status:		N/A	Mile	eage: 51,956		
Dealer #:	208421	TZ:	CST	VIN: JHMF	A362X7S	Err:			
Dir Cont:	CLARENCE KELLY	Training %:	45	Year:	2007	Model:	CIVIC IMA		
Serv Ph:	(870) 534-3650	Extn:		Tran:	CVT	Trim:	HYBRID		
Serv Mgr:				Doors:	4DR	WD:	2		
Parts Mgr:				Fact:	SUZUKA	Country:	JPN		
Dir Name:	LANDERS HONDA			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 I	HP 1.3		
	3100 AUTO DRIVE PINE BLUFF	AR 71601		WhtBdy:	POWER STEERING	, ABS, SRS A	AIRBAG,		
	THE BLOTT	AR 7 1001		Engine #:	LDA2 2024131	Trans #:	2028073		
Phone: (8	70) 534-3650	Fax #: (870) 534-02	65	Em Type:					
DPSM: W	ILLIAM KIRK	Zone/Dist: 03J		RO #:	21391				
Previous De	ealer/Contact	Date		Case Type:	Technical				
		•		W .O. #:					

Tech Line Suggests

THE SERVO.

Information from Dealer

1/8/2010 9:59/13 AM TOMP	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT BRAKE PEDAL FADES. DOES NOT
	SLOW DOWN FEELS LIKE YOUR ON ICE.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID:][SUBJECT:]
	[KEYWORD: BRAKES]
4	CLARENCE
5 CAN YOU DUPLICATE THE COMPLAINT?	YES
6	REPLACED MASTER CYLINDER, NOW HAVE PROBLEM WITH
	AHB.
7 DTC STORED IN AHB SYSTEM?	YES; 14
8 CLEAR THE DTC; DOES IT RESET?	YES BUT THE PUMP STAYS RUNNING FOR 5 MINUTES
	BEFORE THE DTC RESETS.
9 DID YOU DO THE DTC 14 TROUBLESHOOTING?	YES, SAYS TO REPLACE THE SERVO UNIT.
10 REVIEW "CASES" AND "KBs" THERE ARE A COUPLE OF	
DTC 14 REPORTS THAT INDICATE REPLACEMENT OF	

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11 COMPLETE TROUBLESHOOTING RECOMMENDATIONS.

T/L Ref#	Crea	Created By Dat		eated	Last Edited By	By # of Edits			
3046264	CHRISV		08/18/2	08/18/2010 CHRISV		1			
Code	Original Complaint		Probab	Probable Cause/Solution					
P 4150	0 LOW PEDAL AFT SERVO RPLCMNT		TECH E	RROR; REFE	R TO REPLACEMEN	IT PROCEDU	RE		
			Resin S	ource:	None	Dat	te:		
			Status:		N/A	Mil	eage: 33,080		
Dealer #:	206794	TZ:	EST	VIN: JHMF	A36217S	Err:			
Dir Cont:	JEFFREY	Training %:	31	Year:	2007	Model:	CIVIC IMA		
Serv Ph:	(860) 645-3110	Extn:		Tran:	CVT	Trim:	HYBRID		
Serv Mgr:				Doors:	4DR	WD:	2		
Parts Mgr:	JESSICA FULTON			Fact:	SUZUKA	Country	: JPN		
Dir Name:	MANCHESTER HON	IDA		Desc:	CIVIC 4DR HYBRID	4CYL 110.0	HP 1.3		
	24 ADAMS STREET MANCHESTER	CT 06042		WhtBdy:	POWER STEERING	, ABS, SRS A	AIRBAG,		
	WARONESTER	01 00042		Engine #:	LDA2 2036441	Trans #:	2041156		
Phone: (8	60) 645-3110	Fax #: 860643360	02	Em Type:		r			
DPSM: DA	AN ENDERLE	Zone/Dist: 09F		RO #:	613621				
Previous Dealer/Contact Date		Date		Case Type:	Technical				
				W.O. #:					

Tech Line Suggests

Information from Dealer

3/	18	/201	0 11:	59 9	55 A	M		···E	HR
	1	OR	GINA	AL C	COM	IPI A	TML		

W CHRISV

CUSTMER CONCERN OF BUZZING NOSIE WHEN BRAKE PEDAL WAS DEPRESSED HEARD CUSTMER CONCERN PERFORMED REPAIR PER SERVICE BULLTION 8-057 REPLACED BRAKE MASTER CYLINDER AND SERVO UNIT BLEED THE UNIT AND REZEROED THE BRAKE PEDAL BRAKES FEEL GOOD NO DTCS STORED STEP ON THE

A SECOND TIME SAME CONCERN

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 DO THE NORMAL BLEEDING, THEN SERVO BLEEDING THEN ZERO MEM PROCEDURE

[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID: 0][SUBJECT: ADVANCED HYDRAULIC BOOSTER][KEYWORD: BRAKES]

BRAKE PEDAL CAR WILL NOT STOP REBLEED THE SYSTEM

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T/L Ref #	Created By		Date Cr	eated	Last Edited By		# of Edits
2517523	DAVE	EM 12/20/2007		007	DAVEM	1	
Code	-		Probab	e Cause/Solu	tion		
P 4150			CUST	EVAL			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 10,507
Dealer #:	207904	TZ:	EST	VIN: JHMF	A362675	Err:	
Dir Cont:	RICHARD CLARK	Training %:	76	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(704) 552-2639	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	PENNY CHANDLER			Doors:	4DR	WD:	2
Parts Mgr:	GREGORY STOREY			Fact:	SUZUKA	Country:	JPN
Dir Name:	HENDRICK HONDA			Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 H	IP 1.3
	8901 SOUTH BOULE	VARD NC 28273		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	CHARLOTTE	NG 20273		Engine #:	LDA2 2036857	Trans #:	2041552
Phone: (70	94) 552-2639	Fax #: (704) 552-346	1	Em Type:			
DPSM: CE	DRIC STONE	Zone/Dist: 06K		RO #:	587436		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

12/20/2007 7:04:04 AM DAVEM	
1 ORIGINAL COMPLAINT	CUSTOMER STATES THAT THE BRAKE PEDAL GOES
	ALMOST TO THE FLOOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	CUST STATES INTERM THE BRAKE PDL GOES TO THE
	FLOOR, BUT WE CANNOT DUP. NO LEAKS, DTC'S, WEAR IS
	EVEN, PADS/SHOES OK
4 COMP TO KG?	NOT YET, BUT CAR FEELS NORMAL TO ME. CUST
	COMPARED HIS CAR TO A FRIENDS AND NOW FEELS HIS
	CAR HAS A PROBLEM
5 BLEED BRAKES AND EXRCS THE ABS> HAVE CUST	OK
DEMO> DPSM EVAL	

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T/L Ref#	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits
2509890	TOM	•	12/10/20		TOMP		3
2509890		<u> </u>		TOMP		<u> </u>	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125 ADVANCED HYDRO-BRAKE DTC 83 4210 ABS DTC 15-13		RAKE DTC 83	POOR (GROUND; CH	ECK G202		
4210	ABS DTC 15-13		Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 9,618
Dealer #:	207564	TZ:	EST	VIN: JHMF	A36287S	Err:	_
Dir Cont:	FRED PREVOST	Training %:	59	Year:	2007	Model:	CIVIC IMA
Serv Ph:	(802) 223-9700	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	ROBERT MESERVE	Y		Doors:	4DR	WD:	2
Parts Mgr:	SAMARA OWEN			Fact:	SUZUKA	Country:	JPN
Dir Name:	TOWN & COUNTRY	HONDA		Desc:	CIVIC 4DR HYBRID 4	CYL 110.0 I	HP 1.3
	224 PAINE TPKE N. BERLIN	= -		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	DERLIN	VT 05602		Engine #:	LDA2 2036918	Trans #:	2041459
Phone: (80	02) 223-9700	Fax #: 8022239713		Em Type:			
DPSM: JC	E ROSE	Zone/Dist: 09J		RO #:	30710		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Tech Line Suggests	Information from Dealer
12/10/2007 7:53:59 AM TOMP	
1 ORIGINAL COMPLAINT	CODE 15-13 AND 83 F-CAN
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	CUSTOMER SAYS SHE LOST HER ABS BRAKES AND HIT
	GUARD RAILVERY LIGHT DAMAGE TO BUMPER
	COVERWEREPLACED SERVO UNIT AND STILL CODES
4	FRED
5 WHAT SYSTEM(S) ARE INVOLVED?	ABS/BRAKE
6 CLEAR DTCs; DO THEY RESET?	THEY DO NOT CLEAR.
7 FOLLOW S/M TROUBLESHOOTING?	YES
8 WHAT PARTS WERE REPLACED?	R/R ABS SENSOR; AND SERVO UNIT.
9 PN OF PARTS REPLACED?	01469-SNC-A06 SERVO 57470-SNA-003
10 PROBLEM NOW?	INDICATORS STILL ON AND DTCs RESET.
11 WHAT INDICATORS ARE ON?	ABS, BRAKE SYSTEM (YEL), BRAKE INDICATOR (RED) ARE
	ON.
12 DO THEY BULB CHECK?	NO, STAY ON CONTSTANTLY.
13 WHEN DID PROBLEM START?	NOT SURE, CUSTOMER SAID SOMETHING ABOUT SLIDING
	OUT IN A TURN, ABS INOP AT THAT TIME AND CONTACTING
	A GUARD RAIL. CAR WAS FIXED BY BODY SHOP NOW HERE
	FOR INDICATOR PROBLEMS.
14 CRASH DAMAGE/REPAIRS OR A/M ACCESSORIES?	NO AM ACCESSORIES, COSMETIC DAMAGE.
15 WAS WHEEL BEARING IN RIGHT REAR REPLACED?	NO
16 DID YOU DO THE SENSOR ZERO PROCEDURE?	HDS WILL NOT ALLOW IT BECAUSE OF HARD CODES.
17 DID YOU DO THE CIRCUIT TROUBLESHOOTING FOR	YES; LEADS TO ABS MODULATOR.
THE ABS DTC?	
18 MAKE SURE BATTERY IS FULLY CHARGED; CHECK	
POWER AND GROUND SYSTEMS FOR AHB AND ABS	
UNITS. CHECK G202	
19 COMPLETE ABS TROUBLESHOOTING	
AND STATE OF THE CONTROL OF THE CONT	
20	FRED
21	IS TOM THERE?
22 HE IS AT LUNCH CAN I HAVE HIM CALL YOU BACK?	YES
23 PEND TO TOMP FOR CALLBACK	THE RESIDENCE OF THE CONTROL OF THE PROPERTY O
12/10/2007 11:56:36 AM TOMP	
24	RETURN CALL TO DEALER: FRED

12/10/2007 10:55:44 AM LANCEK	
20	FRED
21	IS TOM THERE?
22 HE IS AT LUNCH CAN I HAVE HIM CALL	YOU BACK? YES
23 PEND TO TOMP FOR CALLBACK	
THE RESIDENCE OF THE PROPERTY	

RETURN CALL TO DEALER: FRED 25 G202 WAS OK; BUT THERE WERE WIRES DAMAGE FOR THE LIGHTS. REPAIR THEM BUT STILL DID NOT FIX MY PROBLEM. 26

27 SUGGEST THAT THE DAMAGED HARNESS BE REPLACED.

Printed: 01/12/2011 11:07:32AM By SYSTEM

28 THEY FINISH THE ABS TROUBLESHOOTING AND REPLACE THE MODULATOR.

T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By	# of Edits		
2896581	TOM	МР	09/14/20	009	TOMP	11		
Code	Original Complaint		Probab	Probable Cause/Solution				
P 4125	4125 ADVANCED HYDRO-BRAKE		DEALE	R CAN'T DUP	LICATE;			
			Resin S	ource:	None	Date:		
			Status:		N/A	Mileage: 24,897		
Dealer #:	207355	TZ:	CST	VIN: JHMF	A36217S	Err:		
Dir Cont:	BILL HERMAN	Training %:	81	Year:	2007	Model: CIVIC IMA		
Serv Ph:	(217) 547-0750	Extn:		Tran:	CVT	Trim: HYBRID		
Serv Mgr:	DICK PETERS			Doors:	4DR	WD : 2		
Parts Mgr:	MARK MOLOHON			Fact:	SUZUKA	Country: JPN		
Dir Name:	HONDA OF ILLINOI			Desc:	CIVIC 4DR HYBRID	4CYL 110.0 HP 1.3		
	2500PRAIRIE CROS SPRINGFIELD	SSING D IL 62711		WhtBdy:	POWER STEERING	, ABS, SRS AIRBAG,		
	SPRINGFIELD	IL 02/11		Engine #:	LDA2 2038174	Trans #: 2042747		
Phone: (2	17) 547-0750	Fax #: 2175468403		Em Type:				
DPSM: DA	AVID JACKSON	Zone/Dist: 08J		RO #:	151246			
Previous D	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

PED STICKS
NO
BILL:
BRAKE PEDAL
NO
SHE DID NOT SAY.
NO
NO
NO

T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits	
3040770	TO	MP	08/05/20)10	TOMP	1 ,		
Code	Original Complaint	•		Probable Cause/Solution				
P 4125	ADV HYDRO-BRAKE PEDAL HARD		FAULTY	HYDRO/BOO	OSTER; REPLACEMEN	IT		
		Resin Source:		None	Date	e:		
,			Status:		N/A	Mile	eage: 31,441	
Dealer #:	208283	TZ:	EST	VIN: JHMF	A36287S	Err:	_	
Dir Cont:	NELSON WEST	Training %:	77	Year:	2007	Model:	CIVIC IMA	
Serv Ph:	(757) 686-1000	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	STEVE COOK			Doors:	4DR	WD:	2	
Parts Mgr:	MICHAEL LUNCEF	ORD		Fact:	SUZUKA	Country:	JPN	
Dir Name:	FIRST TEAM HONE 3444 WESTERN BE CHESAPEAKE			Desc: WhtBdy: Engine #:	CIVIC 4DR HYBNAVI ABS, AIR BAG, NAVI LDA2 2045642		HP 2051838	
Phone: (7	57) 686-1000	Fax #: 7576381767		Em Type:				
DPSM: JE	NNIFER KAMLER	Zone/Dist: 06H		RO #:	257460			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

8/5/2010 9/22:13 AM TOMP	
1 ORIGINAL COMPLAINT	HARD PEDAL
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2007][PUBID:][SUBJECT:]
	[KEYWORD: HARD BRAKE PEDAL]
4	NELSON:
5 CAN YOU DUPLICATE THE COMPLAINT?	YES
6 COMPARE TO OTHER LIKE CARs?	YES
7 WHAT IS THE PROBLEM?	THE BRAKES APPLY ABRUPTLY WITH VERY LITTLE PEDAL
	TRAVEL.
8	THE BRAKE PEDAL IS HIGH AND HARD.
9	ALSO, WHEN I BLEED THE ACCUMULATOR AND START THE
	ENGINE. THE MOTOR RUNS AND PUSHES THE PEDAL BACK
	UP TO THE TOP. CAN'T HARDLY PUSH IT WITH YOUR FOOT
	WHEN MOTOR IS RUNNING.
10 DESERTE TO 2007 ON 110 IN (DRIP D. I. O. I. O. I.	

10 REFER TO 2007 CIVIC HYBRID - Brake System Symptom Troubleshooting

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		10011 =		ntact Re				
T/L Ref#	Crea	ted By	Date Cr	eated	Last Edited By		# of Edits	
2706861	CHR	CHRISR 10/16/20		008	008 TOMP		9	
Code	Original Complaint	riginal Complaint Probable		le Cause/Solu	tion			
P 4125			AHB?; l	JNABLE TO D	UPLICATE, TRY TO D	UP,MONITC	R	
4190	BRAKE FLUID LEAK		Resin S	ource:	None	Dat	e:	
			Status:		N/A	Mile	eage: 10,257	
Dealer #:	206576	TZ:	PST	VIN: JHMF	A36238S	Err:		
Dir Cont:	LENNIE THEDE	Training %:	76	Year:	2008	Model:	CIVIC IMA	
Serv Ph:	(360) 754-3399	Extn:		Tran:	CVT	Trim:	HYBRID	
Serv Mgr:	DALE COOPER	•		Doors:	4DR	WD:	2	
Parts Mgr:	JARED SCHERIEBL	Ε		Fact:	SUZUKA	Country:	JPN	
Dir Name:	CAPITOL CITY HON	DA		Desc:	CIVIC IMA 4DR HYBRID 4CYL 110.0 HP		0.0 HP	
	2370 CARRIAGE LO OLYMPIA	OP SW WA 98502			POWER STEERING,	ABS, SRS A	IRBAG,	
	OLTWIPIA	VVA 90302		Engine #:	LDA2 3001537	Trans #:	3001492	
Phone: (36	60) 754-3399	Fax #: 3605283648		Em Type:				
DPSM: PH	IIL HEINZMAN	Zone/Dist: 02B		RO #:	170184			
Previous De	aler/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

Tech Line Suggests	Information from Dealer
10/16/2008 3:41:48 PM CHRISR	en 1770 kan Panton Pa
1 ORIGINAL COMPLAINT	BRAKE SYS LIGHTS COME ON AND VEHICLE LOOSES
	BRAKES
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	BRAKE SYS LIGHTS ON AND CAR HAS NO BRAKES, FLUID
	LEAK AT RF WHEEL. FOUND BURST BRAKE LINE. 5/3/08
	4863MI.
4 CAN YOU DUP?	NO, CAR DRIVES GREAT
5 HOW DID THE HOSE BURST	I THINK IT WAS A BAD CRIMP
6 HOW OFTEN IS THIS OCCURING	SHE SAID A FEW TIMES A WEEK
7 AND LOW FLUID CODE IS ALL YOU HAD	YES ABOUT A 1/3 FROM FULL
8 IS FLUID LOW? 9 TRY TO DUP AND MONITOR	OK
	OK .
10/30/2008 2:49:30 PM DAVIDK	WE REPLACED THE AHB ASSY.
10 11 REASON FOR FLUID LOW	NONE. WE CAN NOT FIND A LEAK. FLUID WAS NOT LOW
TI REASON FOR FLUID LOW	JUST THROWING CODE.
12 THANKS	3031 THROWING CODE.
12/8/2008 11:53:14 AM TOMP	
13	DALE COOPER:
14	CAR BACK TODAY WITH 11653MILES
15	CAR IS BACK AND NOW THE LEFT FRONT BRAKE LINE HAS
.•	FAILED
16 TAKE SEND PHOTOS.	
17 REPAIR AS NEEDED	
12/8/2008 3:42:35 PM GARYR	
18	PHIL DPSM 206 390-7381 LEFT BRAKE HOSE PULLED OUT
	OF THE CRIMPED BANJO FITTING.
19 ANY MODIFICATION	NO
20 I WILL CHK IF ANY PROBLEMS AND CALL YOU BACK.	
12/8/2008 4:22:21 PM GARYR	
21 CB TO DLR	NO ANSWER
12/9/2008 9:25:09 AM GARYR	
22 CB TO	BILLY, TECH WORKING ON THE CAR
23 WAS THERE ANY SIGN OF THE BRAKE HOSE	NONE
BEING PULLED ON.	· ·
24 DID YOU TAKE PHOTOS	YES, DALE COOPER SENT THEM.
25 COMPARE THE HOSE LENGTH AND ROUTING TO	
THE NEW HOSE. ALSO TURN STEERING FULL LOCK	
BOTH DIRECTIONS AND CHK LINE TENSION. HOLD PARTS FOR CALL-IN.	
26 PAUL, PLEASE CALL-IN THIS BRAKE HOSE AND THE	
ONE FROM JULY IF AVAILABLE FOR ALAN MARSH.	
27 PEND TO RICK S, ALAN M, TOM P, WARREN N	
12/9/2008 9:38:49 AM FOMP	
28	RETURN CALL TO DEALER: TROY
29 NEED PHOTS RESENT; PLEASE SEND TO MY EMAIL	
ADDRESS.	
12/9/2008 12:47:22 PM TGMP	State Andrews Control of the Control
30	DALE: HAVING PROBLEM SENDING PHOTO
31 SEND TO MY EMAIL ADDRESS	
12/9/2008 1:05:12 PM TOMP	
32 PHOTOS ATTACHED	· · · · · · · · · · · · · · · · · · ·

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T/L Ref#	Created By		Date Cı	reated	Last Edited By		# of Edits
		•			•		
2795521	СН	RISR	03/25/2		DAVIDK		5
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4125	LOW PEDAL, STUCK IN PARK		3/30: R	EPLACE SERV	O UNIT AND BRAKE	S/W	
			Resin S	Source:	Spoke w/ Dealer	Dat	e: 03/30/2009
			Status:		N/A	Mile	eage: 14,796
Dealer #:	207343	TZ:	PST	VIN: JHMF	A36268S	Err:	
Dir Cont:	DEMITRI DOLAN	Training %:	17	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(425) 643-3770	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	RANDY EATON			Doors:	4DR	WD:	2
Parts Mgr:	RUSS ROBERTS			Fact:	SUZUKA	Country:	JPN
Dir Name:	HONDA AUTO CEN	TER OF BELLEVUE		Desc:	CIVIC IMA 4DR HYB	NAVI 4CYL	110.0
	13291 S.E. 36TH S			WhtBdy:	ABS, AIR BAG, NAVI		
	BELLÉVUÉ	WA 98006		Engine #:	LDA2 3003403	Trans #:	3003512
Phone: (42	5) 643-3770	Fax #: 4256410795		Em Type:			
DPSM: PE	TER HOLT	Zone/Dist: 02A		RO #:	933212		
Previous De	aler/Contact	Date		Case Type:	Technical		
				w.o. #:			

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Tech Line Suggests

Information from Dealer

SOUND AND FEEL WHERE ABOUT THE SAME.

