

PE11-017

HONDA

9/8/2011

ATTACHMENT Q2

Summary Description

Updated 20110830

PE11-017  
July 19, 2011

Attachment #Q2

VIN	Report Type	Type	Source No.	Model	Model year	Summary
1HGEM22931L	CRASH, INJURY	CLAIM	062724	CIVIC	2001	<p>Single vehicle automobile accident (October 13, 2003 at 9:27 p.m. on Reece Road near the intersection of Jacobs Road in Anne Arundel County, Maryland.) Plaintiff Jonathan Robert Morales was driving a 2001 Honda Civic (VIN 1HGEM22931L036896) when the headlights of the vehicle failed. As a result of the headlight failure, it is alleged that plaintiff lost control of the Civic and the Civic went off the road and rolled over. Plaintiff was ejected and sustained significant injuries including the amputation of his right leg. Jonathan Robert Morales was 19 years old at the time of the accident.</p> <p>According to plaintiff's complaint, the failure of the headlights in the Civic resulted from the headlight Safety Recall 04-015. According to plaintiff's complaint, although Honda initiated an investigation in September, 2001, that resulted in this recall, the recall was not effected until February 12, 2004, after plaintiff's accident.</p> <p>Plaintiff's allegations:</p>
2HGES16563H	CRASH, INJURY	CLAIM	053034	CIVIC	2003	<p>AT CLAIM STAGE:</p> <p>8/4/05 TC</p> <p>Customer is claiming faulty headlights (recall notice) were the cause of her accident.</p> <p>AT LITIGATION:</p> <p>Geiman, the driver of the opposing vehicle, claims that the accident occurred because he could not see the Bricker vehicle. Based on this contention, Plaintiffs, the Brickers, have alleged in</p>

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JHLRD68586C	LAWUIT	CLAIM	079493	CR-V	2006	<p>02/26/10 - OC sends draft Answer. TD approves 3/1.</p> <p>03/11/10 - CASE EVALUATION:</p> <p>Plaintiff purchased new 2006 CR-V and complains of a defective electrical system: burned out headlights, dome lights, radio lights. Plaintiff's main complaint is that the driver's headlight bulb has burned out 3x. Vehicle out of service 14 days. OC recommends a vehicle inspection asap and requesting a cash demand. If the cash demand is unreasonable, OC recommends serving a 998 offer for \$1,500.</p> <p>03/12/10 - TD agrees with OC's recommendations. OC to solicit a cash demand from Plaintiff's attorney. Also, OC to contact Neil Schmidt and set up a VI. If plaintiff's demand is unreasonable and the VI confirms that the vehicle has no current nonconformities, forward a draft 998 for \$1,500 for review and approval.</p> <p>04/15/10 - OC reports on vehicle inspection with Neil Schmidt. Plaintiff had a few new complaints: headlights have had to be changed a total of 8 times (our records indicate 5 times), a ratcheting noise when locking the front doors, a ratcheting noise when rolling up the two front windows, and the light on the A/C knob was out. At some point, vehicle had aftermarket alarm, but has been removed. Electrical voltage/connection from bulbs working normal. Battery needs replacing due to normal use. Light on AC knob was out. Unable to duplicate any brake noise on test drive. OC may want to do some discovery on the aftermarket alarm. OC recommends trying to get a cash demand. [see detailed VI notes in separate screen].</p>
JHLRD788X5C	LAWUIT	CLAIM	069615	CR-V	2005	<p>Plaintiff alleges said nonconformities consisted of, but were not limited to defective headlight(s) and/or tires and/or suspension.</p>

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5J6YH18375L [REDACTED]	LAWSUIT	CLAIM	075135	ELEMENT	2005	Plaintiff alleges the dealer concealed the existence of the Honda Certified Use Car 7 year /1000,000 mile powertrain warranty and 1 year / 120,000 mile comprehensive warranty. The vehicle contained serious pre-existing defects when it was delivered to Plaintiffs, including, but not limited to the following: a. Defective air conditioning system; b. An inappropriate noise when driving over bumps; c. A no crank, no start condition; d. Defective headlight switch; and
SHHEP33572	CRASH	CLAIM	N012010-04-1501539	CIVIC	2002	HEADLIGHTS FAILED ALLEGEDLY CAUSING DRIVER TO CRASH INTO MOUNTAIN. VIN NOT INCLUDED IN RECALL.
N/A	CRASH	CLAIM	N012010-11-0801337	PILOT	2003	VEHICLE'S HEADLIGHTS WENT OUT

Labor Operation Number	Labor Operation Number Description
000008	WARRANTY GOODWILL FOR VSC DEDUCTIBLE.
000210	CENTRALIZED WARRANTY LABOR OPERATION NUMBER FOR REPAIR
019097	FOG LIGHT BULB/LENS - REPAIR - PARTS ONLY
019100	FOG/ROAD/ACCESSORY LIGHT BULB AND/OR SOCKET, BOTH - REPLACE.
019140	FOG LIGHT SWITCH - REPLACE.
0191A9	FOG LIGHT BULB, RIGHT - REPLACE.
050097	SECURITY SYSTEM - REPAIR - PARTS ONLY
050099	SECURITY SYSTEM - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
050110	SECURITY SYSTEM MAIN WIRE HARNESS - REPLACE.
050199	SECURITY SYSTEM - REPAIR - STRAIGHT TIME (WITH PARTS)
051199	SECURITY SYSTEM - REPLACE - STRAIGHT TIME (WITH PARTS)
051500	SECURITY SYSTEM - DIAGNOSE. NOTE: YOU MAY ADD THIS TIME TO ONE OF THE OPERATIONS BELOW ONLY ONCE PER REPAIR VISIT.
3111C2	CATALYTIC CONVERTER, REAR - REPLACE. (BANK ONE/ V-6)
5101A1	WIPER AND LIGHT SWITCH CENTER HOLDER/BODY ASSEMBLY - REPLACE. S/B# 09-058
612097	BLOWER MOTOR - REPAIR - PARTS ONLY
615150	COMPRESSOR OR FAN RELAY - REPLACE.
710097	BATTERY - REPAIR - PARTS ONLY
710100	BATTERY - REPLACE. INCLUDES: TESTING S/B# 88-023
712097	HEADLIGHTS AND HEADLIGHT RETRACTORS - REPAIR - PARTS ONLY
712099	HEADLIGHTS AND HEADLIGHT RETRACTORS - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
712102	HEADLIGHT UNIT, BOTH. INCLUDES: AIM HEADLIGHTS.
712103	HEADLIGHT UNIT, LEFT. INCLUDES: AIM HEADLIGHTS.
712105	HEADLIGHT BULB, BOTH - REPLACE. S/B# 08-010
712110	HEADLIGHT BULB, LEFT - REPLACE. S/B# 08-010
712115	HEADLIGHT BULB, RIGHT - REPLACE. S/B# 08-010
712123	HEADLIGHT RELAY (ANY) - REPLACE.
712199	HEADLIGHTS AND HEADLIGHT RETRACTORS - REPLACE - STRAIGHT TIME (WITH PARTS)
712320	HEADLIGHTS - ADJUST.
713100	BACK-UP LIGHT BULB (BOTH) - REPLACE.
713103	HEADLIGHT UNIT, RIGHT. INCLUDES: AIM HEADLIGHTS.
714110	BRAKE LIGHT/TAILLIGHT BULB, LEFT - REPLACE.
714155	HIGH-MOUNT BRAKE LIGHT BULB - REPLACE.
717097	FRONT TURN SIGNAL - REPAIR - PARTS ONLY
717100	FRONT TURN SIGNAL/PARKING LIGHT BULB, BOTH - REPLACE.
721100	TRUNK/CARGO LIGHT BULB - REPLACE.

Labor Operation Number	Labor Operation Number Description
722097	DASH LIGHT DIMMER SWITCH - REPAIR - PARTS ONLY
722110	DASH LIGHT DIMMER SWITCH/BRIGHTNESS CONTROLLER - REPLACE.
724199	INTERIOR LIGHT DOOR SWITCH - REPLACE - STRAIGHT TIME (WITH PARTS)
725097	IGNITION SWITCH - REPAIR - PARTS ONLY
725100	IGNITION SWITCH AND LOCK ASSEMBLY - REPLACE.
725120	IGNITION SWITCH ELECTRICAL PORTION - REPLACE.
725199	IGNITION SWITCH - REPLACE - STRAIGHT TIME (WITH PARTS)
726120	BRAKE LIGHT SWITCH - REPLACE.
728096	TURN SIGNAL SWITCH - REPAIR - WARRANTY SUBLET ONLY
728097	TURN SIGNAL SWITCH - REPAIR - PARTS ONLY
728099	TURN SIGNAL SWITCH - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
7280A2	LOW BEAM HEADLIGHTS INTERMITTENTLY DO NOT COME ON - REPLACE THE COMBINATION SWITCH, THE 16P HEADLIGHT WIRE HARNESS CONNECTOR, AND THE WHT/RED WIRE IN THE CONNECTOR. S/B#07-027.
	LOW BEAM HEADLIGHTS INTERMITTENTLY DO NOT COME ON - REPLACE
728100	TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.
728103	TURN SIGNAL/HEADLIGHT SWITCH - REPLACE. SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN THE HEADLIGHT WIRE HARNESS. S/B# 04-015
728104	TURN SIGNAL/HEADLIGHT SWITCH - REPLACE. SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN THE HEADLIGHT WIRE HARNESS. S/B# 04-015
728130	WIPER SWITCH - REPLACE.
728199	TURN SIGNAL SWITCH - REPLACE - STRAIGHT TIME (WITH PARTS)
729199	SUNROOF MOTOR - REPLACE -STRAIGHT TIME (WITH PARTS)
730099	RELAY - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
730101	RELAY, ANY IN FUSE BOX- REPLACE.
730130	RELAY (IN FUSE BOX) - REPLACE ONE OR TWO .
733199	CLOCK - REPLACE - STRAIGHT TIME (WITH PARTS)
737097	WIRE HARNESS - REPAIR - PARTS ONLY
737099	WIRE HARNESS - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
737150	FUSE - REPLACE ONE OR MORE.
737199	WIRE HARNESS - REPLACE - STRAIGHT TIME (WITH PARTS)
7371A1	CABIN WIRE HARNESS, RIGHT - REPLACE.
7371A7	CABIN WIRE HARNESS, PASSENGER`S SIDE - REPLAE.

Labor Operation Number	Labor Operation Number Description
7371B6	INSTRUMENT SUB-CORD/HARNESS - REPLACE.
7371B9	FLOOR WIRE HARNESS - REPLACE. S/B# 07-088 S/B# 10-001
7371C6	INSTRUMENT PANEL WIRE HARNESS - REPLACE.
7371J8	UNDER HOOD/ENGINE HARNESS - REPLACE.
738100	STEERING WHEEL SWITCH - REPLACE.
738130	CRUISE CONTROL MAIN SWITCH - REPLACE.
745099	ELECTRICAL TEST - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
745199	ELECTRICAL TEST - REPLACE - STRAIGHT TIME (WITH PARTS)
745509	SWITCH/CIRCUIT - DIAGNOSE OR INPUT TEST.
745535	SIDE MARKER - INPUT TEST.
746099	INTEGRATED SWITCH - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
746103	MULTIPLEX OR MULTIPLEX INTEGRATED CONTROL UNIT (RIGHT/PASSENGER SIDE) - REPLACE. S/B# 98-062
746104	MULTIPLEX OR MULTIPLEX INTEGRATED CONTROL UNIT (LEFT/DRIVER SIDE) - REPLACE. S/B# 04-034
746105	MULTIPLEX OR MULTIPLEX INTEGRATED CONTROL UNIT (BOTH) - REPLACE.
746199	INTEGRATED SWITCH - REPLACE - STRAIGHT TIME (WITH PARTS)
747097	FUSE BOX - REPAIR - PARTS ONLY
747099	FUSE BOX - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
747100	FUSE BOX - REPLACE.
747105	UNDER-HOOD FUSE BOX - REPLACE.
747199	FUSE BOX - REPLACE - STRAIGHT TIME (WITH PARTS)
7471A0	FUSE BOX, UNDER DASH - REPLACE. S/B# 05-514 S/B# 06-036
748100	POWER DOOR LOCK CONTROL UNIT - REPLACE.
748122	POWER DOOR LOCK ACTUATOR, LEFT REAR; WITH OR WITHOUT LATCH ASSY - REPLACE.
751199	SRS CONTROL UNIT - REPLACE - STRAIGHT TIME (WITH PARTS)
752100	AIRBAG ASSEMBLY, DRIVER SIDE - REPLACE.
814199	SUNROOF - REPLACE - STRAIGHT TIME (WITH PARTS)
828199	INSIDE REAR VIEW MIRROR - REPLACE - STRAIGHT TIME (WITH PARTS)
841099	INSTRUMENT PANEL - REPAIR - STRAIGHT TIME (WITHOUT PARTS)
841100	INSTRUMENT PANEL, UPPER PANEL, DASHBOARD - REPLACE.
841199	INSTRUMENT PANEL - REPLACE - STRAIGHT TIME (WITH PARTS)

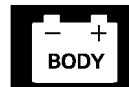
Problem Code	Problem Code Description
002	BENT
004	DISTORTED
00401	DISTORTED
006	PINCHED & INCLUSION
01102	DETERIORATED
01701	HAIRLINE FRACTURE
01801	BROKEN
022	BURNED OR MELTED
02201	SCORCHED OR FUSED
02203	MELTED
030	BINDING OR STICKING
03001	BINDING/STICKING
032	INOPERATIVE
03200	INOPERATIVE
03214	ERRONEOUS OPERATION
03217	NOT OPERATING
035	OUT OF FACTORY SPEC
042	ABNORMAL NOISE
062	LOOSE-POORLY FITTED
064	SHORTED/GROUNDED
06400	SHORTED/GROUNDED
06401	SHORT CIRCUIT
06402	INSUFFICIENTLY ISOLATED
06403	POOR GROUND
066	POOR CONNECTION
06601	POOR/NO ELECTRICAL CONTACT
068	OPEN/BURNED CIRCUIT
06801	OPEN/BURNED CIRCUIT
072	CIRCUIT CLOSED
07201	CONSTANT CONTINUITY
07404	POOR ASSEMBLY
07406	IMPROPERLY ADJUSTED
07408	IMPROPERLY SEALED
080	WRONG PARTS
08001	INCORRECT ASSEMBLY
08003	CONNECTOR PIN CONTACT FAILURE
552	CLAIM ADJUSTMENT
560	FAILED BATTERY TEST
5CN	00-02 INSIGHTS/01-02 CIVIC
5CN00	00-02 INSIGHTS/01-02 CIVIC
999	WARRANTY DEBIT



Attachment #Q7

Service Bulletin 04-015

Safety Recall: Combination Light Switch



Applies To: **See VEHICLES AFFECTED**

**April 1, 2004**

## Safety Recall: Combination Light Switch

(Supersedes 04-015, dated March 26, 2004)

### BACKGROUND

A terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. Although the high-beam position remains operational, an unexpected loss of low beams could result in a crash.

### VEHICLES AFFECTED

**2001 Civic: ALL**

**2002 Civic:**

2-door

From VIN 1HGEM2...2L000001 thru  
1HGEM2...2L024169

4-door

From VIN 1HGES1...2L000001 thru  
1HGES1...2L024203

From VIN 1HGES2...2L000001 thru  
1HGES2...2L028089

From VIN 2HGES...2H500001 thru  
2HGES...2H530552

From VIN JHMES1...2S000001 thru  
JHMES1...2S004507

From VIN JHMES2...2S000001 thru  
JHMES2...2S002838

Hatchback

From VIN SHHEP3...2U300001 thru  
SHHEP3...2U300222

■ GX

From VIN 1HGEN2...2L000001 thru  
1HGEN2...2L000181

**2000-01 Insight: ALL**

### CUSTOMER NOTIFICATION

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

Not all vehicles within the VIN ranges are affected by this recall. Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown on your campaign responsibility report.
- The vehicle is shown as eligible on an iN VIN status inquiry.

In addition to the bulleted verification items, check for a punch mark above the 12th character of the engine compartment VIN. A punch mark in that location means the combination light switch has already been repaired.

Some vehicles affected by this recall may be in your used car inventory. **According to federal law, these vehicles cannot be sold or leased until they are repaired.** To see if a vehicle is affected by this recall, do a VIN status inquiry before selling it.

### CORRECTIVE ACTION

Replace the combination light switch, the RED/WHT wire in the headlight wire harness, and if needed, the 16P headlight wire harness connector.

### PARTS INFORMATION

Combination Light Switch Repair Kit:

(Includes switch, wire harness connector, 250 mm wire with an attached terminal, and wire splice connector)

Civic: P/N 35012-S5A-307, H/C 7743875

Insight: P/N 35012-S3Y-306, H/C 7743883

### TOOL INFORMATION

Terminal Pin Kit C: T/N 07QAZ-003020C, or equivalent (Terminal Pin Kit C contains the wire crimper and the heat gun used for wire splicing.)

Terminal Maintenance Set: T/N 070AZ-S5A0100\*

[Contains Terminal Remover Set (six small, plastic tools used to remove terminals from the 16P headlight wire harness connector), and Secondary Lock Opener (a miniature, flat-tip screwdriver used to open the secondary locks on the 16P headlight wire harness connector)]

\* This tool is being sent to your dealership along with your initial allocation of combination light switch repair kits.

**NOTE:** If you need additional tools, order them through the parts ordering system.

## WARRANTY CLAIM INFORMATION

OP#	Description	FRT
728103	Replace the combination light switch and the RED/WHT wire in the headlight wire harness	0.7
A	Do the cruise control learn (2001 Civic 2-door thru VIN 1HGEM2...1L016502)	0.3
728104	Replace the combination light switch, the RED/WHT wire in the headlight wire harness, and the 16P wire harness connector	0.8
A	Do the cruise control learn (2001 Civic 2-door thru VIN 1HGEM2...1L016502)	0.3

Failed Part: P/N 35255-S5A-A01  
H/C 6453336

Defect Code: 5CN

Symptom Code: P23

Skill Level: Repair Technician

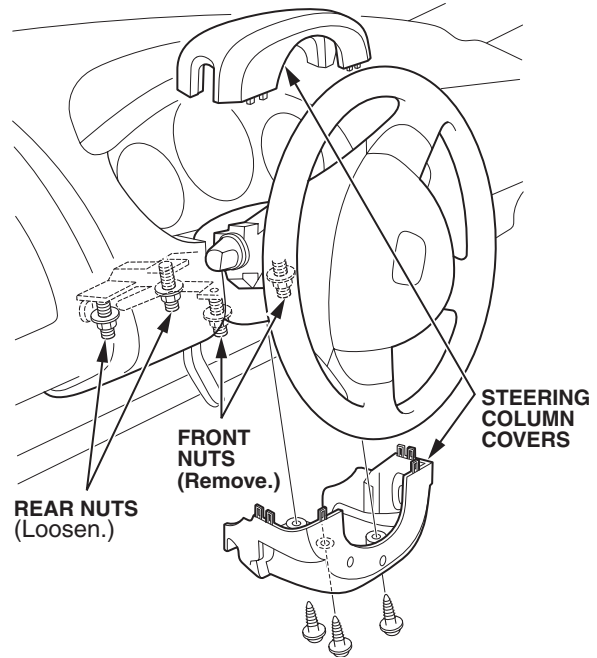
## REPAIR PROCEDURE

### NOTE:

- SRS components are located in this area. Before you begin, review the SRS component locations, cautions, and procedures in the service manual.
  - Be careful not to damage the dashboard or other interior trim pieces.
  - For information about wire terminal replacement and wire splicing, refer to service bulletin 00-099, *Terminal Replacement Instructions*.
1. Make sure you have the anti-theft code for the radio (if applicable), then write down your customer's radio station presets.
  2. Disconnect the negative cable from the battery.
  3. *On Civics*, remove the driver's dashboard lower cover. For Civic 2/4-door, see the 2001–04 Civic Service Manual, page 20-97. For Civic Hatchback, see the 2002–04 Civic Hatchback Service Manual, page 20-61.

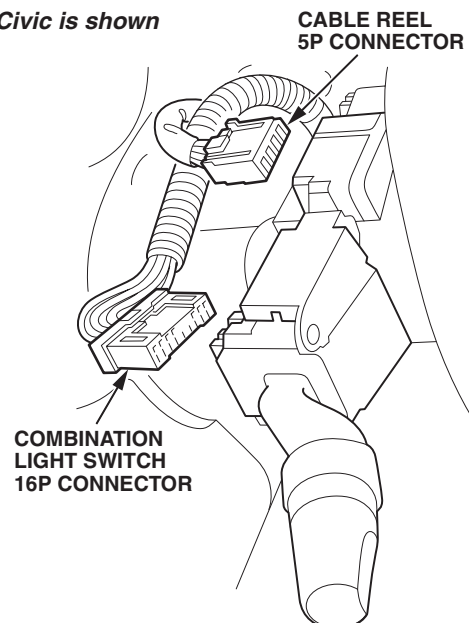
4. Remove the steering column covers (see the 2001–04 Civic Service Manual, page 17-27, step 4; the 2002–04 Civic Hatchback Service Manual, page 17-9, step 4; or the 2000–04 Insight Service Manual, page 17-9, step 5). *On the Insight* steering column, also remove the two front nuts, and loosen the two rear nuts.

*Insight is shown*

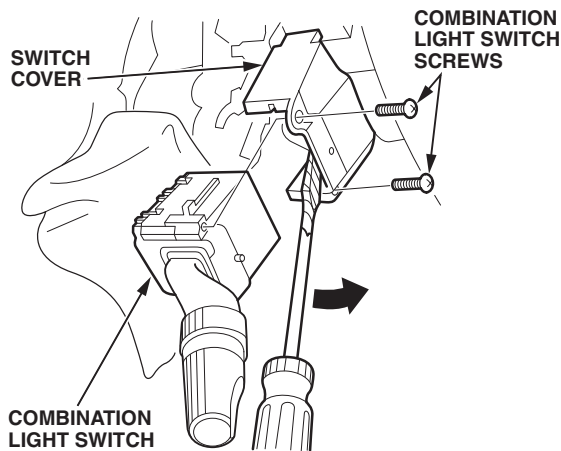


5. *On Civics*, disconnect the 16P connector from the combination light switch and the 5P connector from the cable reel. *On Civic Hatchbacks*, also disconnect the 14P connector from the wiper switch. Then carefully pull the wire harness to the right of the steering column. *On Insights*, disconnect the 16P connector from the combination light switch.

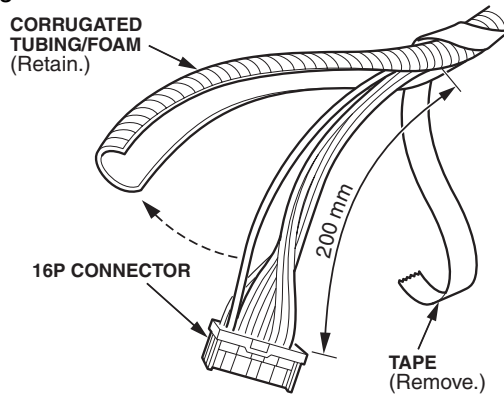
*Civic is shown*



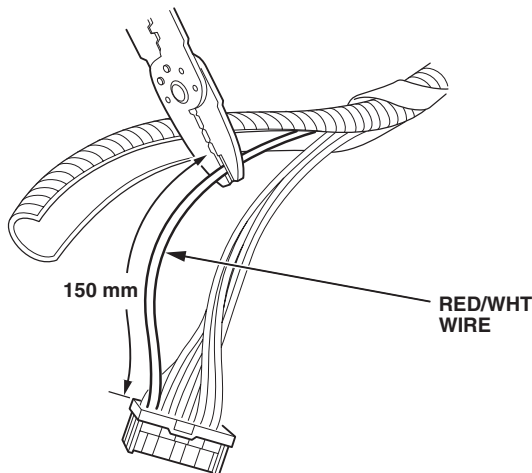
6. Turn the ignition switch to the ACCESSORY (I) position, then turn the steering wheel to the right.
7. Remove the two screws from the combination light switch.