Tech Line Suggests	Information from Dealer
3/25/2009 11:30:06 AM CHRISR	
1 ORIGINAL COMPLAINT	VEHICLE WAS TOWED IN. CUSTOMER STATES THAT THE VEHICLE WOULD NOT COME OUT OF PARK AND THAT THE BRAKEPEDAL ALSO WENT DOWN TO THE FLOOR. HAVE CHECKED BRAKE LINES TO SEE IF THERE WERE ANY LEAKS PRESENT.NO LEAKS WERE FOUND. HAVE ALSO
	CHECKED CALIPER SEALS FOR ANY LEAKS AND VERIFIED THAT SEALS WERE FINE. HAVE VERIFIED THAT BRAKE FLUID WAS A LITTLE BIT LOW BUT NOT TOO LOW TO
	WHERE BRAKE PEDAL WOULD BE PRESSED TO THE FLOOR. WHAT SHOULD I DO?
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 NO KNOWN ISSUES	OK
4 CAN YOU DUP	NO, IT WORKS NORMALLY NOW
5 INSP BRK SW AND REPL IF BAD	OK
3/25/2009 1:22:38 PM TOMP 6 ORIGINAL COMPLAINT	CUSTOMER STATES THAT THE BRAKE PEDAL PRESSES
O ORIGINAL COMPLAINT	DOWN TO THE FLOOR, HAVE CHECKED BRAKE FLUID AND
	HAVE VERIFIED THAT BRAKE FLUID IS LOW BUT NOT LOW
	ENOUGH FOR THE BRAKE PEDAL TO BE PRESSED TO THE
	FLOOR. HAVE CHECKED BRAKE LINES AND HAVE VERIFIED
	THAT THERE WERE NO LEAKS COMING FROM LINES. HAVE
	ALSO CHECKED CALIPER SEALS AND HAVE VERIFIED THAT
7 PREVIOUS REPAIRS OR PARTS REPLACED?	SEALS ARE FINE. WHAT SHOULD I DO? NO
8	DEMITRI
9 CAN YOU DUPLICATE THE COMPLAINT?	NO I HAVE NOT BUT THE MANAGER SAID IT HAPPENED FOR HIM.
10 THEN WHAT HAPPENS?	AFTER THE CAR SITS FOR A WHILE THE PEDAL COMES BACK UP.
11 ANY CODES IN THE AHB SYSTEM?	NO
12 FLUID FULL?	REAR RESERVOIR IS AT OR NEAR THE ADD LINE.
13 BRAKE PADS STILL SERVICEABLE? 14 REVIEW "CASES" AND "KBs"	YES PLENTY OF LINING.
15 PROBLEM IN SERVO UNIT?	
3/27/2009 2:49:37 PM CHRISR	
16	I REPLACED THE SERVO BUT THE PUMP IS LOUDER
17 DOES IT RUN LONGER	NO , NOT REALLY, JUST LOUDER
18 IS A LINE TOUCHING SOMEWHERE, TRANSMITTING NOISE INTO BODY	DONT KNOW
19 PEDAL FEEL	KINDA SPONGY
20 DID YOU BLEED CONV AND SERVO	YES
21 IS PEDAL ROCK HARD WITH ACCUM EMPTY AND KEY OFF	NOT REALLY
22 BLEED SERVO AGAIN	OK ·
3/27/2009 3:37:02 PM RAYD	
23 24 WILL HAVE DAVEK CALL YOU MON MORNING	CAN I TALK TO DAVE K ,STILL MAKES NOISE
3/30/2009 9:36:30 AM DAVIDK	
25	AL. WE CONPAIRED TO 2 OTHER K/G CARS. WE FEEL THE
	AL. WE CONFAIRED TO 2 OTHER MG CARS, WE FEEL THE

T/L Ref #	Crea	ted By	Date Cre	eated	Last Edited By	# of Edits	
3076973	TOM	IP	11/03/2010		DAVEM	2	
Code	Original Complaint		Probable Cause/Solution				
P 4150	4150 BRAKE FEEL SOFT AFTR BLEED		AIR IN S	ERVO?; DO	BOTH REG & SERVO	BLEED PER SM	
			Resin Source:		None	Date:	
			Status:		N/A	Mileage: 62,23	31
Dealer #:	208109	TZ:	EST	VIN: JHMF	A36228S	Err:	
Dir Cont:	MICHAEL KOGUT	Training %:	77	Year:	2008	Model: CIVIC IMA	
Serv Ph:	(845) 343-0055	Extn:		Tran:	CVT	Trim: HYBRID	
Serv Mgr:	JOHN ZAHRA			Doors:	4DR	WD : 2	
Parts Mgr:	SCOTT ARMSTRON	G		Fact:	SUZUKA	Country: JPN	
Dir Name:	MIDDLETOWN HON	DA		Desc:	CIVIC IMA 4DR HYBE	RID 4CYL 110.0 HP	
	520 ROUTE 211 EAS	ST NY 10941		WhtBdy:	POWER STEERING,	ABS, SRS AIRBAG,	
	MIDDLETOWN	NY 10941		Engine #:	LDA2 3005319	Trans #: 3005828	
Phone: (8	45) 343-0055	Fax #: 8453261053		Em Type:			
DPSM: DO	ONALD ANDREWS	Zone/Dist: 09B		RO #:	325255		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	Information from Dealer
11/3/2010.7:57:28 AM TOMP	e estate de la companya de la compa
1 ORIGINAL COMPLAINT	WHEN YOU PUMP BRAKE PEDAL MODULATOR WOULD RUN,
	SO I BLEED BRAKES NOW I HAVE NO BRAKE PEDAL.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2008][PUBID: 0][SUBJECT:]
	[KEYWORD: BLEEDING]
11/3/2010 7:59:59 AM DAVEM	
4	see ABOVE
5 DID YOU DO THE REG AND SERVO BLEED AS	NO
OUTLINED IN THE S/M/	
6 DO THAT	

T/L Ref #	C	Created By Date Cre		Created By Date Created Last Ed		Last Edited By	d By # of Edits	
2926175	D	AVIDK	11/11/20	009	DAVIDK	1		
Code Original Complaint P 4150 BRAKE FEEL (SOFT, LOW,)			e Cause/Solu XPECTATION					
			Resin S	ource:	None	Date:		
			Status:		N/A	Mileage: 43,587		
Dealer #:	207530	TZ:	CST	VIN: JHMF	A36288S	Err:		
Dir Cont:	MARK MILLER	Training %:	0	Year:	2008	Model: CIVIC IMA		
Serv Ph:	(936) 760-2446	Extn:		Tran:	CVT	Trim: HYBRID		
Serv Mgr:	MARK MILLER			Doors:	4DR	WD : 2		
Parts Mgr:	RON HORNE			Fact:	SUZUKA	Country: JPN		
Dir Name:	STREATER-SMIT			Desc:	CIVIC IMA 4DR HYB	RID 4CYL 110.0 HP		
	311 INTERSTATE CONROE	45 SOUTH TX 77301		WhtBdy:	POWER STEERING	, ABS, SRS AIRBAG,		
	CONKOE	17/7301		Engine #:	LDA2 3008503	Trans #: 3009218		
Phone: (9	36) 760-2446	Fax #: 9365232379		Em Type:				
DPSM: VE	ERNON SAGE	Zone/Dist: 03C		RO #:	432803			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

rech Line Suggests	mormation nom Dealer
11/11/2009 2:34:45 PM DAVIDK	
1 ORIGINAL COMPLAINT	CUST STATES BRAKES FEEL SPONGY, PEDAL GOES TO
	FLOOR
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	WE DID THE UPDATE FOR THE GRUNT NOISE. CUST
	STATES AFTER REPLACEMENT IT FEELS DIFFERENT. HE
	CLAMES HE HIT ANOTHER CAR BECAUSE OF IT. IF YOU
	PUSH REAL HARD ON THE PEDAL YOU CAN FEEL IT
	BOTTOM OUT. CUST THINKS THIS IS A PROBLEM. CAR
	STOPS FINE W/O THIS MUCH PRESURE
4 COMPAIR TO K/G CAR	WE JUST GOT ONE IN. IT FEELS THE SAME
5 SOUNDS NORMAL YOUR CALL	

T/L Ref#	Created By Date Cre		eated	Last Edited By		# of Edits	
		•	ESH 09/23/200		JAMESH	1	
2692417	JAIM	E9U	09/23/2000		JANESTI		
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	P 4125 ADVANCED HYDRO-BRAKE 86		CK ALL	SYSTEMS FO	OR CODES, CHECK PV	VR/GND TO	MODULAT
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 31,405
Dealer #:	207742	TZ:	PST	VIN: JHMF	A36218S	Err:	
Dir Cont:	MIKE TORBETT	Training %:	81	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(760) 345-7555	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	LILA DIAZ			Doors:	4DR	WD:	2
Parts Mgr:	LILA DIAZ			Fact:	SUZUKA	Country:	JPN
Dir Name:	UNICARS HONDA			Desc:	CIVIC IMA 4DR HYBR	ID 4C Y L 11	0.0 HP
	78-970 VARNER RO			WhtBdy:	Bdy: POWER STEERING, ABS,		AIRBAG,
	INDIO	CA 92203		Engine #:	LDA2 3010891	Trans #:	3011670
Phone: (76	60) 345-7555	Fax #: 7603457556		Em Type:			
DPSM: JE	FF MAY	Zone/Dist: 01J		RO #:	116987		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

1	ORIGINAL	COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 DID YOU CHECK OTHER SYSTEMS FOR CODES?

4 CK ALL SYSTEMS FOR CODES, CHECK PWR/GND TO **MODULATOR**

BRAKE PEDAL FEELS SPONGY AND DTC 86 WAS STORED. CLEARED THE DTC AND NOW EVERYTHING IS NORMAL. CANNOTREDUPLICATE THE CONCERN AT THIS TIME.

NO

NO

T/L Ref#	Created By Dat		Created By Date Created Last Edited By		Last Edited By	# of Edits		
2602340	ROB	ERTH 04/25/2008		800	RUDYG		4	
Code	Original Complaint Pro		Probab	le Cause/Solu	tion			
P 4150	BRAKE FEEL (HARD)	86-1	FB: REI	PLACED HYD	ROLIC BOOSTER ASS	Y		
			Resin S	ource:	Feedback forms	Dat	e: 05/05/2008	
			Status:		N/A	Mile	eage: 3,073	
Dealer #:	207468	TZ:	EST	VIN: JHMF	A36258S	Err:		
Dir Cont:	KEITH BEACON	Training %:	78	Year:	2008	Model:	CIVIC IMA	
Serv Ph:	(330) 364-8661	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	JEREMY HERRON			Doors:	4DR	WD:	2	
Parts Mgr:	JEREMY HERRON			Fact:	SUZUKA	Country:	JPN	
Dir Name:	PARKWAY HONDA 855 COMMERCIAL P DOVER	PKWY. OH 44622		Desc: WhtBdy: Engine #:	CIVIC IMA 4DR HYB ABS, AIR BAG, NAVI LDA2 3011660		110.0 3012548	
Phone: (3	30) 364-8661	Fax #: 3306022112		Em Type:	25/12/00/1000			
DPSM: BF	RIAN SOLENTHALER	Zone/Dist: 04G		RO #:	42588			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W .O. #:				

Tech Line Suggests

Information from Dealer

. con Eme ouggests	
4/25/2008 1 33:42 PM ROBERTH 1 ORIGINAL COMPLAINT	CODE 86 F- CAN MALFUNCTION HYDRYLIC BOOSTER DTC, CLEARED CODE PER MANUAL, CODE STAYS GONE, ALL CONNECTIONS TO BOOSTER, METER UINT EPS SRS, PCM ARE GOOD AND TIGHT, TEST DROVE AUTO STOP INOP AND HYDRALIC BOOST SEEMS INOP, LIKE STEPPING ON A BRICK TO STOP.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	AUTO STOP INOP, PERFORMED BRK O POSITION SENSOR, PCM UPDATE AND AUTO STOP WAS OPERATIONAL AFTER THATFOR APPROXIMATLY 400 TO 500 MILES
4 HAS A HARD BRAKE PEDAL?	YES
4/25/2008 1:38:45 PM DAVIDK	Author to the second control of the
5 6 ALL CODE CK	ON THE FIRST VISIT CUST WAS COMPLAINIG THE AUTO STOP WAS NOT WORKING AND A HARD BRAKE PEDAL. SENSOR LEARN . BRAKE STARTED WORKING. HAS BEEN WORKING FOR400-500 MILES NOW IT RETURNED YES ONLY HAD 86-1 AHB
7 REPLACE AHB UNIT.	
5/5/2008 8.50 02 AM BOBE 8 FB COMMENTS	REPLACED HYDRYLIC BOOSTER ASSY REPROGRAMMED AND TEST DROVE, BRAKES NOW FEEL NORMAL AND AUTO STOP NOW WORKING PROPERLY. THANK YOU VERY MUCH.
5/12/2008 10:37:12 AM RUDYG	
9 05/12/2008 10:39:20 AM RUDYG	AUTO STOP INOP AGAIN. NO DTCS SET, ALL BRAKE SYSTEM IN DATA LIST COME UP NORMAL AND COMPLETE, BRAKESWITCH OPERATING NORMALLY.
10 PARTS REPLACED?	REPLACED AHB CONTROL UNIT IN HYDRYLIC BOOSTER ASSY, REFERENCE NUMBER 2602340 WHICH REPAIRED VEHICLE FOR 567 MILES AND NOW IS BACK

T/L Ref#	Created By D		Date Cr	Created By Date Created Last Edited B			# of Edits
2737539	KE	EITHC	C 12/09/2008		KEITHC		1
Code Original Complaint P 4150 BRAKE FEEL GRABBY			e Cause/Solu :UST DEMO	tion			
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 15,676
Dealer #:	207343	TZ:	PST	VIN: JHMF	A36298S	Err:	
Dir Cont:	RICHARD BERG	Training %:	63	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(425) 643-3770	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	RANDY EATON			Doors:	4DR	WD:	2
Parts Mgr:	RUSS ROBERTS			Fact:	SUZUKA	Country:	JPN
Dir Name:	HONDA AUTO CE 13291 S.E. 36TH S BELLEVUE	NTER OF BELLEVUE STREET WA 98006		Desc: WhtBdy: Engine #:	CIVIC IMA 4DR HYB ABS, AIR BAG, NAVI LDA2 3012848		110.0 3013753
Phone: (4	25) 643-3770	Fax #: 4256410795		Em Type:	EBA2 3012040		
DPSM: PI	ETER HOLT	Zone/Dist: 02A		RO #:	921849		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests	information from Dealer
12/9/2008 10:03:43 AM KEITHC	
1 ORIGINAL COMPLAINT	CUSTOMER COMPLAINT BRAKES ARE GRABBY LIKE NOT
	RELEASING PROPERLY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 CODES OR LIGHTS	NO
4	ADDED M77,
5 CAN YOU DUP	NO
6 HAVE CUST DEMO	

T/L Ref#	Creat	ted By	Date Cr	eated	Last Edited By		# of Edits
2760920	KEITI	HC	01/21/2009		KEITHC		1
Code Original Complaint P 4125 ADVANCED HYDRO-BRAKE		Probable Cause/Solution REPLACE POWER UNIT					
			Resin Source:		None	Dat	te:
			Status:		N/A	Mile	eage: 21,523
Dealer #:	207879	TZ:	CST	VIN: JHMF	A36268S	Err:	
Dir Cont:	LANCE CAIN	Training %:	61	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(847) 297-5700	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	PAUL BENEDETTO			Doors:	4DR	WD:	2
Parts Mgr:	ROBERT GERMANN			Fact:	SUZUKA	Country:	JPN
Dir Name:	O'HARE HONDA 1533 RIVER ROAD DES PLAINES	IL 60018		Desc: WhtBdy: Engine #:	CIVIC IMA 4DR HYBR POWER STEERING, LDA2 3018237	ABS, SRS A	
Phone: (84	1 7) 297-5700	Fax #: 8472976060		Em Type:			
DPSM: W	LLIAM MCKEE	Zone/Dist: 08D		RO #:	302458		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Printed: 01/12/2011 11:07:32AM By SYSTEM

Information from Dealer

1/21/2009 7:12:22 AM KEITHC	
1 ORIGINAL COMPLAINT	BRAKES GRAB THEN SEEM TO LOOSE POWER THEN FEELS
	LIKE THEY GRAB AGAIN, ALSO ACCUMULATOR PUMP IS
	VARY LOUD WHEN RUNNING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	NOISE IS COMMING THE POWER UNIT
4 NOT FROM AHB	NO, THIS NOISE IS IN THE RF OF THE ENGINE
	COMPARTMENT

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T/L Ref #	Created By Date C		Created By Date Created Last Edited By		Last Edited By	# of Edits		
2791654	CHRISR 03/1		03/18/20	03/18/2009 STE			3	
Code	Original Complaint		Probable	e Cause/Solu	tion			
P 4150 C/S BRKS INOP @15MPH USED P-BR			MSG: U	NABLE TO VE	ERIFY THE COMPLAIN	Т		
			Resin S	ource:	Message center	Dat	e: 03/31/2009	
	·		Status:		N/A	Mile	eage: 22,057	
Dealer #:	207334	TZ:	EST	VIN: JHMF	A36228S	Err:		
Dir Cont:	CHRIS KRAENGEL	Training %:	69	Year:	2008	Model:	CIVIC IMA	
Serv Ph:	(727) 848-0688	Extn:		Tran:	CVT	Trim:	HYBNAVI	
Serv Mgr:	,			Doors:	4DR	WD:	2	
Parts Mgr:				Fact:	SUZUKA	Country:	JPN	
Dir Name:	GATEWAY HONDA			Desc: CIVIC IMA 4DR H		'B NAVI 4CYL 110.0		
	8442 U. S. 19 PORT RICHEY	FL 34668		WhtBdy:	ABS, AIR BAG, NAVI			
	FORT RIGHET	FL 34000		Engine #:	LDA2 3027426	Trans #:	3029493	
Phone: (7	27) 848-0688	Fax #: 7278470915		Em Type:				
DPSM: DO	ONALD LOGAN	Zone/Dist: 07K		RO #:	115471			
Previous De	ealer/Contact	Date		Case Type:	Technical			
				W.O. #:				

Tech Line Suggests

Information from Dealer

3/18/2009 9:37:03 AM CHRISR	
1 ORIGINAL COMPLAINT	GOING ABOUT 15 MPH CUSTOMER APPLIED BRAKE PEDAL
	AND DID NOT STOP HAD TO USE E-BRAKE TO STOP.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 NO AHB LIGHT ON	NO
4 ALL DTC CHECK	ONLY A B2989 FOR A/C COMP, BUT THAT IS WORKING
	NORMALLY. I SAW THE HSB 08-057 AND THERE IS A SLIGHT
	NOISE BUT NO COMPLAINING
5 THAT HSB DOESNT INCLUDE LOSS OF BRAKING	OK
6 WAS PEDAL HARD OR NORMAL	NOT SURE
7 CALL CUST AND GET AS MUCH DETAIL AS POSSIBLE	OK
8 IF PEDAL WAS HARD, THEN LETS GO INTO THE AHB	OK
CRCT AND CHECK CONN AND PIN FIT FOR STROKE	
SENSOR	
3/18/2009 1:52:39 PM CHRISR	
9 CALLED TECH BACK FOR UPDATE ON INFO	CHRIS, C/S PEDAL DID NOT FEEL DIFFERENT AND NO
	LIGHTS ON BUT HE MAY NOT BE SURE DUE TO PANIC
	SCENARIO
10 HAVE YOU DRIVEN IT	YES, 27 MILES NO ISSUE
11 KEEP ME POSTED	OK
3/31/2009 5:37:08 PM :: STEVEN	
12	NEVER LINABLE TO DUPLICATE THE CONCERN CLISTOMER

NEVER UNABLE TO DUPLICATE THE CONCERN, CUSTOMER

HAS NOT BEEN BACK SINCE

T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By		# of Edits
2630940	GA	RYR	06/12/20	800	GARYR		1
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	ADVANCED HYDRO-	BRAKE 41	DID ZEF	RO MEM FIXE	D SO FAR?; T/D AGA	IN	
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 458
Dealer #:	207108	TZ:	MST	VIN: JHMF	A36208S	Err:	
Dir Cont:	JAIME CHACON	Training %:	80	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(480) 833-5177	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:	JERED SCHAGER			Doors:	4DR	WD:	2
Parts Mgr:	CARL YOUNG			Fact:	SUZUKA	Country:	JPN
Dir Name:	DIr Name: SANTAN HONDA SUPERSTORE 1150 S. GILBERT ROAD CHANDLER AZ 85286			Desc: WhtBdy:	CIVIC IMA 4DR HYB NAVI 4CYL 110.0 ABS, AIR BAG, NAVI		110.0
	OHANDLEN	AL 00200		Engine #:	LDA2 3035752	Trans #:	
Phone: (48	80) 833-5177	Fax #: 480835221	14	Em Type:			
DPSM: RI	CHARD REBORI	Zone/Dist: 10D		RO #:	66425		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

6/12/2008 11:23:35 AM GARYR

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 WAHT DID YOU DO

4 T/D AGAIN, CHK ALL CONN

CUSTOMER STATES WHEN BRAKING BRAKE SYSTEM LIGHT CAME ON BRAKES FELT BOUNCY

CAME ON BRAKES FELT BOO

NC

THE ZERO MEM AND BRAKES NOW FEEL NORMAL.

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				Jiita ot ito	P 4 . 4		
T/L Ref#	Cre	ated By	Date C	reated	Last Edited By		# of Edits
2627588	RUI	DYG	06/06/2	800	RUDYG		1
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4125	AHB OVERFLOWS R	ESEVOIR	TECH E	ERROR?; RES	EVOIR OVERFILLED		
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 10
Dealer #:	207336		PST	VIN: JHMF.	A36228S	Err:	
Dir Cont:	GARY OLSON	Training %:	59	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(530) 823-7234	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	JEFF KOZELE			Doors:	4DR	WD:	2
Parts Mgr:	STEVEN DOUKE			Fact:	SUZUKA	Country:	JPN
Dir Name:	AUBURN HONDA			Desc:	CIVIC IMA 4DR HYBRID 4CYL 110.0 HP		
	1801 GRASS VALLI AUBURN	EY HWY CA 95603		WhtBdy:	POWER STEERING,	ABS, SRS A	IRBAG,
	AUDUM	OA 93003		Engine #:	LDA2 3036150	Trans #:	
Phone: (5	30) 823-7234	Fax #: 5307452736		Em Type:			
DPSM: TI	M BRUSHER	Zone/Dist: 12A		RO #:	172805		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

6/6/2008'2'18'0'1 PM RUDYG	
1 ORIGINAL COMPLAINT	PEDAL LOW AND SOFT, FLUID PUMPS OUT OF RESERVOIR
	CAP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	I REPLACED THE MASTER CYLINDER
4 WHEN YOU SET RESEVOIR FLUID LEVEL WHERE DID YOU SET LEVEL?	I SET FRONT AND REAR RESEVOIRS TO MAX LEVEL
5 THAT IS OVERFILLED. FILL REAR RESEVOIR TO MAX. DON'T WORRY ABOUT THE FRONT ONE, WHEN YOU	REALLY?
PUMP PEDAL FLUID WILL TRANSFER TO FRONT ONE	
6 YES, COMPARE TO K/G.	WE DON'T HAVE ANOTHER ONE
7 USE LEVEL MARKING ON REAR RESEVOIR TO SET LEVEL	WHAT ABOUT MY SPONGY PEDAL?
8 ACTIVATE ABS AND TRY REBLEED.	OK

T/L Ref#	Created By Date		Created By Date Created Last Edited I		Last Edited By	By # of Edits	
2818069	RUI	DYG	05/11/2009		DAVIDK	4	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	AHB PEDAL HARD, C	ODES 45 44 46	FBF: RE	PLACE AHB	AND MASTER		
			Resin S	ource:	Feedback forms	Date	e: 05/14/2009
			Status:		N/A	Mile	eage: 16,193
Dealer #:	208365		EST	VIN: JHMF	A36218S	Err:	
Dir Cont:	DAVID ELBAUM	Training %:	93	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(212) 974-1010	Extn:		Tran:	CVT	Trim:	HYBNAVI
Serv Mgr:				Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SUZUKA	Country:	JPN
Dir Name:				Desc:	CIVIC IMA 4DR HYB	NAVI 4CYL	110.0
				WhtBdy:	ABS, AIR BAG, NAVI		
				Engine #:	LDA2 3041097	Trans #:	3044455
Phone: (2	12) 974-1010	Fax #: 2127576321		Em Type:			
DPSM:		Zone/Dist:		RO #:	87740		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

5/11/2009 11:31:31 AM RUDYG -	
1 ORIGINAL COMPLAINT	BRAKE PEDAL IS HARD CODE 45 IN AHB SYSTEM
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NOTHING
3 ONLY CODE?	ORIG HAD CODES 44-45-46, 61-53-66-82
4 PEDAL IS HIGH AND HARD?	YES,
5 REPL SERVO UNIT	OK
5/11/2009 11:54:42 AM RUDYG	
6 05/11/2009 11:55:12 AM RUDYG(PEND TO DAVE K FOR	
REVIEW)	
5/12/2009 9:47:01 AM DAVIDK	
7	SEND FEED BACK FAX.
5/14/2009 9:35:24 AM DAVIDK	
8	FB FAX: REPLACED MASTER CYLINDER AND SERVO
	ASSEMBLEY BRAKE SYSTEM IS NORMAL

T/L Ref#	Cre	eated By	Date Cr	eated	Last Edited By		# of Edits
2917547	ST	EVEN	10/26/20	009	STEVEN	1	
Code	Original Complaint		Probabl	e Cause/Solu	tion		
P 4125	BRAKES HARD, 13,	14, 52	CHK MC	OTOR CONNE	ECTION AND G202		
			Resin S	ource:	None	Dat	te:
			Status:		N/A	Mil	eage: 25,266
Dealer #:	207859	TZ:	PST	VIN: JHMF	A362X8S	Err:	
Dir Cont:	JACKY TONG	Training %:	69	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(650) 579-6810	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	ERIC USHER			Doors:	4DR	W D:	2
Parts Mgr:				Fact:	SUZUKA	Country	JPN
Dir Name:	MIKE HARVEY HO			Desc:	CIVIC IMA 4DR HYBRID 4CYL 110.0 HP		
	200 CALIFORNIA D BURLINGAME	ORIVE CA 94010		WhtBdy:	POWER STEERING, ABS, SRS AIRBAG,		AIRBAG,
	BURLINGAME	CA 94010		Engine #:	LDA2 3045015	Trans #:	3048691
Phone: (6	50) 579-6810	Fax #: 6505794218		Em Type:			
DPSM: LA	ARRY OBRIEN	Zone/Dist: 12G		RO #:	434741		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

10/26/2009 9:58:49 AM STEVEN

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

- 3 SO HE PEDAL GOES TO THE FLOOR AND YOU HAVE A 13, 14, 52
- 4 i SEE 3 OTHER CALLS LIKE THIS, AND ANOTHER CAR THAT WAS IN AN ACCIDENT ON THE RIGHT FRONT
- 5 CHK YOUR CONNECTIONS TO THE MOTOR, AND CLEAN UP G202. APPLY VOLTAGE TO THE MOTOR AND MAKE SURE IT RUNS PROPERLY, IF NOT REPLACE THE MOTOR AND SERVO UNIT. IF THE MOTOR DOES RUN PROPERLY REPLACE THE SERVO UNIT ONLY

VEHICLE GOT ACCIDENT ON THE RIGHT RIGHT, AFTER BISY SHOP REPLACE ABS UNIT . FEEL PADEL GOES TO THE FLOOR. AFTER PERFORM NORMAL BRAKE BLEEDING PRODECURE BRAKE PADEL ARE NORMAL NOW .BUT "BRAKE SYSTEM"MALFUNCTION LIGHT STILL ON CAN'T CLEAR THE DTC . FIND STORE CODE 13 MOTOR VOLTAGE MALFUNCTION . 14 MOTOR STUCK ON FOR LONG TIME AND 52 MOTOR CIRCUIT OFF. AND TRY BLEED AIR FROM THE POWER UNIT BUT NOBRAKE FLUID OUT WHEN THE KEY **TURNING ON**

NO

WELL I BLED THE BRAKES AND NOW THE PEDAL IS SUPER HARD AND THE CAR WONT STOP

OK

			IIIE C	Unitact INE	port		
T/L Ref#	Cr	eated By	Date C	reated	Last Edited By		# of Edits
2832095	ST	EVEN	06/09/2	2009	STEVEN	1	
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4150	BRAKE PEDAL GOE	S TO FLOOR	BLEED	BRAKES AND	SERVO		
			Resin S	Source:	None	Da	te:
			Status:	:	N/A	Mil	eage: 13,689
Dealer #:	208021		MST	VIN: JHMF	A36208S	Err:	
Dir Cont:	BRIAN TRACY	Training %:	87	Year:	2008	Model:	CIVIC IMA
Serv Ph:	(801) 268-5599	Extn:		Tran:	CVT	Trim:	HYBRID
Serv Mgr:	ELIZABETH CHRIS	STENSEN		Doors:	4DR	WD:	2
Parts Mgr:	SHAWN CONRAD			Fact:	SUZUKA	Country	: JPN
Dir Name:	DIr Name: LARRY H. MILLER HONDA 4646 SO. STATE STREET MURRAY UT 84107			Desc: WhtBdy:	CIVIC IMA 4DR HYBI POWER STEERING,		
	WIDITION	01 04107		Engine #:	LDA2 3046181	Trans #:	3049870
Phone: (80	01) 268-5599	Fax #: 8012685557		Em Type:			
DPSM: KE	ELLY GOODWIN	Zone/Dist: 10F		RO #:	211118		
Previous De	ealer/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

8/9/2009 1:12:37 PM STE	VEN -
1 ORIGINAL COMPLAINT	

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 SOFT SPONGY PEDAL

4 I WOULD SUSPECT A HARD PEDAL AND LACK OF ASSIST, TRY TO BLEED THE BRAKES FIRST AND SEE WHERE WE ARE, BLEED THE SERVO ALSO

CUSTOMER STATES THE BRAKE PEDAL WENT ALL OF THE WAY TO THE FLOOR, AND AFTER PUMPING THE PEDAL PRESSURE WAS RESTORED. ALL DATA LIST PERAM'S ARE W/IN NORMAL VALUES. AND ALL OF THE FUNCTION TESTS PASSED.ZERO POSISTION PASSED. IF YOU PRESS THE PEDAL IT WILL GO TO THE FLOOR AT IDLE AND PUMPING RESTORES. THERE IS NO BRAKE SYSTEM LEAKS AND HAS NOT BEEN W RECKED.

NO

NO, KIND OF, IF YOU PUT NORMAL PRESSURE ITS LOW BUT NORMAL BUT IF YOU JAB IT, IT GOES TO THE FLOOR.

COULD IT BE THE SERVO?

OK

T/L Ref #	Created By Date		Date Created		Last Edited By	# of Edits	
2930362	CHR	CHRISR 11/20/2009		009	CHRISR		11
Code	Original Complaint		Probab	le Cause/Solu	tion		
P 4125	GOES TO FLOOR AND	PULSATES	AHB?;	VFY NOT ABS	MOD, CK STROKE	SENSOR	
			Resin S	Source:	None	Dat	e:
			Status:		N/A	Mile	eage: 9,146
Dealer #:	206709	TZ:	EST	VIN: JHMF	A36219S	Err:	
Dir Cont:	NICHOLAS STOUT	Training %:	74	Year:	2009	Model:	CIVIC IMA
Serv Ph:	(215) 368-1840	Extn:		Tran:	CVT	Trim:	HYBLNAV
Serv Mgr:	STEVEN DITTY			Doors:	4DR	WD:	2
Parts Mgr:				Fact:	SUZUKA	Country:	JPN
Dir Name:	J. L. FREED HONDA			Desc:	CIVIC IMA 4DR HYE	BLNAV 4CYL	110.0
	685 BETHLEHEM PIR MONTGOMERYVILL	- , -		WhtBdy: ABS, AIR B		AG, NAVI, LEATHER, USA	
	MONTGOMERTVILL	FA 10930		Engine #:	LDA2 4000924	Trans #:	4001075
Phone: (2	15) 368-1840	Fax #: 2153626209		Em Type:			
DPSM: TU	JRK MCFADDEN	Zone/Dist: 05H		RO #:	30353		
Previous D	ealer/Contact	Date		Case Type:	Technical		
				W.O. #:			

Tech Line Suggests

Information from Dealer

11/20/2009 7:55:45 AM CHRISR	A STATE OF THE PARTY OF THE PAR
1 ORIGINAL COMPLAINT	CUST STATES W/ STOPPED AT LIGHT BRAKE PEDAL GOES
	TO FLOOR AND PULSATES
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2009][PUBID:][SUBJECT:]
	[KEYWORD: BRAKES]
4 SO PEDAL IS FLAT OR LOW	LOW, BUT GETS DOWN AND BUMPS BACK, LIKE ELEC
	BOOSTER IS CHARGING
5 NOT MODULATOR	DONT THINK SO
6 MONITOR STROKE SENSOR ON DATALIST, LOOK FOR	OK
SMOOTH V NOT JUMPING AROUND	
7 D/C MOD TO ELIM, AND EVEN IF AHB OFF LINE YOU	OK
HAVE BRAKES BUT VERY HARD TO PUSH	
8 IF ALL OK REPLACED AHB	OK

T/L Ref #	Created By		Date Created		Last Edited By		# of Edits
2750435	. то	OMP	01/05/20	009	TOMP	1	
Code Original Complaint P 4125 AHB HARD PEDAL, BRAKE DRAG		Probable Cause/Solution UNKNOWN; CHECK PEDAL & SW ADJUSTMENTS					
			Resin S	ource:	None	Dat	e:
			Status:		N/A	Mile	eage: 10
Dealer #:	207440	TZ:	EST	VIN: JHMF	A36219S	Err:	
Dir Cont:	DANIEL HENNE	Training %:	100	Year:	2009	Model:	CIVIC IMA
Serv Ph:	(610) 777-7601	Extn:		Tran:	CVT	Trim:	HYB
Serv Mgr:	MARCO MALDON	ADO		Doors:	4DR	WD:	2
Parts Mgr:	GARY JABLONSK	(I		Fact:	SUZUKA	Country:	JPN
DIr Name: PIAZZA HONDA OF READING 915 LANCASTER AVENUE READING PA 19607						YB 4CYL 110.0 HP 1.3 IG, ABS, SRS AIRBAG,	
	READING	1 A 13007		Engine #:	LDA2 4015092	Trans #:	4017177
Phone: (61	0) 777-7601	Fax #: 6107754189		Em Type:			
DPSM: TU	RK MCFADDEN	Zone/Dist: 05H		RO #:	251216		
Previous De	aler/Contact	Date		Case Type:	Technical		
				W .O. #:			

Tech Line Suggests

Information from Dealer

1 ORIGINAL COMPLAINT	BRAKE PEDAL FEELS NORMAL UNTIL VEHICLE IS
	STARTED, THEN PEDAL GETS VERY HARD AND FE
	BRAKES D O NOT RELEASE ALL THE WAY. PERFOR

1/5/2003 10:09:50 AM TOMP

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 4 CAN YOU DUPLICATE THE COMPLAINT?
- 5 IS THIS A CUSTOMER COMPLAINT?
- 6 ANY DTCs?
- 7 CHECK POWER AND GROUND SYSTEMS FOR AHB SYSTEM.
- 8 CHECK PEDAL HEIGHT ADJUSTMENT
- 9 CHECK BRAKE SWITCH ADJUSTMENT

EELS LIKE ORMED HDS DIAGNOSTIC, NO CODES AND ALL 5 TESTS PASSED.

BRIAN: YES

NO; FOUND DURING PDI.

NO

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T/L Ref#	Cre	Created By		eated	Last Edited By		# of Edits					
3098544	CHI	RISR	12/27/20	010	CHRISR	1						
Code	Original Complaint		Probable Cause/Solution									
P 4125	ADVANCED HYDRO-	BRAKE, AHB	SERVO	SERVO UNIT?; CK CAN V AT AHB CONN								
			Resin S	ource:	None	Date:						
			Status:		N/A	Mile	eage: 23,506					
Dealer #:	208353	TZ:	CST	VIN: JHMF	A36259S	Err:						
Dir Cont:	MIKE CHILCOAT	Training %:	89	Year:	2009	Model:	CIVIC IMA					
Serv Ph:	(972) 731-3100	Extn:		Tran:	CVT	Trim:	HYBLNAV					
Serv Mgr:	VALTER ODOM			Doors:	4DR	WD:	2					
Parts Mgr:	CHRIS EDGAR			Fact:	SUZUKA	Country:	JPN					
Dir Name:	DAVID MCDAVID H			Desc:	CIVIC IMA 4DR HYBI	NAV 4CYL	110.0					
	1601 N. DALLAS PA FRISCO	ARKWAY TX 75034		WhtBdy:	ABS, AIR BAG, NAVI	LEATHER,	USA					
	111300	17.73034		Engine #:	LDA2 4019061	Trans #:	4021568					
Phone: (97	2) 731-3100	Fax #: (972) 731-317	79	Em Type:								
DPSM: OL	EN CURL	Zone/Dist: 03A		RO #:	257909							
Previous De	aler/Contact	Date		Case Type:	Technical							
				W .O. #:								

Tech Line Suggests

Information from Dealer

	momation nom boator
12/27/2010 12:19:31 PM CHRISR	
1 ORIGINAL COMPLAINT	CHECK ENG LIGHT IS ON
2 ISIS SEARCH CRITERIA	[MODEL: CIVIC HYBRID][YEAR: 2009][PUBID: 0][SUBJECT:]
	[KEYWORD: 86]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	
6	86 IN AHB, PEDAL HARD
7 ONLY AHB?	YES, PCM HAS NO CODES
8 CK AHB CONN	YES, D/C'D AND RECONN
9 CK F-CAN V @ AHB CONN	OK

T/L Ref#	Cre	ated By	Date Cr	eated	Last Edited By	y # of Edits 1						
2903869	DAY	VIDK	09/28/2	009	DAVIDK							
Code P 4125	Original Complaint ADVANCED HYDRO	LT ON NO CODES		Probable Cause/Solution AHB?; CK DATA LIST								
			Resin S	ource:	None	Dat	e:					
			Status:		N/A	Mileage: 23						
Dealer #:	206664		EST	VIN: JHMF	A36209S	Err:						
Dir Cont:	WILLAM	Training %:	0	Year:	2009	Model:	CIVIC IMA					
Serv Ph:	(419) 841-2222	Extn:		Tran:	CVT	Trim:	HYB					
Serv Mgr:	TROY MOMANY			Doors:	4DR	WD:	2					
Parts Mgr:	KEITH GREEN			Fact:	SUZUKA	Country:	JPN					
DIr Name: BROWN HONDA 6155 W. CENTRAL TOLEDO Phone: (419) 841-2222		AVENUE OH 43615		Desc: WhtBdy:	CIVIC IMA 4DR HYB POWER STEERING,	ABS, SRS A	IRBAG,					
		Fax #: 4198420392		Engine #: Em Type:	LDA2 4022609	Trans #:	4025460					
DPSM: KE	EITH LEVINS	Zone/Dist: 04B		RO #:								
Previous Dealer/Contact		r/Contact Date			Technical							

Tech Line Suggests

Information from Dealer

$(E_{ij},E_{ij}$
BRAKE PEDAL IS LOW FEEL AT STOP LIGHT BRAKE LIGHT
ON BRAKE SYSTEM INDICATOR IS ON.
NONE
BLEED BRAKES. FEEL LIKE THEY ARE SINKING WHEN
COMMING TO A STOP. OK WHEN DRIVING OR PUSHING
HARD
YES NO CODE ANYWHERE
OK

DP10-004

HONDA

1-21-2011

#Q6 Labor Operation_Problem Codes

Attachment #Q6 Labor Operation Number and Description Accord Hybrid

Labor Operation	
Number	Labor Operation Number Description
	IMA INTELLIGENT POWER UNIT, IPU, MODULE
	INCLUDING BATTERY, MOTOR POWER INVERTER
	(MPI), MOTOR CONTROL MODULE (MCM), DC-DC
1181B1	CONVERTERS, AND CONTACTORS - REPLACE
1181D0	IMA MOTOR CONTROL UNIT - REPLACE.
121199	FUEL INJECTION STRAIGHT TIME (WITH PARTS)
	ENGINE/POWERTRAIN CONTROL MODULE
	(ECM/PCM) - REPLACE. FRT EXCLUDES "IDLE LEARN"
1211K3	S/B# 09-047
4100A1	MANUALLY BLEED THE BRAKES. S/B# 07-045
413097	MASTER CYLINDER AND BOOSTER PARTS ONLY
	MASTER CYLINDER - REPLACE. INCLUDES: ADJUST
413101	PUSH ROD, AND BLEED BRAKES
	VACUUM BOOSTER - REPLACE. INCLUDES: BLEED
413110	AND ADJUST. S/B 07-077
	ABS/TCS/VSA MODULATOR - REPLACE. BLEEDING
413170	AIR FROM THE SYSTEM S/B# 07-045
4131E3	VACUUM BOOSTER TUBE "A" - REPLACE.

Attachment #Q6 Problem Code and Description Accord Hybrid

Problem Code	Problem Code Description
00201	BENT
01701	HAIRLINE FRACTURE
01801	BROKEN
03001	BINDING/STICKING
03214	ERRONEOUS OPERATION
03217	NOT OPERATION
06801	OPEN CIRCUIT
07408	IMPROPERLY SEALED

Attachment #Q6 Labor Operation Number and Description Civic Hybrid

Labor Operation	
Number	Labor Operation Number Description
118097	ALTERNATOR - PARTS ONLY
118099	ALTERNATOR - STRAIGHT TIME (WITHOUT PARTS)
118109	IMA MOTOR ROTOR - REPLACE.
118112	IMA MOTOR COMMUTATION SENSOR - REPLACE.
118115	IMA MOTOR POWER INVERTER MODULE - REPLACE.
118116	IMA BATTERY ELECTRONIC CONTROL UNIT - REPLACE.
	IMA VOLTAGE CONVERTER MODULE/PREDRIVER UNIT -
118117	REPLACE.
118199	ALTENATOR STRAIGHT TIME (WITH PARTS)
1181B4	IMA INTELLIGENT POWER UNIT, IPU, CASE - REPLACE.
1181C6	IMA COOLING FAN MOTOR - REPLACE.
1181D0	IMA MOTOR CONTROL UNIT - REPLACE.
	IMA BATTERY ASSEMBLY - REPLACE. S/B# 00-070 S/B# 04-
1181H5	028 S/B# 06-027 S/B# 06-057 S/B# 09-025 S/B# 10-061
1181J3	IMA MOTOR CONTROL MODULE - REPLACE.
1181J5	IMA BATTERY ELECTRONIC CONTROL UNIT - REPLACE.
	CHARGING SYSTEM - DIAGNOSE WITH ARBST/OTC 3131
118500	TESTER.
121097	FUEL INJECTION PARTS ONLY
	PGM-FI ENGINE/POWERTRAIN CONTROL MODULE,
	ECM/PCM - REPLACE. FRT EXCLUDES "IDLE LEARN" S/B#
404400	01-011 S/B# 01-031 S/B # 09-047 S/B# 98-040 S/B# 98-075
121100	S/B# 07-038
121199	FUEL INJECTION STRAIGHT TIME (WITH PARTS)
40441/0	ENGINE/POWERTRAIN CONTROL MODULE (ECM/PCM) - REPLACE. FRT EXCLUDES "IDLE LEARN" S/B# 09-047
1211K3	DIAGNOSTIC TROUBLE CODES / PROGRAMMED FUEL
	INJECTION (PGM-FI) - RETRIEVE CODES WITH THE HDS,
	READ DATA, TROUBLESHOOT, AND CLEAR DTC. INCLUDES
	DIAGNOSTIC TEST DRIVE TO COMPLETE REQUIRED
123505	TROUBLESHOOTING. S/B# 03-001 S/B#
410101	FRONT BRAKE DISC, BOTH - REPLACE. S/B# 82-001
413097	MASTER CYLINDER AND BOOSTER PARTS ONLY
	MASTER CYLINDER AND BOOSTER STRAIGHT TIME
413099	(WITHOUT PARTS)
	MASTER CYLINDER - REPLACE. INCLUDES: ADJUST PUSH
413101	ROD, AND BLEED BRAKES
413135	PROPORTIONING VALVE - REPLACE.
	ABS/TCS/VSA MODULATOR - REPLACE. BLEEDING AIR FROM
413170	THE SYSTEM S/B# 07-045
413185	ABS ACCUMULATOR - REPLACE.
	MASTER CYLINDER AND BOOSTER STRAIGHT TIME (WITH
413199	PARTS)
	BRAKE POWER UNIT - REPLACE. (1)INCLUDES: AIR BLEED
4131P1	(2)INCLUDES: BLEED BRAKES
4131P5	SERVO UNIT SET. INCLUDES: BLEED BRAKES S/B# 08-057
423199	STRAIGHT TIME

Attachment #Q6 Problem Code and Description Civic Hybrid

Problem Code	Problem Code Description
00201	BENT
00301	STRETCHED
00401	DISTORTED
00504	PREMATURE WEAR AND TEAR
03001	BINDING/STICKING
032	INOPERATIVE
03214	ERRONEOUS OPERATION
03217	NOT OPERATING
06401	SHORT CIRCUIT
06801	OPEN CIRCUIT
07201	CONSTANT CONTINUITY
091	POOR PERFORMANCE



HONDA Service Bulletin



Applies To: See VEHICLES AFFECTED

April 13, 2010

Brake Pedal Is Low and Feels Soft

(Supersedes 07-045, dated March 5, 2009, to revise the information marked by the black bar)

REVISION SUMMARY

Under VEHICLES AFFECTED and PARTS INFORMATION, the Element and Odyssey models were

NOTE: If you have this symptom on a 2007-08 Element or Odyssey, refer to Service Bulletin 10-017, Safety Recall: Air In Modulator-Control Unit Causes Low/Soft Brake Pedal.