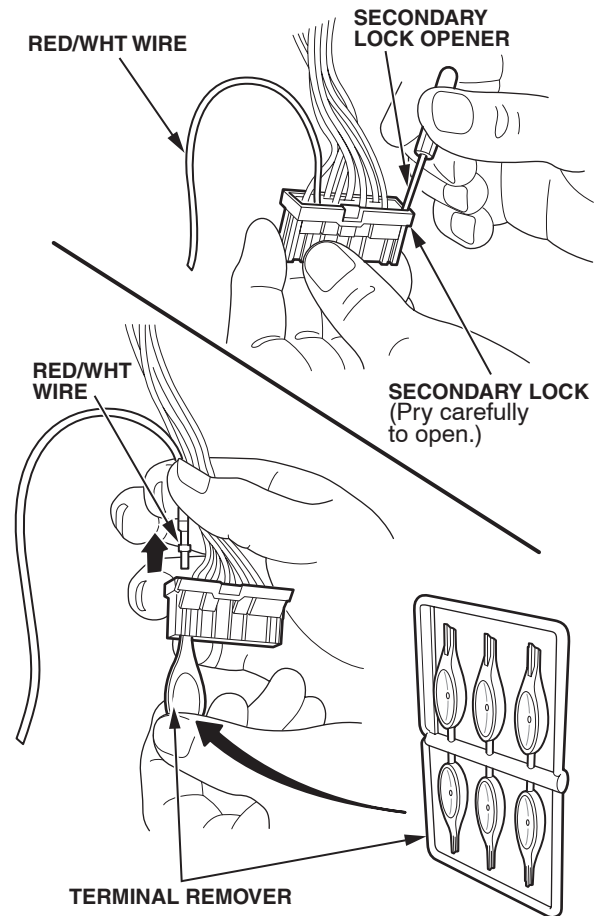
8. Using a flat-tip screwdriver wrapped with electrical tape, slightly lift the switch cover, then remove the switch, and discard it.
9. Remove the tape or corrugated tubing/foam from the 16P connector wire harness to expose about 200 mm of wire. Discard the tape, but retain the tubing/foam.



10. Locate the RED/WHT wire in the 16P connector. Then measure 150 mm from the end of the connector, and cut the RED/WHT wire there.

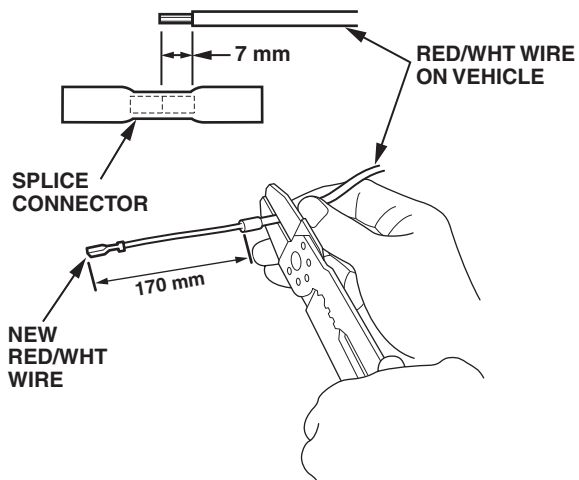


11. Inspect the 16P connector for heat damage or discoloration.
  - If the connector is OK, go to step 12.
  - If the connector is damaged or discolored, go to step 14.
12. Using the Secondary Lock Opener from the Terminal Maintenance Set (T/N 070AZ-S5A0100), carefully pry open the secondary lock on the RED/WHT wire side of the 16P connector.



13. Twist off a terminal remover from the Terminal Remover Set (T/N 070AZ-S5A-011). Insert the terminal remover into the center row cavity of the 16P connector, above the RED/WHT wire cavity, then remove and discard the RED/WHT wire.

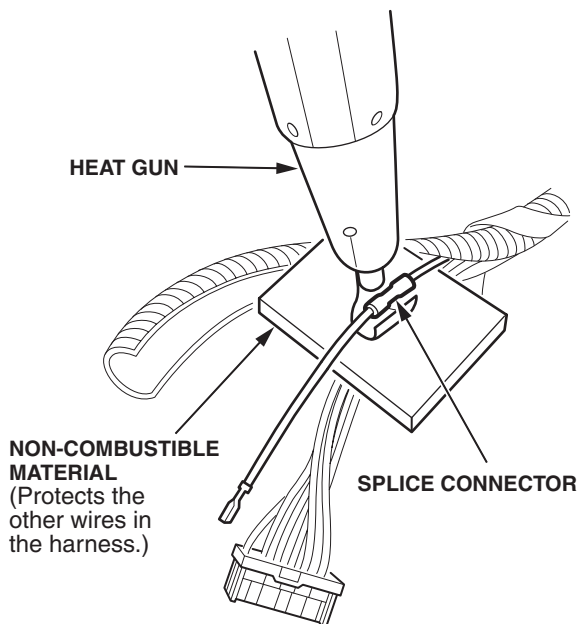
14. Strip off 7 mm of insulation from the vehicle wire harness side of the RED/WHT wire. Insert the stripped end into one side of the splice connector, and crimp the connector.



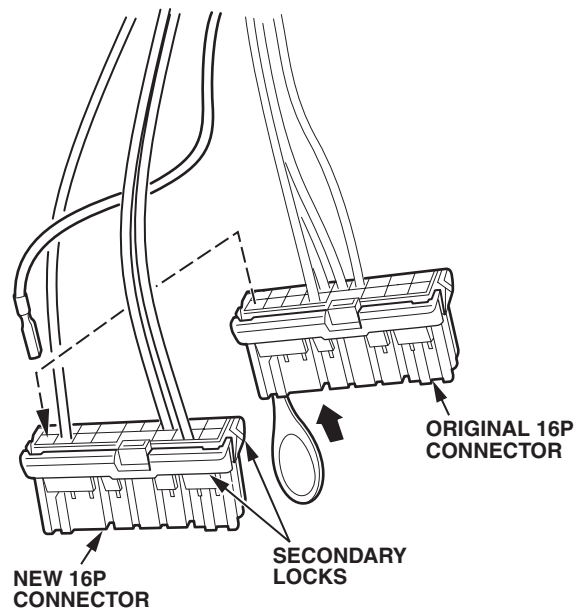
15. Cut the new RED/WHT wire 170 mm from the end of its terminal. Then strip off 7 mm of insulation from the cut end.
16. Insert the stripped end of the new RED/WHT wire into the other side of the splice connector, then crimp the connector.
17. With a non-combustible material between the RED/WHT wire and the vehicle wire harness, use a heat gun to shrink the splice connector casing.

**NOTE:**

- Be careful not to get burned.
- Do not overheat the wire.



18. If the original 16P connector is not heat damaged or discolored, insert the new RED/WHT wire into its proper terminal cavity on the connector, then go to step 22. If the 16P connector is damaged, go to step 19.
19. Using the secondary lock opener from the Terminal Maintenance Set (T/N 070AZ-S5A-010), carefully pry open the other secondary lock on the 16P connector.
20. Twist off a terminal remover from the Terminal Remover Set (T/N 070AZ-S5A-011). Insert the terminal remover into a center row cavity of the original 16P connector, remove the corresponding wire from its cavity, and transfer it to the same cavity in the new 16P connector. Repeat this for all the wires except the original RED/WHT wire.



21. Insert the new RED/WHT wire into its proper terminal cavity in the new 16P connector.
22. Snap the secondary lock(s) closed on the 16P connector.
23. Using electrical tape, retape the wire harness or insert the wires into the corrugated tubing/foam and retape the tubing/foam.
24. Install the new combination light switch with the two original screws.
25. *On Civics*, reroute the wire harness over the steering column, then connect the 16P connector to the combination light switch, the 5P connector to the cable reel connector and, *on Civic Hatchbacks*, the 14P connector to the wiper switch. *On Insights*, connect the 16P connector to the combination light switch.
26. Connect the negative cable to the battery.
27. Check the operation of the headlights, the parking lights, and the turn signals.

28. On Civics, install the driver's dashboard lower cover.
29. Install the steering column covers.
30. Enter the radio anti-theft code (if applicable), then enter your customer's radio station presets. Set the clock.
31. Do the idle learn procedure:
  - Make sure all electrical items (A/C, audio unit, lights, etc.) are off, then start the engine.
  - Let the engine reach normal operating temperature (the cooling fans cycle twice).
  - Let the engine idle (throttle fully closed) for 10 minutes.
32. On 2001 Civic LX and EX 2-door models thru VIN 1HGEM2...1L016502, do the cruise control learn procedure:
  - Drive the vehicle, and set the cruise control above 40 miles per hour.
  - Drive the vehicle for 5 to 10 minutes at the set speed. If you cancel the set speed before driving 5 to 10 minutes, repeat the procedure.

NOTE: This procedure can also be done on a chassis dynamometer, but it cannot be done with the vehicle on a lift.
33. Center-punch a completion mark above the 12th character of the engine compartment VIN.

Center-punch here.

**1HGXXXXXXXXXXXXXX**

*Example of Customer Letter*

Spring 2004

**Safety Recall Campaign: Headlight Switch**

Dear Honda Owner:

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

**What is the reason for this notice?**

Honda Motor Co., Ltd., has decided that a defect relating to motor vehicle safety exists in certain 2001–02 Civics and 2000–01 Insights. A terminal in the headlight wire harness can overheat and may cause the low-beams to fail without warning. Although the high-beam position remains operational, an unexpected loss of low beams could result in a crash.

**What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will inspect the headlight switch and replace all needed parts. This work will be done *free of charge*. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

**Who to contact if you experience problems.**

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

American Honda Motor Co., Inc.  
 Honda Automobile Customer Service  
 Mail Stop 500-2N-7A  
 1919 Torrance Blvd.  
 Torrance, CA 90501-2746

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

Administrator  
 National Highway Traffic Safety Administration  
 400 Seventh Street, SW  
 Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner or lessee of a 2001–02 Civic or 2000–01 Insight involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you already paid to have a defective headlight switch replaced, you may be eligible for reimbursement. Refer to the attached instructions for eligibility requirements and the reimbursement procedure.

**Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you have questions.**

If you have any questions about this notice, or need assistance with contacting a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009, and select menu option #2.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.  
 Honda Automobile Division**

Attachment #Q7

Service Bulletin 07-027

Low Beam Headlights Intermittently  
Do Not Come On


 Applies To: **2003 Pilot – ALL**
**May 12, 2007**

## Low Beam Headlights Intermittently Do Not Come On

### SYMPTOM

When you turn the combination light switch to the headlight "on" position, the low beams may not come on.

### PROBABLE CAUSE

In a rare case, the wire harness may have been misrouted, causing a terminal in the headlight wire harness connector to become heat-damaged, which may cause the low beam headlights to not come on.

### CORRECTIVE ACTION

Replace the combination light switch, the WHT/RED wire in the headlight wire harness and, if needed, the 16P headlight wire harness connector.

### PARTS INFORMATION

Combination Light Switch Repair Kit:  
 P/N 35012-S5A-307, H/C 7743875  
 (Includes a switch, a wire harness connector, a 250 mm length of wire with an attached terminal, and a wire splice connector)

### TOOL INFORMATION

Terminal Maintenance Set: T/N 070AZ-S5A0100\*  
 Contains a Terminal Remover Set (six small plastic tools used to remove terminals from the 16P headlight wire harness connector), and a Secondary Lock Opener (a miniature, flat-tip screwdriver used to open the secondary locks on the 16P headlight wire harness connector)

\* This tool was sent to your dealership in Spring 2004. If you need additional tools, order them through the parts ordering system.

### WARRANTY CLAIM INFORMATION

**In warranty:** The normal warranty applies.

OP#	Description	FRT
7280A1	Replace the combination switch and the WHT/RED wire in the 16P headlight wire harness connector.	0.8
7280A2	Replace the combination switch, the 16P headlight wire harness connector, and the WHT/RED wire in the connector.	1.3

Failed Part: P/N 35255-S5A-A02  
 H/C 6859953

Defect Code: 06401

Symptom Code: 03220

Template ID: 07-027A

Skill Level: Repair Technician

**Out of warranty:** Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

### REPAIR PROCEDURE

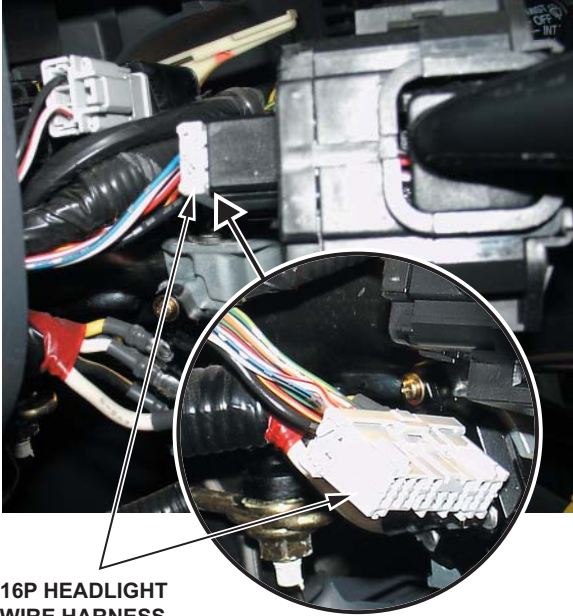
#### NOTE:

- SRS components are located in this area. Before you begin, review the SRS component locations, cautions, and procedures in the service manual.
- Be careful not to damage the dashboard or other interior trim pieces.
- For information about wire terminal replacement and wire splicing, refer to Service Bulletin 00-099, *Terminal Replacement Instructions*.

1. Apply the parking brake.
2. Move the shift lever to N.
3. Make sure you have the anti-theft code for the radio (if applicable), then write down your customer's radio station presets.
4. Disconnect the negative cable from the battery, and wait at least 3 minutes.

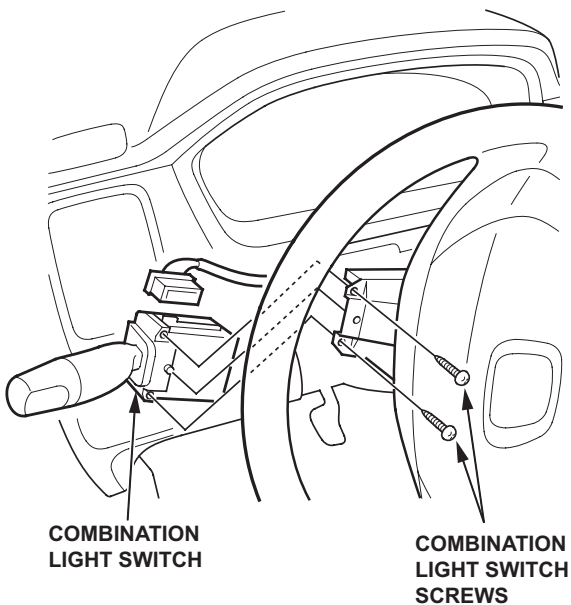


5. Remove the upper and lower steering column covers:  
NOTE: Be careful not to damage the instrument panel, the dashboard, or any other interior trim pieces.
  - Refer to page 17-25 of the *2003–2004 Pilot Service Manual*, or
  - Online, enter keyword **COLUMN**, and select **Steering Column Removal and Installation** from the list.
6. Disconnect the 16P headlight wire harness connector from the combination light switch.

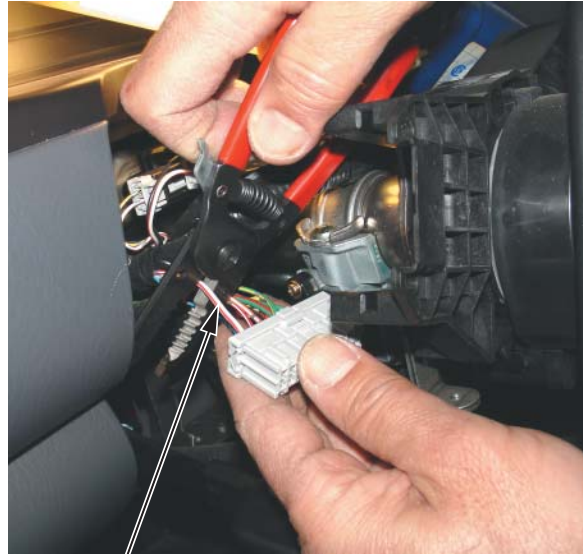


**16P HEADLIGHT WIRE HARNESS CONNECTOR**

7. Turn the ignition switch to ACCESSORY (I), then turn the steering wheel to the left.
8. Remove the two screws from the combination light switch, and remove the switch.



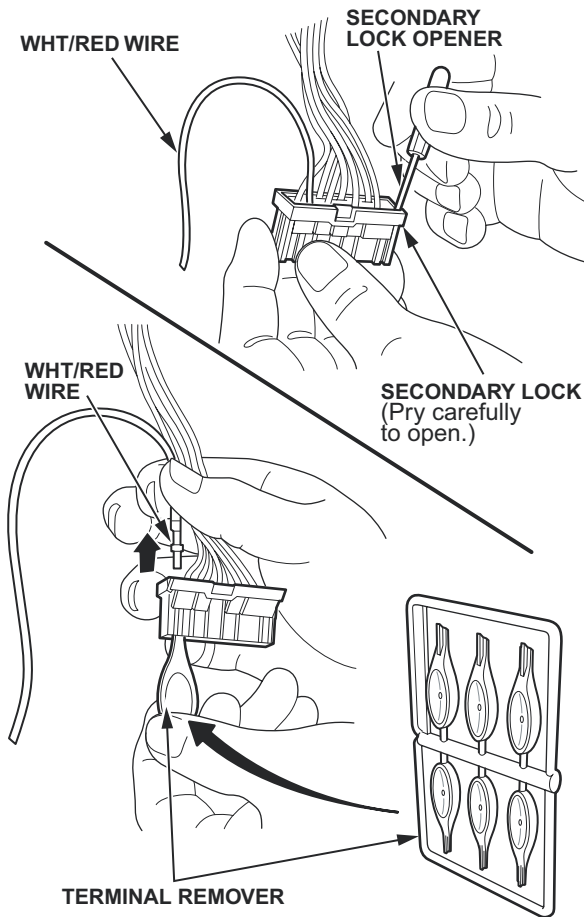
9. Locate the WHT/RED wire, terminal 6, in the 16P connector. Measure 20 mm from the end of the connector, then cut the WHT/RED wire.



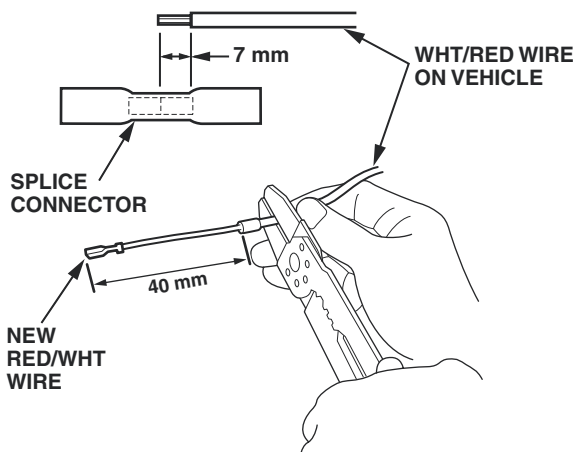
Cut WHT/RED wire 20 mm from the end of the connector.

10. Inspect the 16P connector for heat damage or discoloration:
  - If the connector is OK, go to step 11.
  - If the connector is damaged or discolored, go to step 13.

11. Using the secondary lock opener from the Terminal Maintenance Set (T/N 070AZ-S5A0100), carefully pry open the secondary lock on the WHT/RED wire side of the 16P connector.



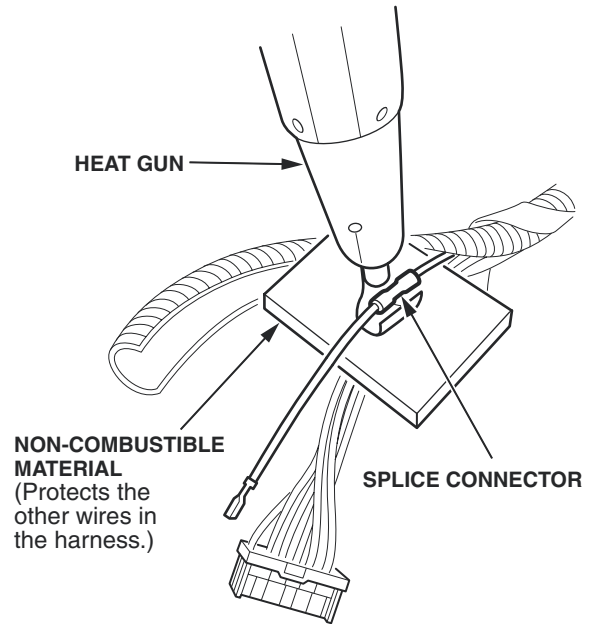
12. Twist off a terminal remover from the Terminal Remover Set (T/N 070AZ-S5A-011). Insert the terminal remover into the center row cavity of the 16P connector, above the WHT/RED wire cavity (terminal 6), then remove the WHT/RED wire.
13. Strip off 7 mm of insulation from the vehicle wire harness side of the WHT/RED wire. Insert the stripped end into one side of the splice connector, and crimp the connector.



14. Cut the new RED/WHT wire 40 mm from the end of its terminal. Then strip off 7 mm of insulation from the cut end.
15. Insert the stripped end of the new RED/WHT wire into the other side of the splice connector, then crimp the connector.
16. With a non-combustible material between the RED/WHT wire and the vehicle wire harness, use a heat gun to shrink the splice connector casing.

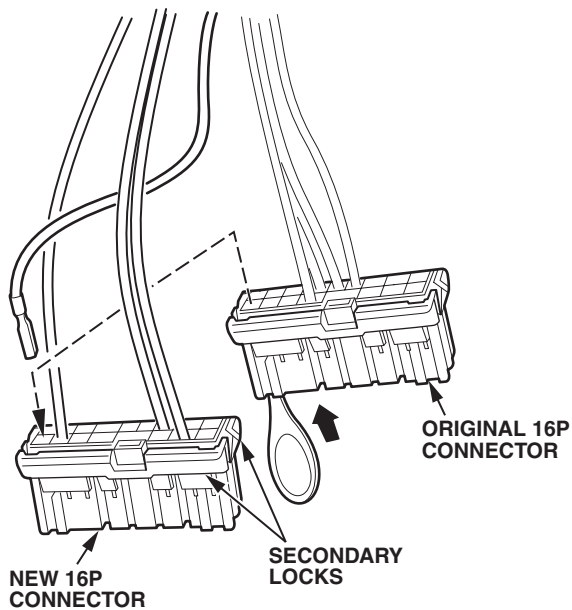
**NOTE:**

- Be careful to not get burned.
- Do not overheat the wire.



17. If the original 16P connector is *not* heat damaged or discolored, insert the new RED/WHT wire into its proper terminal cavity in the connector, then go to step 21. If the connector is *heat damaged*, go to step 18.
18. Use the secondary lock opener from the Terminal Maintenance Set (T/N 070AZ-S5A-011) to carefully pry open the secondary lock on the **new** 16P connector.

19. Twist off a terminal remover from the Terminal Remover Set (T/N 070AZ-S5A-011). Insert the terminal remover into a center row cavity of the original 16P connector, remove the corresponding wire from its cavity, and transfer it to the same cavity in the new 16P connector. Repeat this for all the wires except the original WHT/RED wire.



20. Insert the new RED/WHT wire into its proper terminal cavity in the new 16P connector.
21. Snap the secondary lock(s) closed on the 16P connector.
22. Using electrical tape, retape the wire harness.
23. Install the new combination light switch with the two original screws.
24. Connect the negative cable to the battery.
25. Check the operation of the headlights, the parking lights, and the turn signals.
26. Install the steering column covers.
27. Enter the radio anti-theft code (if applicable), then enter your customer's radio station presets. Set the clock.

# Attachment #Q7

## Service Bulletin 10-082

### Safety Recall: 2007-08 Fit Low Beam Headlights May Not Work



Applies To: **2007–08 Fit – ALL**

**March 11, 2011**

## Safety Recall: 2007–08 Fit Low Beam Headlights May Not Work (Supersedes 10-082, dated January 28, 2011, to revise the information marked by the black bars)

### REVISION SUMMARY

Under REPAIR PROCEDURE, the illustrations in steps 22 and 23 were changed.