SYMPTOM

When you apply the brakes, the brake pedal travels lower and feels softer than normal.

PROBABLE CAUSE

The ABS/TCS or VSA modulator-control unit has leaked air into the brake system.

VEHICLES AFFECTED

2003-06 Accord V6 - ALL

2007 Accord 2-door V6 A/T -

From VIN 1HGCM82..7A000001 thru 1HGCM82..7A004921

2007 Accord 2-door V6 M/T -

From VIN 1HGCM81..7A000001 thru 1HGCM81..7A007683

2007 Accord 4-door V6 A/T -

From VIN 1HGCM66..7A000001 thru 1HGCM66..7A102801

2007 Accord 4-door V6 M/T -

From VIN 1HGCM65..7A000001 thru 1HGCM65..7A083251

2005-06 Accord Hybrid - ALL

CORRECTIVE ACTION

Replace the ABS/TCS or VSA modulator-control unit (modulator assembly).

PARTS INFORMATION

Modulator Assembly:

2003-04 Accord 2-Door M/T:

P/N 57110-SDP-013

2003-04 Accord 2- and 4-Door A/T:

P/N 57110-SDB-023

2005 Accord 2-Door M/T:

P/N 57110-SDP-A22

2005 Accord 2- and 4-Door A/T:

P/N 57110-SDB-A22

2006-07 Accord 2-Door M/T:

P/N 57110-SDP-A74

2006-07 Accord 2-Door A/T:

P/N 57110-SDP-A34

2006-07 Accord 4-Door M/T:

P/N 57110-SDB-A74

2006-07 Accord 4-Door A/T:

P/N 57110-SDB-A34

2005 Accord Hybrid:

P/N 57110-SDR-A22

2006 Accord Hybrid:

P/N 57110-SDR-A33

WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
4100A1	Manually bleed the brakes.	0.4
413170	Replace the ABS, the TCS, or the VSA modulator control unit.	0.7

Failed Part: P/N 57110-SDB-023

Defect Code: 03214 Symptom Code: 04907

Skill Level: Repair Technician

Skill Level

R

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ATB 35933-43692 (1004)

1 of 2

DIAGNOSIS

NOTE: If the brake pedal travel is not lower than normal and the feel is not softer than normal, do not proceed with the diagnosis or the repair.

- Inspect the brake system, and replace any leaking, worn, or damaged parts.
- 2. Manually bleed the brakes following the pattern shown on ISIS or in the service manual. Do not use a pressure or vacuum power bleeder:
 - Refer to the Brakes section of the appropriate service manual, or
 - Online, enter keyword BLEED, and select Brake System Bleeding from the list.
- 3. Apply the brakes to check the height and feel of the pedal:
 - If the brake pedal height and feel is now normal, go to REPAIR PROCEDURE.
 - If the brake pedal height and feel is still low and soft, continue with normal troubleshooting procedures.

REPAIR PROCEDURE

Replace the ABS/TCS or VSA modulator-control unit:

- Refer to the Brakes section of the appropriate service manual, or
- Online, enter keyword MODULATOR, and select the appropriate Modulator-Control Unit Removal and Installation from the list.

2 of 2 07-045

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#Q8 Doc1 QIS MV20090324113341 English REDACTED

							PAGE	CONTAINS BUSINES	S CONFI	IDENT	IAL INFO	RMATION										1		
EVENT	FLOW				NOIE		RANK	<u>.</u>			F3. 0								ALITY:	MADDON	CMENT C	LICCT		
RESPONSIBLE I AND PE			TERMEASURE REQUEST	MEASURE ST AGAO BE APPROVAL CHECK CREATOR IS no production defect, so cause is unknown.								QUALITY IMPROVEMENT SHEET												
COMPLETIO			Y SI		RECE					2														
RECEP*			25: 2255						ANAL YSIS	-								ISSUED BY						
Q 4Rin Hir			DEL CODE NODEL NAME CN3 2005 A	ccord Hybri	TITLE id Hard Brake wh	en	QIS	CONTROL #	- L	2								Q 4Rin Hinkai Godo						
Tadayosh		0	5/ACCORD/ Cold. <	<qah3092></qah3092>	a nara brako m	011	MV200	090324113341	CALISE	Š														
2009/0		OC	CURRENCE						+ $ $,								OCCURRE	NCE MARKET	-				
INFORMATION IN			SCRIPTION	Techline										REP	ORT #	AH0S200	9030601-00							
Q 4Rin Hir	nkai Godo	Problem was noticed on Techline. Vehicle has a very hard brake pedal when the outside temperature is below freezing, no vacuum																FRA	ME #					
Yoshiharu N	Wakamatsu	assist. The problem clears shortly after the engine has been running , supplying some heat to the engine compartment. Two parts were successfully called in and tested by placing them in a								[] No countermeasure as cause is unknown.								ENG	INE #					
2009/0		free	zer. After a cold	l soak in th	ne freezer, one	reproduced	the symptom. A sh	ort video of the			[] NO CC	Juille illeasure	as caus	t is uliki	IOWII.			TRANSI	MISSION #					
INVESTIGATION A									_ _									TRANSMISSI	ON CATEGOR	Y 5AT				
Q 4Rin Hir	nkai Godo		REPLY REF	PLY TO Q	4Rin Hinkai Godo		VIA	BY Feb 26	ш	į								MILEAGE	OR HOURS	51000		Mile	e	
Yoshinori	Yamanoi		REPLI —						SUR									REGISTR	ATION DATE			-		
2009/0									_ ₩	ì								OCCURR	NCE DATE	2008/12	/22			
COUNTERMEASL			[] Initial analy	H	i								PRODU	CT DATE	2005/06	/06								
Q 4Rin Hin			TÜBE ASSY, MASTER	POWER (MP	tube from hered				COUNTERMEASURE														\equiv	
Yoshinori	Yamanoi		Lot_numbers			were not	contaminated. No co	ncerns.	ŏ															
2009/0	04/16		(1) (2)	01 1	14 05 27 05														VICE					
INTERMEDIA	ATE DEDIV		[] CBU recreatio	n test resu	ults													PAF	1#					
INTERMEDIA	ATE INCIPET			dition with	h heavy brake pe		ion from increased	valve opening																
			pressure under 2	. Hours at 1	oo then 2 hours	100 01111	i orimoric.						cou	NTERMEAS	SURE APPL	ICATION IN	FORMATION		ISAL PART		DR-A03			
									SOLD		No trea	tment as		MODE	L CODE	T. ST		CODE AND	RT SYMPTON DESCRIPTION	03217	Not operatir	ng		
									- త		100 IO U	IIKIIOWII.	DATE	(MODE	L NAME)	DEST MY	PRODUCT	#MODE	L CODE					
COUNTERMEA		Z.	[] Summary						STOCK							\perp		CAUSE	ATEGORY	Unknown				
AQA Yoshinori		SUL	-CBU testing usi	ng concern	part recreated	heavy peda	l condition check valve openin	a pressure	ORS	S						+		G. DE	PARTMENT	-				
2010/0		ANALYSIS RESULTS	increased and ne	gative pres	ssure is not bei	ng supplie	d to the master pow	er.	TREATMENT FOR	ART								RESP.	SUPPLIER		С	ODE		
J		XSI	siloxane and fat	ty acid, ar	nd found that th	ese are re	e seal surface, we lated to mold relea	se agent and	T WE	∞ ω								COUNTERMEASU		No Act	on			
COUNTERMEAS	SURE ISSUED	NAL	sticking prevent -But, recreation	ı testing us	sing these agent	s from pro	duction process cou	ld not recreate	IREA	Ĕ						\perp		COUNTERM	EASURE PART CODE AND	4105	no action			
			increased valve	open pressi	are, and we coul	d not iden	tify cause.			_						+		─ occu	RRENCE					
		Z Z	[] Supplier anal (1) Appearance	ysis (Nichi	irin)													COUNTE	ECAST RMEASURE			No		
1		ATIO	No visual defect (2) Check valve	s, no abnor	rmality.	eulte									-			PART A	/AILABILITY	<u> </u>		OPERAT	ION	
COUNTERMEASUR	RE APPLICATION	INVESTIGATION AND	-Test condition:	warmed up	condition (70C	x 2hrs) th	en -10C x 4 hrs exp -10C environment)	osure.	l l l l l l	SS								REVIS	ED ITEM	DRA		STANDA		
		VES	2:	valve	e open pressure:	17. 8kPa (-10C environment)		OUNTERMEASURE	Ë K														
		=	(3) Check valve	disassembly	y	ū	inst spec 1.3kPa.		RME	≧ S														
1			-We could not co -Areas around th						IS															
COMPL			-Confirmed conta -We confirmed th	minant adhe	ered on seal sur	face of th ea seals	e housing																	
Q 4Rin Hin			-Weight of conta (4) Analysis of	minant on o	check valve is b	elow 6mg.			ш															
Yoshinori			-Siloxane and fa	itty acid wa	as confirmed	nd stick =	roof agent used in	master newer	Rou		No feedb	back items as	no coun	termeasur	re is app	lied.								
2010/03	3/29		tube production	process.		пи ътгск-р	root agent used in i	master power	SOI									^		1				
				agent was a	applied on check		I surface and check	ed for changes	뷭															
-			in opening valve	(0.4mg, 0.	6mg, 1.0mg, 2.4	mg, 5.7mg,	6. 5mg)		\ \ \ \ \ \ \ \ \								[\wedge						
									BACK									2 2010/12/	13 REVISE	Yasuhi ro Mi			Yoshin ori Y	
									FED									2010/03/	30 FINISH	1 Yasuhi	Ta	kayo	Yoshin	
	RECEPTION	DATE	REPLY DEPARTMENT	T APPROVAL	CHECK CREAT	OR DATE	REPLY DEPARTMENT	APPROVAL CHEC		ATOR	DATE	REPLY DEPART	MENT .	PPROVAL	CHECK	CREATOR	i k	0 2009/03/	24 NEW	ro Mi Osamu	sh	- 1	ori Y Yoshih	
-	DATE		(IN-HOUSE)	APPROVAL			(IN-HOUSE)	AFFROVAL CHEC	IN ORE	AIUK	DATE	(OUTSIDE)) A	FIFRUVAL	OHEUN	OREATOR	-	2009/03/		Naka			aru W	
	/	02/26	AQA0		Yoshi	nor												SSUE DATE	VERSIO	NAPPROVAL	CHECK CF	ECK C	REATOR	

Q.I.S QIS CONTROL #: MV20090324113341

OCCURRENCE DESCRIPTION

test will be included in the QAH.

ANALYSIS RESULTS

Deteriorated check valve is used.

- Deterioration condition: 8 cycles of master power tube spec heat cycle performance
 a. Master power operation (70C x 12h), b. solvent application, c.pressure hold (70C x 1h), d. let it sit with pressure (ambient x 5h), e. expose with pressure (-10C x 4h), f. solvent application, g. exposure (ambient x 2h)
 Test condition 70C x 3h -> -10C x 2hr exposure for 10 cycles, then 70C x 4hr -> -10C x 2hr exposure then measure.
- Result: increased valve opening pressure not recreated using concern part.
- 2: Stick-prevention agent applied to check sheet valve surface to check change in valve opening pressure (0.4mg, 0.6mg, 4.9mg) Test condition: 70C x 4hr then -10C x 2hr exposure

Result: increased valve opening pressure not recreated using concern part.

(6) Production history investigation
No abnormality with hose forming, vulcanization stage based on production history of this lot.

- [] Supplier analysis results (Nissin) (1) Appearance
- -No damage on housing A. support seal surface. No concerns.
- (2) Dimensional confirmation
- -All dimensions are within new parts spec. no concerns.
- (3) Confirmation of valve opening pressure on production parts after durability
- -Heat cycle testing was carried out on parts which have completed durability
- -Valve opening pressure, air tightness after durability satisfy spec. In addition, valve opening pressure and air tightness after low temperature exposure confirmed no sticking.
- (4) Production history investigation
- -Investigated production history of this and surrounding lots
- -No abnormality found on production history.

DP10-004

HONDA

1-21-2011

DP10-004 #Q8 Doc1 QIS MV20090324113341 Japanese REDACTED

イベント

02/26

合同解析室

山野井

経由受助付 重要度 ■原因の特定に至らず製造要因は無いと判断されるため、 合同解析室 殿 市場品質情報 承認 確認 作成 担当部門氏名 対策要求 原因不明である。 先 [QIS] 経由 原 完了年月日 殿 発 行 部 門 受付 型式/YM·通称名 名 推 進 No. Q四輪品改合同 低温始動時ブレーキペダルが重い<QAH3092> CN3 藤尾 忠義 MV20090324113341 Q四輪品改合同 05/ACCORD/ 因 2009/03/09 発生状況 情報調査 外気温が氷点下になるとブレーキペダルが重い。 発 生 場 所 Q四輪品改合同 フレーム No. 若松 良治 ■原因不明のため対策せず。 2009/03/24 エンジン No. 対 ミッション No. 調杏解析 5AT ミッション区分 2月26日 までに 経由 Q四輪品改合同 宛に回答願います。 Q四輪品改合同 回答 走行距離、時間 51000 Mile 山野井 佳徳 登録 年月日 2009/04/07 発生 年月日 2008/12/22 対策要求 ■1次解析結果 TUBE ASSY MASTER POWER (以下MP TUBE)が返却された Q四輪品改合同 外観チェック結果 両MP TUBEに切れ、異物付着無く、異常無し。 山野井 佳徳 01 14 05 策 ロットNO. 04 27 05 新 部 品番 号 2009/04/16 ■完成車再現テスト結果 中間回答 70℃2時間後−10℃2時間放置環境で開弁圧上昇よるプレーキペダル踏力が重い状態が 再現した。 46402-SDR-A03 主 部 品番 号 調 対策適用号機 ■原因不明のため処置せ 症状コード 03217 作動しない 年 仕 区 査 年月日 号 機 (通称名) 式 地 EDP KEY 型式名 既 対策回答 不明 原因区分 合同解析室 ・現品による完成車再現テストでよるペダル重い状態が再現した 及び在庫品の処置 部門 山野井 佳徳 ・単体77/結果によりマスターパワーテュープのチェッウバルプ開弁圧上昇が発生しマスターパワーに負圧が 供給されないことが確認された。 解 所物でれないことが雅能された。 ・現品の打力がよがシートのの付着物からい中酸と脂肪酸が分析され、 ・双キチュープの製造工程で使用する離型剤と防着剤に由来するものである推定された。 ・但し、製造工程で使用している離型剤と防着剤を塗布しての再現テストでは開弁圧上昇が 再現せず、原因の特定に至らなかった。 取引先名 コード№ 2010/02/26 析 対策区分 せず 出図 対策内容コード 4105 対策せず 結 ■メーカー解析結果 (ニチリン) 発 生 予 測 (1) 外観確認結果 果 有害な傷等の異常無し 対 策 パーツ 無 (2) チェックバルブ動作確認結果 · テスト条件 暖機状態 (70°C×2時間) 後-10°C×4時間放置 対策実施 作業標準 開弁圧: 49.8kPa (環境温度-10℃) 開弁圧: 17.8kPa (環境温度-10℃) 見 直し 項 目 対策効果が SPEC値: 1.3kPaに対して大幅に増加していることが確認できた。 (3) チェックパルプ分解調査結果 ・チェックパルプの内側には異物の噛み込みは認められなかった。 ・ハウン / 内側のパッキル近傍が茶色に変色していた。 ・ハウン / 内側のパッキル近傍が茶色に変色していた。 ・ハウンと小路は密着する状態が認められた。 ・チェッハ、ルフ、への異物付着量は6mg以下であると判断される。 確認 完了 Q四輪品改合同 (4) チェックバルブ付着物分析 ・シロ権及び、脂肪酸が確認された。 ・マスターパワーチュープ製造工程の離経剤 及び、防着剤に含まれる。 山野井 佳徳 ■対策せずのためフィードバック項目無し 源流 (5) 再現テスト結果 2010/03/29 開弁圧の変化を確認した。 のフ 劣化チェックバルブを使用した 劣化条件 マスターパワーチューブSPEC ヒートサイクル性能8サイクル ドバ 山野井 /₂\ 2010/12/13 改訂発行 隆祥 佳徳 ック 松浦 山野井 2010/03/30 | 完了発行 | 隆祥 佳徳 若松 \wedge 受付月日 月日 回答部門(所内) 承 認 確認 作成 月日 回答部門(所内) 承 認 確認 作成 月日 回答部門(所外) 承 認 確認 作成 2009/03/24 新規 良治

年月日 記事 承認

確認確認

作成

Q.I.S 推進NO: MV20090324113341

解析結果

a : マスターパワー作動 (70°C×12h), b. 溶媒添加、c. 加圧保持 (70°C×1h) d. 加圧放置 (常温×5h)、e. 加圧放置 (-10°C×4h) f. 溶媒添加、g. 放置 (常温×2h) 7ネル条件 70°C×3時間→ 10°C×2時間放置を10サイル後 70°C×4時間→ 10°C×2時間放置後計測 結果:現品での開弁圧上昇は再現しなかった。 ②チェワッパルプシール面に防着剤 (0.4mg, 0.6mg, 4.9mg) を塗布し開弁圧の変化を確認した。 テネル条件 70°C×4時間後 - 10°C×2時間放置 未明:現品での開弁圧上昇は再現しなかった。 (6) 製造履歴調査結果 i現品での開弁圧上昇は再現しなかった。 (6) 製造履歴調査結果 該当ロットの製造履歴においてホース成形、加硫時に異常無し。

- メーカー解析結果(日信工業)
 (1)外観確認結果
 ・ハウジンヴム、サボートシールのシール面に傷無く異常無し。
 (2) 寸法確認

 - (2) 寸法確認
 ・各部寸法は新品規格値内であり異常無し。
 (3) 量産品の耐久終了後の開弁圧確認
 ・耐久終了品のヒー特クル試験を行なった。
 ・結果新久終了後の開弁圧、気密性は規格値を満足している。
 又、低温放置後の開弁圧、機密性においても張り付きは見られない。
 (4) 製造履歴調査
 ・該当り小周辺の製造履歴を調査した。
 ・製造履歴に異常は無し。