### BACKGROUND

A terminal in the combination light switch 16P harness connector can overheat and may cause the low-beam headlights to fail without warning. Although the high-beam position remains operational, an unexpected loss of low beam functionality could result in a crash.

### CUSTOMER NOTIFICATION

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

To verify vehicle eligibility, you must check at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on an iN VIN status inquiry.

In addition to the listed items, check for a punch mark above the seventh character of the engine compartment VIN. A punch mark in that location means the vehicle has already been repaired.

Some of the vehicles affected by this campaign may be in your used vehicle inventory. **These vehicles must be repaired before they are sold or leased.** To see if a vehicle is affected by this campaign, do an iN VIN status inquiry before selling it, leasing it, or returning it to a service customer.

Should an unrepaired vehicle that was in inventory, or that came in for service after this service bulletin was issued, cause an injury or property damage because of the campaigned item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

### CORRECTIVE ACTION

Inspect the combination light switch wire harness 16P connector and, depending on what you find, install a Combination Light Switch Wire Kit, or a Combination Light Switch Repair Kit.

### PARTS INFORMATION

NOTE: Most vehicles require only the Combination Light Switch *Wire* Kit.

Combination Light Switch Wire Kit:

P/N 06322-SAA-305

(Includes 250 mm wire with attached terminal, wire splice connector, and wire tie)

Combination Light Switch Repair Kit:

Base models: P/N 06323-SAA-307

Sport models: P/N 06323-SAA-309

(Includes switch, 16P wire harness connector, 250 mm wire with attached terminal, wire splice connector, and wire tie)

### TOOL INFORMATION

NOTE: The tools listed below were previously sent to your dealership for the completion of Service Bulletin 04-015, *Safety Recall: Combination Light Switch*. If you need additional tools, order them through the parts ordering system.

Terminal Pin Kit C: T/N 07QAZ-003020C

(Contains the wire crimper and the heat gun used for wire splicing.)

Terminal Maintenance Set: T/N 070AZ-S5A0100

[Contains Terminal Remover Set (six small, plastic tools used to remove terminals from the 16P headlight wire harness connector), and Secondary Lock Opener (a miniature, flat-tip screwdriver used to open the secondary locks on the 16P headlight wire harness connector)]

### WARRANTY CLAIM INFORMATION

OP#	Description	FRT
7280A3	Install a Combination Light Switch <i>Wire</i> Kit.	0.6
7280A4	Install a Combination Light Switch <i>Repair</i> Kit.	0.7

Failed Part: P/N 35255-S5A-A02

Defect Code: 5LS00

Symptom Code: R5800

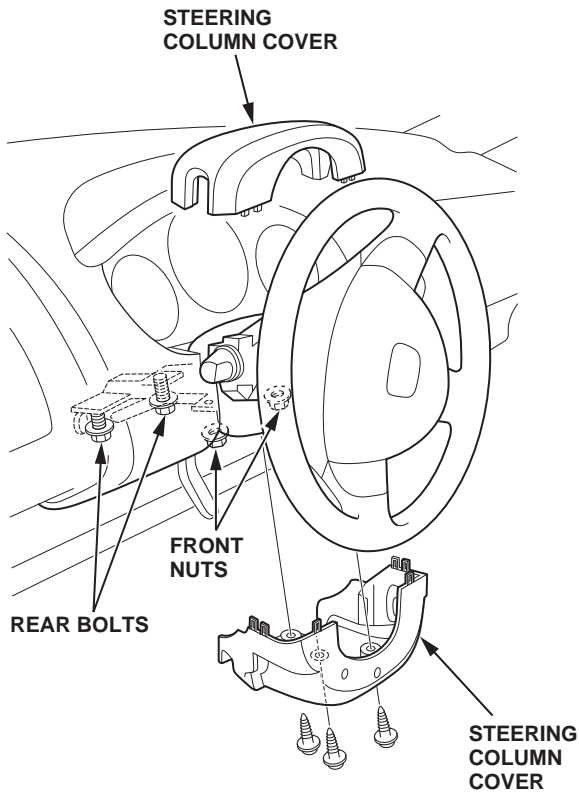
Skill Level: Repair Technician

## REPAIR PROCEDURE

### NOTE:

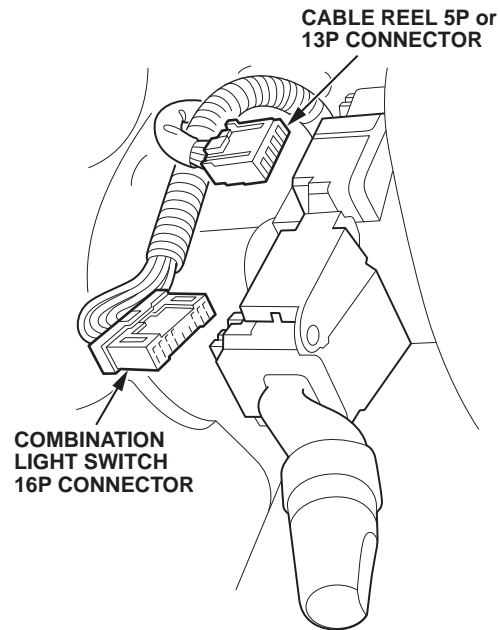
- Over 90 percent of affected vehicles should be repairable with the Combination Light Switch *Wire Kit*.
- SRS components are located in this area. Before you begin, review the SRS component locations, cautions, and procedures in the service manual.
- Be careful not to damage the dashboard or other interior trim pieces.
- For more information on wire terminal replacement and wire splicing, refer to Service Bulletin 00-099, *Terminal Replacement Instructions*.

1. Make sure you have the anti-theft code for the radio, then disconnect the negative cable from the battery.
2. Remove the driver's dashboard undercover.
3. Remove the steering column covers.

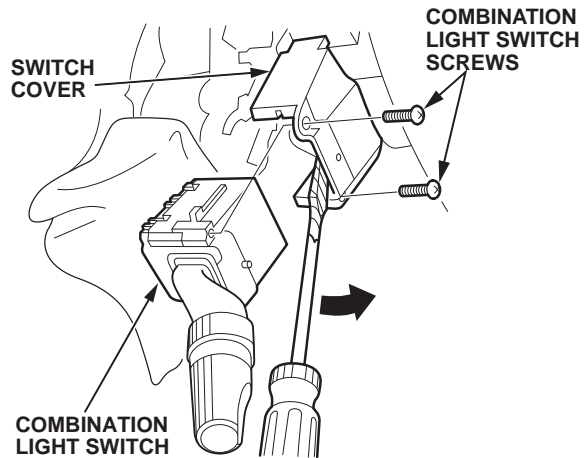


4. Remove the steering column front nuts and rear bolts.

5. Disconnect the 16P connector from the combination light switch and the 5P or 13P connector from the cable reel. Then carefully pull the wire harness to the right of the steering column.

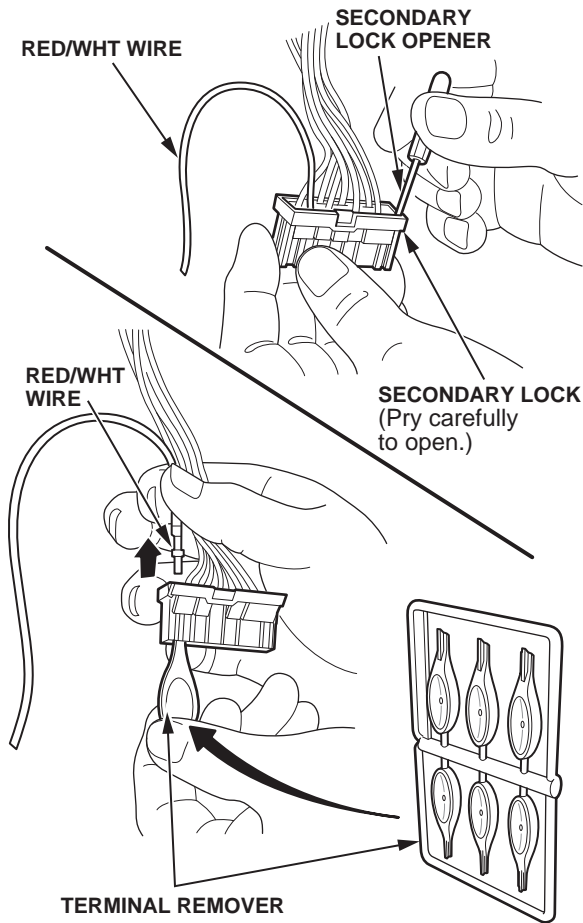


6. Turn the ignition switch to ACC (I), then turn the steering wheel 90 degrees to the left to allow room for removal of the combination light switch.
7. Remove the two screws from the combination light switch.



8. Using a flat-tip screwdriver wrapped with tape, slightly lift the switch cover, then remove the switch.  
**NOTE:** To allow removal clearance for the combination light switch, slightly shift the steering column to the right.

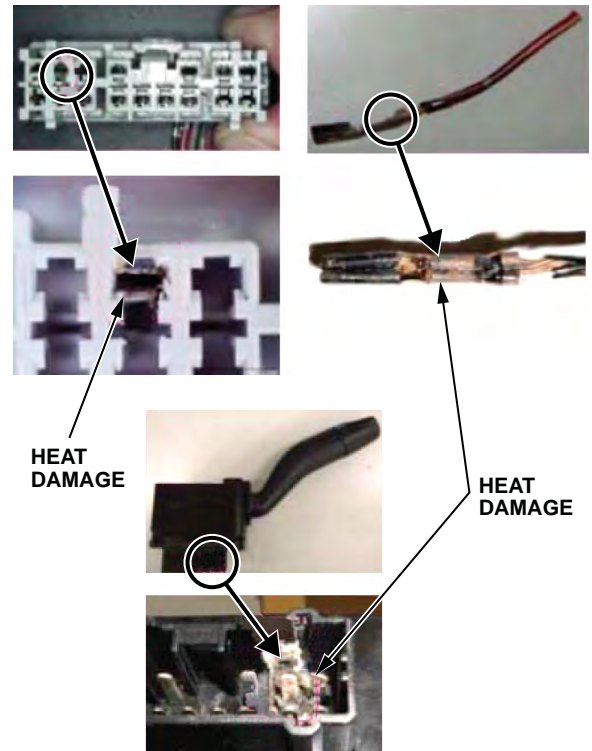
- Using the secondary lock opener from the Terminal Maintenance Set (T/N 070AZ-S5A0100), carefully pry open the secondary lock on the RED/WHT wire side of the combination light switch 16P connector.



- Twist off a terminal remover from the Terminal Maintenance Set (T/N 070AZ-S5A0100). Insert the terminal remover into the center row cavity of the 16P connector, above the RED/WHT wire cavity, then remove the RED/WHT wire from the 16P connector.

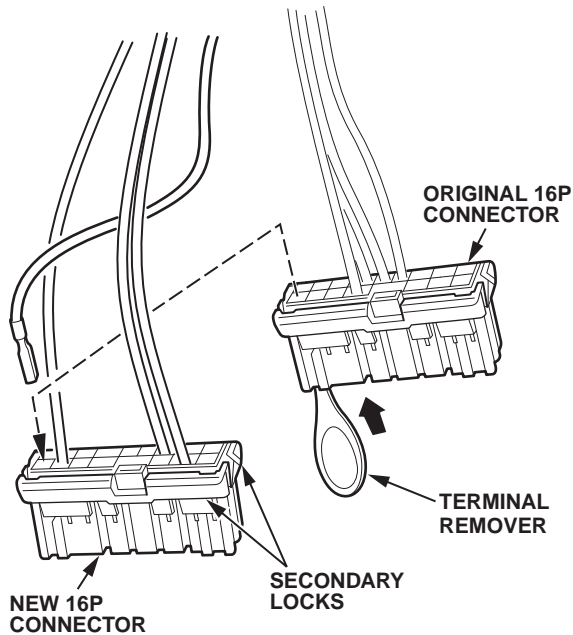
- Using the photos below, check for signs of heat damage on the 16P connector, the terminal end of the RED/WHT wire, and the 16P terminals of the combination light switch.

- If you don't find any signs of heat damage, *retain the combination light switch* because you'll only be installing a Combination Light Switch Wire Kit. Go to step 14.
- If you do find signs of heat damage, *discard the combination light switch* because you'll be installing a Combination Light Switch Repair Kit. Go to step 12.

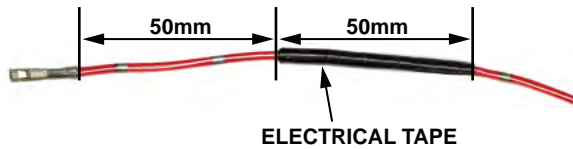


- Using the secondary lock opener from the Terminal Maintenance Set (T/N 070AZ-S5A0100), carefully pry open the other secondary lock on the 16P connector.

13. Twist off a terminal remover from the Terminal Maintenance Set (T/N 070AZ-S5A0100). Insert the terminal remover into a center row cavity of the original 16P connector, remove the corresponding wire from its cavity, and transfer it to the same cavity in the new 16P connector from the repair kit. Repeat this for all the wires *except* the original RED/WHT wire; this wire will be installed later.



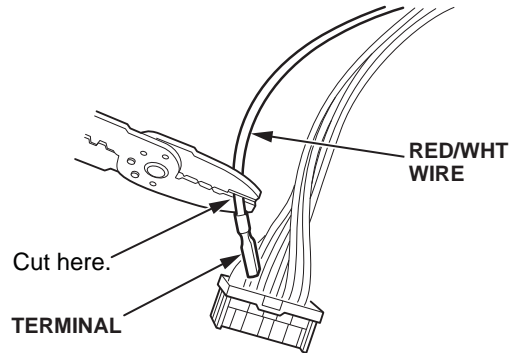
14. On the new RED/WHT wire provided in either kit, measure 50 mm from the terminal end, and wrap a 50 mm section of the wire with three turns of electrical tape. This taped section of the wire will be secured to the combination light switch in step 22.



15. Strip off 7 mm of insulation from the opposite end of the new RED/WHT wire.

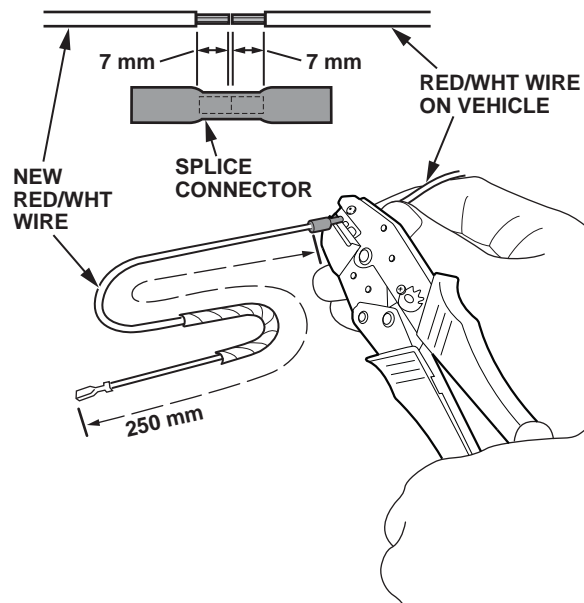
16. Cut the vehicle side RED/WHT wire near the terminal, then strip off 7 mm of insulation from the end of the wire.

NOTE: If there was any heat damage to the RED/WHT wire, make sure to cut off the damaged area before you strip off the insulation.



17. Insert the stripped end of the new and the original RED/WHT wire into each side of the splice connector from the kit, then, using the wire crimper from Terminal Pin Kit C, crimp the connector. Slightly pull on both sides of the wire to make sure it's secured in the splice connector.

NOTE: To get the correct amount of pressure on the splice connector, you need to use the wire crimper from Terminal Pin Kit C.

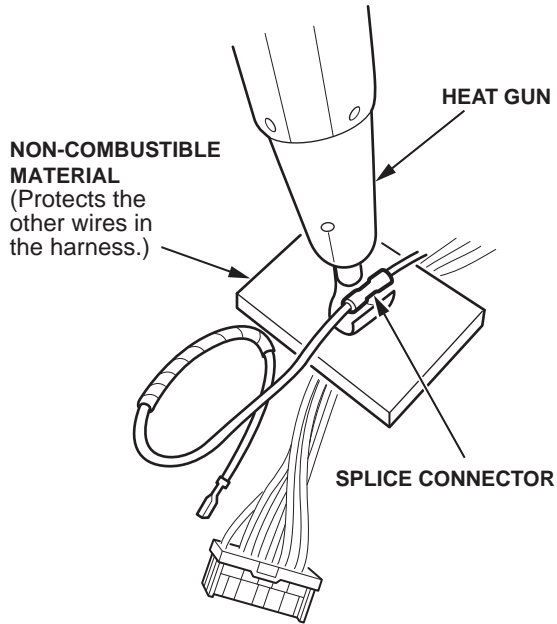




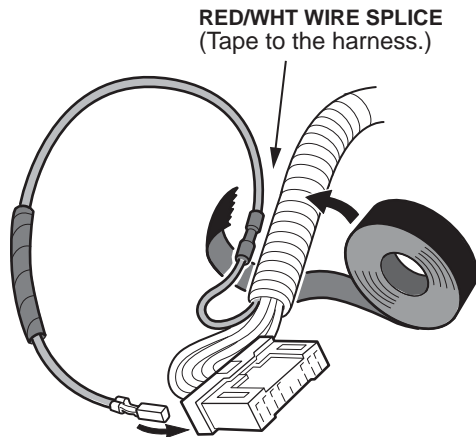
18. With a non-combustible material between the RED/WHT wire and the vehicle wire harness, use a heat gun to shrink the splice connector casing.

NOTE:

- Be careful not to get burned.
- Do not overheat the wire.



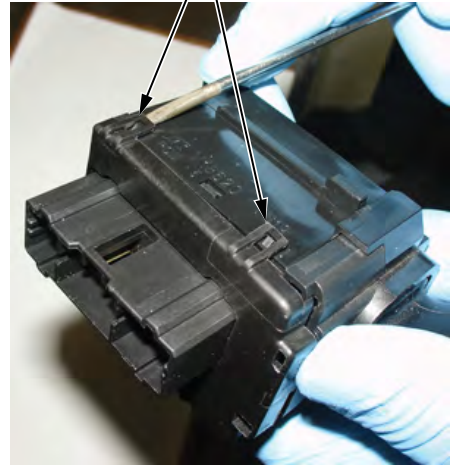
19. Place the wire splice on top of the combination switch wire harness, then attach the splice to the harness by wrapping them together with electrical tape.



20. Insert the new RED/WHT wire into its proper position in the 16P connector, then snap the connector secondary locks closed.

21. Release the cover locks on the combination light switch, then remove the switch cover.

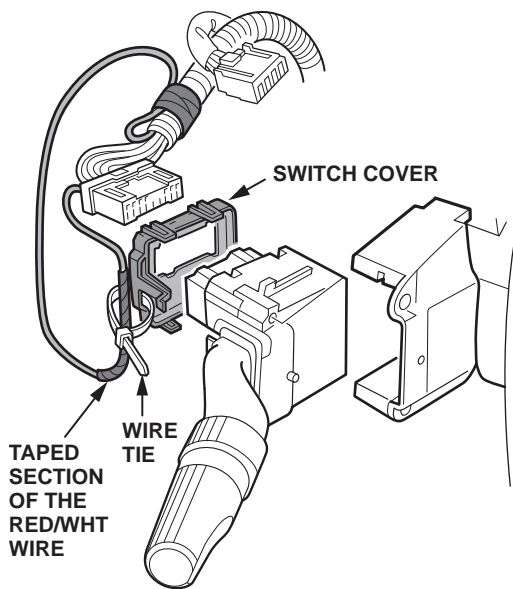
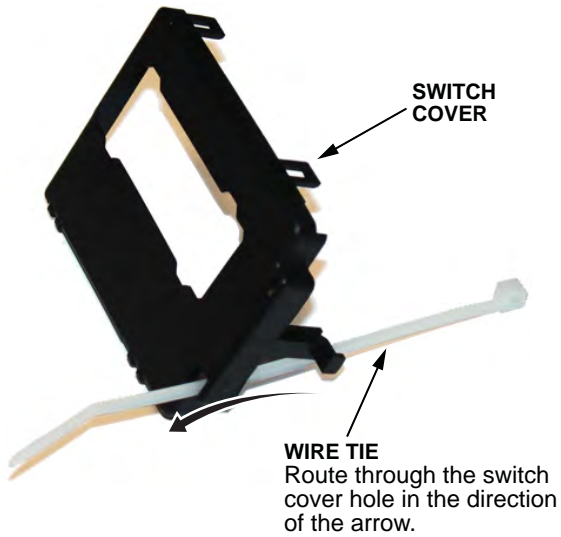
Release the switch cover locks.



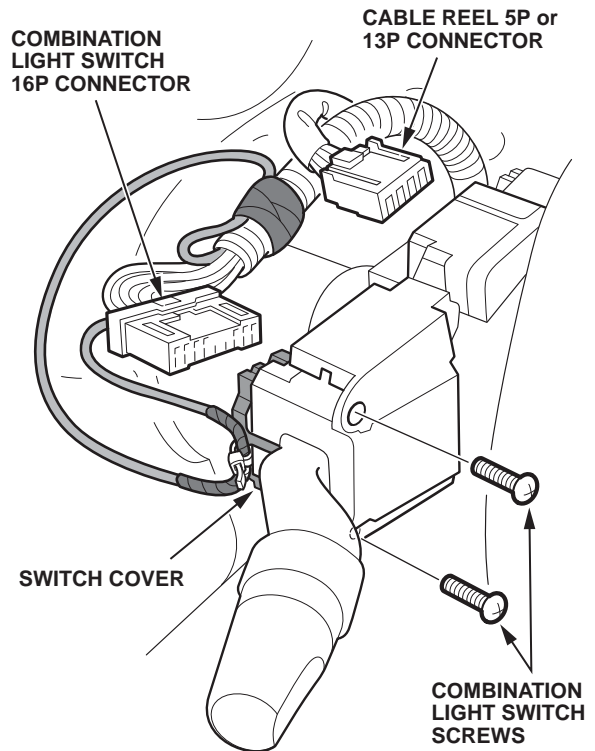
SWITCH COVER Remove.



22. As shown below, route the wire tie from the kit through the hole in the lower corner of the switch cover. Then use the wire tie to secure the RED/WHT wire (in the section you taped in step 14) to the switch cover. Cut off the excess wire tie.



23. Reattach the switch cover to the combination light switch. Make sure the switch cover is properly locked in place.



24. Connect the 16P connector to the combination light switch, then route the RED/WHT wire under the 5P or 13P cable reel connector, and reconnect the connector. Make sure the connectors are securely connected.
25. Install the combination light switch with the two original screws.
26. Connect the negative cable to the battery.
27. Check the operation of the headlights, the parking lights, and the turn signals.
28. Install the steering column front nuts and rear bolts.
29. Install the steering column covers.
30. Reinstall the driver's dashboard lower cover.
31. Enter the radio anti-theft code.
32. Center-punch a completion mark above the seventh character of the engine compartment VIN.

Center-punch here.

JHMGD3XXXXXXXXXX

January 2011

### **Safety Recall Campaign: Headlight Switch**

Dear Fit Owner:

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

#### **What is the reason for this notice?**

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2007–08 model year Fit vehicles. There is a potential failure with the wiring of the low beam headlights which may cause the low beam headlights to fail. The loss of the low beam headlights will increase the risk of a crash.

#### **What should you do?**

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will inspect and repair the headlight wiring if necessary. This work will be done free of charge. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

#### **Who to contact if you experience problems.**

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

American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
Mail Stop 500-2N-7A  
1919 Torrance Blvd.  
Torrance, CA 90501-2746

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

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

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

Our records show that you are the current owner or lessee of a 2007 or 2008 Fit involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have the headlight switch replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

#### **Lessor Information.**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

#### **If you have questions.**

If you have any questions about this notice, or need assistance with contacting a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.  
Honda Automobile Division**

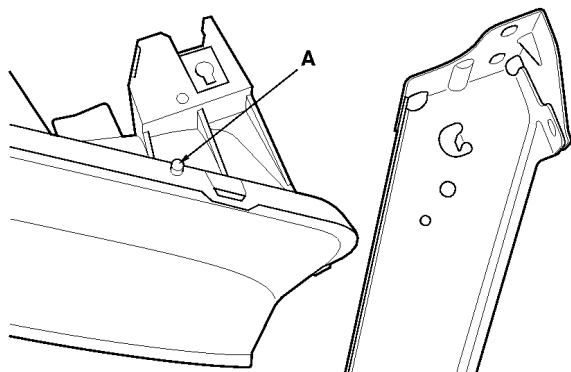
# Attachment #Q7

## Vehicle General Information

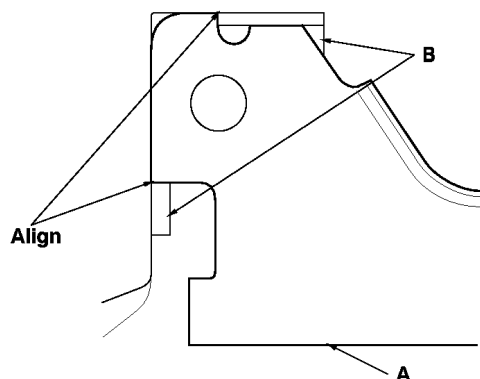
### 2002 CR-V – Damaged Headlight Alignment Pin Procedure

## 2002 CR-V - Damaged Headlight Alignment Pin Procedure

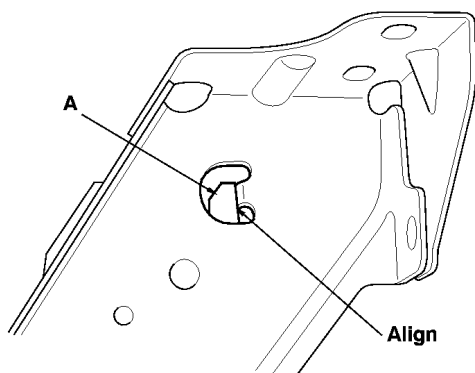
If the alignment pin (A) was broken in a collision and the headlight assembly itself was not damaged, the headlight assembly can be reused.



1. Align the corner upper beam (A) with the guides (B) on the headlight housing.



2. Align the headlight housing with the flange (A) before tightening the bolts.
3. Reinstall the headlight assembly, and adjust the headlights to local requirements.



PE11-017

HONDA

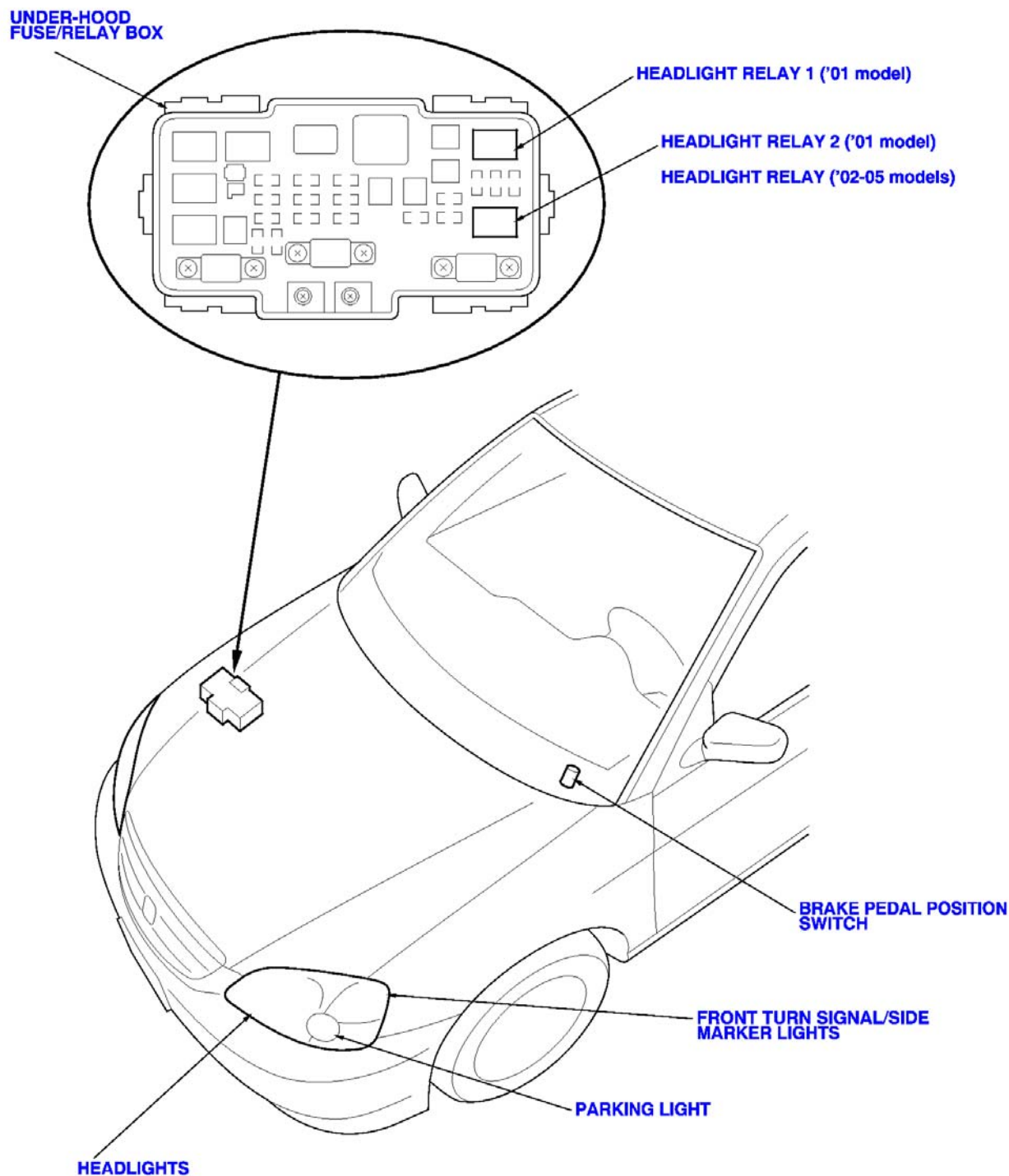
9/8/2011

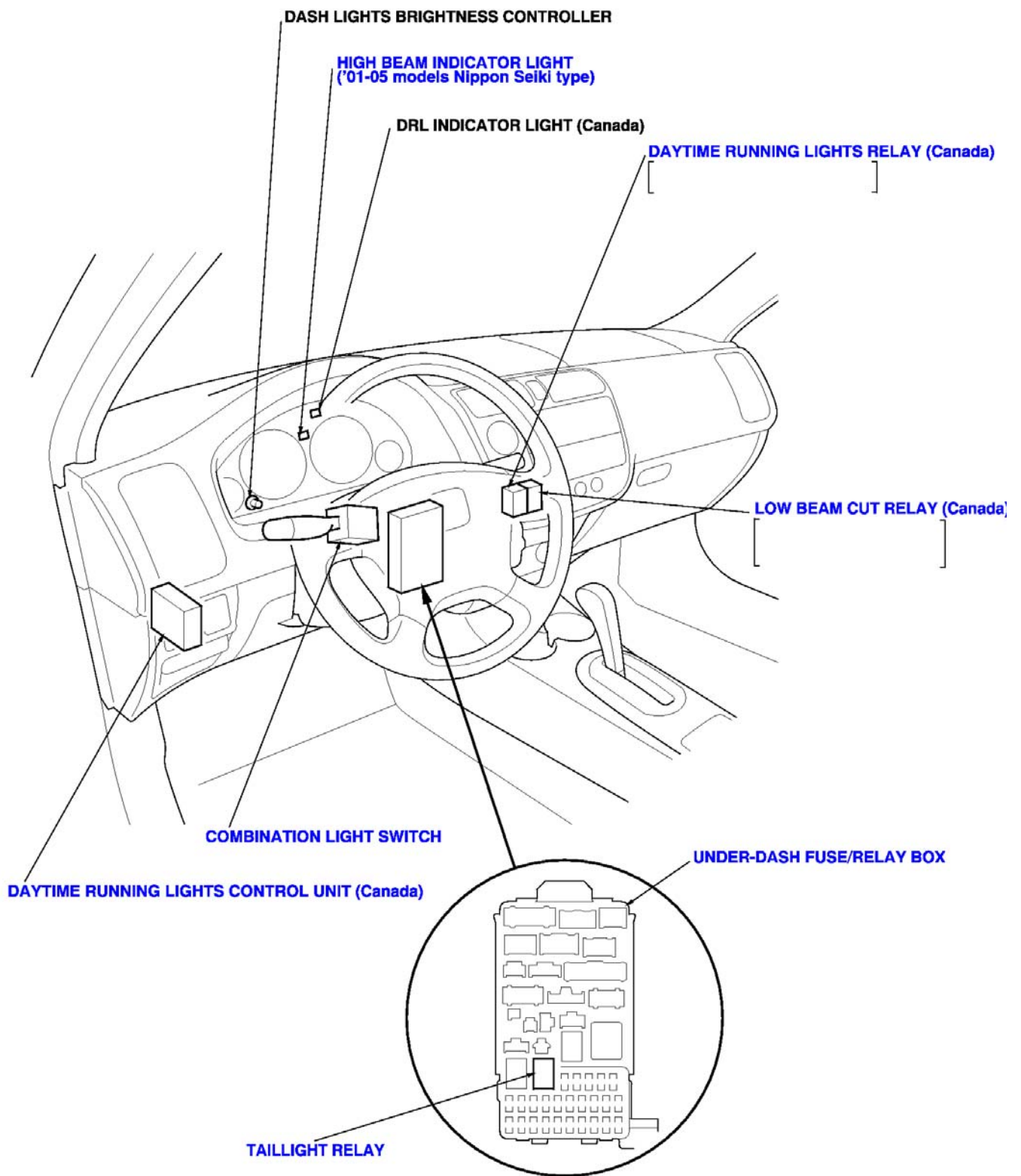
Q8

2001-05 Civic

Ext Lights Component Location

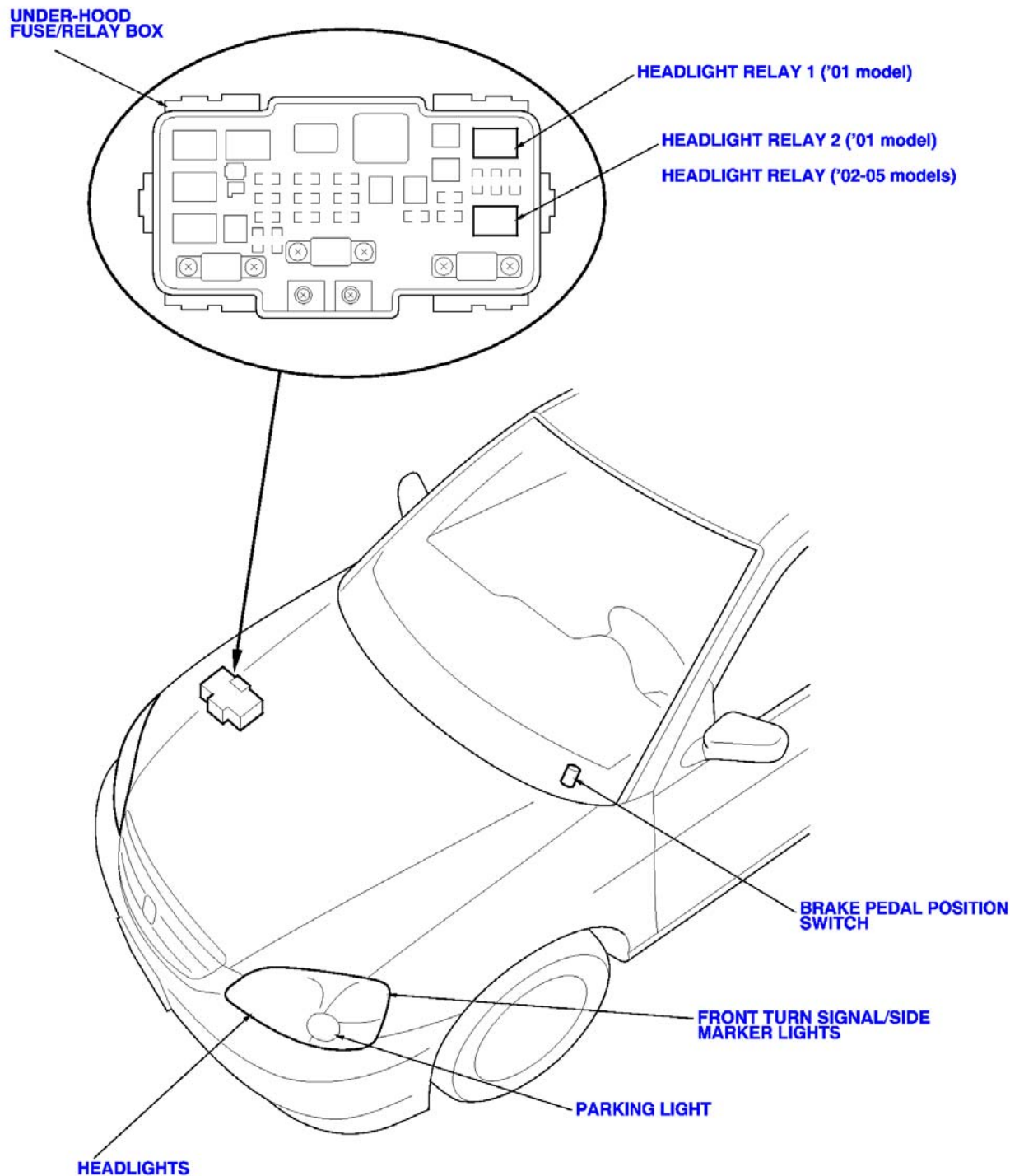
## 2001 CIVIC - Exterior Lights Component Location Index

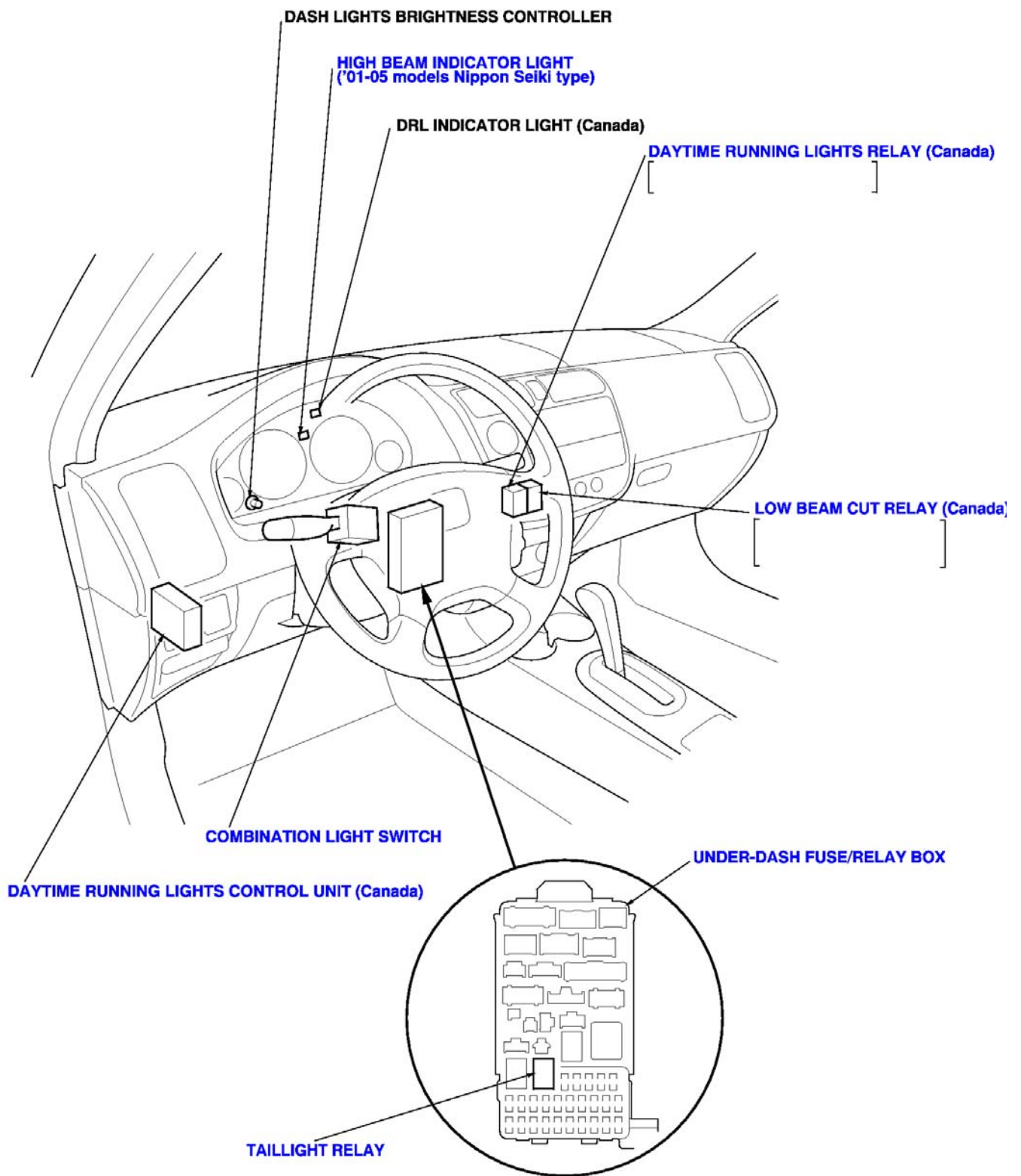




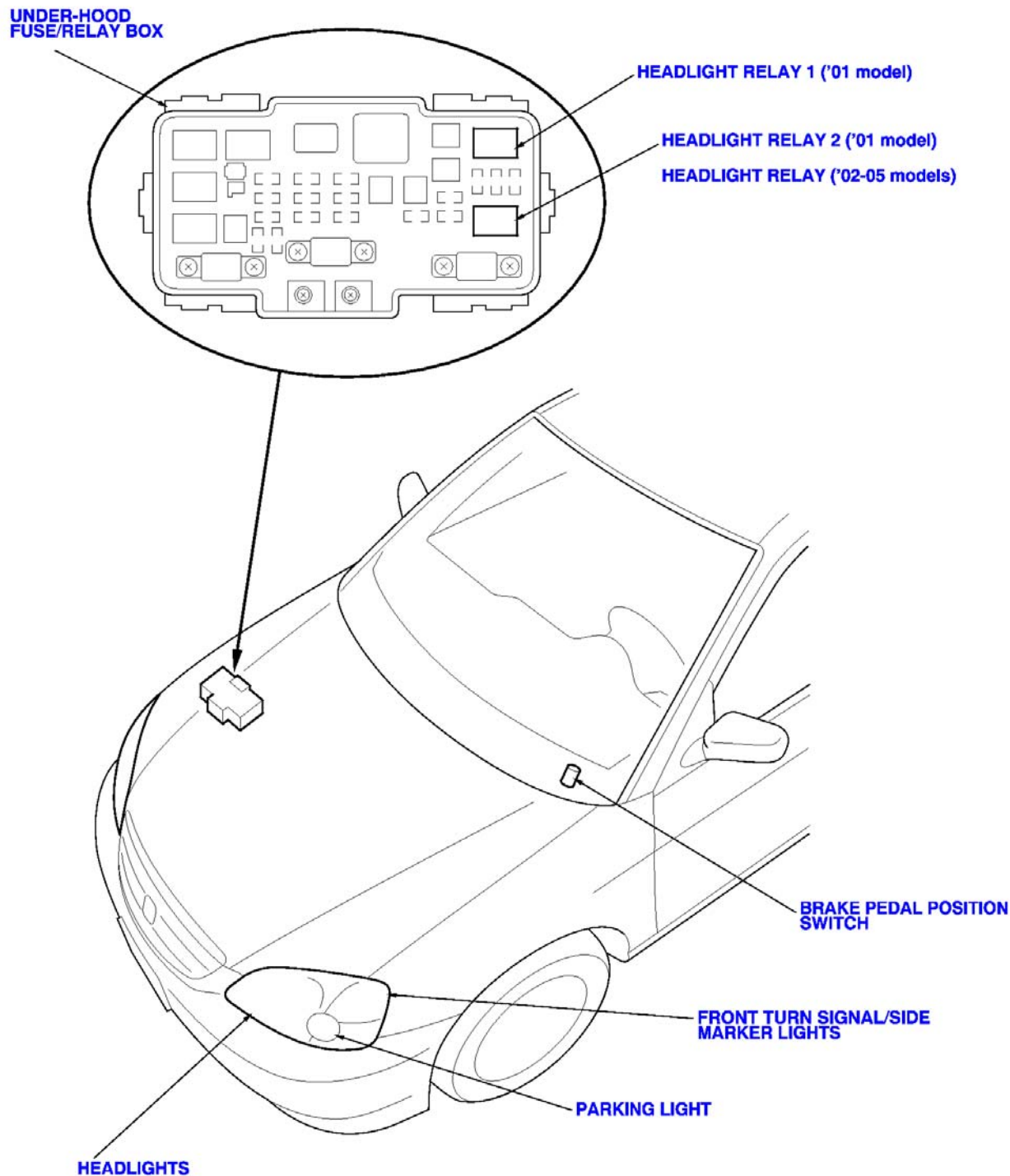


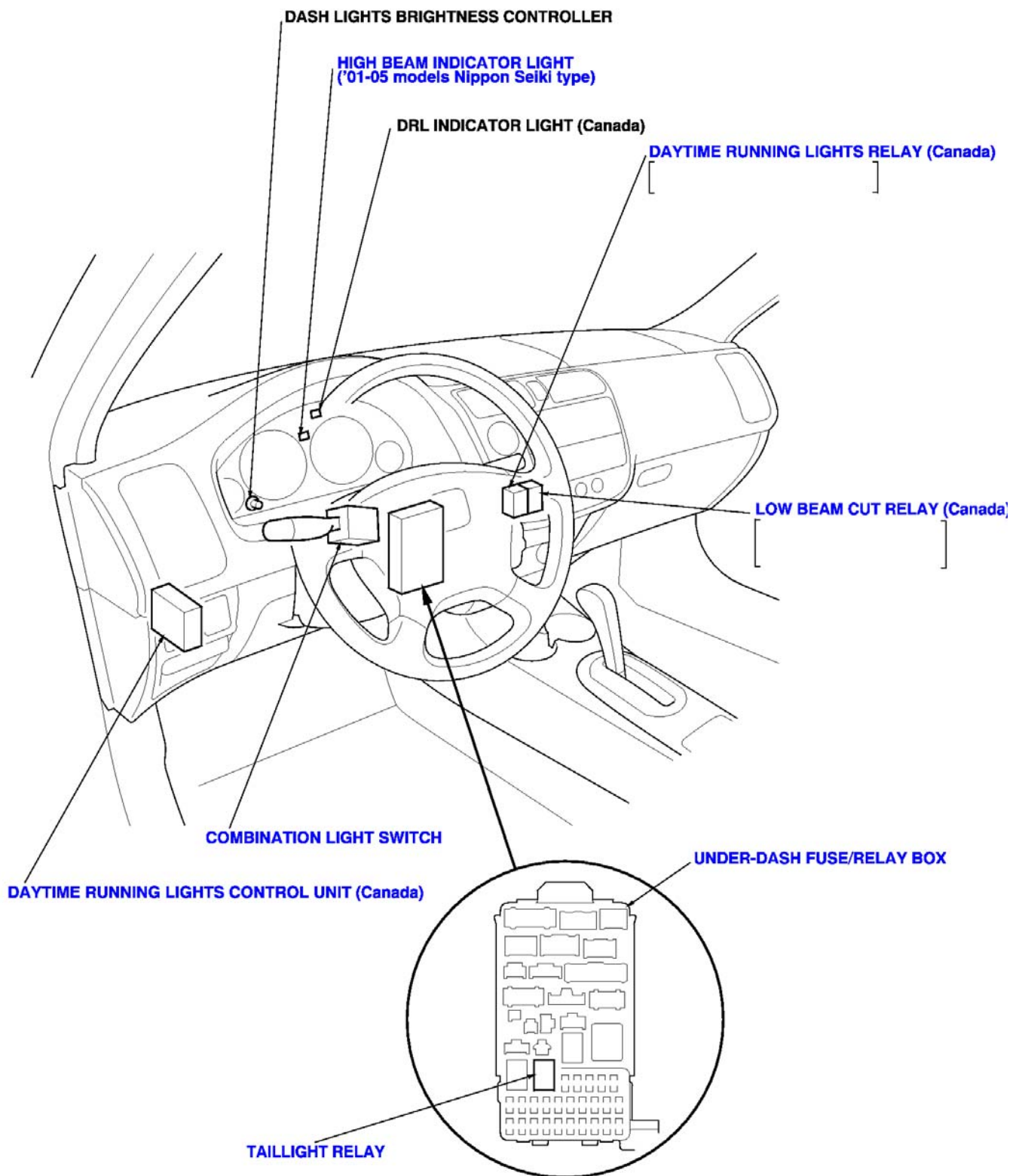
## 2002 CIVIC - Exterior Lights Component Location Index