DP10-004

HONDA

1-21-2011

#Q8 Doc2 QIS MV20050125075609 English REDACTED

EVENT FLOW RANK QUALITY IMPROVEMENT SHEET From the location of occurrence of scratches on the market CHECK CREATOR APPROVAL RESPONSIBLE DEPARTMENT COUNTERMEASURE return parts, we suspect the production process, however, [QIS] AND PERSON C REQUEST the scratches which occur during the production differ in configuration and size, therefore this did not lead to COMPLETION DATE ANALYSIS clarification of the cause. ISSUED BY RECEPTION MODEL CODE TITLE OIS CONTROL # YM/MODEL NAME H Yonrin Hinshitu Ka H Yonrin Hinkai Godo CAUSE / CN3 ABS. TCS. BRAKE INDICATORS ON Sonoko Kawazoe MV20050125075609 05/ACCORD-2005/01/18 OCCURRENCE MARKET OCCURRENCE A5C028-00 REPORT # INFORMATION INVESTIGATION H Yonrin Hinkai Godo FRAME # ENGINE # JNA1-1000425 Yukou Ykota Although we were unable to clearly determine the cause, from 2005/01/25 the location of the scratches it can be surmised that the TRANSMISSION # cause lies within the production process, therefore, we are implementing countermeasures to prevent outflow. TRANSMISSION CATEGOR INVESTIGATION AND ANALYSIS H Yonrin Hinkai Godo Before the final test, hot_0/S_test has been added (temperature requirement: 1100) starting 2005.03.07. HM delivery date: 2005.06.15 MILEAGE OR HOURS 1050 Mile H Yonrin Hinkai Godo REPLY TO Feb 16 COUNTERMEASURE REPLY 2004/12/10 Yuji Kotegawa REGISTRATION DATE 2005/02/02 2005/01/07 OCCURRENCE DATE PRODUCT DATE COUNTERMEASURE REQUEST Results of Cooperative Analysis with Nisshin Kogyo **No external marks or deformation of terminals such as would lead to the problem H Yonrin Hinkai Godo claimed. Yuji Kotegawa *Results of manual checker *conditions are: Checker power ON, VSA/ACT lamp ON, VSA SW ON. 2005/02/02 SERVICE *DTC 68-12 (Can bus OFF error) was recorded 81 times. PART # *Records are counted based on repetition of checker power ON/OFF INTERMEDIATE REPLY **Examination upon opening unit. *No dropping off or melting of the mounting parts.
*The resistance value between the CAN_L Terminal - CAN driver IC was 5M ohms, which is MAIN CAUSAL PART # 57110-SDR-A21 high, as compared with a value of 0.1k ohms on sample parts. COUNTERMEASURE APPLICATION INFORMATION ***We could not confirm ABS or brake warning light ON, however, since there was an CAUSAL PART SYMPTOM The number of units internal abnormality confirmed, we request detailed analysis to be performed by the CODE AND DESCRIPTION MODEL CODE DEST. shipped out into the market is 900,000, ΥM supplier DATE PRODUCT # STOCK & 8 (MODEL NAME) MODEL CODE however. there have COUNTERMEASURE REPLY 2005/06/20 CH 2005 C800723 Outside of manufact been no similar CAUSE CATEGORY Results of Nisshin Kogyo confirmation AQID AQAO problems discovered i 2005/06/20 CN3 2005 AH C014639 **Witness marks found on terminal indicating proper connection, no bending or any of the market DEPARTMENT Yuji Kotegawa RESP. deformation confirmed return parts, so we determine this to be **Results of examination with a manual checker SUPPLIER NISSIN KOUGYO KK CODE 5204 2005/11/21 *F/S Code: 86-12 (CAN Transmitter abnormality Bus Off Error) Count 51 H (81times) ANALYSIS and no measures are being taken. ₩ an aberrant occurrence COUNTERMEASURE CATEGORY Closed times *At 16-ON The VSA lamp and ACT lamp come on.
*Due to the CAN abnormality, the VSA (TCS) is in a control prohibit condition, but
ABS function is possible and without abnormality. COUNTERMEASURE ISSUED COUNTERMEASURE PAR SYMPTOM CODE AND 1401 addition of DESCRIPTION AND **Results of opening unit and examining it: there are no abnormalities with the OCCURRENCE FORECAST Free-of Secondary component mounting or the circuit board pattern. COUNTERMEASURE PART AVAILABILITY Nο Examination results from the circuit board supplier OPERATION **Frequency check results: confirmed an abnormality with the signal between the CAN H Since the C/M approx. 40,000,000 units have been produced (for COUNTERMEASURE APPLICATION DRAWING STANDARD and the CAN L when TXD signal is Hi. other companies) and there has been no failure occurrence, so we REVISED ITEM COUNTERMEASURE EFFECTIVENESS **CAN driver (IC4) cross check results: confirmed symptom recreation on CAN driver determine the C/M to be effective. Q 4Rin Hinkai Godo 1C Yuji Kotegawa IC Supplier (Phillips) bench test analysis results 2005/06/20 *Confirmed that 5-pin was shorted out *NG ruling from the auto diagnostic equipment as well *Opened the package and results of examination under a microscope show that there are COMPLETED fine scratches on the wiring of affected circuit board (approx. 10um). Q 4Rin Hinkai Godo *The scratches have penetrated through from above the protective layer to the upper layer of the metal wiring, and we suspect that they occurred during the assembly SOURCE Yuji Kotegawa C/M content has been reflected to standards process. *Results of process examination: verified scratches from where equipment came into 2005/12/06 direct contact with the wafer, however, both the size and configuration differed from 뿔 that of the market return parts, so this did not lead to clarification of the cause. . ك BACK Kazuyu ki Wa Yuii 0samu REVISE 2006/08/21 /2` Kotega FEED Shohei 2005/12/06 FINISH Kazuyu Kotega Mats REPLY DEPARTMENT APPROVAL RECEPTION REPLY DEPARTMENT REPLY DEPARTMENT Shohe i Yukou APPROVAL APPROVAL 6 2005/01/25 DATE CHECK CREATOR DATE CHECK CREATOR DATE CHECK CREATOR DATE (IN-HOUSE) (IN-HOUSE) Mats Ykot 11/21 AQID AQAO Yuji

ISSUE

DATE

VERSION APPROVAL CHECK

CHECK CREATOR

DP10-004

HONDA

1-21-2011

#Q8 Doc2 QIS MV20050125075609 Japanese REDACTED

イベント 経由受助付 重要度 返却現品のスクラッチ発生場所から製造工程と推定されるが、製造工程で発生するスクラッチと形状、大きさが異なり、原因の究明には到 四輪品質改革部 殿 市場品質情報 承認 確認 作成 担当部門氏名 対策要求 先 [QIS] らなかった。 経由 原 完了年月日 殿 発 行 部 門 受付 型式/YM·通称名 名 推 進 No. H四輪品質改革 ABS/TCS/ブレーキ警告灯点灯 CN3 川添 園子 MV20050125075609 H四輪品改合同 05/ACCORD-因 2005/01/18 発生状況 情報調査 ABS/TCS/ブレーキ警告灯が点灯。 発 生 場 所 H四輪品改合同 フレーム No. 横田 祐幸 原因の究明には到らなかったが、スクラッチ場所から製造工程不具合 JNA1-1000425 2005/01/25 と推定される為、流出対策を行う。 エンジン No. 対 Final_testの前にhot_0/S ミッション No. 調杏解析 _testを追加(温度条件:110℃)2005.03.07より実施。 HM納入日:2005.06.15 ミッション区分 2月16日 までに 経由 H四輪品改合同 宛に回答願います。 H四輪品改合同 回答 走行距離、時間 Mile 古手川 有二 登録 年月日 2004/12/10 2005/02/02 発生 年月日 2005/01/07 対策要求 日信工業合同確認結果 ■外観に訴えに至るような外傷・端子変形は無い。 H四輪品改合同 ■マニュアルチェッカー確認結果 古手川 有二 ・ チェッカー電源オンで、VSA・ACTランプ点灯、VSA SWがオン状態である。 策 ・DTC68-12 (CANバスオフエラー) が81回記録。 ・チェッカー電源オン・オフ繰り返しで、記録回数がカウントUPされる。 新 部 品番 号 2005/02/02 ■開封確認結集 ・実装部品に脱落、焼損は無い 中間回答 ・CAN_L端子〜CANドライバーIC間抵抗値が、サンプル品O.1κΩに対し、返却品は 5MΩと高い。 57110-SDR-A21 主部品番号 ※訴えのABS、ブレーキ警告灯点灯は確認されなかったが内部異常は確認された為、詳細な解 対策適用号機 析を取引先に依頼する。 市場出荷台数90万台であ 症状コード 年 仕 区 査 るが、市場返却品で同様 の不具合は確認されてお 年月日 号 機 (通称名) 式 地 分 EDP KEY 型式名 らず、偶発的な不具合と 判断し措置はしない。 対策回答 2005/06/20 2005 CH CN3 C800723 製造社外 原因区分 日信工業確認結果 四輪品質改革部 2005/06/20 2005 AH CN3 C014639 ■カプラ端子の当たり痕はついており、曲がり等の変形もない。 及び在庫品の処置 部門 古手川 有二 解 ■マニュアルチェッカー確認結果 取引先名 コードNo. 5204 日信工業 (株) 2005/11/21 析 対策区分 完了 出図 対策内容コード 1401 エイジ・ング 追加 結 基板メーカー確認結果 ■波形確認結果、TXD信号Hi時に、CAN HとCAN Lの信号に異常を確認。 発生予測 続発性なし ■CANドライバー(IC4)クロスチェックで、CANドライバーICの症状再現を確認。 果 対 策 パーツ 無 ICメーカー(フィイリップス)単品解析結果 ■5pinがショート状態を確認 対策後約4000万個生産(他社向け)しているが、同不具合発生しておらず 対策実施 作業標準 ■自動検査機でもNG判定 、効果ありと判断します。 見 直し 項 目 ■パッケージ開封し、マクロスコープ確認結果、該当回路配線上に微少なスクラッチ(約10µm)を 0四輪品改合同 対策効果な 古手川 有二 ■スクラッチは、保護膜の上から金属配線上層に亘っており、組立工程で発生したと推定される 2005/06/20 。■工程調査結果、ウェハーに直接接触する機材のスクラッチを検証したが、返却現品とは形状、 確認 大きさ共異なり、原因の究明には到らなかった。 完了 Q四輪品改合同 古手川 有二 対策内容を標準類へ反映。 流 2005/12/06 のフ 古手川有二 バ 2006/08/21 | 改訂発行 | /₂` ク 2005/12/06 | 完了発行 中亚 有二 松田 横田 \wedge 受付月日 月日 回答部門(所内) 承 認 確認 作成 月日 回答部門(所内) 承 認 確認 作成 月日 回答部門(所外) 承 認 確認 作成 2005/01/25 新規 庄平 祐幸

年月日 記事

承 認

確認確認

作成

11/21

四輪品質改革部

古手川

DP10-004

HONDA

1-21-2011

#Q8 Doc3 QIS MV20070607164145 English REDACTED

EVENT FLOW RANK [According to the detailed analysis result] It was judged that the failure was caused by the detection software failure of DTC 121-21. QUALITY IMPROVEMENT SHEET CHECK CREATOR APPROVAL RESPONSIBLE DEPARTMENT COUNTERMEASURE [QIS] AND PERSON REQUEST COMPLETION DATE ANALYSIS - No safety problems, and IG ON/OFF will recover to normal condition even if the warning light became on. - Affected models are 06M 07M Accord IMA ISSUED BY RECEPTION MODEL CODE TITLE OIS CONTROL # Production of modulator has been completed on June 19 2007. YM/MODEL NAME Q 4Rin Hinkai Godo Q 4Rin Hinkai Godo CAUSE, VSA Modulator - DTC 121-21(TCS Solenoid) CN3 Tadayoshi Fujio MV20070607164145 O6 / ACCORD 2007/06/07 OCCURRENCE MARKET OCCURRENCE DESCRIPTION AH0S2007060601-00 REPORT # INFORMATION INVESTIGATION The ABS, VSA, and VSA activation indicator lights all come on in the dash FRAME # Q 4Rin Hinkai Godo ENGINE # Yoshiharu Wakamatsu Change of software 2007/06/07 - Modulator production for vehicle production has been TRANSMISSION # completed on June 19 2007. - Apply countermeasure parts for AS parts only from July 13 2007 TRANSMISSION CATEGORY 5AT INVESTIGATION AND ANALYSIS Q 4Rin Hinkai Godo MILEAGE OR HOURS 25617 Mile Q 4Rin Hinkai Godo REPLY TO Jun 20 COUNTERMEASURE REPLY REGISTRATION DATE 2006/06/03 Shuichi Matsumoto 2007/06/20 2006/12/13 OCCURRENCE DATE PRODUCT DATE 2006/04/25 COUNTERMEASURE REQUEST Investigation result (Initial analysis) - Claimed symptom confirmation: Warning of DTC121-21 (REG/V test pulse diagnosis) on Q 4Rin Hinkai Godo 57110-SDR-A35 Shuichi Matsumoto CAS control ON and Off are repeated and leads to false alarm depending on the way of brake pedalling 2007/06/06 SERVICE PART # - Constant diagnosis of VSA regulator valve is detected. INTERMEDIATE REPLY - Confirmation of suspicious area when the FT diagram is developed Confirmed that the detection count was added on when the brake pedal was vibrated with MAIN CAUSAL PART # 57110-SDR-A33 CAS control on. COUNTERMEASURE APPLICATION INFORMATION Confirmed that the detection count was added as it happened to the actual vehicle when SOLD CAUSAL PART SYMPTOM 03205 No treatment applied Check or indicator I the actual vehicle operation mode was recreated with HILS CODE AND DESCRIPTION MODEL CODE since this has no ΥM DATE PRODUCT # TREATMENT FOR STOCK & JUITS & PARTS problems on safety. (MODEL NAME) MODEL CODE - Defect in the software specification was found. Please treat under COUNTERMEASURE REPLY Spec of Supplier Z general warranty upon CAUSE CATEGORY [Detailed Analysis Result] AQA0 RESULT occurrence. - Factors that led to false alarm of DTC121-21 were developed by FT diagram. Solenoid OFFwas falsely recognized as ON due to software factor. DEPARTMENT Shuichi Matsumoto SUPPLIER NISSIN KOUGYO KK CODE 5204 - Confirmation by review and HILS: Failure was found Solenoid pulse output, CAS control and solenoid diagnosis are conducted in different loops and when the off timing of AS control overlaps the diagnosis timing, one count 2007/07/05 ANALYSIS COUNTERMEASURE CATEGORY Closed COUNTERMEASURE ISSUED COUNTERMEASURE PAR SYMPTOM CODE AND is misdetected 3415 change of se DESCRIPTION <Test pulse diagnosis> AND Each valve is applied current one by one one in 20ms for diagnosis and check if OCCURRENCE FORECAST Sporadic current applied valve is ON and if not applied valve is OFF. If any abnormality is detected, it is retried for 5 times consequently and is confirmed as abnormality if it COUNTERMEASURE PART AVAILABILITY 2007/06/29 Yes is detected for max. 5 times. OPERATION No failures of this type has occurred in HILS. Judged as COUNTERMEASURE APPLICATION DRAWING STANDARD - Occurrence Mechanism effective. REVISED ITEM COUNTERMEASURE EFFECTIVENESS When the control ending and the diagnosis timing are overlapped, diagnosis will be conducted but test pulse is not output. In such case, diagnosis have to be stopped but is is conducted due to the specification failure. This diagnosis will have abnormal diagnosis using the previous logic. In the case of REG/V, it judges as logic unmatch and abnormality will be confirmed if control repeats functioning and stop.

1) Out put treatment of test signal for diagnosis — Signal is not output in the loop in which the control has finished and the valve output buffer stays as the previous COMPLETED value Q 4Rin Hinkai Godo 2) Out put treatment of signal for control - Valve monitor is updated to the latest value SOURCE Shuichi Matsumoto 3) Test output - Monitor signal comparison treatment - Comparison of previous signal for control and valve monitoring signal right before control ending 2007/07/09 4) When PWM control ended, valve output was ON and valve monitor was OFF and resulted 뿔 logic unmatch 2 - Safety verification BACK FEED FINISH Shuich 2007/07/10 Kazuto Kazuyu shi ki Wa i Mat REPLY DEPARTMENT APPROVAL RECEPTION REPLY DEPARTMENT REPLY DEPARTMENT Kazuto Yoshih NEW APPROVAL APPROVAL 2007/06/11 DATE CHECK CREATOR DATE CHECK CREATOR DATE CHECK CREATOR 6 DATE (IN-HOUSE) (IN-HOUSE) shi aru W 07/05 AQAO Shuichi ISSUE VERSION APPROVAL CHECK CHECK CREATOR DATE

Q.I.S QIS CONTROL #: MV20070607164145

ANALYSIS RESULTS

No worsening of emission or brake function decrease. No behavior of safety problems.

- Affected model 06M 07M Accord IMA VSA modulator - NK11V, NK12V

- Countermeasure
 1) In the end of output treatment of test signal for diagnosis, add output notification flag of test signal to output treatment of diagnosis signal
- 2) Test output Add output notification flag of test signal to the beginning of monitor signal comparison treatment
 Comparison treatment will be conducted according to the output notification flag of test signal ---> Comparison with the valve monitor will be conducted only at valve output for diagnosis, and so the logic always match.

DP10-004

HONDA

1-21-2011

#Q8 Doc3 QIS MV20070607164145 Japanese REDACTED

PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION イベント 経由受助付 重要度 【詳細解析結果より】 四輪品改合同 殿 市場品質情報 承認 確認 作成 担当部門氏名 ●DTC121-21の検知ソフトウエアー不具合の原因により本状に至った 対策要求 先 [QIS] と判断します。 経由 原 完了年月日 殿 ・安全性には問題なく、警告灯点灯で、IG.ON/OFFにより正常復帰す · 対象機種は、06M 07M アコード IMA 発 行 部 門 受付 2007年6月19日にてモジュレーター生産終了 型式/YM·通称名 名 推 進 No. Q四輪品改合同 VSAモジュレーター DTC 121-21(TCS CN3 藤尾 忠義 ソレノイド) 点灯 < QAH2155> MV20070607164145 Q四輪品改合同 06/ACCORD 因 2007/06/07 発生状況 情報調査 ダッシュボードのABS、VSA及びVSA作動インジケーター全てが点灯 発 生 場 所 Q四輪品改合同 フレーム No. 若松 良治 ●ソフトウェア変更 ・車両生産用は2007年6月19日にてモジュレーター生産終了 2007/06/07 エンジン No. ・ASパーツのみに、対策品適用 2007年7月13日~ 첫 ミッション No. 調査解析 ミッション区分 5AT 6月20日 までに 経由 Q四輪品改合同 宛に回答願います。 Q四輪品改合同 回答 走行距離、時間 25617 Mile 松本 修一 登録 年月日 2006/06/03 2007/06/20 発生 年月日 2006/12/13 対策要求 『阿里根本』 ・打上事象確認:06,07M アコードIMA車にてDTC121-21 (REG/Vテストパルス診断)警告が発生を確認。 プレキペダルの踏み方によって、CAS制御オン、オフを繰り返し誤警報に至る。 Q四輪品改合同 57110-SDR-A35 松本 修一 策 ・VSAレギュレーターバルブの常時診断を検出している。 新部品番号 2007/06/06 ・FT図を展開して疑われる箇所を確認 CAS制御時にプレーネーグ・外に振動を与えると、検出カウンターが加算される事を確認。 実車の操作モードをHILSで再現すると実車同様検出カウンタが加算される事を確認。 中間回答 57110-SDR-A33 主部品番号 対策適用号機 調 ・ソフト仕様に不具合を発見。 03205 安全性に問題無い為、措 症状コード 点灯する(PGM-FI, MIL除く) 仕区 年 査 置せず。 年月日 号 機 発生時は一般保証願いま ī (通称名) 式 地 EDP KEY 型式名 既 対策回答 仕様 原因区分 【詳細解析結果】 四輪品改合同 ・DTC121-21の誤警報に至る要因をFT図にて展開。 部門 松本修一 解 ソフト要因で、ソレノイドオフにオンと誤認識 ・レビュー、HILSにて確認:不具合を発見。 ソレノイドバルス出力と、CAS制御、ソレノイド診断はそれぞれ別ループで行っており、C AS制御のオフタイミングが、診断タイミングと重なった場合に、1カウント誤検知する。 (テスト/以及診断) 取引先名 日信工業 (株) コードNo. 5204 2007/07/05 品の処置 析 完了 対策区分 出図 対策内容コード 3415 セッティング変更 結 20msに「回、診断のために各パルプを1本ずつ順番に通電し、通電したバルブがONしているか、通電していないパルプがOFFしているかを診断している。異常を検出した場合は、最大5回連続で 発生予測 あり(散発) リトライし5回連続で異常が検出された場合に異常を確定。 果 2007/06/29 対 策 パーツ Ш 有 ・発生メカニスム 制御終了と診断タイミングが同期した場合、診断を実施するが、テストパルスを出力しない。 本来この時は診断を止めなければならないが、仕様不備により診断が実行されてしまう。この 時診断では、前回の論理を用いて異常診断を行う、REG/Vの場合は論理アンマッチと判断され る状況が存在し、制御が断続的に作動一停止を繰り返した場合に、異常が確定する。 1)診断用沢ト信号出力処理一制御終了したループでは出力せず、パルプ出力パッファは前回値のまま 2)制御用信号出力処理一制がモナが最適に更新 3) 73ト出力・モン信号比較処理一前回の制御用信号と、制御終了直前のパルプモン信号とを比較 4) PWM制御終了時は、パルプ出力のN、パルプモンのFFとなり、論理不一致となった。 HILSにおいて、本不具合発生なく、効果有りと判断します。 対策実施 図面 作業標準 見 直し 項 目 対策効果 確認 完了 安全性検証 Q四輪品改合同 エミッション悪化、ブレーキ効き低下無く、安全上問題となる挙動なし。 松本 修一 源流 06M 07M アコード IMA VSAモジュレーター → NK11V.NK12V 2007/07/09 のフ (1)診断 | Fix | 信号出力処理最後に、診断信号出力処理にテスト信号の出力通知フラグを追加2)テスト出力-モニタ信号比較処理最初に、テスト信号の出力通知フラグを追加 バ ク

受付月日

月日

07/05

回答部門(所内)

四輪品改合同

承 認

確認

作成

松本修-

月日

回答部門(所内)

承 認

確認

作成

月日

回答部門(所外)

承 認

確認

作成

\wedge						
1	2007/07/10	完了発行	和年		渡辺 和幸	松本 修一
	2007/06/11	新規	松本 和年			若松 良治
発 行	年月日	記事	承認	確認	確認	作成

Lis 推進NO: MV20070607164145

Q.I.S
解析結果 ○テスト信号の出力通知フラグを元に比較処理を実行→診断用バルプ出力時のみパルプモニタとの比較を 行うため、必ず論理一致

DP10-004

HONDA

1-21-2011

#Q8 Doc4 QIS MV20051220090416 English REDACTED

- Q11. Describe in detail the functionality of the Honda's Integrated Motor Assist (IMA) Hybrid System with regards to braking (regenerative and hydraulic).
- Q11. ブレーキングについてIMA ハイブリッドシステムの機能性を詳細に説明する。

N	MY 2005-2007	MY 2003-2005	MY 2006-2010
ltem	Accord Hybrid	Civic Hybrid	Civic Hybrid
Hydraulic brake			
Cooperative control	Without cooperative control	Without cooperative control	Cooperative regenerative brake system
Regenerative brake			
When accelerator pedal is OFF	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated
When brake pedal is ON	Regenerative braking force proportional to brake operation amount (master cylinder hydraulic pressure) is generated	Regenerative braking force is increased when brake lamp switch is ON	Regenerative braking force is increased when brake lamp switch is ON, hydraulic brake and regenerative brake is cooperatively controlled according to brake operation amount
When ABS is activated	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake
When the battery is reaching close to full charge	Regenerative braking force is reduced	Regenerative braking force is reduced	Regenerative braking force is reduced