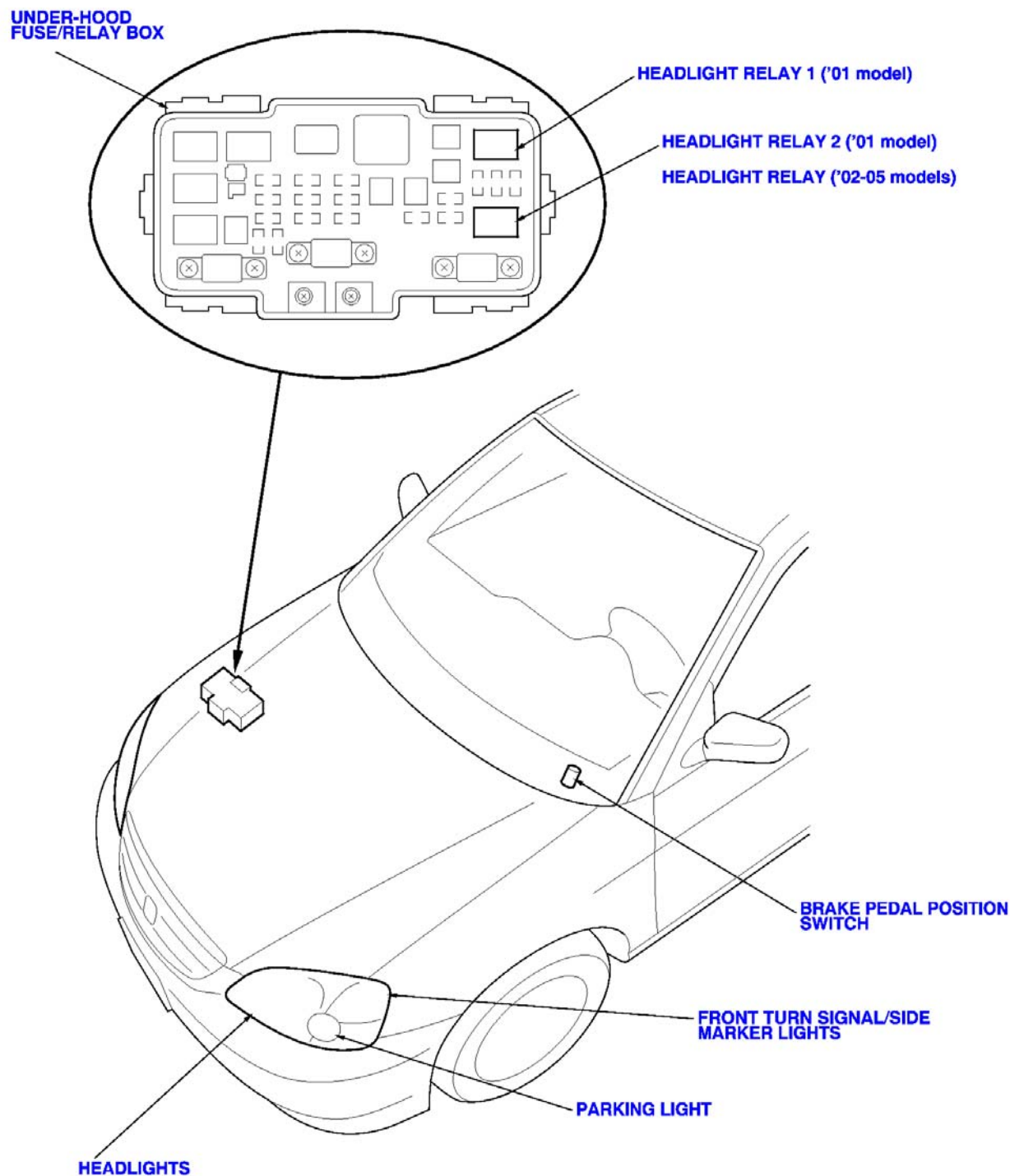


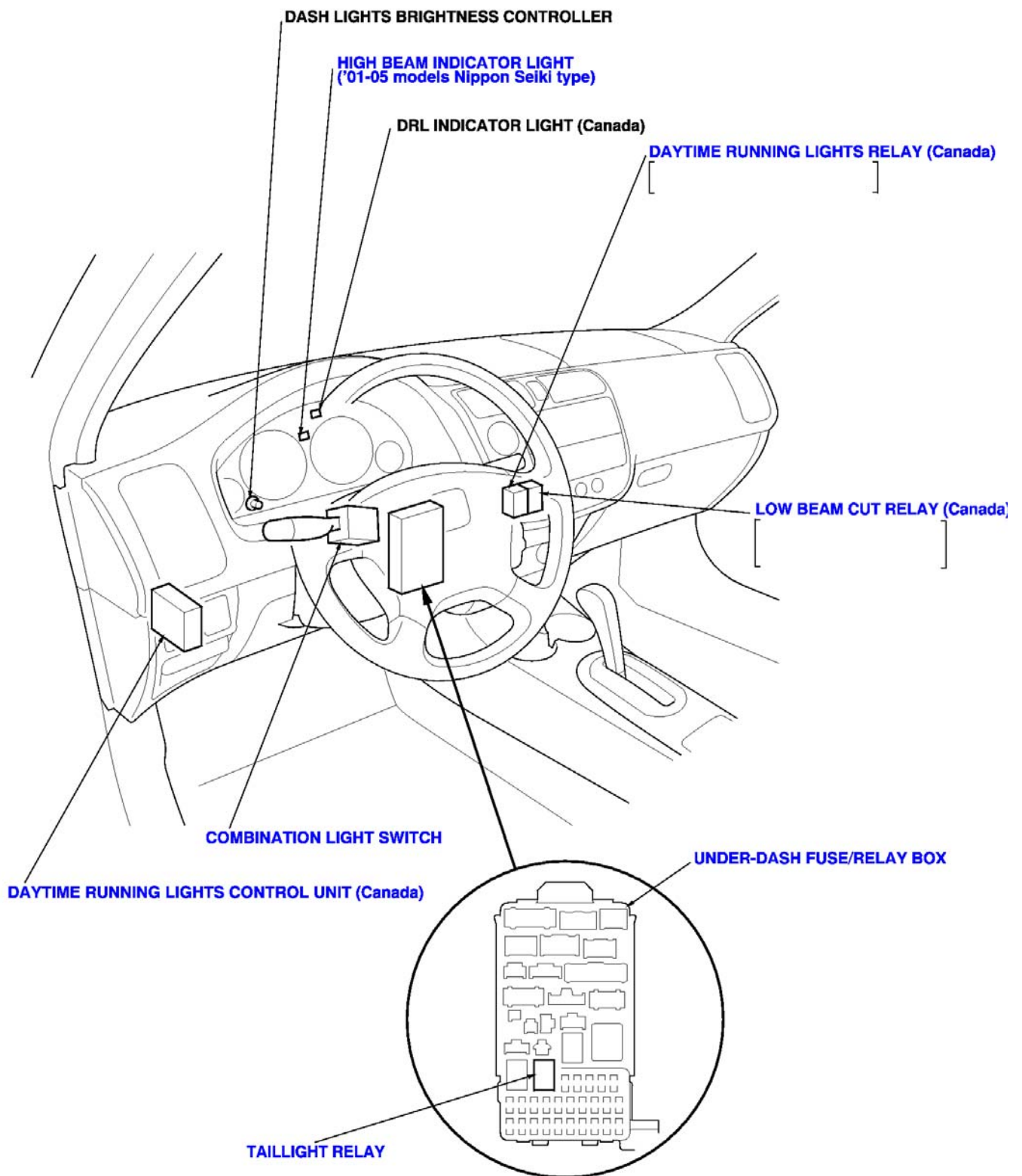
## 2003 CIVIC - Exterior Lights Component Location Index



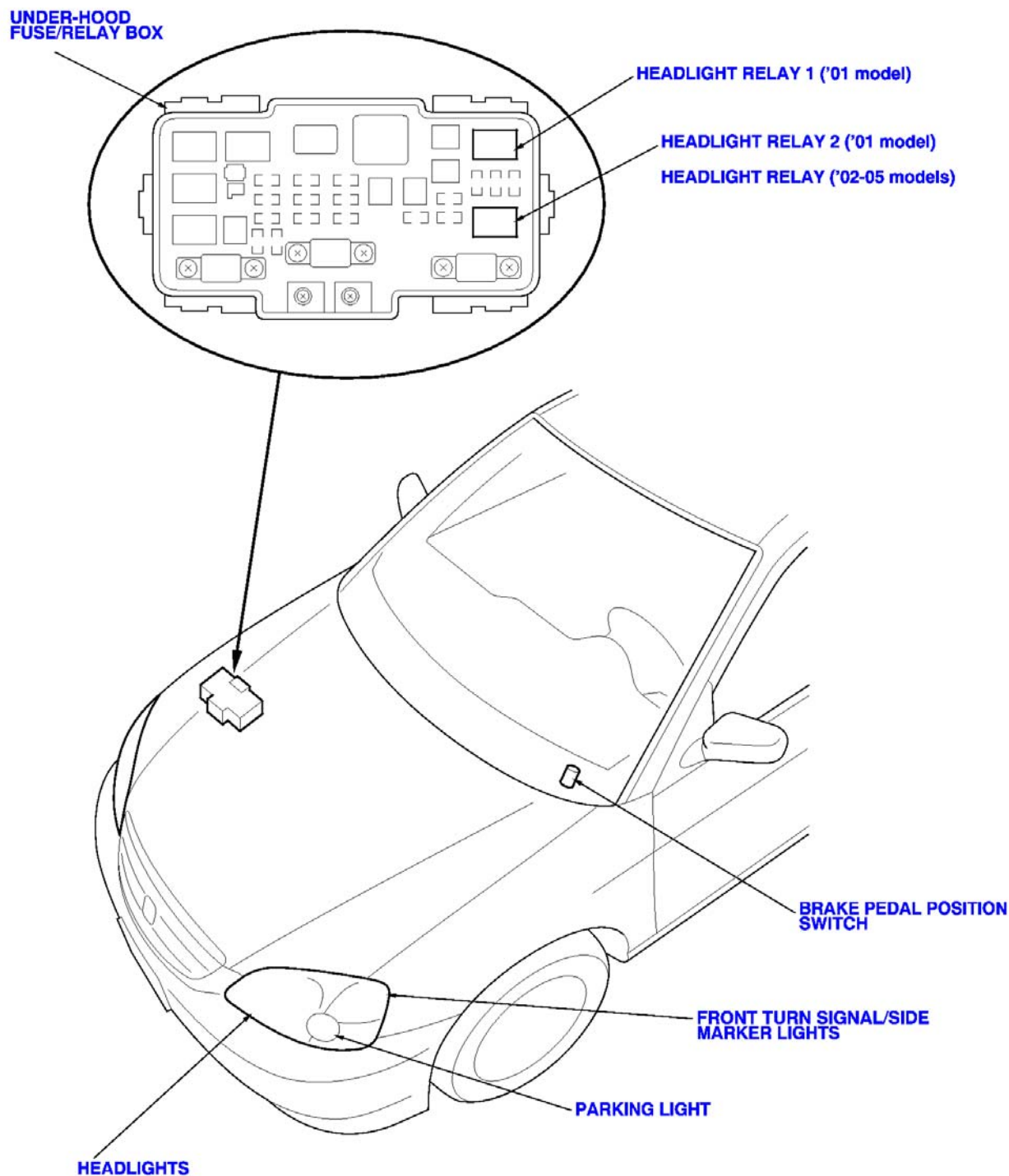


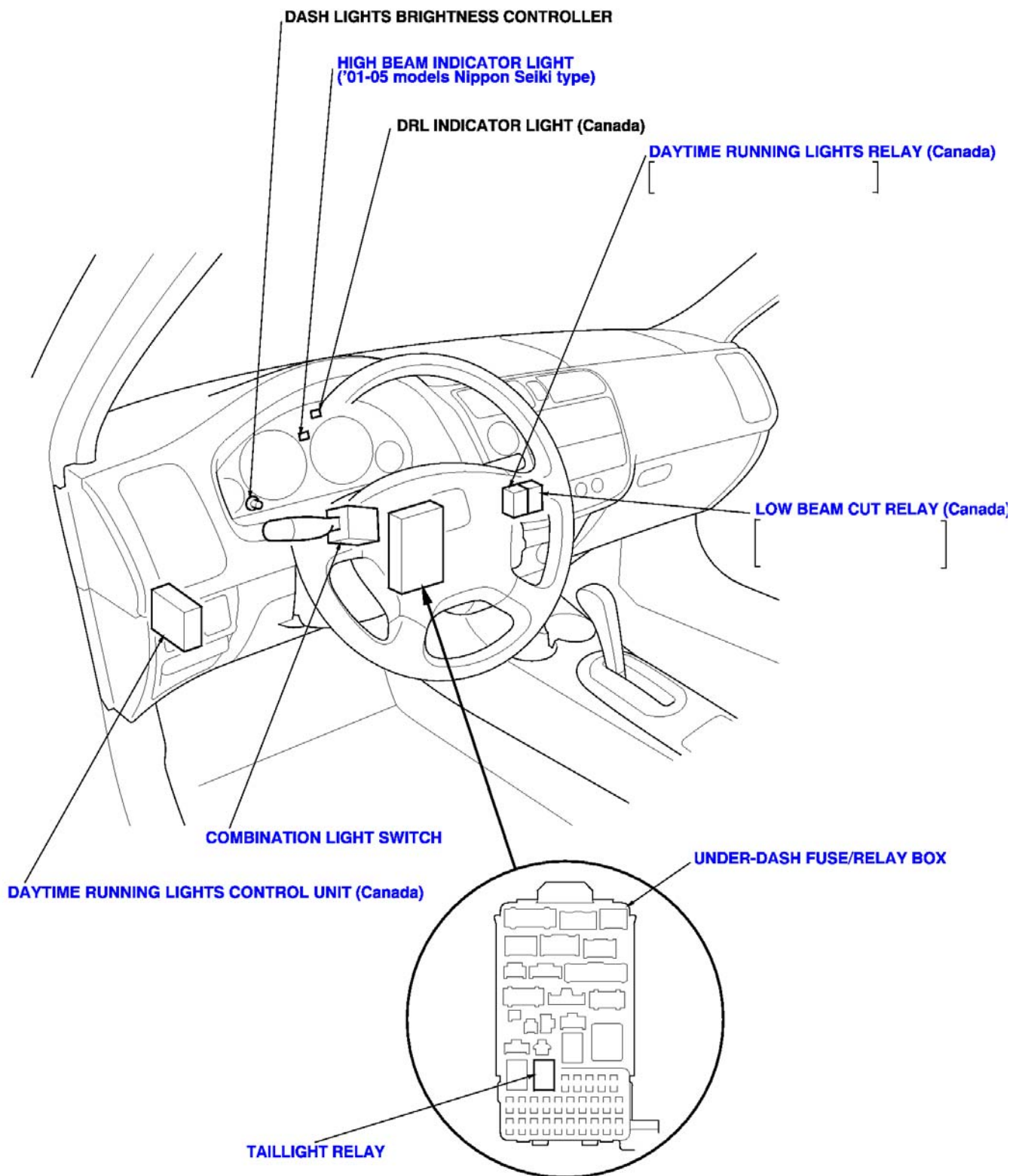
## 2004 CIVIC - Exterior Lights Component Location Index





## 2005 CIVIC - Exterior Lights Component Location Index







PE11-017

HONDA

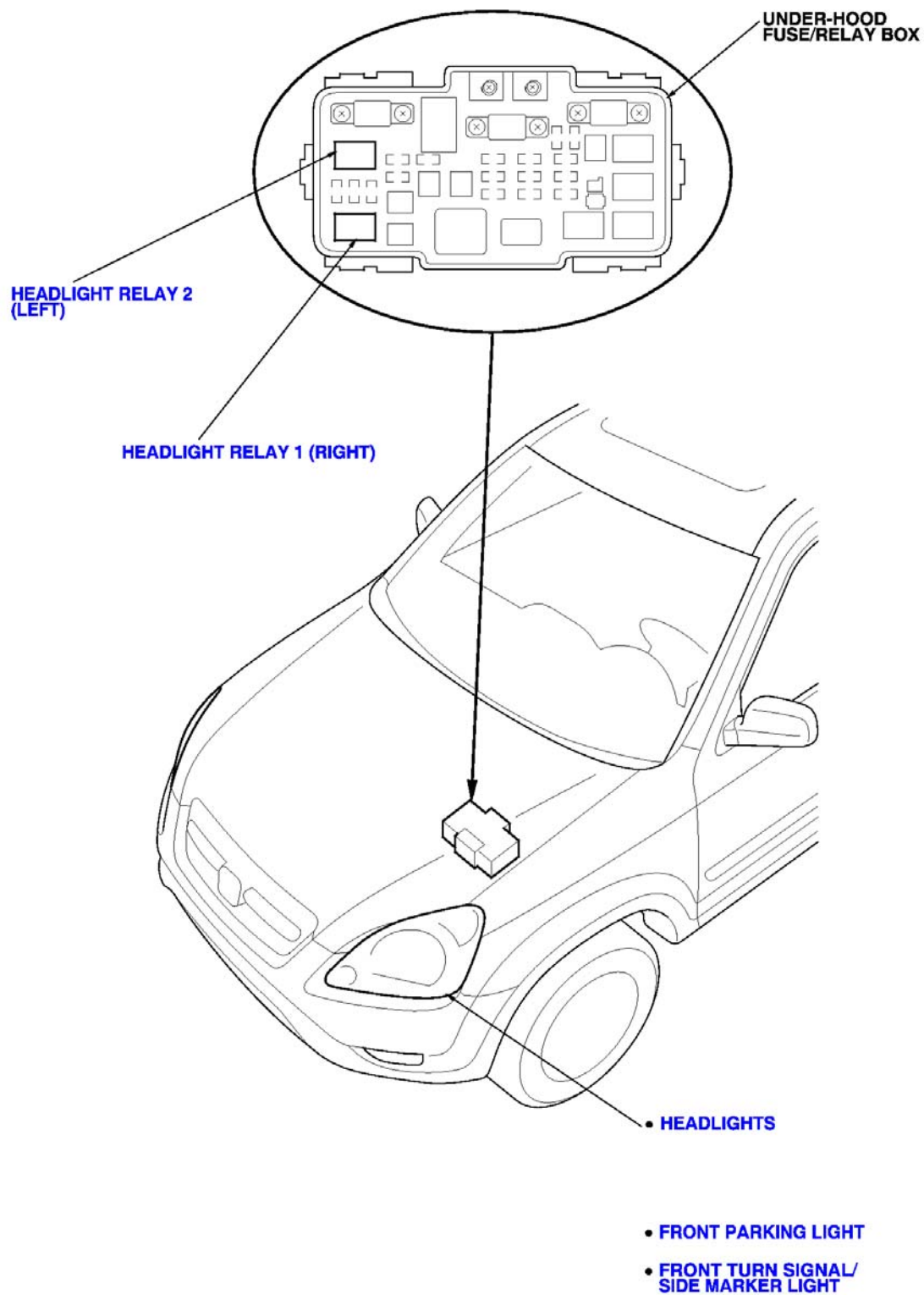
9/8/2011

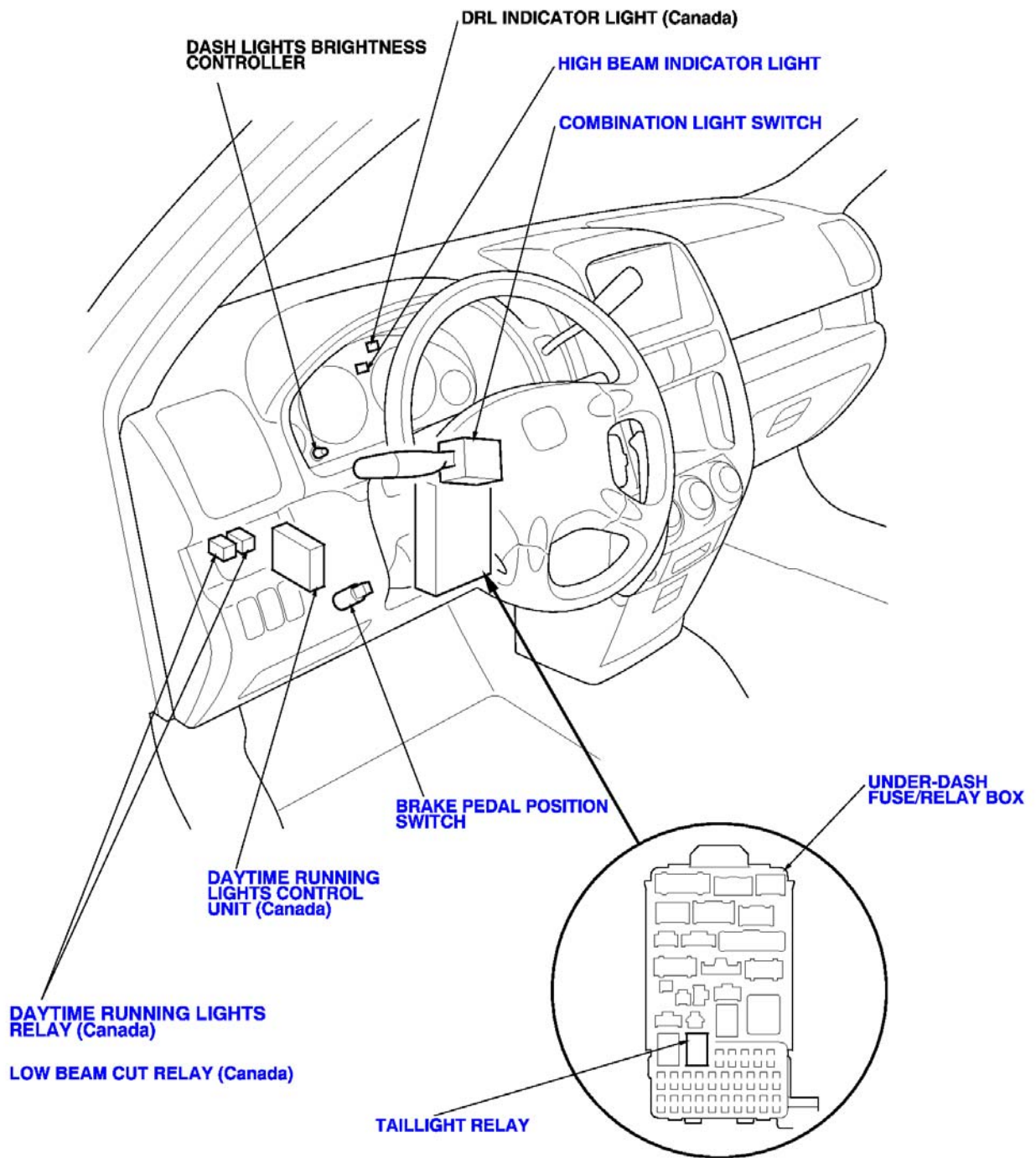
Q8

2002-06 CR-V

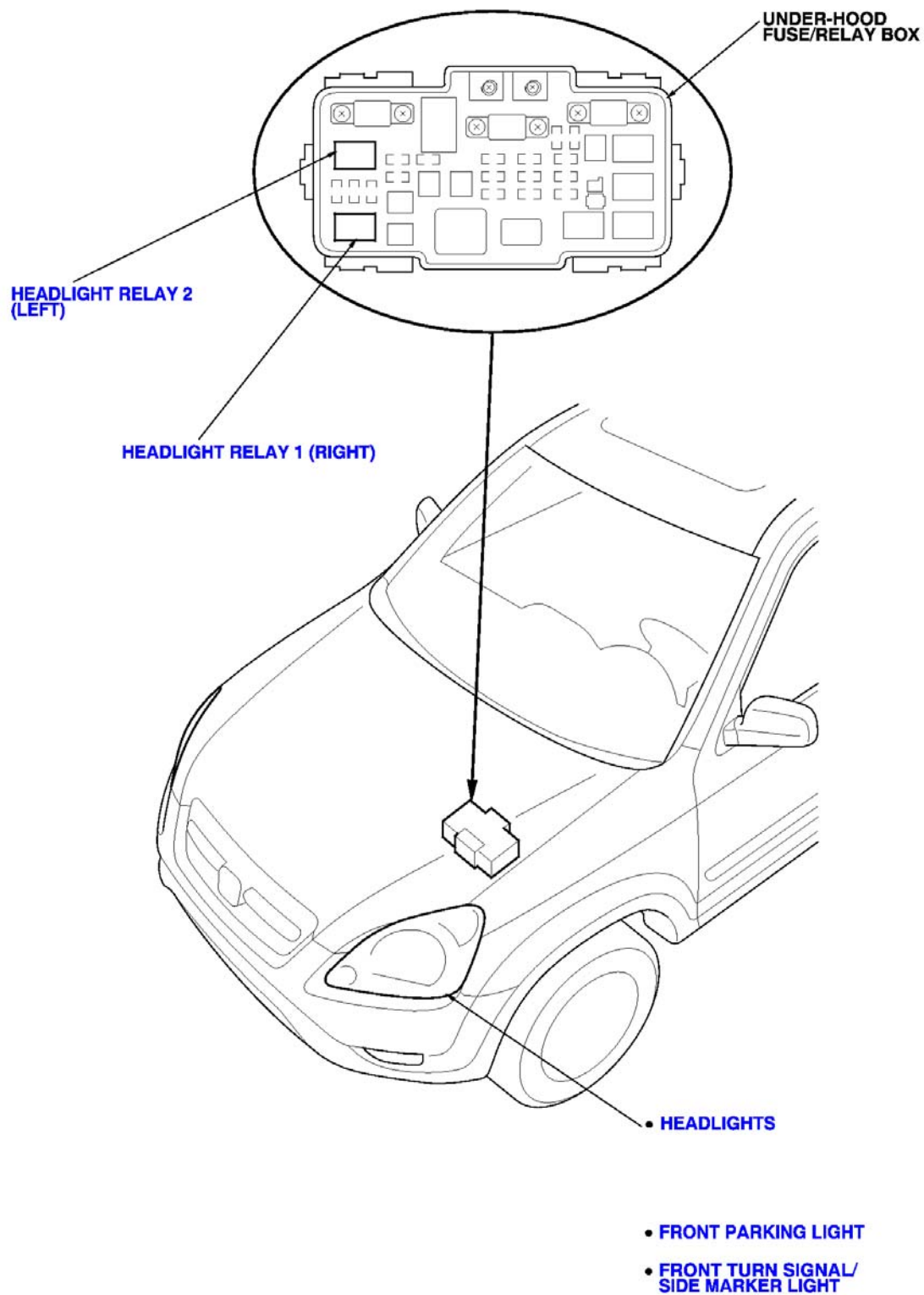
Ext Lights Component Location

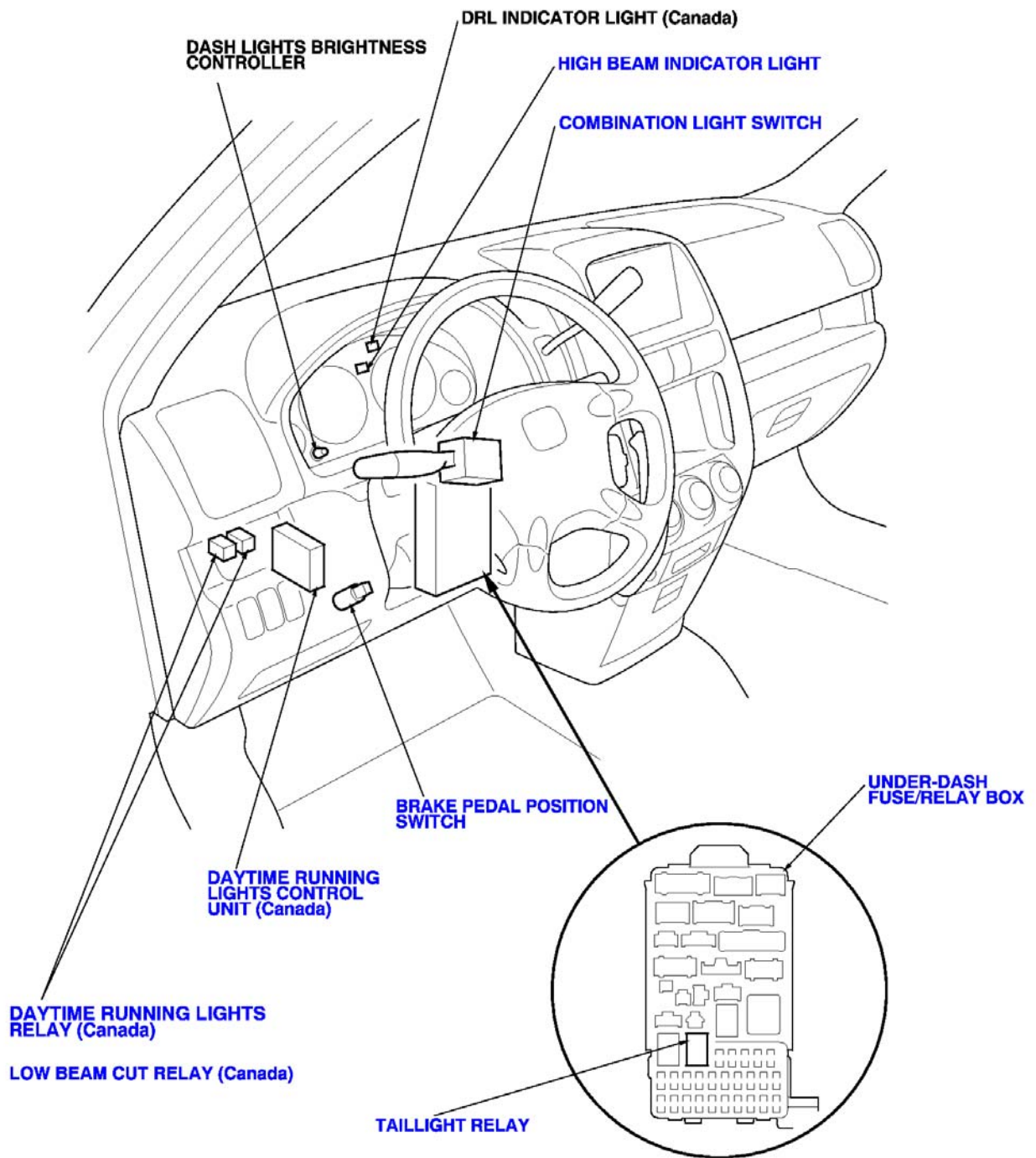
## 2002 CR-V - Exterior Lights Component Location Index



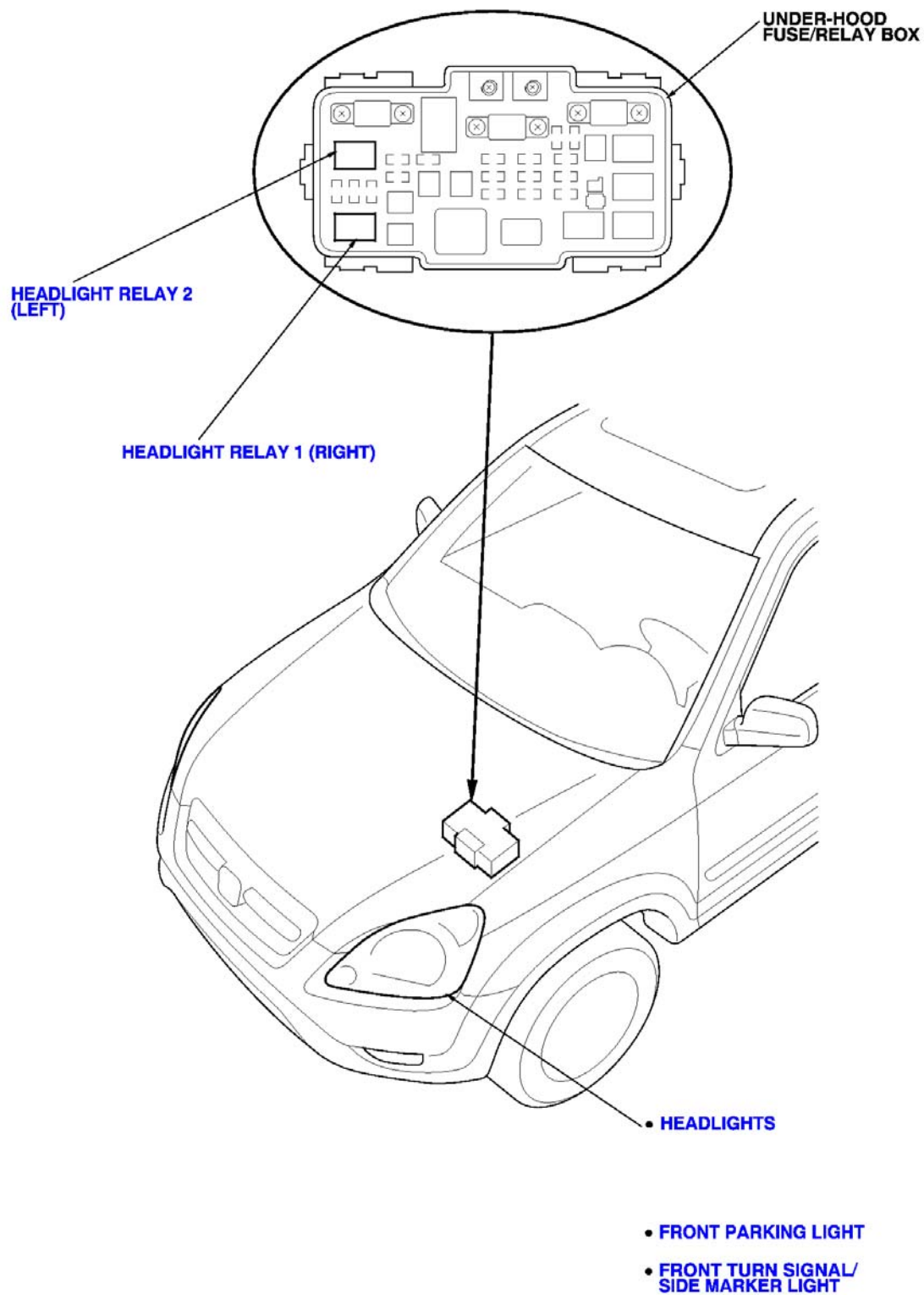


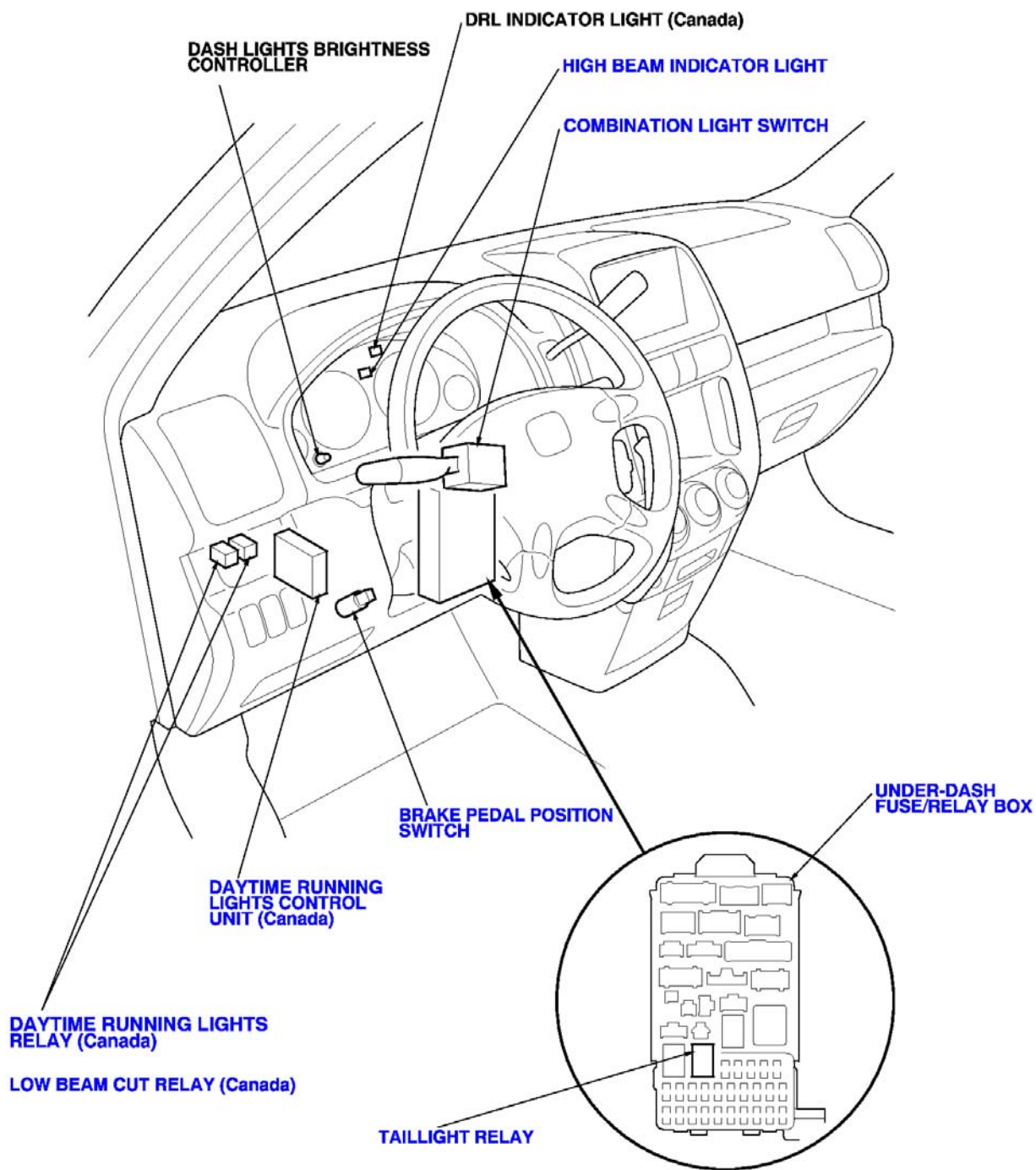
## 2003 CR-V - Exterior Lights Component Location Index



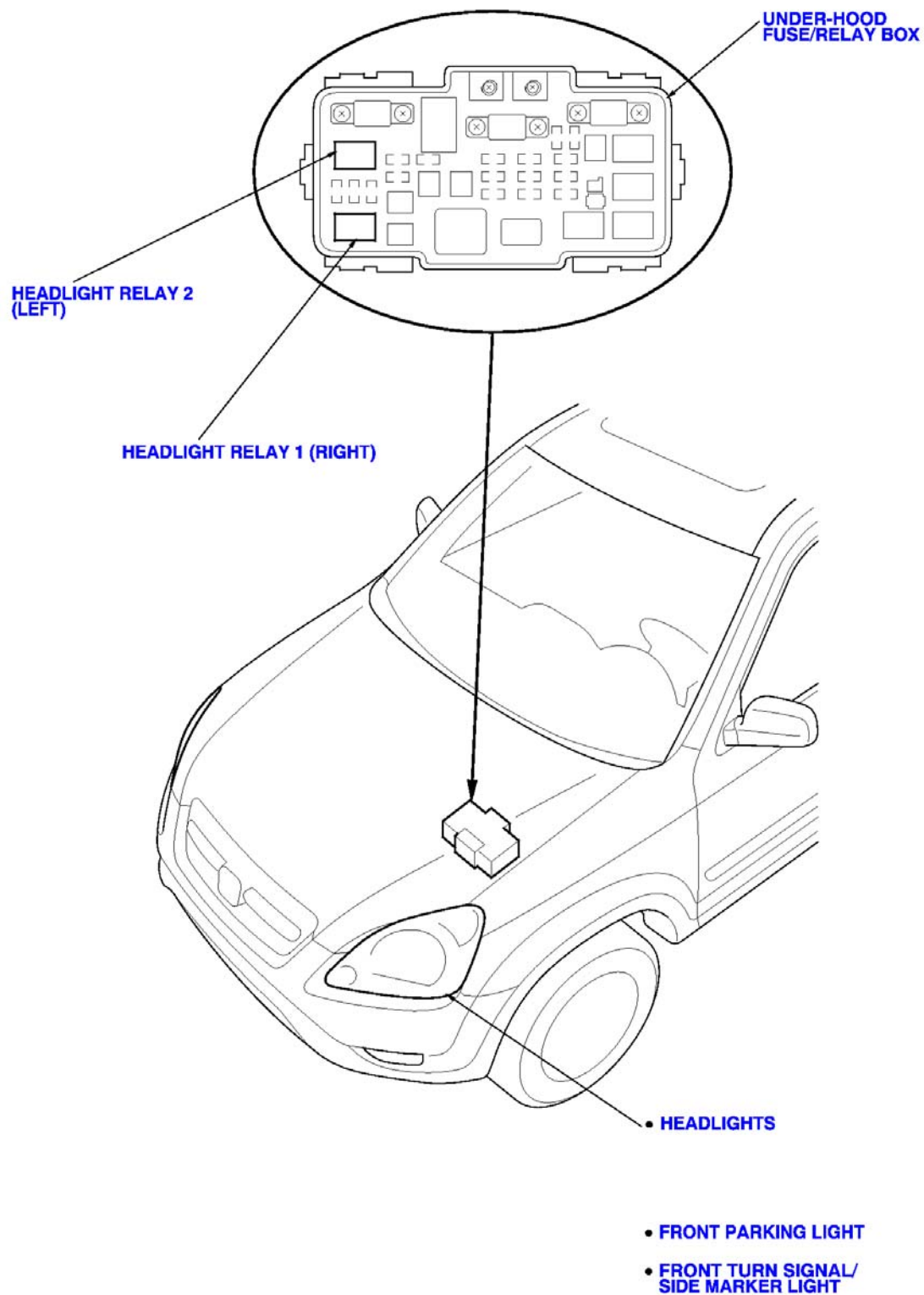


## 2004 CR-V - Exterior Lights Component Location Index

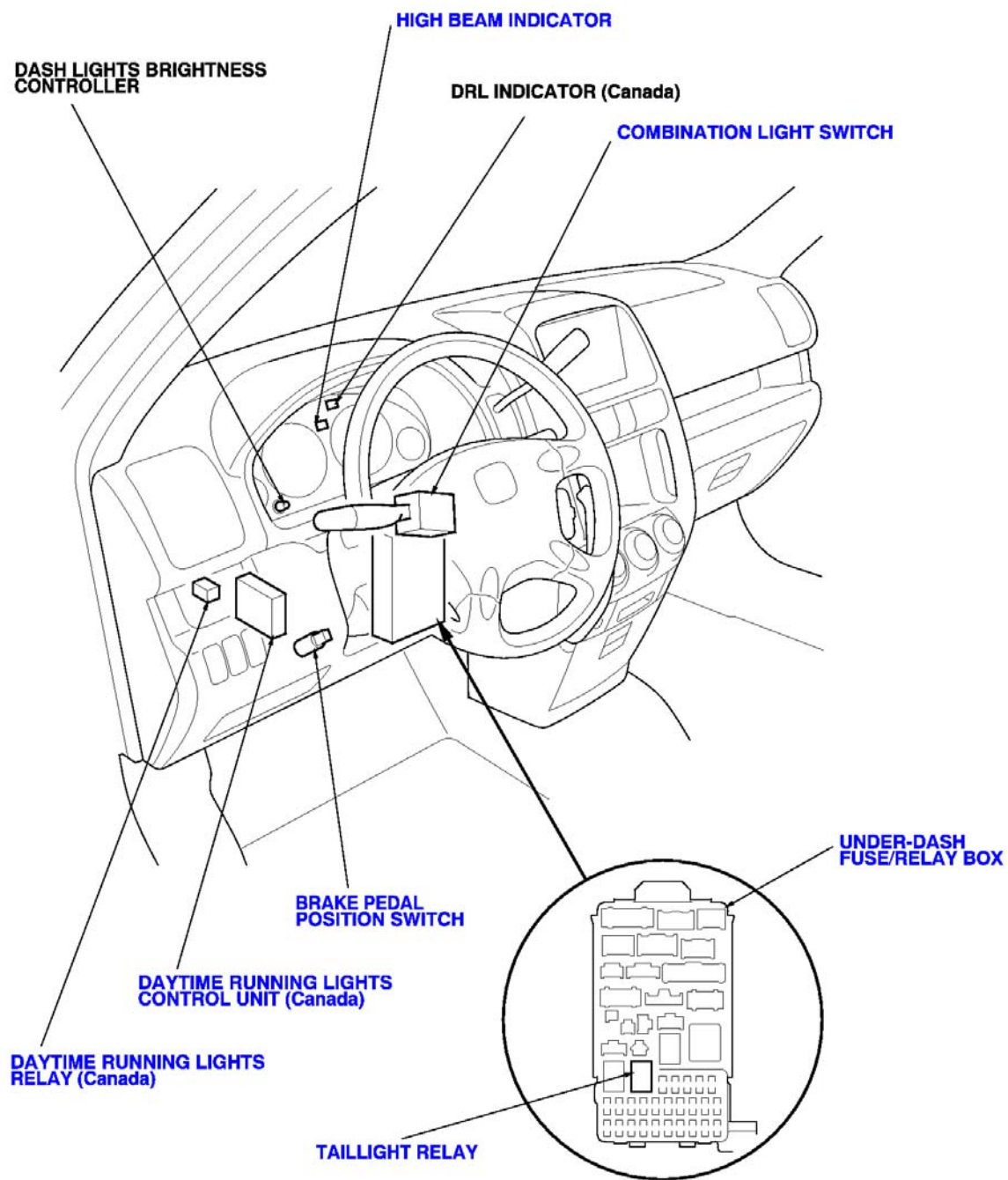




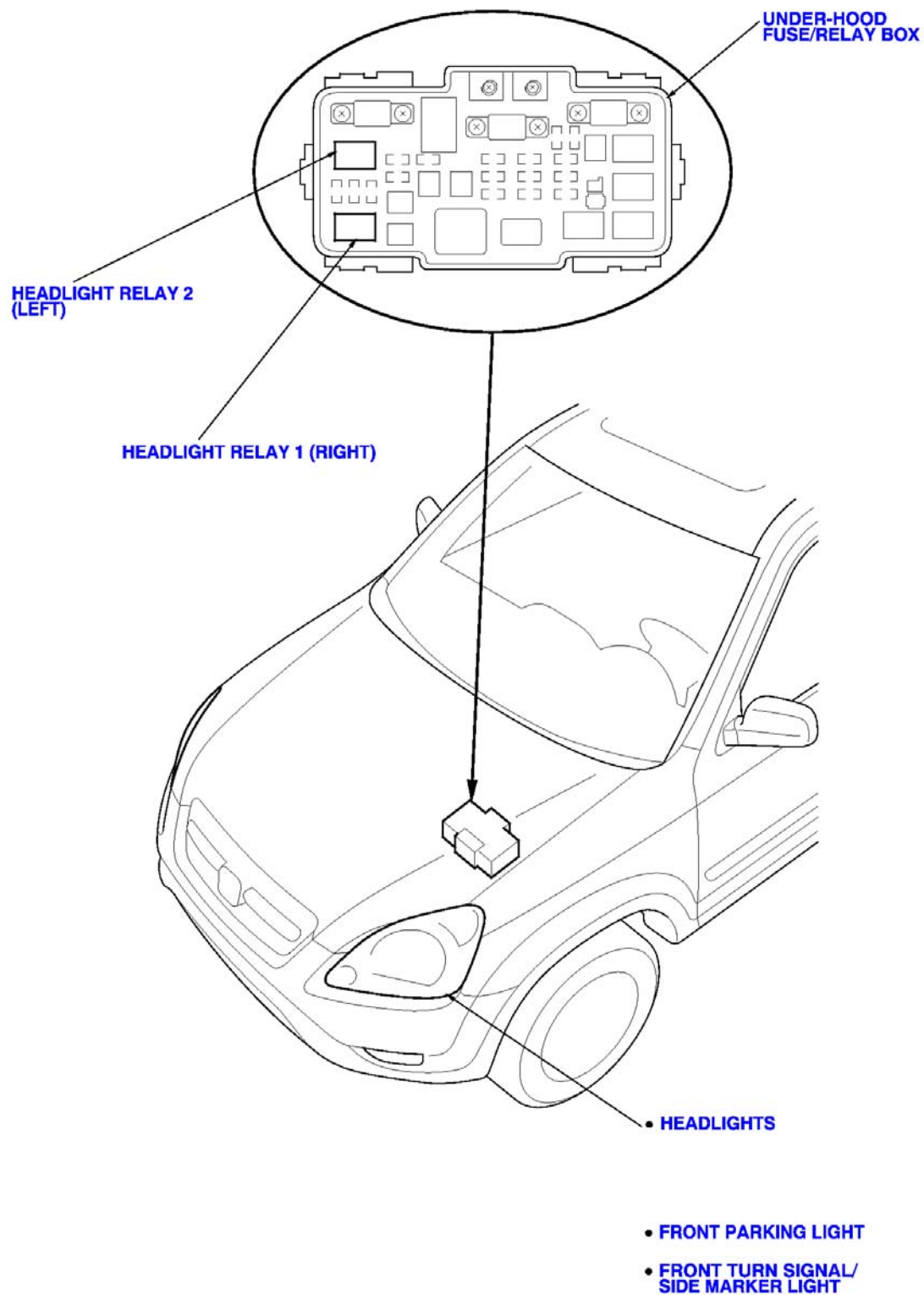
## 2005 CR-V - Exterior Lights Component Location Index