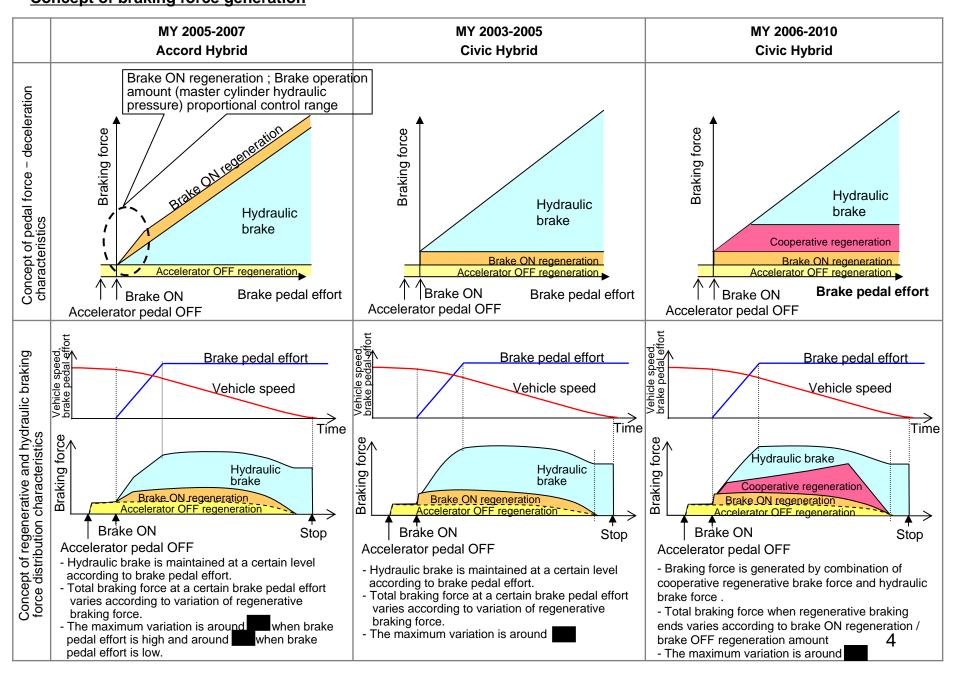
- Q12. With regard to request #11 describe in detail the following:
 - a. All similarities and differences between the braking systems in the subject vehicle and the peer vehicles;
 - b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);
 - c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip); and
 - d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- Q12. 依頼No.11に関して、以下を詳細に説明する
 - a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て
 - b. 通常のブレーキング時(車輪スリップなし)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - c. ABSストップ時(車輪スリップ)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲まで)の効果

- Q12. a. All similarities and differences between the braking systems in the subject vehicle and the peer vehicles;
- Q12. a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て

Summary of difference

Item	MY 2005-2007 Accord Hybrid	MY 2003-2005 Civic Hybrid	MY 2006-2010 Civic Hybrid
ydraulic brake			
Actuation	The same as gasoline- powered vehicle (Vacuum booster type)	The same as gasoline- powered vehicle (Vacuum booster type)	Cooperative regenerative brake system (Hydraulic booster type)
Modulation	The same as gasoline- powered vehicle MY 2005 ABS/TCS MY 2006-2007 VSA	The same as gasoline- powered vehicle MT vehicle ABS CVT vehicle ABS, Creep Aid Valve	The same as gasoline- powered vehicle MY 2006-2008 ABS MY 2009-2010 VSA
Foundation	The same as gasoline- powered vehicle	The same as gasoline- powered vehicle	The same as gasoline- powered vehicle
egenerative brake			
When accelerator pedal is OFF	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated
When brake pedal is ON	Regenerative braking force proportional to brake operation amount (master cylinder hydraulic pressure) is generated	Regenerative braking force is increased when brake lamp switch is ON	Regenerative braking force is increased when brake lamp switch is ON, hydraulic brake and regenerative brake is cooperatively controlled according to brake operation amount
When ABS is activated	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake
When the battery is reaching close to full charge	Regenerative braking force is reduced	Regenerative braking force is reduced	Regenerative braking forgers is reduced

PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION Concept of braking force generation

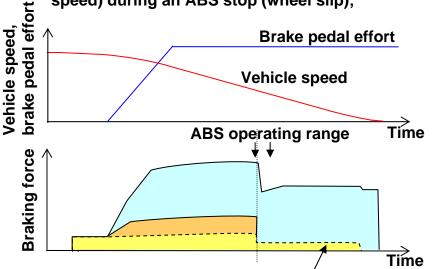


Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- When accelerator pedal is OFF, regenerative braking force equivalent to the engine brake is generated. (Accelerator OFF regeneration)
- When the brake is operated, regenerative braking force is increased proportional to operation amount (master cylinder hydraulic pressure).
- Regenerative braking force varies according to vehicle speed.
- The maximum regenerative deceleration during brake ON regeneration varies according to brake operation amount (master cylinder hydraulic pressure).

C. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- When ABS is activated, regenerative braking force is reduced and ABS is controlled by hydraulic brake.
- While ABS is working, reduced regenerative braking force is maintained until the brake is released / vehicle stops.
- When a certain brake pedal effort is maintained while ABS is working, total braking force is reduced according to the reduction of regenerative braking force.
 Reduced amount is:

Max. around when brake pedal force is high. Max. around when brake pedal force is low.

With cylinder idling: Regenerative braking force equivalent to the amount reduced by engine friction.

Without cylinder idling: No regenerative brake force

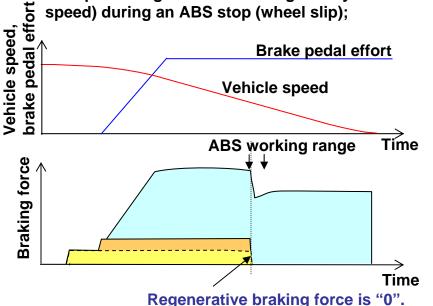
Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- When accelerator pedal is OFF, regenerative braking force equivalent to the engine brake is generated. (Accelerator OFF regeneration)
- When the brake is operated, regenerative braking force is increased when brake lamp switch is ON. (Brake ON regeneration)

Regenerative braking force varies according to vehicle speed.

Regeneration MT SPEC vehicle is on the next page.
 c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



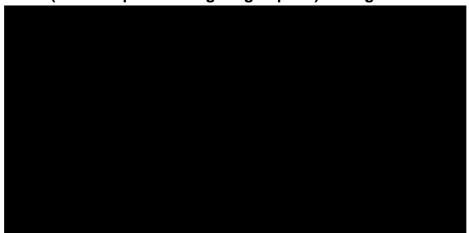
- When ABS is activated, regenerative braking is stopped and ABS is controlled by hydraulic brake.
- While ABS is working, stopped regenerative braking condition is maintained until the brake is released / vehicle stops.
- When a certain brake pedal effort is maintained while ABS is working, total braking force is reduced according to the reduction of regenerative braking force.

 Reduced amount is around Max.

MY 2003-2005 Civic Hybrid

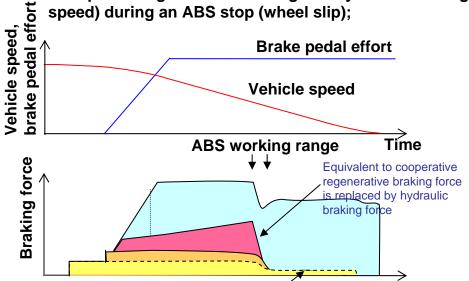
Q12. b MT vehicle regeneration characteristics

Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- When accelerator pedal is OFF, regenerative braking force equivalent to the engine brake is generated. (Accelerator OFF regeneration)
- When the brake pedal is operated, regenerative braking force is increased when brake lamp switch is ON. (Brake On regeneration)
- In addition, regenerative braking force is increased according to the brake operation amount, and hydraulic braking force equivalent to regenerative braking force is controlled in the direction of reduction to generate braking force required by the driver by regeneration brake and hydraulic brake. (Cooperative regeneration)
- Regenerative braking force varies according to vehicle speed.

Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- When ABS is activated, stop the regenerative braking / brake ON regeneration and reduce the brake OFF regenerative braking force and ABS is controlled by hydraulic brake.
- While ABS is working, reduced regenerative braking force in maintained until the brake is released / vehicle stops.
- When a certain brake pedal effort is maintained while ABS is working, total braking force is reduced according to the reduction of regenerative braking force.

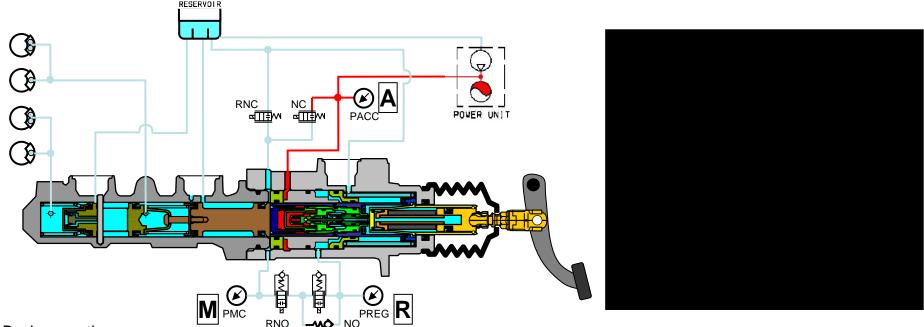
 Reduced amount is around Max.

With cylinder idling: Regenerative braking for be equivalent to the amount reduced by engine friction. Without cylinder idling: No regenerative brake force

8

MY 2006-2010 Civic Hybrid

- Q12. c 回生協調プレーキシステム(Advanced Hydraulic Booster)概要
- Q12. c Summary of Cooperative regenerative brake system (Advanced Hydraulic Booster)



Basic operation

- According to brake pedal effort, high pressure brake fluid of circuit A is adjusted mechanically, and pressure of circuit R is increased.

This pressure of circuit $\boxed{\mathbf{R}}$ is the <u>braking</u> force required by the driver.

- Pressure of circuit R flows to circuit through solenoid valve NO/RNO. This pressure of circuit is assist force of the master cylinder.

Pressure of master cylinder is generated mechanically.

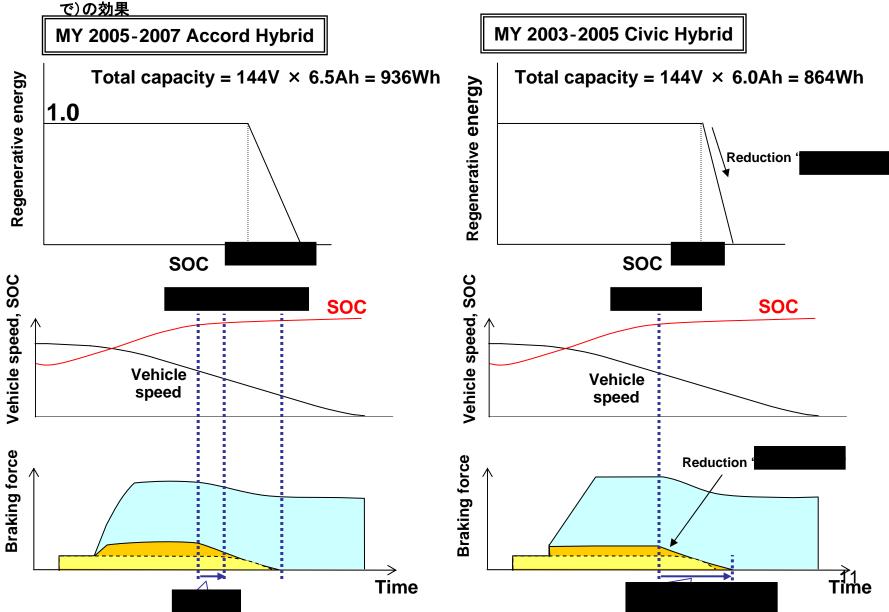
Operation when cooperative regenerative brake is working

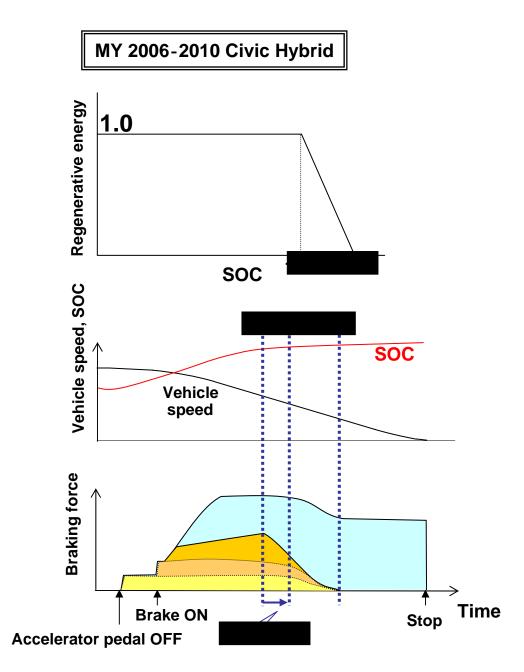
- To make the combination of cooperative regenerative braking force and hydraulic braking force match the braking force required by the driver, pressure of circuit is adjusted by controlling the hydraulic pressure of circuit through solenoid RNO while ABS is working (after ABS activation)
- While ABS is activated, immediately stop adjusting the pressure of solenoid valve RNO to match the hydraulic pressures of circuit **R** and circuit **M**.

Q12. c Example of ABS activation (going over a projected manhole)

PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION

- Q12. d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- Q12. d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲ま





DP10-004

HONDA

1-21-2011

#Q8 Doc4 QIS MV20051220090416 Japanese REDACTED

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項目	MY 2005-2007 Accord Hybrid	MY 2003-2005 Civic Hybrid	MY 2006-2010 Civic Hybrid
液圧ブレーキ			
協調制御	協調制御無し	協調制御無し	回生ブレーキ協調システム
回生ブレーキ			
アクセルペダルOFF時	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生
ブレーキペダルON時	ブレーキ操作量(MASTER CYLINDER液圧)に比例した回 生ブレーキカを発生	ブレーキランプスイッチON時に 回生ブレーキカを増加	ブレーキランプスイッチON時に 回生ブレーキカを増加、ブレー キ操作量に応じて液圧ブレーキ と回生ブレーキを協調制御
ABS作動時	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御
バッテリーが満充電に 近づいた時	回生ブレーキカを減少	回生ブレーキカを減少	回生ブレーキカを減少

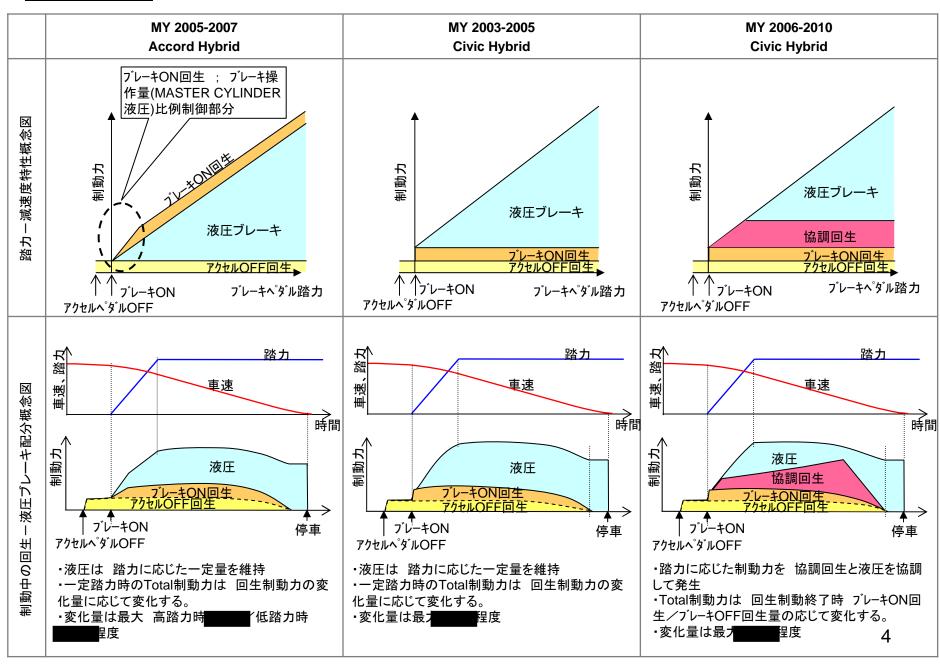
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 - c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip); and
 - d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- Q12. 依頼No.11に関して、以下を詳細に説明する
 - a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て
 - b. 通常のブレーキング時(車輪スリップなし)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - c. ABSストップ時(車輪スリップ)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲まで)の効果

- Q12. a. All similarities and differences between the braking systems in the subject vehicle and the peer vehicles;
- Q12. a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て

相違点概要

項目	MY 2005-2007 Accord Hybrid	MY 2003-2005 Civic Hybrid	MY 2006-2010 Civic Hybrid	
液圧ブレーキ				
アクチュエーション	ガソリン車同一(真空倍力式)	ガソリン車同一 (真空倍力式)	回生ブレーキ協調システム (液圧倍力式)	
モジュレーション	ガソリン車同一 MY 2005 ABS/TCS MY 2006-2007 VSA	ガソリン車同一 MT車 ABS CVT車 ABS, Creep Aid Valve	ガソリン車同一 MY 2006-2008 ABS MY 2009-2010 VSA	
ファンデーション	ガソリン車同一	ガソリン車同一	ガソリン車同一	
回生ブレーキ				
アクセルペダルOFF時	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生	
ブレーキペダルON時	ブレーキ操作量(MASTER CYLINDER液圧)に比例した回 生ブレーキカを発生	ブレーキランプスイッチON時に 回生ブレーキカを増加	ブレーキランプスイッチON時に回生ブレーキカを増加、ブレーキ操作量に応じて液圧ブレーキと回生ブレーキを協調制御	
ABS作動時	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	
バッテリーが満充電に 近づいた時	回生ブレーキカを減少	回生ブレーキカを減少	回生ブレーキカを減少	

発生制動力概念図



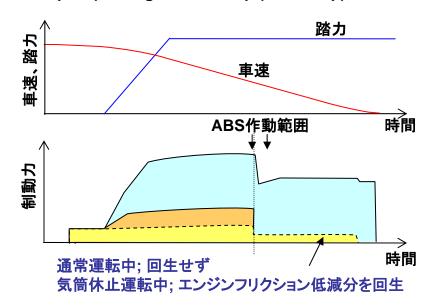
MY 2005-2007 Accord Hybrid

Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- ・アクセルへ。ダルOFF時に、エンジンフレーキ相当の回生制動力を発生。(アクセルOFF回生)
- ・ブレーキ操作時は、操作量(M/C圧)に比例して回生制動力を増加。(ブレーキON回生)
- ・回生制動力は 車速に応じて変化
- ・ブレーキON回生時の最大回生減速度は ブレーキ操作量(マスターシリンダー液圧)に応じて変化

Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- ・ABS作動時は 回生制動力を減少させ 液圧でASB制御 を実施
- ・ABS介入後は ブレーキ解除/車両停止まで回生制動減少 状態を維持
- ・ABS介入後一定踏力を維持した場合 Total制動力は回 生制動力の減少分に応じて減少する。 減少量は

高踏力時 最大 程度 程度 低踏力時 最大 程度

Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);

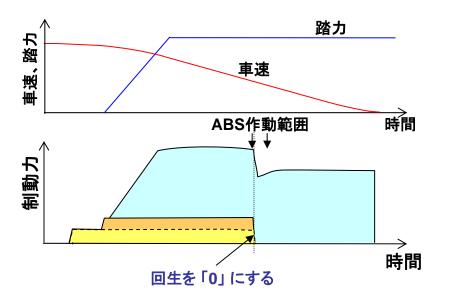


- ・・アクセルへ。ý ルOFF時に、エンジンフ・レーキ相当の回生制動力を発生。(アクセルOFF回生)
- ・ブレーキ操作時は、ブレーキランプSW ON時に回生制動力を増加。(ブレーキON回生)

回生制動力は 車速に応じて変化

※MT仕様の回生特性は次ページ

Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- ・ABS作動時は 回生制動力を停止させ 液圧でASB制御 を実施
- ・ABS介入後は ブレーキ解除/車両停止まで回生制動停止 状態を維持
- ・ABS介入後一定踏力を維持した場合 Total制動力は回生制動力の減少分に応じて減少する。

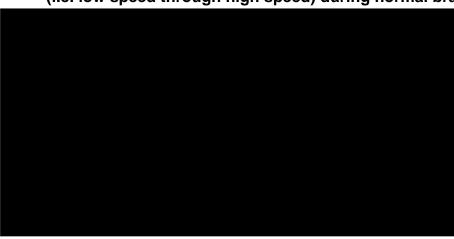
減少量は 最大 程度

MY 2003-2005 Civic Hybrid

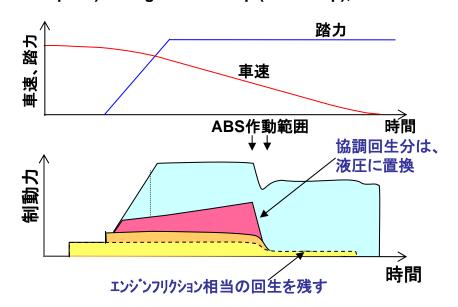
Q12. b MT車回生特性



Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



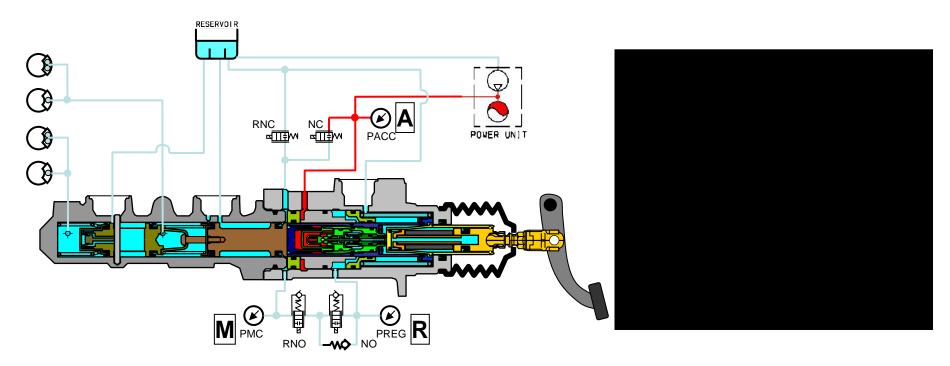
- ・アクセルペダルOFF時に、エンジンブレーキ相当の回生制動力を 発生。(アクセルOFF回生)
- ・ブレーキ操作時は、ブレーキランプSW ON時に回生制動力を増加。(ブレーキON回生)
- ・さらに、ブレーキ操作量に応じて回生制動力を増加するとともに、回生制動力分の油圧制動力を減少方向に制御し、回生と油圧ブレーキでドライバの要求する制動力を発生させる。 (協調回生)
- ・回生制動力は 車速に応じて変化
- Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- ・ABS作動時は 協調回生/ブレーキON回生を停止、ブレーキ OFF回生制動力を減少させ 液圧でASB制御を実施
- ・ABS介入後は ブレーキ解除/車両停止まで回生制動減少 状態を維持
- ・ABS介入後一定踏力を維持した場合 Total制動力は回 生制動力の減少分に応じて減少する。