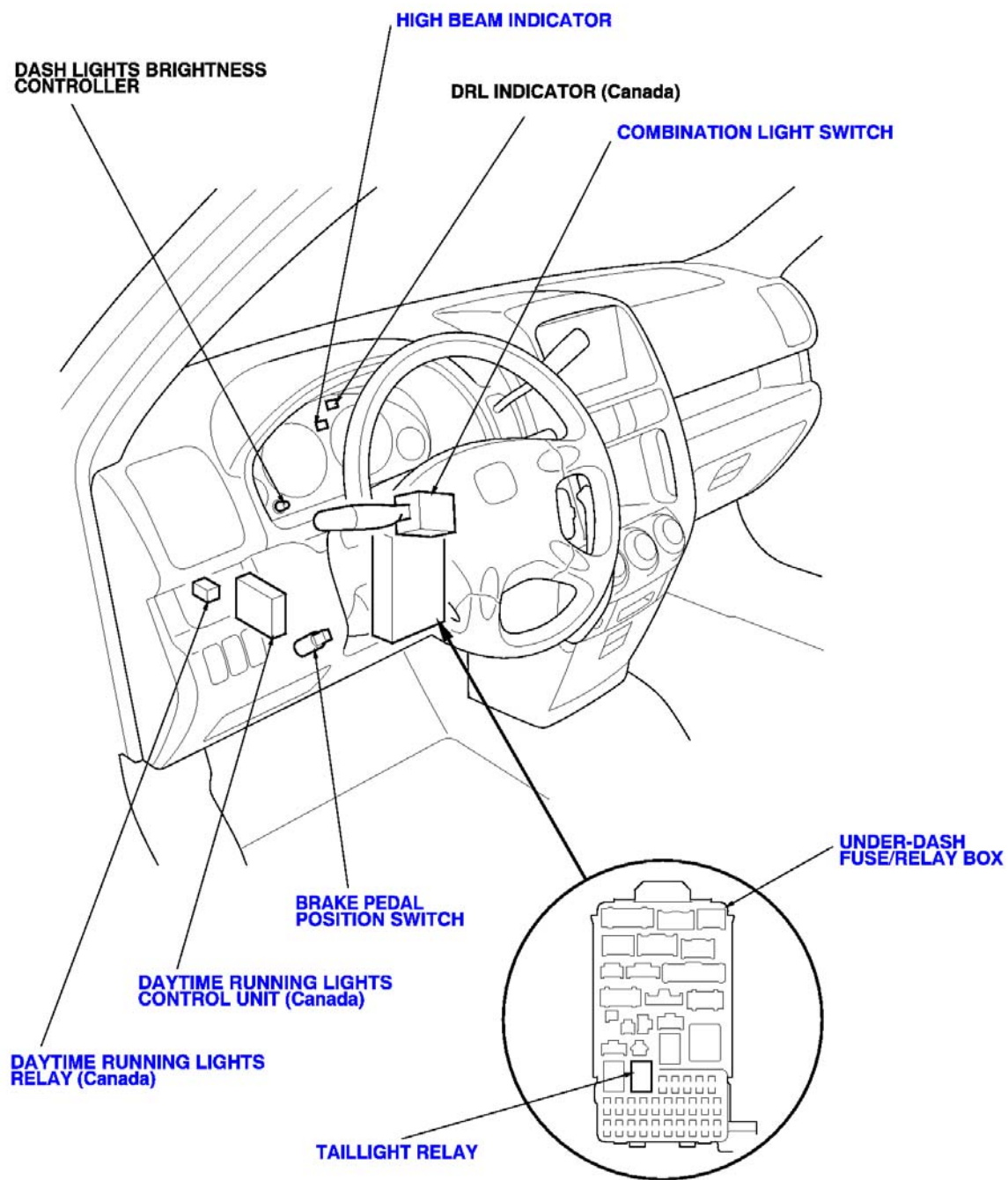






## 2006 CR-V - Exterior Lights Component Location Index





PE11-017

HONDA

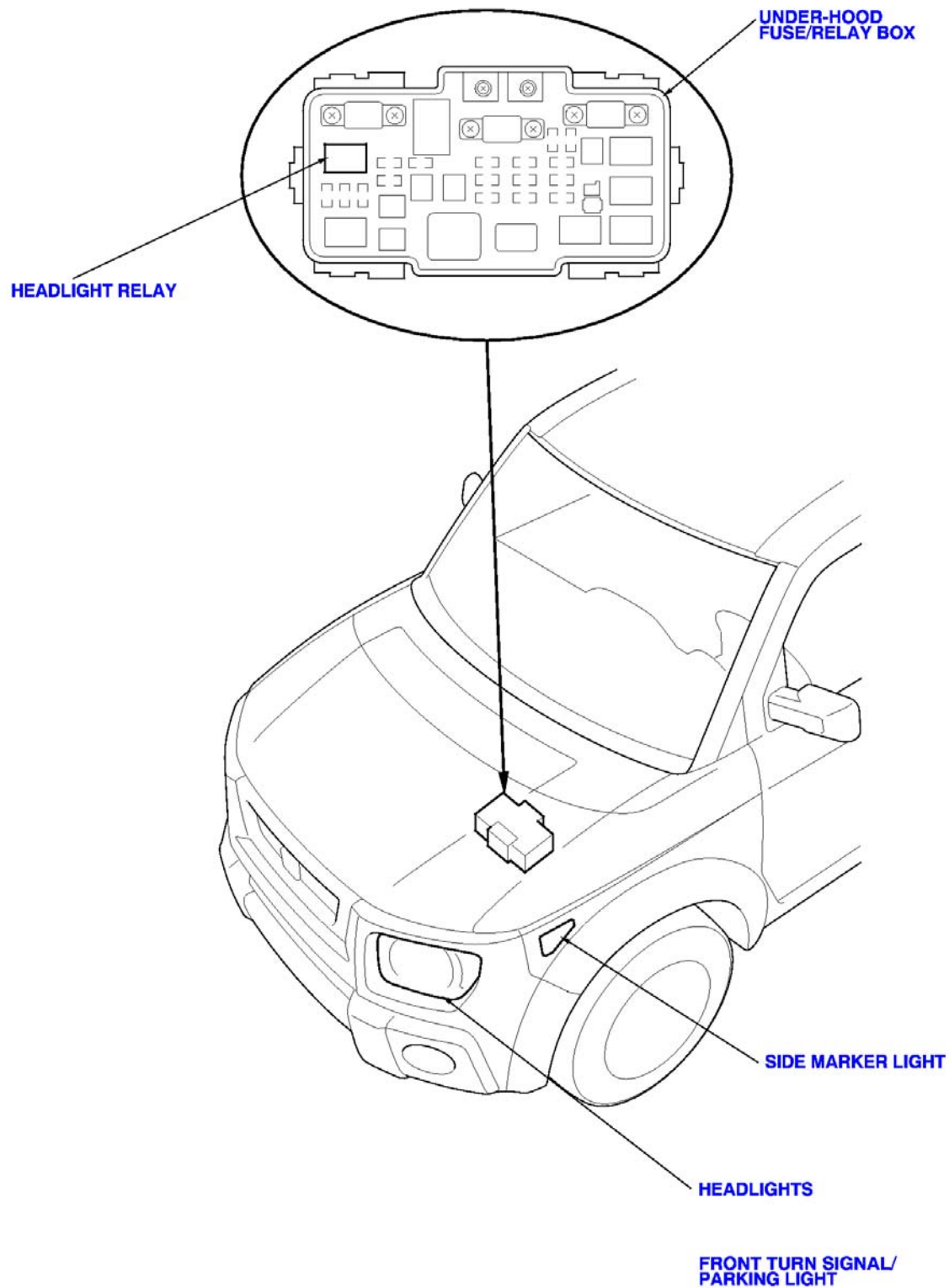
9/8/2011

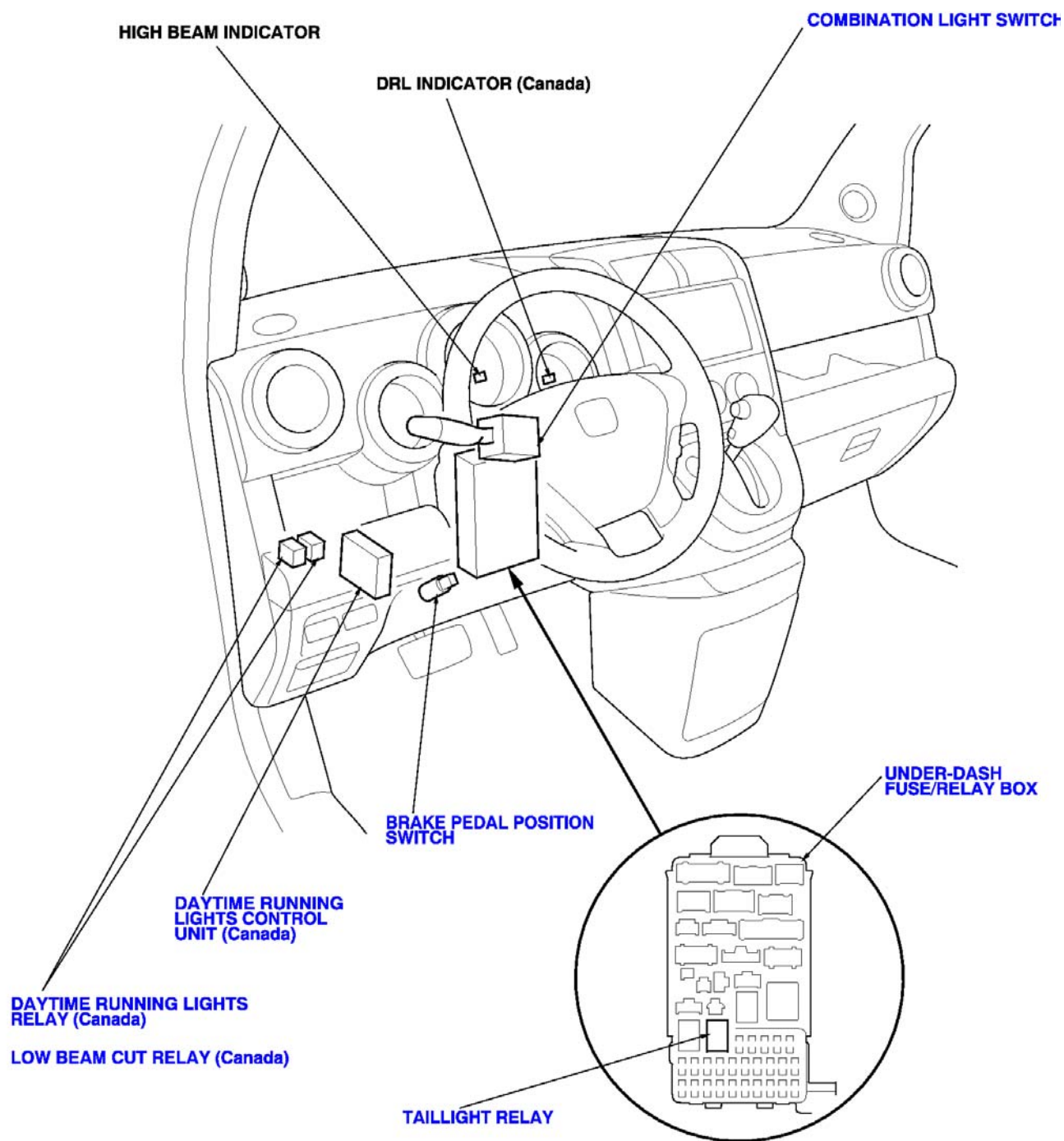
Q8

2003-08 Element

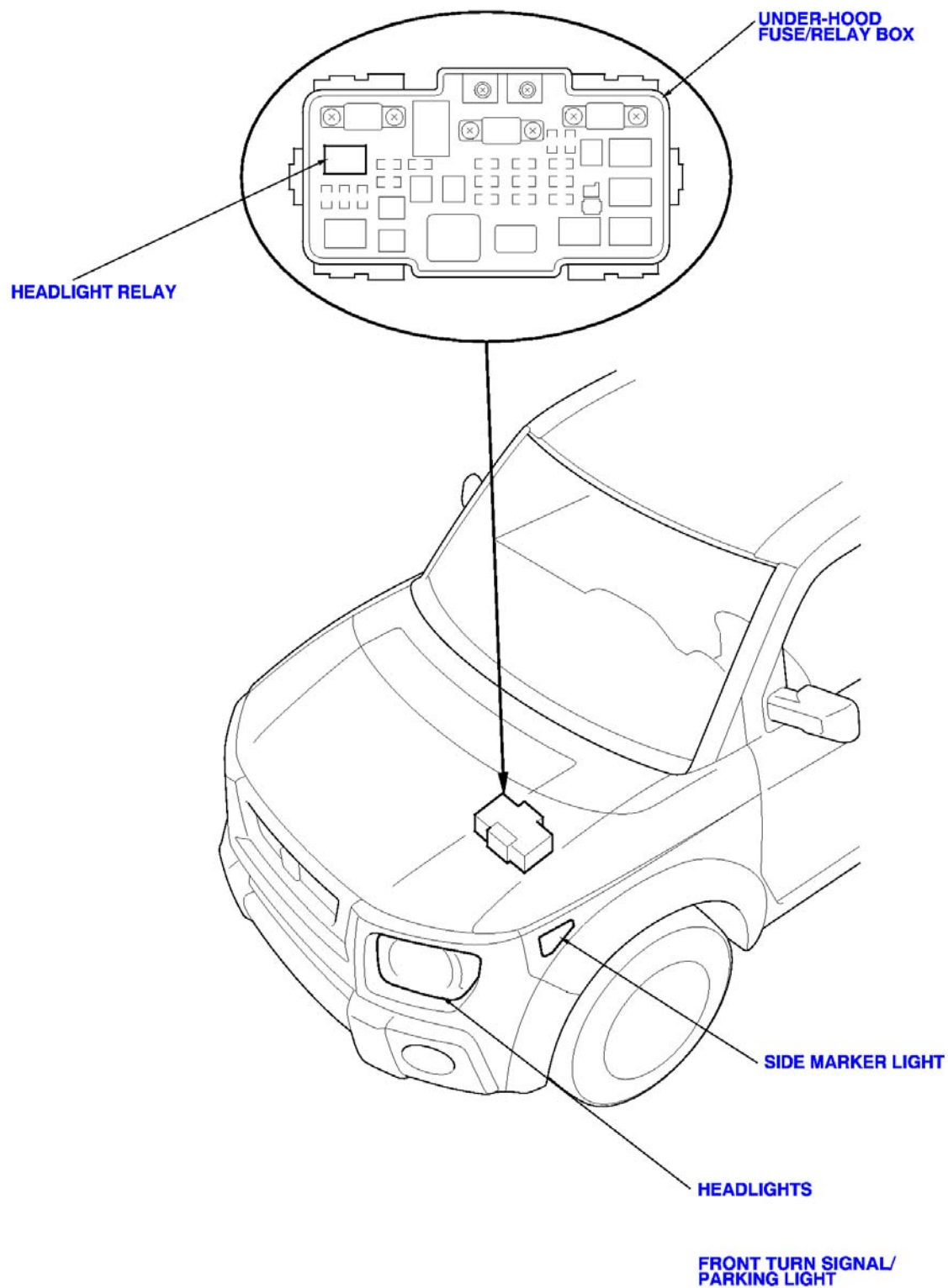
Ext Lights Component Location

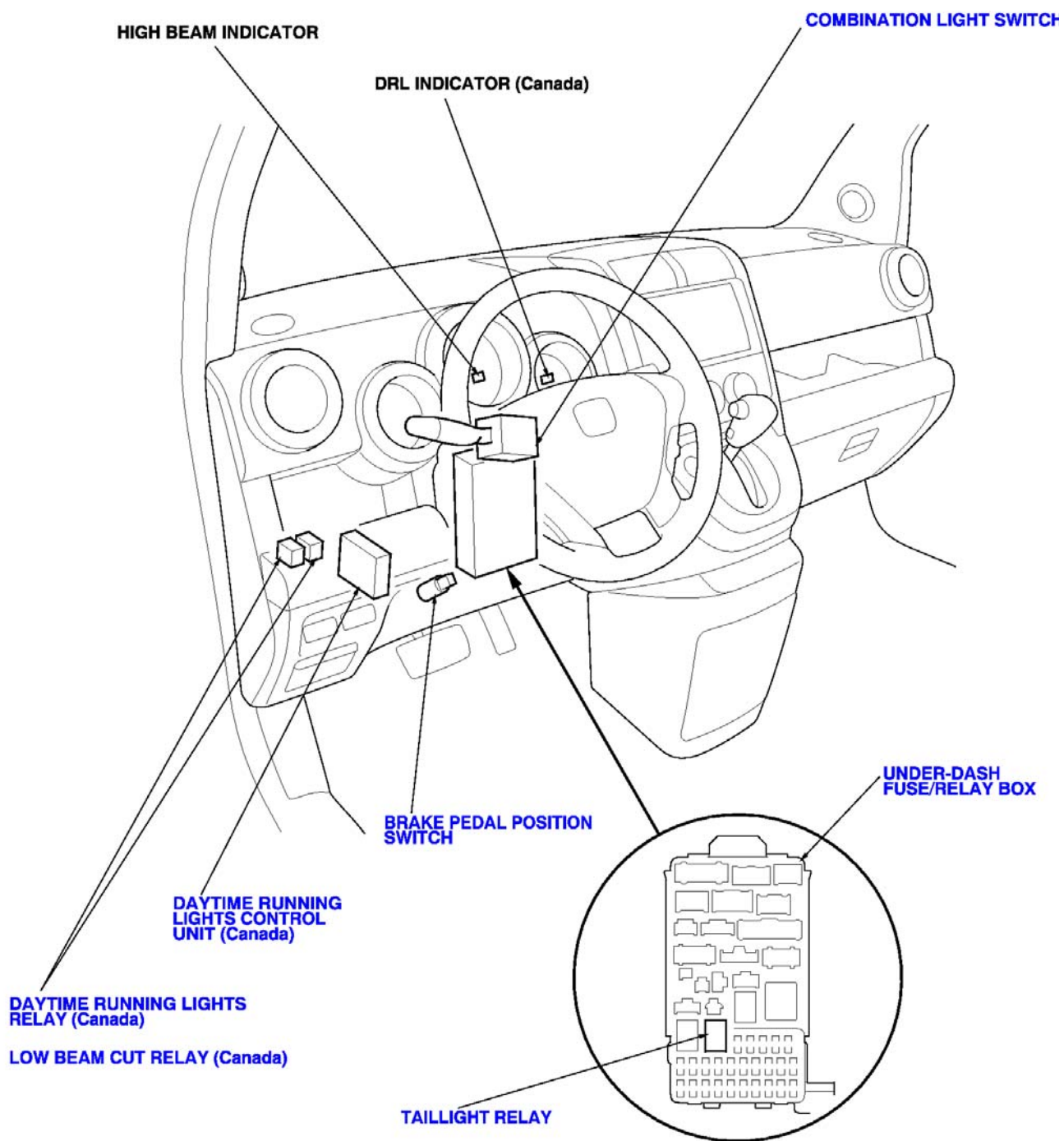
## 2003 ELEMENT - Exterior Lights Component Location Index





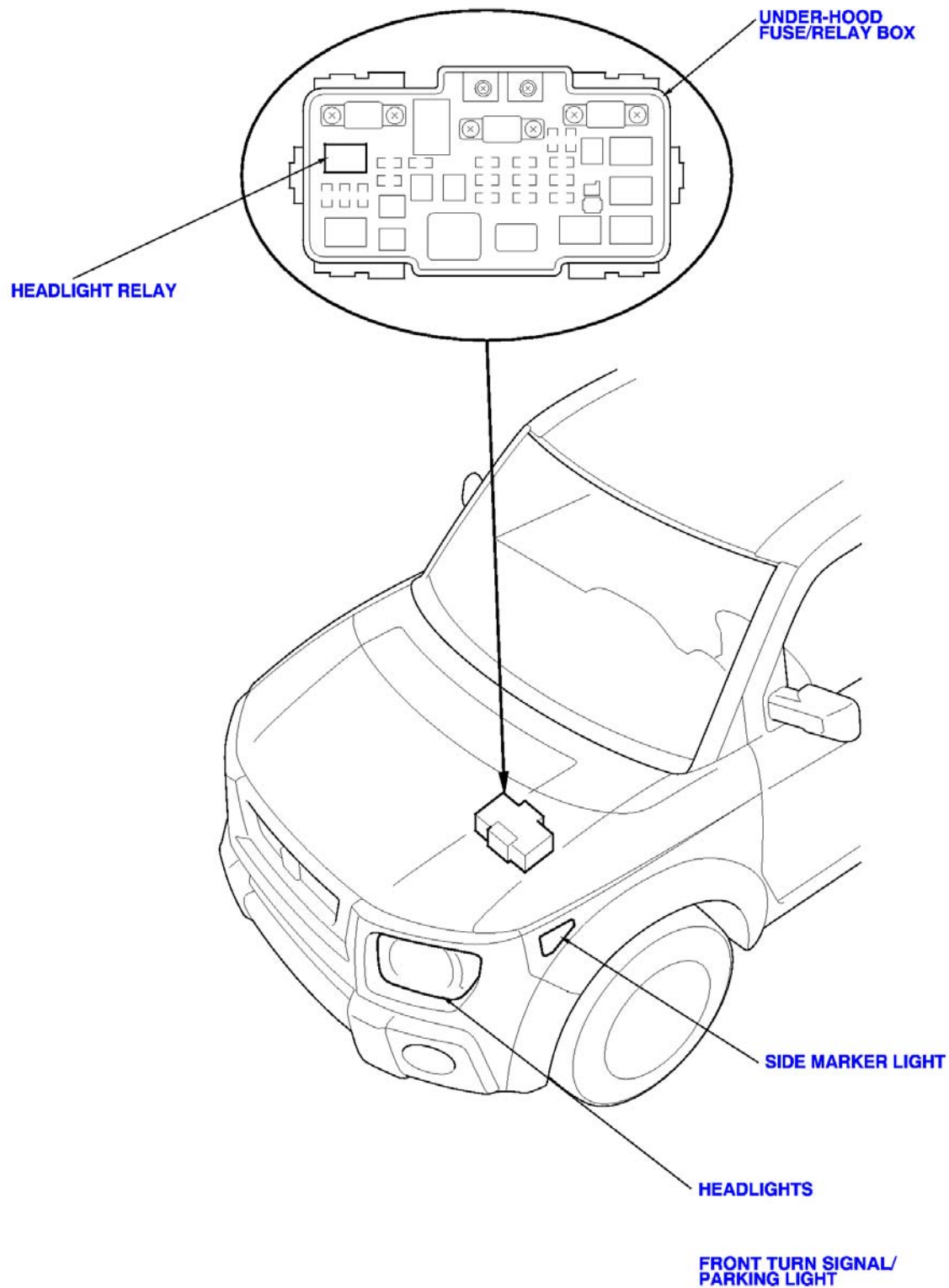
## 2004 ELEMENT - Exterior Lights Component Location Index