減少量は最大の理程度

Q12. c 回生協調プレーキシステム(Advanced Hydraulic Booster)概要



基本動作

- ・ブレーキへ°ダル踏力に応じ 回路A の高圧ブレーキ液が 機械的に調圧され 回路R が昇圧 この回路R の圧力がドライハ´ー要求制動力となる ・回路R の圧力は ソレノイト゛ハ゛ルフ゛NO/RNOを介し回路M へ流入する。この回路Mの圧力がマスターシリンダーの助勢力となる マスターシリンダー圧は機械的に発生する

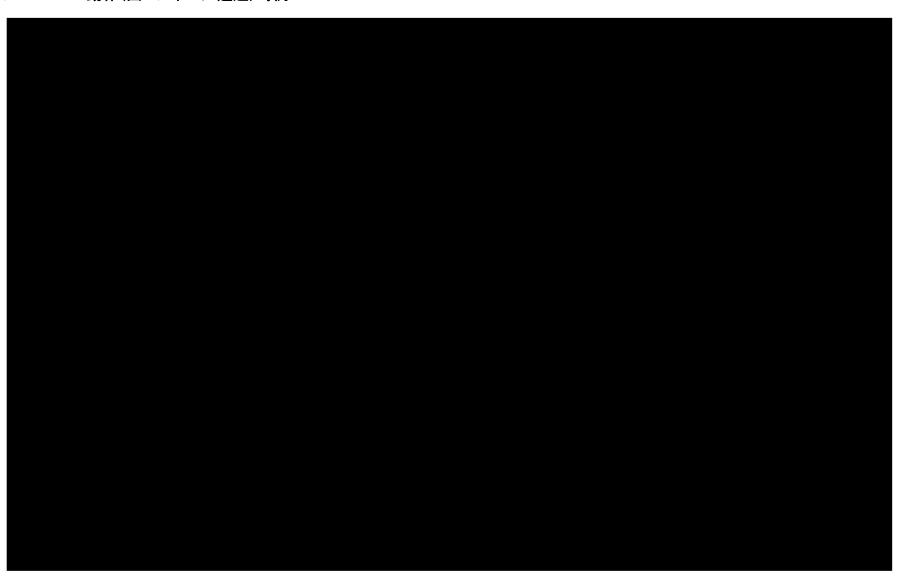
回生協調時動作

・協調回生制動力と液圧制動力の合計制動力が ドライバー要求性動力となるように、回路Rの液圧を ソレノイドバルブRNOと介して調 圧し回路 M の圧力(=マスターシリンダー圧)とする

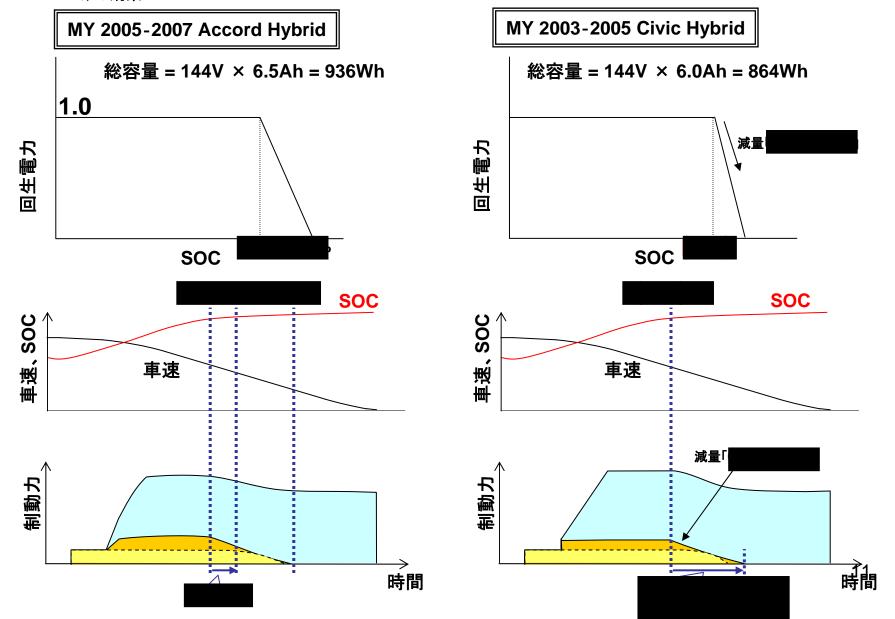
ABS動作中(ABS動作後)

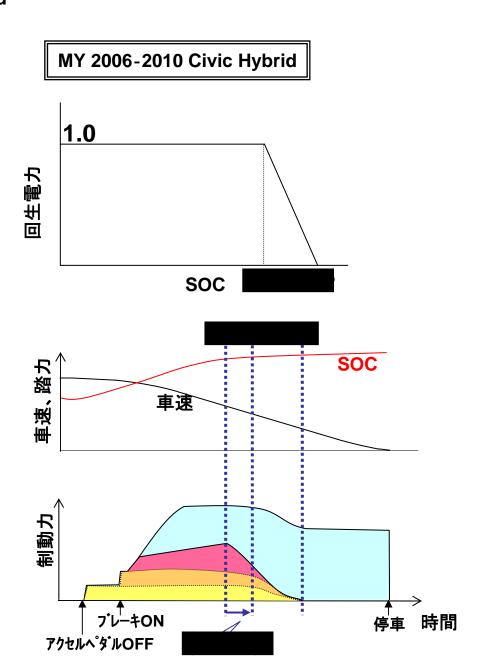
・ABSが動作する場合は 即座にソレノイドバルブRNOの調圧動作をやめ 回路Rの液圧と回路Mの液圧を一致させる

Q12. c ABS動作(凸マンホール通過)時例



- PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION
 d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- **Q12.** d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲まで)の効果



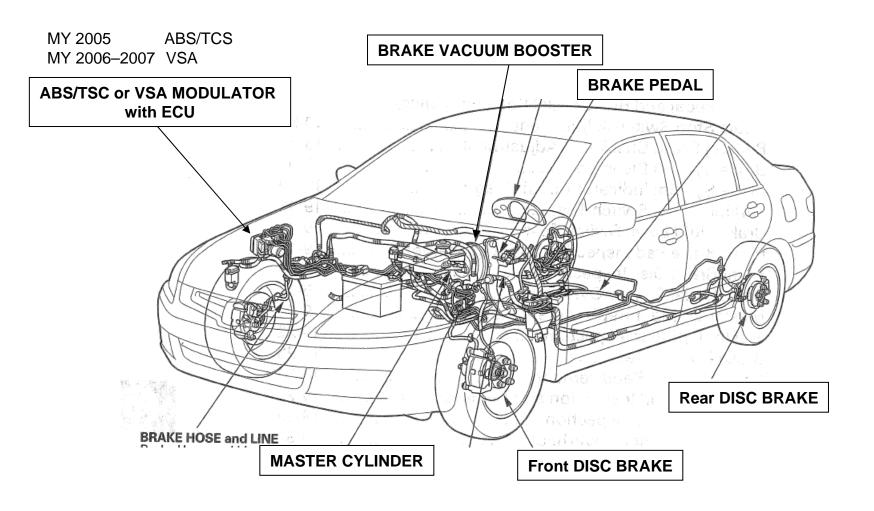


DP10-004
HONDA
1-21-2011
#Q10 Brake Structure English

Q10. Provide a graphic and written description of the primary components of the IMA braking system in the subject vehicles and the peer vehicles.

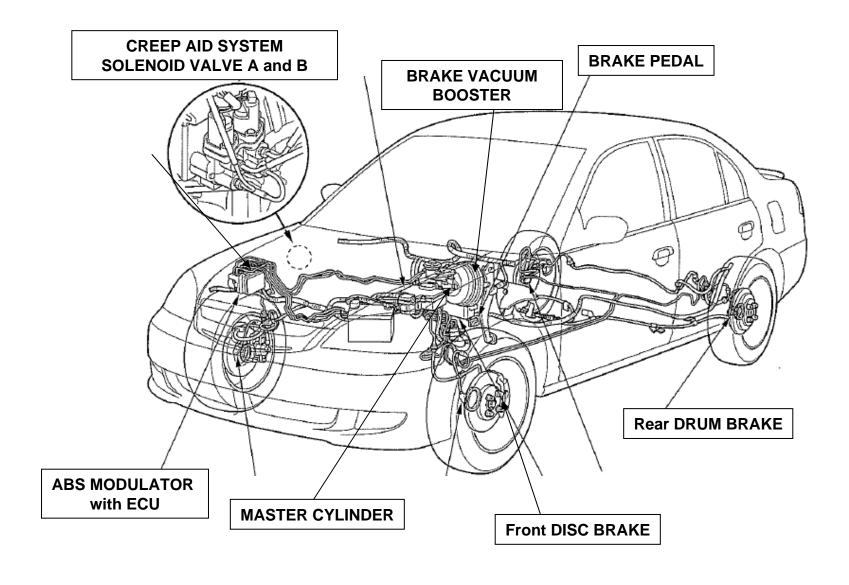
MY 2005-2007 Accord Hybrid

Quoted from the service manual p19.



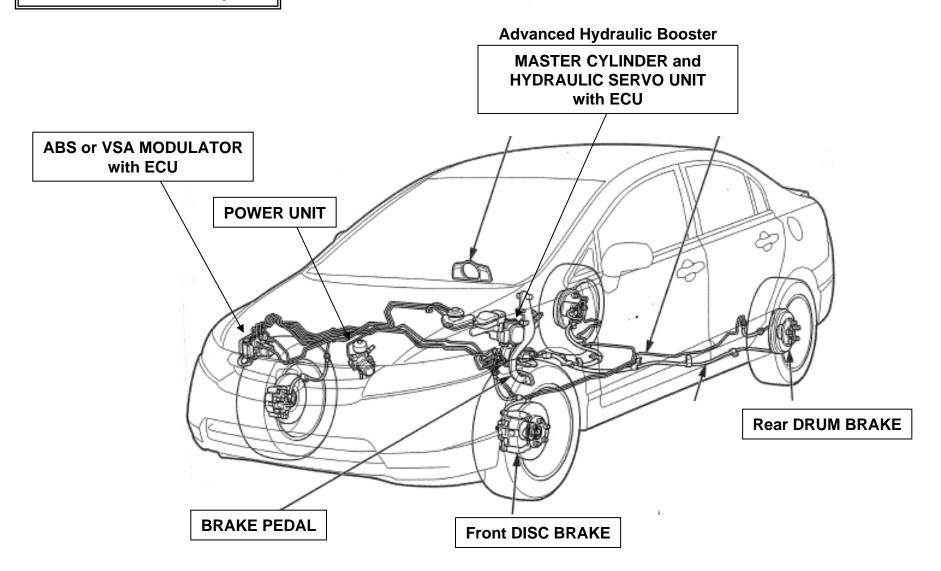
MY 2003-2005 Civic Hybrid

Quoted from the service manual p19.



MY 2006-2010 Civic Hybrid

Quoted from the service manual p19.



DP10-004 HONDA

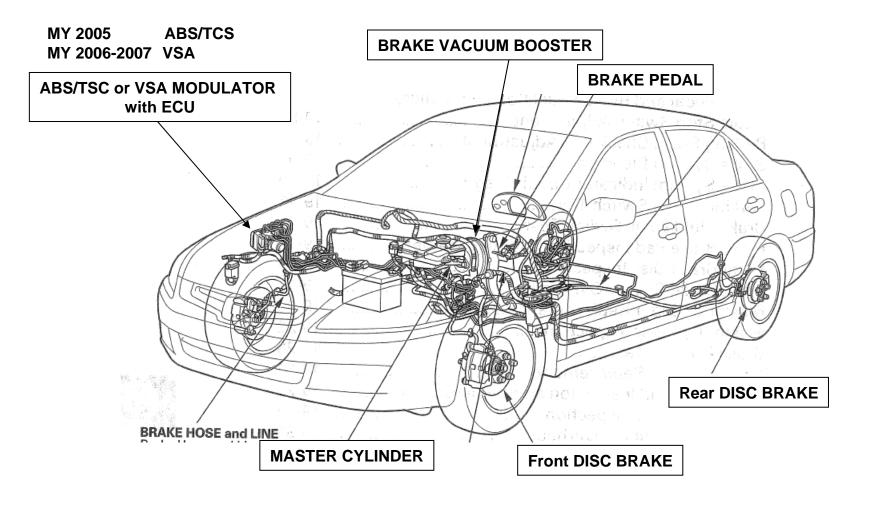
1-21-2011

#Q10 Brake Structure Japanese

Q10. 対象車両及び同等車両について、IMAブレーキングシステムの主要コンポーネントの図示及び文字での説明を提出する。

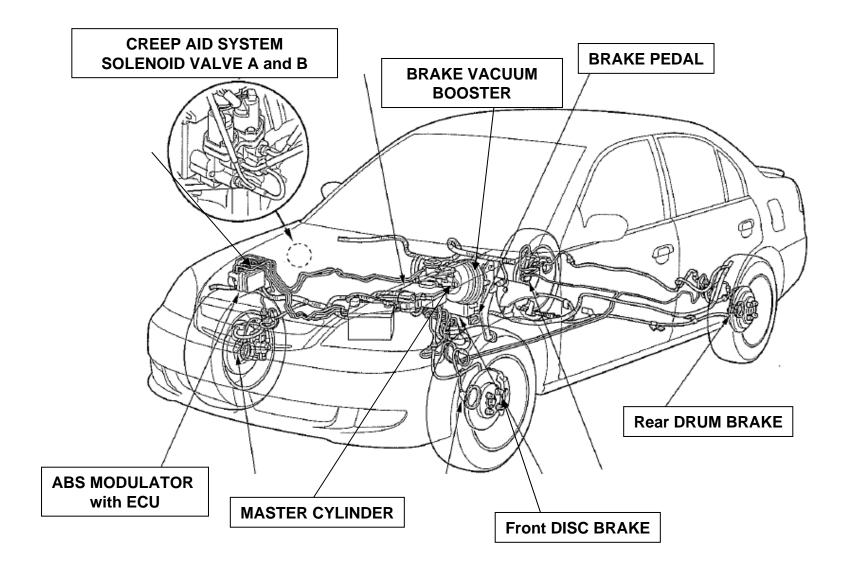
MY 2005-2007 Accord Hybrid

サービスマニュアル 19章(19-2, 19-38, 19-90)参照



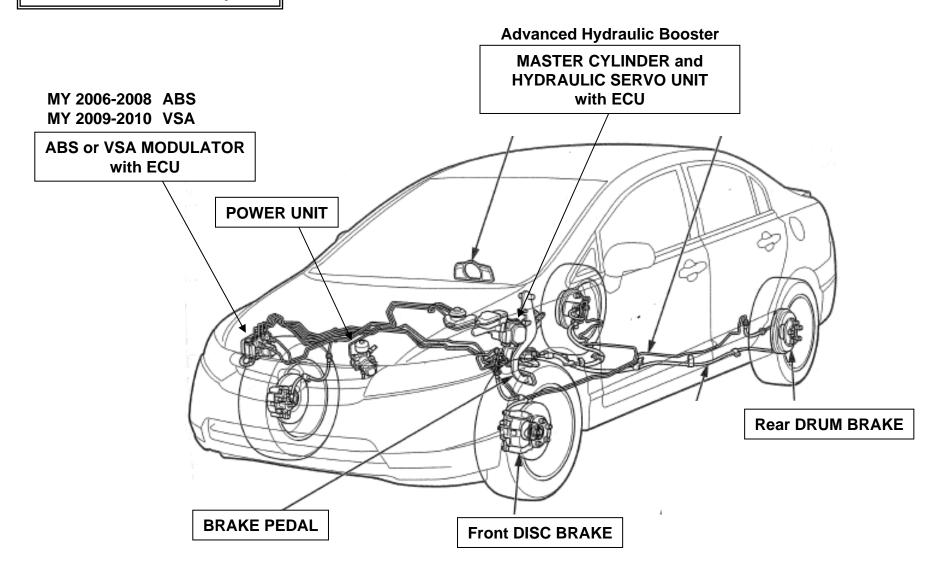
MY 2003-2005 Civic Hybrid

サービスマニュアル 19章(19-3, 19-32)参照



MY 2006-2010 Civic Hybrid

サービスマニュアル 19章(19-3, 19-44, 19-110, 19-156~157)参照



DP10-004
HONDA
1-21-2011
#Q11_12 IMA Functionality

English REDACTED

- Q11. Describe in detail the functionality of the Honda's Integrated Motor Assist (IMA) Hybrid System with regards to braking (regenerative and hydraulic).
- Q11. ブレーキングについてIMA ハイブリッドシステムの機能性を詳細に説明する。

ltem	MY 2005-2007	MY 2003-2005	MY 2006-2010
	Accord Hybrid	Civic Hybrid	Civic Hybrid
Hydraulic brake			
Cooperative control	Without cooperative control	Without cooperative control	Cooperative regenerative brake system
Regenerative brake			
When accelerator pedal is OFF	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated
When brake pedal is ON	Regenerative braking force proportional to brake operation amount (master cylinder hydraulic pressure) is generated	Regenerative braking force is increased when brake lamp switch is ON	Regenerative braking force is increased when brake lamp switch is ON, hydraulic brake and regenerative brake is cooperatively controlled according to brake operation amount
When ABS is activated	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake
When the battery is reaching close to full charge	Regenerative braking force is reduced	Regenerative braking force is reduced	Regenerative braking force is reduced

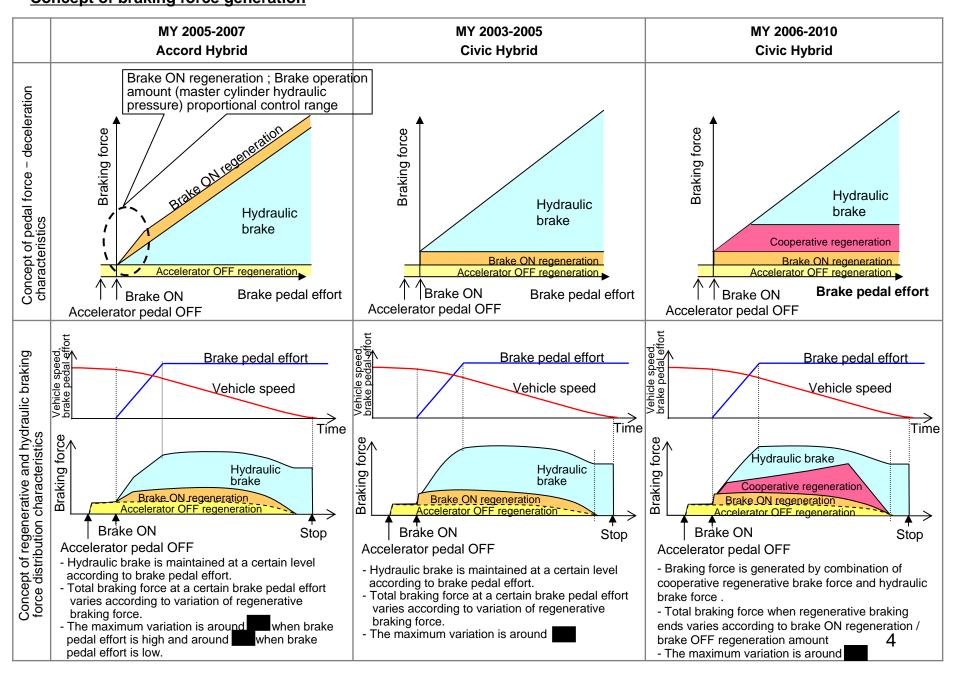
- Q12. With regard to request #11 describe in detail the following:
 - a. All similarities and differences between the braking systems in the subject vehicle and the peer vehicles;
 - b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);
 - c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip); and
 - d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- Q12. 依頼No.11に関して、以下を詳細に説明する
 - a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て
 - b. 通常のブレーキング時(車輪スリップなし)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - c. ABSストップ時(車輪スリップ)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲まで)の効果

- Q12. a. All similarities and differences between the braking systems in the subject vehicle and the peer vehicles;
- Q12. a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て

Summary of difference

Item	MY 2005-2007 Accord Hybrid	MY 2003-2005 Civic Hybrid	MY 2006-2010 Civic Hybrid
ydraulic brake			
Actuation	The same as gasoline- powered vehicle (Vacuum booster type)	The same as gasoline- powered vehicle (Vacuum booster type)	Cooperative regenerative brake system (Hydraulic booster type)
Modulation	The same as gasoline- powered vehicle MY 2005 ABS/TCS MY 2006-2007 VSA	The same as gasoline- powered vehicle MT vehicle ABS CVT vehicle ABS, Creep Aid Valve	The same as gasoline- powered vehicle MY 2006-2008 ABS MY 2009-2010 VSA
Foundation	The same as gasoline- powered vehicle	The same as gasoline- powered vehicle	The same as gasoline- powered vehicle
egenerative brake			
When accelerator pedal is OFF	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated	Regenerative braking force equivalent to the engine brake is generated
When brake pedal is ON	Regenerative braking force proportional to brake operation amount (master cylinder hydraulic pressure) is generated	Regenerative braking force is increased when brake lamp switch is ON	Regenerative braking force is increased when brake lamp switch is ON, hydraulic brake and regenerative brake is cooperatively controlled according to brake operation amount
When ABS is activated	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake	Regenerative braking force is reduced, ABS is controlled by hydraulic brake
When the battery is reaching close to full charge	Regenerative braking force is reduced	Regenerative braking force is reduced	Regenerative braking forgers is reduced

PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION Concept of braking force generation

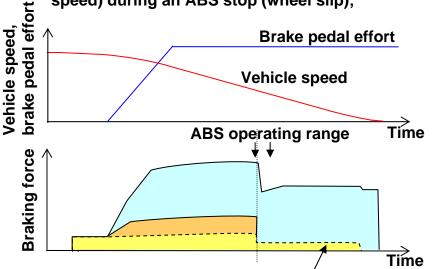


Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- When accelerator pedal is OFF, regenerative braking force equivalent to the engine brake is generated. (Accelerator OFF regeneration)
- When the brake is operated, regenerative braking force is increased proportional to operation amount (master cylinder hydraulic pressure).
- Regenerative braking force varies according to vehicle speed.
- The maximum regenerative deceleration during brake ON regeneration varies according to brake operation amount (master cylinder hydraulic pressure).

C. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- When ABS is activated, regenerative braking force is reduced and ABS is controlled by hydraulic brake.
- While ABS is working, reduced regenerative braking force is maintained until the brake is released / vehicle stops.
- When a certain brake pedal effort is maintained while ABS is working, total braking force is reduced according to the reduction of regenerative braking force.
 Reduced amount is:

Max. around when brake pedal force is high. Max. around when brake pedal force is low.

With cylinder idling: Regenerative braking force equivalent to the amount reduced by engine friction.

Without cylinder idling: No regenerative brake force

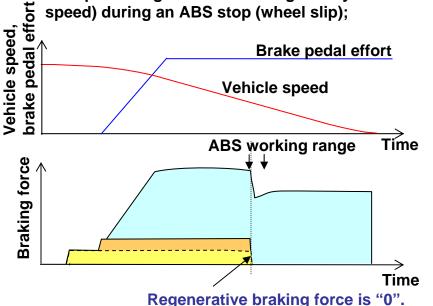
Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- When accelerator pedal is OFF, regenerative braking force equivalent to the engine brake is generated. (Accelerator OFF regeneration)
- When the brake is operated, regenerative braking force is increased when brake lamp switch is ON. (Brake ON regeneration)

Regenerative braking force varies according to vehicle speed.

Regeneration MT SPEC vehicle is on the next page.
 c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



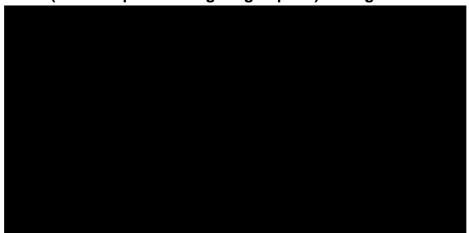
- When ABS is activated, regenerative braking is stopped and ABS is controlled by hydraulic brake.
- While ABS is working, stopped regenerative braking condition is maintained until the brake is released / vehicle stops.
- When a certain brake pedal effort is maintained while ABS is working, total braking force is reduced according to the reduction of regenerative braking force.

 Reduced amount is around Max.

MY 2003-2005 Civic Hybrid

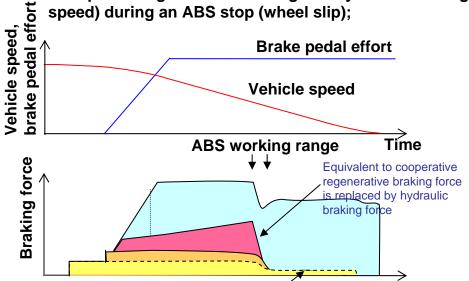
Q12. b MT vehicle regeneration characteristics

Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- When accelerator pedal is OFF, regenerative braking force equivalent to the engine brake is generated. (Accelerator OFF regeneration)
- When the brake pedal is operated, regenerative braking force is increased when brake lamp switch is ON. (Brake On regeneration)
- In addition, regenerative braking force is increased according to the brake operation amount, and hydraulic braking force equivalent to regenerative braking force is controlled in the direction of reduction to generate braking force required by the driver by regeneration brake and hydraulic brake. (Cooperative regeneration)
- Regenerative braking force varies according to vehicle speed.

Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- When ABS is activated, stop the regenerative braking / brake ON regeneration and reduce the brake OFF regenerative braking force and ABS is controlled by hydraulic brake.
- While ABS is working, reduced regenerative braking force in maintained until the brake is released / vehicle stops.
- When a certain brake pedal effort is maintained while ABS is working, total braking force is reduced according to the reduction of regenerative braking force.

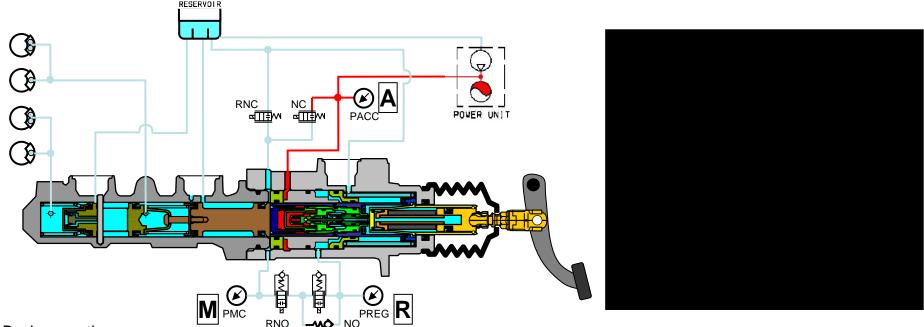
 Reduced amount is around Max.

With cylinder idling: Regenerative braking for be equivalent to the amount reduced by engine friction. Without cylinder idling: No regenerative brake force

8

MY 2006-2010 Civic Hybrid

- Q12. c 回生協調プレーキシステム(Advanced Hydraulic Booster)概要
- Q12. c Summary of Cooperative regenerative brake system (Advanced Hydraulic Booster)



Basic operation

- According to brake pedal effort, high pressure brake fluid of circuit A is adjusted mechanically, and pressure of circuit R is increased.

This pressure of circuit $\boxed{\mathbf{R}}$ is the <u>braking</u> force required by the driver.

- Pressure of circuit R flows to circuit through solenoid valve NO/RNO. This pressure of circuit is assist force of the master cylinder.

Pressure of master cylinder is generated mechanically.

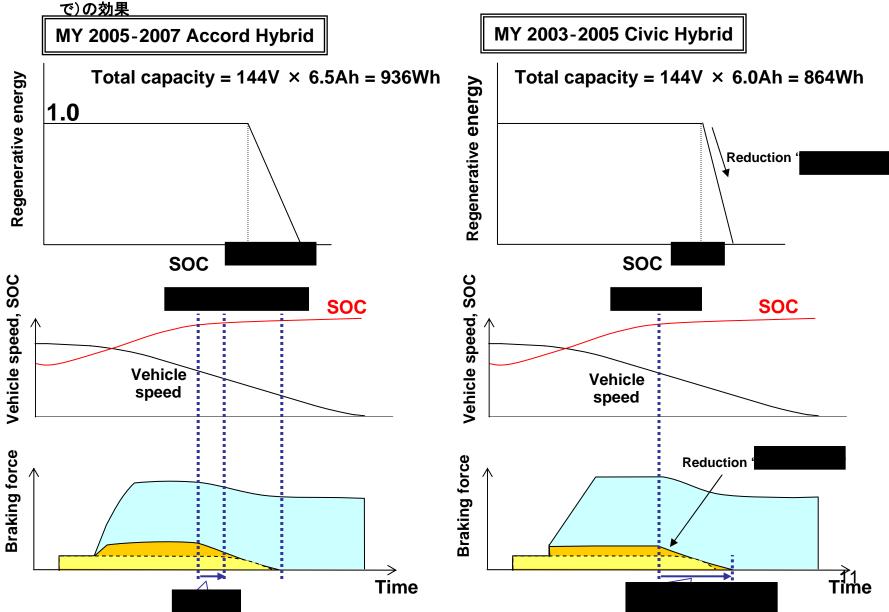
Operation when cooperative regenerative brake is working

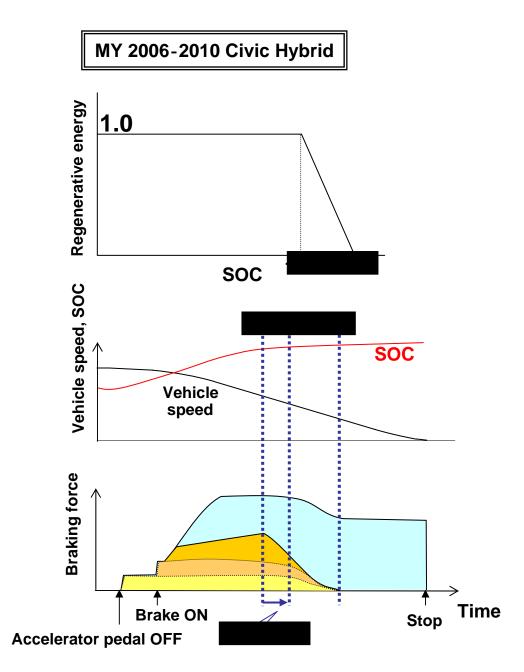
- To make the combination of cooperative regenerative braking force and hydraulic braking force match the braking force required by the driver, pressure of circuit is adjusted by controlling the hydraulic pressure of circuit through solenoid RNO while ABS is working (after ABS activation)
- While ABS is activated, immediately stop adjusting the pressure of solenoid valve RNO to match the hydraulic pressures of circuit **R** and circuit **M**.

Q12. c Example of ABS activation (going over a projected manhole)

PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION

- Q12. d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- Q12. d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲ま





DP10-004
HONDA
1-21-2011

#Q11_12 IMA Functionality Japanese REDACTED

- Q11. Describe in detail the functionality of the Honda's Integrated Motor Assist (IMA) Hybrid System with regards to braking (regenerative and hydraulic).
- Q11. ブレーキングについてIMA ハイブリッドシステムの機能性を詳細に説明する。

項目	MY 2005-2007 Accord Hybrid	MY 2003-2005 Civic Hybrid	MY 2006-2010 Civic Hybrid
液圧ブレーキ			
協調制御	協調制御無し	協調制御無し	回生ブレーキ協調システム
回生ブレーキ			
アクセルペダルOFF時	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生
ブレーキペダルON時	ブレーキ操作量(MASTER CYLINDER液圧)に比例した回 生ブレーキカを発生	ブレーキランプスイッチON時に 回生ブレーキカを増加	ブレーキランプスイッチON時に 回生ブレーキカを増加、ブレー キ操作量に応じて液圧ブレーキ と回生ブレーキを協調制御
ABS作動時	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御
バッテリーが満充電に 近づいた時	回生ブレーキカを減少	回生ブレーキカを減少	回生ブレーキカを減少

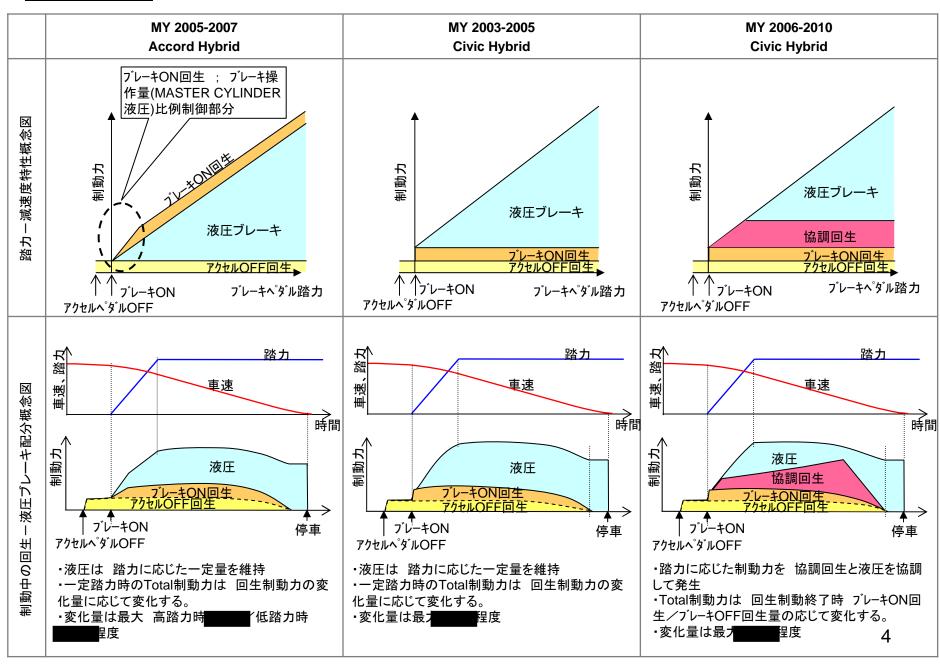
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 - c. ABSストップ時(車輪スリップ)に全てのスピード範囲(低速から高速)で回生ブレーキングと油圧ブレーキングを取り入れる (incorporate) ためにホンダが用いたストラテジー
 - d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲まで)の効果

- Q12. a. All similarities and differences between the braking systems in the subject vehicle and the peer vehicles;
- Q12. a. 対象車両と同等車両でのブレーキングシステムでの類似点と相違点全て

相違点概要

項目	MY 2005-2007 Accord Hybrid	MY 2003-2005 Civic Hybrid	MY 2006-2010 Civic Hybrid
液圧ブレーキ			
アクチュエーション	ガソリン車同一(真空倍力式)	ガソリン車同一 (真空倍力式)	回生ブレーキ協調システム (液圧倍力式)
モジュレーション	ガソリン車同一 MY 2005 ABS/TCS MY 2006-2007 VSA	ガソリン車同一 MT車 ABS CVT車 ABS, Creep Aid Valve	ガソリン車同一 MY 2006-2008 ABS MY 2009-2010 VSA
ファンデーション	ガソリン車同一	ガソリン車同一	ガソリン車同一
回生ブレーキ			
アクセルペダルOFF時	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生	エンジンブレーキ相当の回生制 動力を発生
ブレーキペダルON時	ブレーキ操作量(MASTER CYLINDER液圧)に比例した回 生ブレーキカを発生	ブレーキランプスイッチON時に 回生ブレーキカを増加	ブレーキランプスイッチON時に回生ブレーキカを増加、ブレーキ操作量に応じて液圧ブレーキと回生ブレーキを協調制御
ABS作動時	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御	回生ブレーキカを減少し、液圧 ブレーキによりABS制御
バッテリーが満充電に 近づいた時	回生ブレーキカを減少	回生ブレーキカを減少	回生ブレーキカを減少

発生制動力概念図



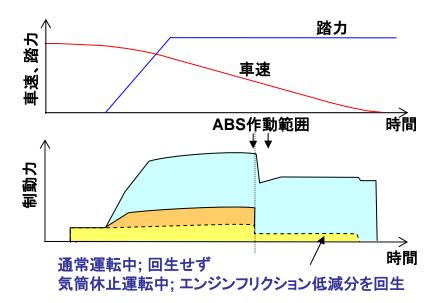
MY 2005-2007 Accord Hybrid

Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



- ・アクセルへ。ダルOFF時に、エンジンフレーキ相当の回生制動力を発生。(アクセルOFF回生)
- ・ブレーキ操作時は、操作量(M/C圧)に比例して回生制動力を増加。(ブレーキON回生)
- ・回生制動力は 車速に応じて変化
- ・ブレーキON回生時の最大回生減速度は ブレーキ操作量(マスターシリンダー液圧)に応じて変化

Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- ・ABS作動時は 回生制動力を減少させ 液圧でASB制御 を実施
- ・ABS介入後は ブレーキ解除/車両停止まで回生制動減少 状態を維持
- ・ABS介入後一定踏力を維持した場合 Total制動力は回 生制動力の減少分に応じて減少する。 減少量は

高踏力時 最大 程度 程度

Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);

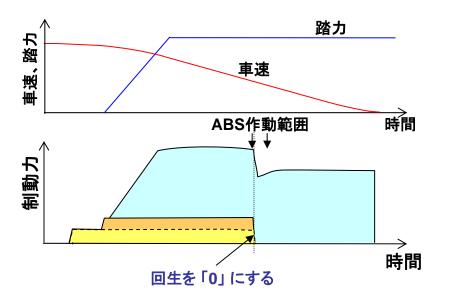


- ・・アクセルへ。ý ルOFF時に、エンジンフ・レーキ相当の回生制動力を発生。(アクセルOFF回生)
- ・ブレーキ操作時は、ブレーキランプSW ON時に回生制動力を増加。(ブレーキON回生)

回生制動力は 車速に応じて変化

※MT仕様の回生特性は次ページ

Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- ・ABS作動時は 回生制動力を停止させ 液圧でASB制御 を実施
- ・ABS介入後は ブレーキ解除/車両停止まで回生制動停止 状態を維持
- ・ABS介入後一定踏力を維持した場合 Total制動力は回生制動力の減少分に応じて減少する。

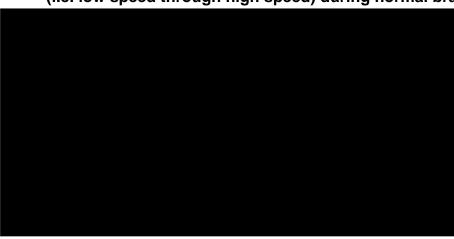
減少量は 最大 程度

MY 2003-2005 Civic Hybrid

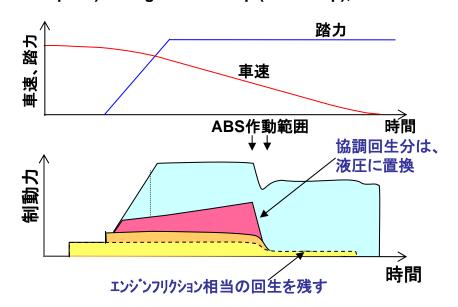
Q12. b MT車回生特性



Q12. b. The strategy Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during normal braking (non wheel slip);



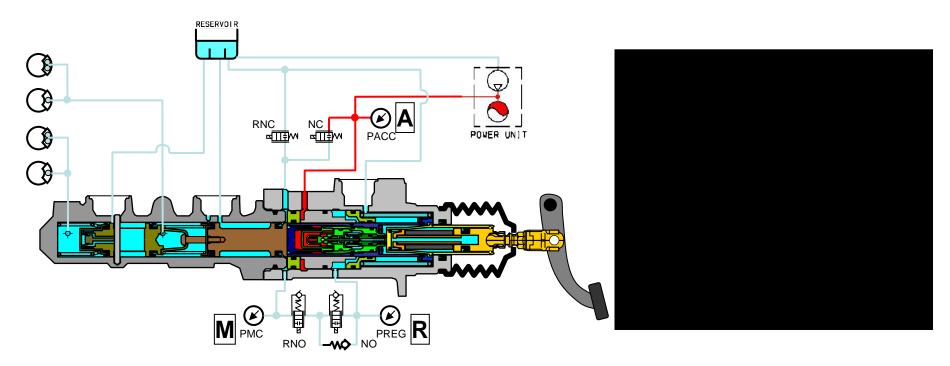
- ・アクセルペダルOFF時に、エンジンブレーキ相当の回生制動力を 発生。(アクセルOFF回生)
- ・ブレーキ操作時は、ブレーキランプSW ON時に回生制動力を増加。(ブレーキON回生)
- ・さらに、ブレーキ操作量に応じて回生制動力を増加するとともに、回生制動力分の油圧制動力を減少方向に制御し、回生と油圧ブレーキでドライバの要求する制動力を発生させる。 (協調回生)
- ・回生制動力は 車速に応じて変化
- Q12. c. The strategy Honda uses to incorporate regenerative braking and hydraulic braking Honda uses to incorporate regenerative braking and hydraulic braking at all speed ranges (i.e. low speed through high speed) during an ABS stop (wheel slip);



- ・ABS作動時は 協調回生/ブレーキON回生を停止、ブレーキ OFF回生制動力を減少させ 液圧でASB制御を実施
- ・ABS介入後は ブレーキ解除/車両停止まで回生制動減少 状態を維持
- ・ABS介入後一定踏力を維持した場合 Total制動力は回 生制動力の減少分に応じて減少する。

減少量は最大の程度

Q12. c 回生協調プレーキシステム(Advanced Hydraulic Booster)概要



基本動作

- ・ブレーキへ°ダル踏力に応じ 回路A の高圧ブレーキ液が 機械的に調圧され 回路R が昇圧 この回路R の圧力がドライハ´ー要求制動力となる ・回路R の圧力は ソレノイト゛ハ゛ルフ゛NO/RNOを介し回路M へ流入する。この回路Mの圧力がマスターシリンダーの助勢力となる マスターシリンダー圧は機械的に発生する

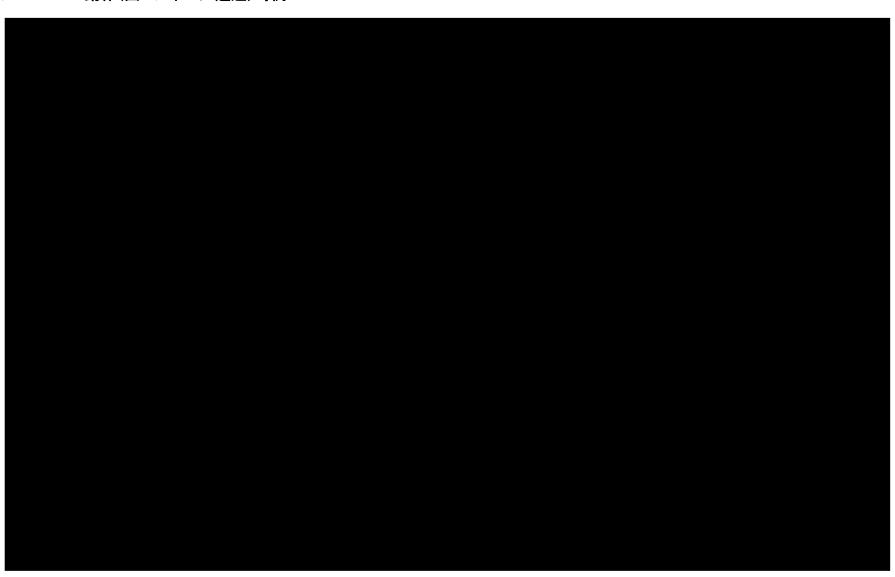
回生協調時動作

・協調回生制動力と液圧制動力の合計制動力が ドライバー要求性動力となるように、回路Rの液圧を ソレノイドバルブRNOと介して調 圧し回路 M の圧力(=マスターシリンダー圧)とする

ABS動作中(ABS動作後)

・ABSが動作する場合は 即座にソレノイドバルブRNOの調圧動作をやめ 回路Rの液圧と回路Mの液圧を一致させる

Q12. c ABS動作(凸マンホール通過)時例



- PAGE CONTAINS BUSINESS CONFIDENTIAL INFORMATION
 d. The effect of battery charge (through the complete range of charge) on the hybrid braking system for normal braking and ABS braking.
- **Q12.** d.通常のブレーキングとABSブレーキングのハイブリッドブレーキングシステムについて、バッテリー充電(充電の全範囲まで)の効果