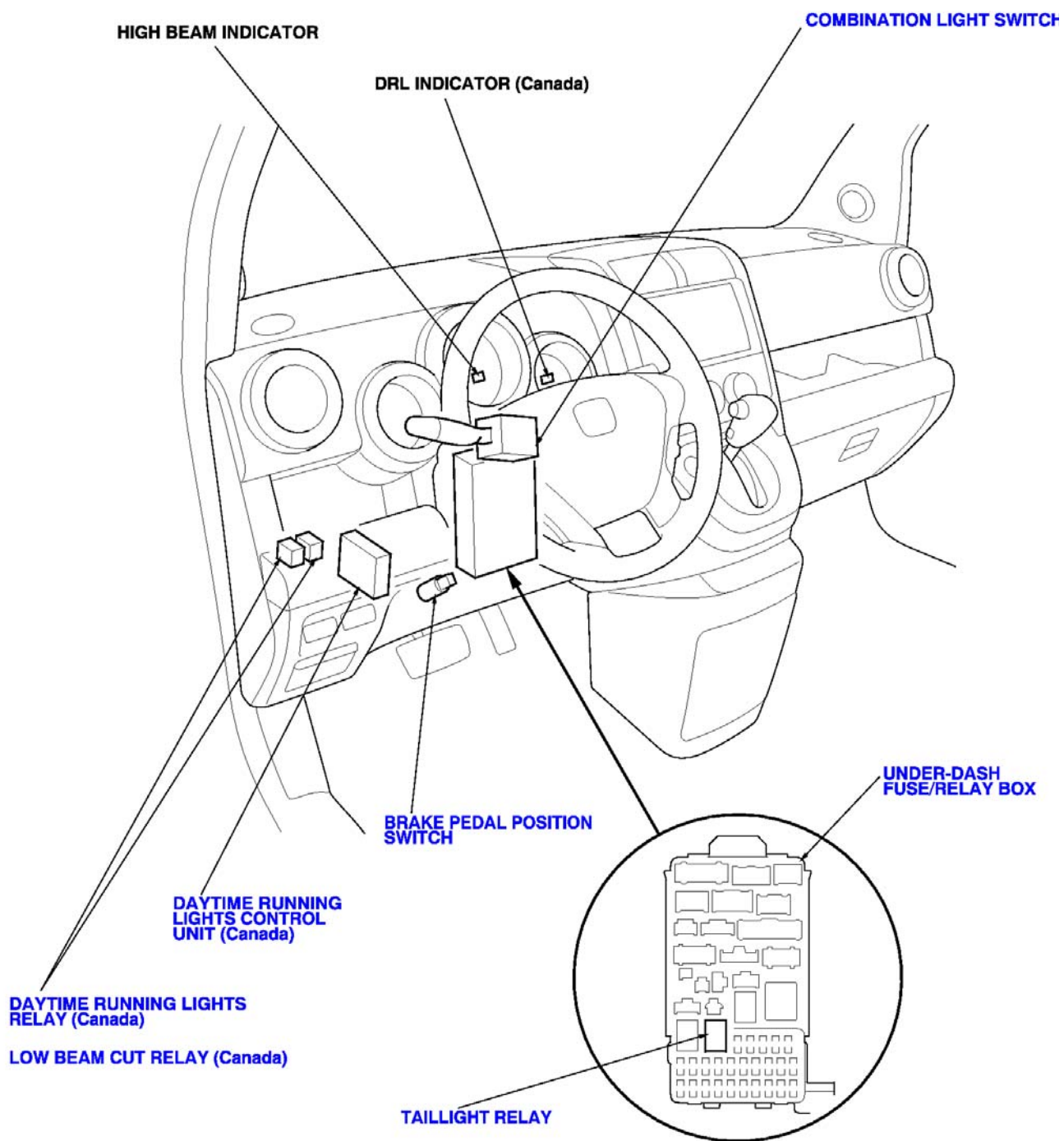




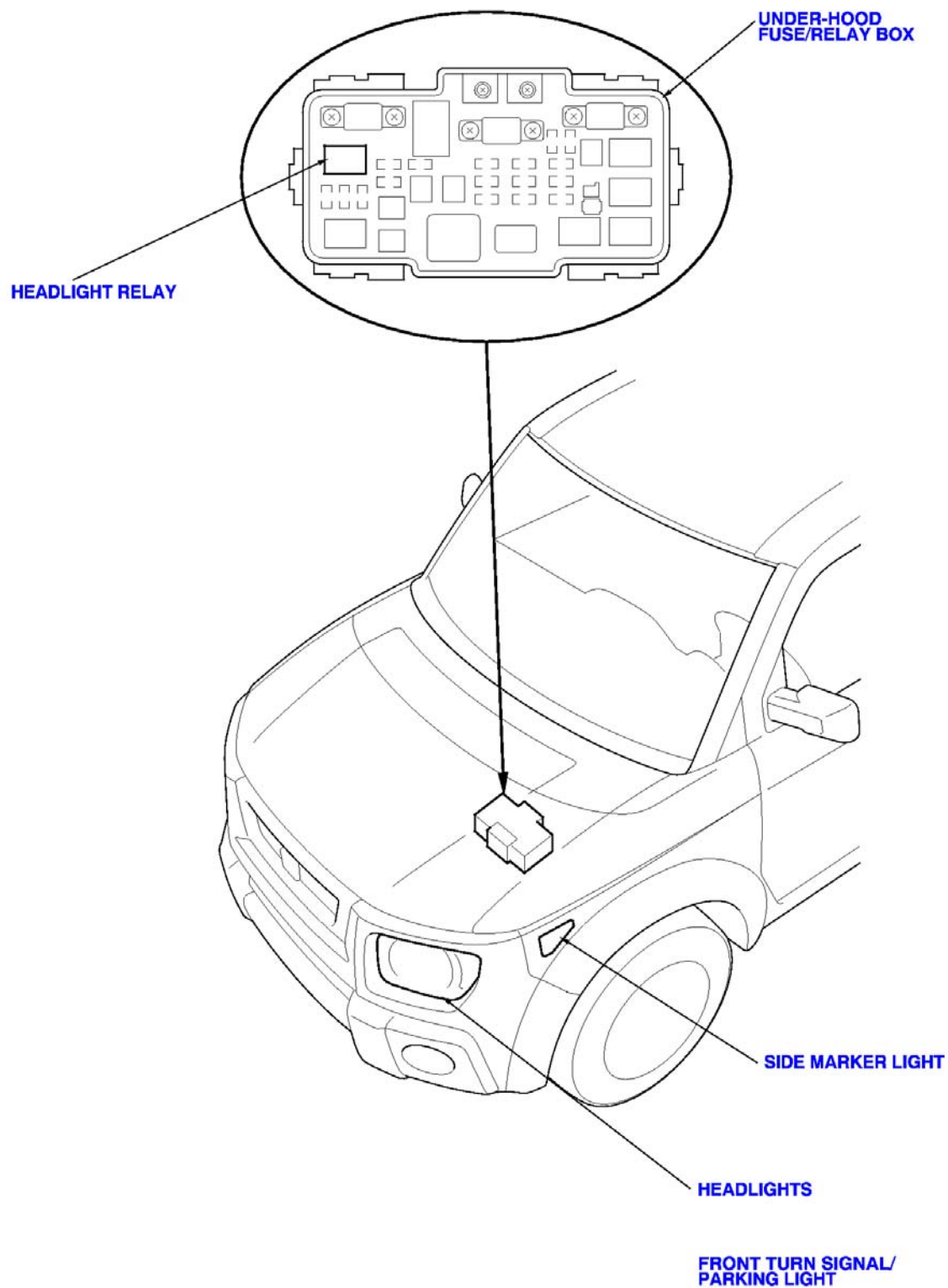


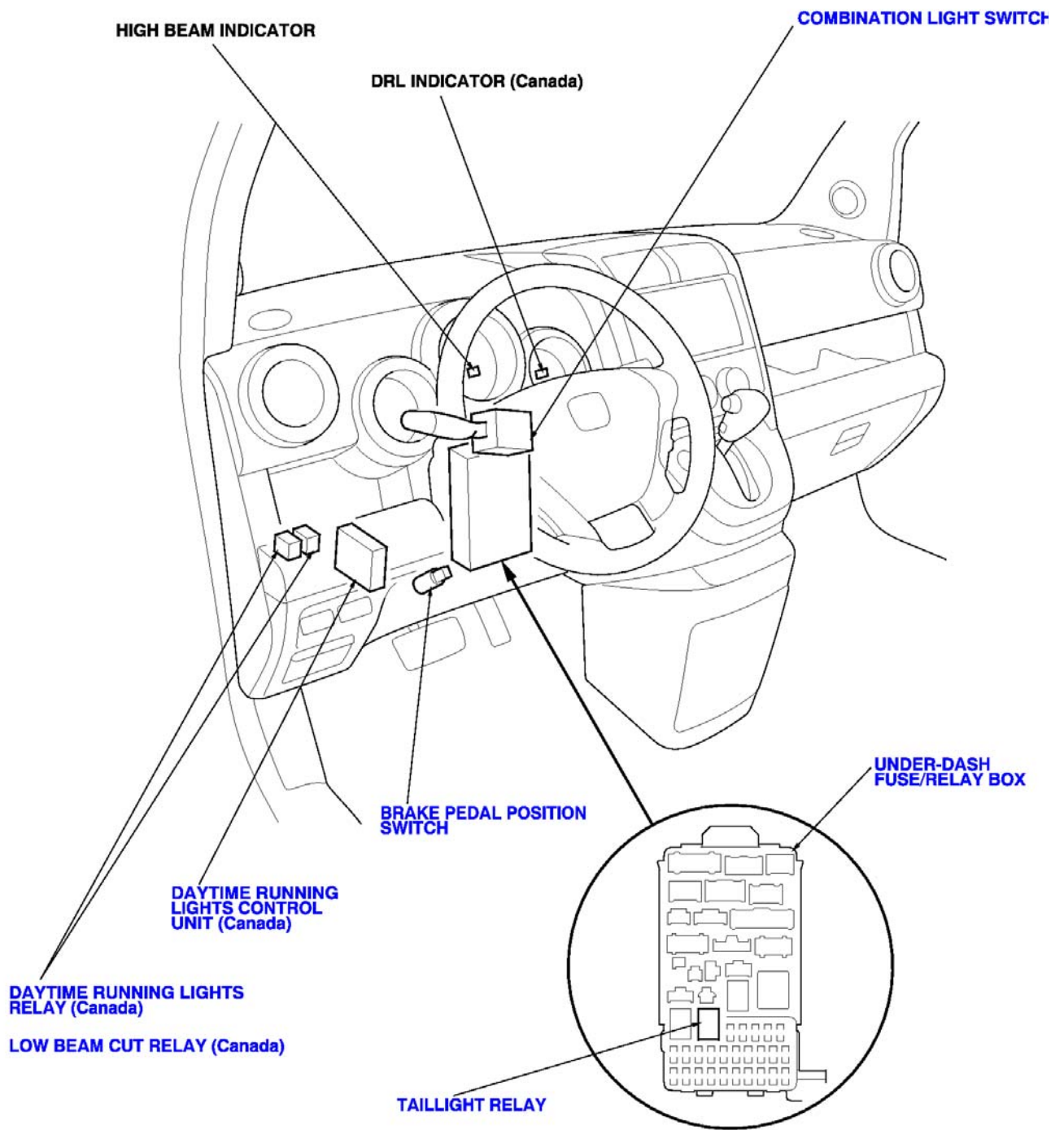
## 2005 ELEMENT - Exterior Lights Component Location Index





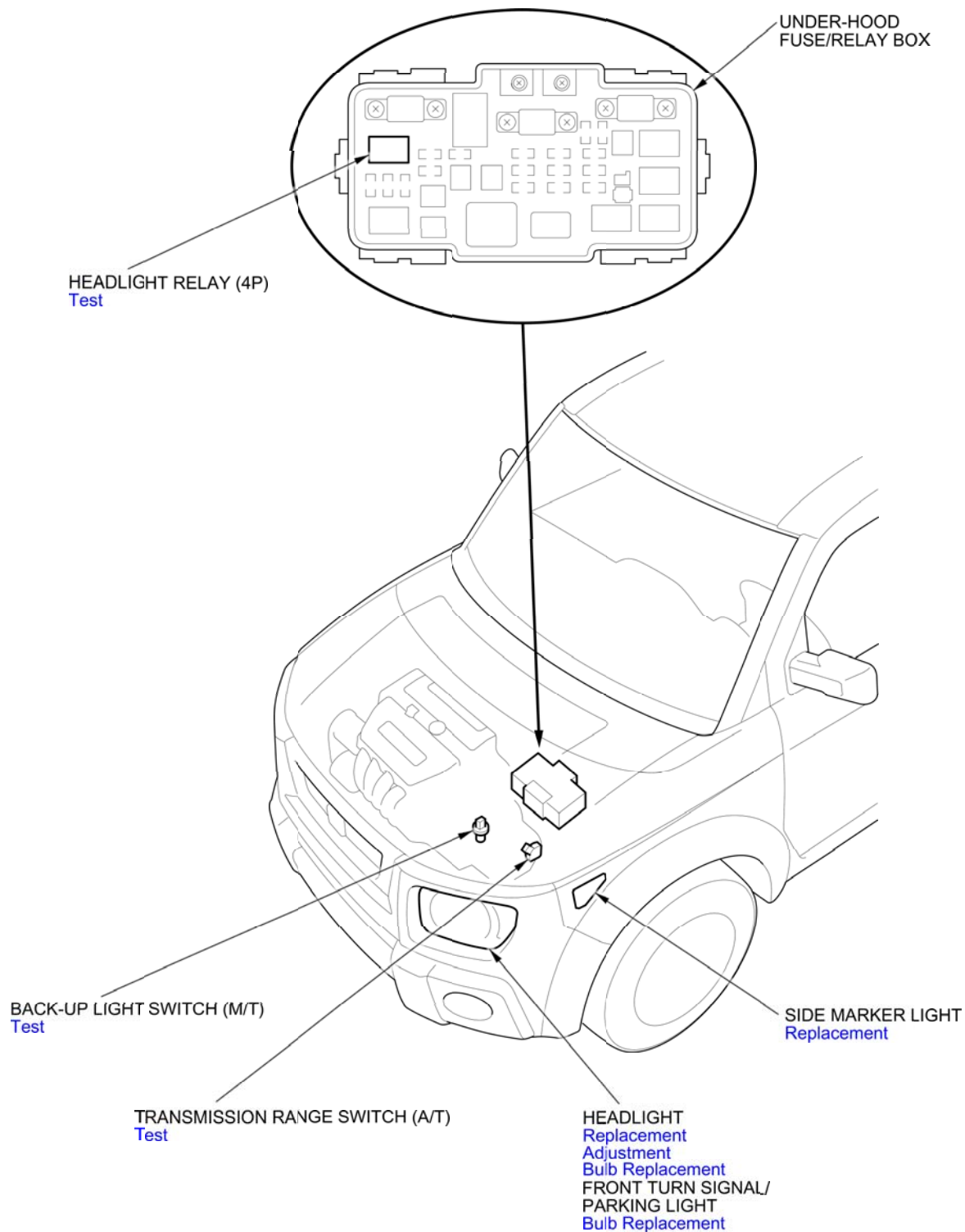
## 2006 ELEMENT - Exterior Lights Component Location Index





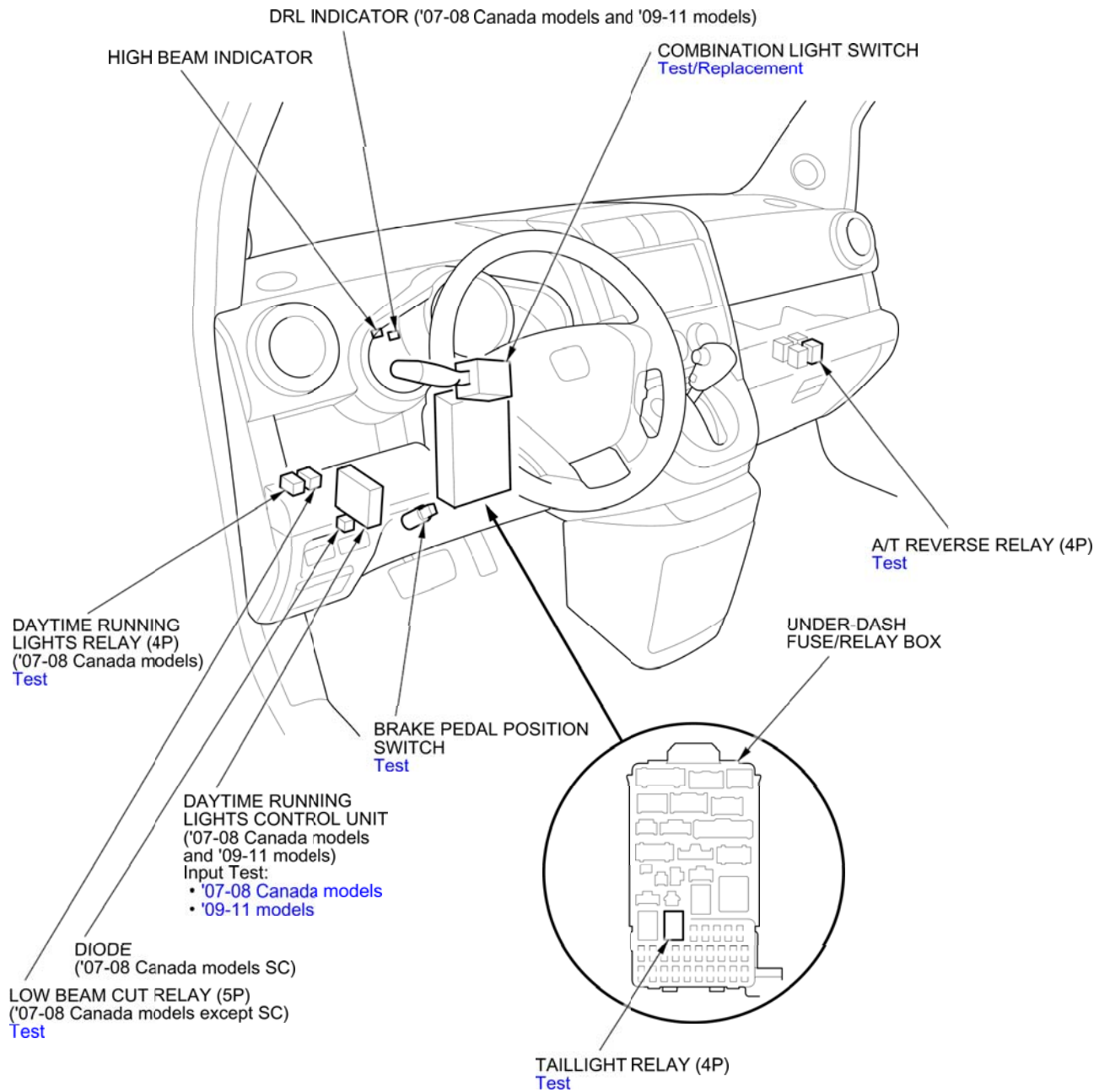
## 2007 ELEMENT - Exterior Lights Component Location Index

'07-08 models except SC



'07-08 models SC

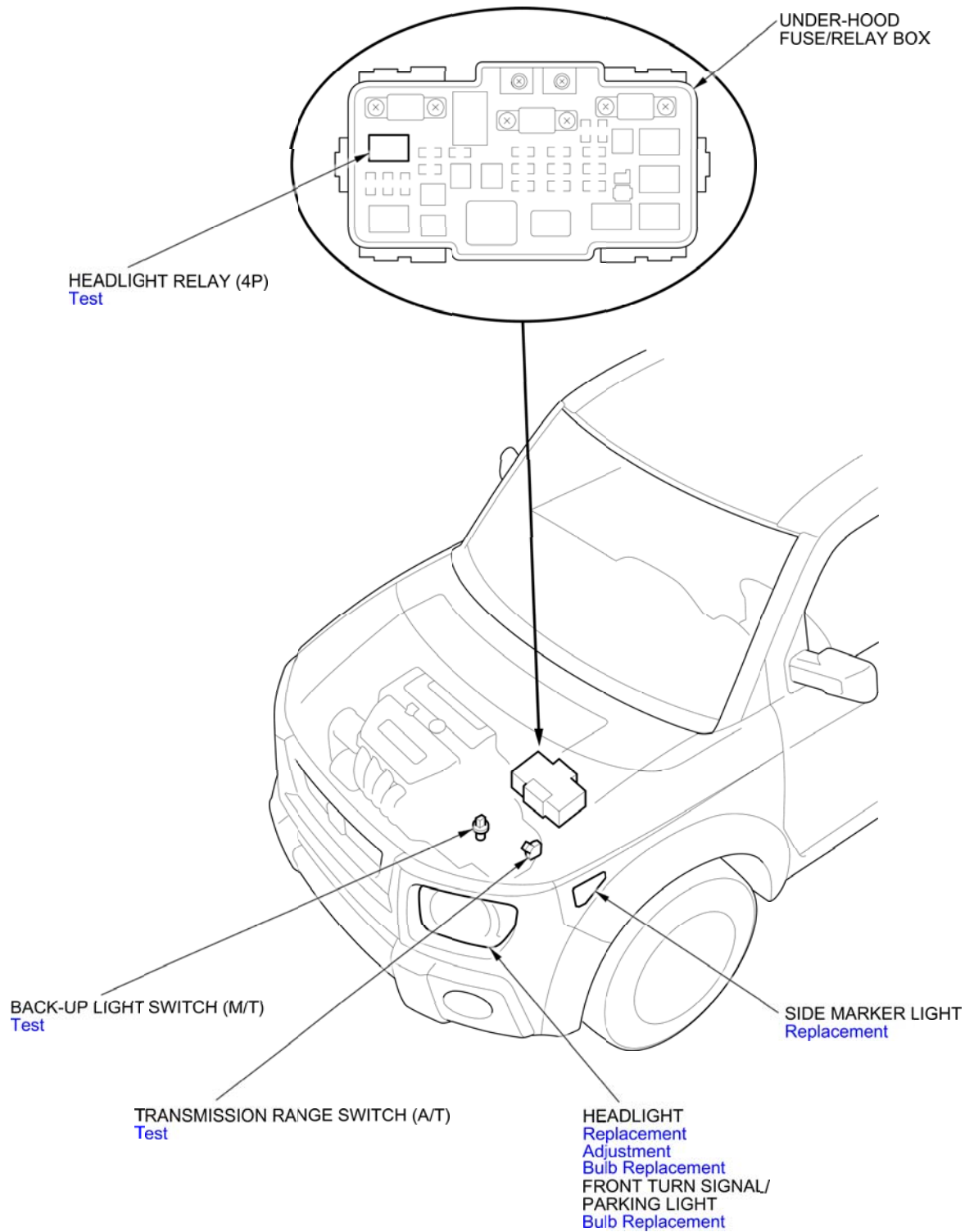
# INTERACTIVE NETWORK



'07-08 models

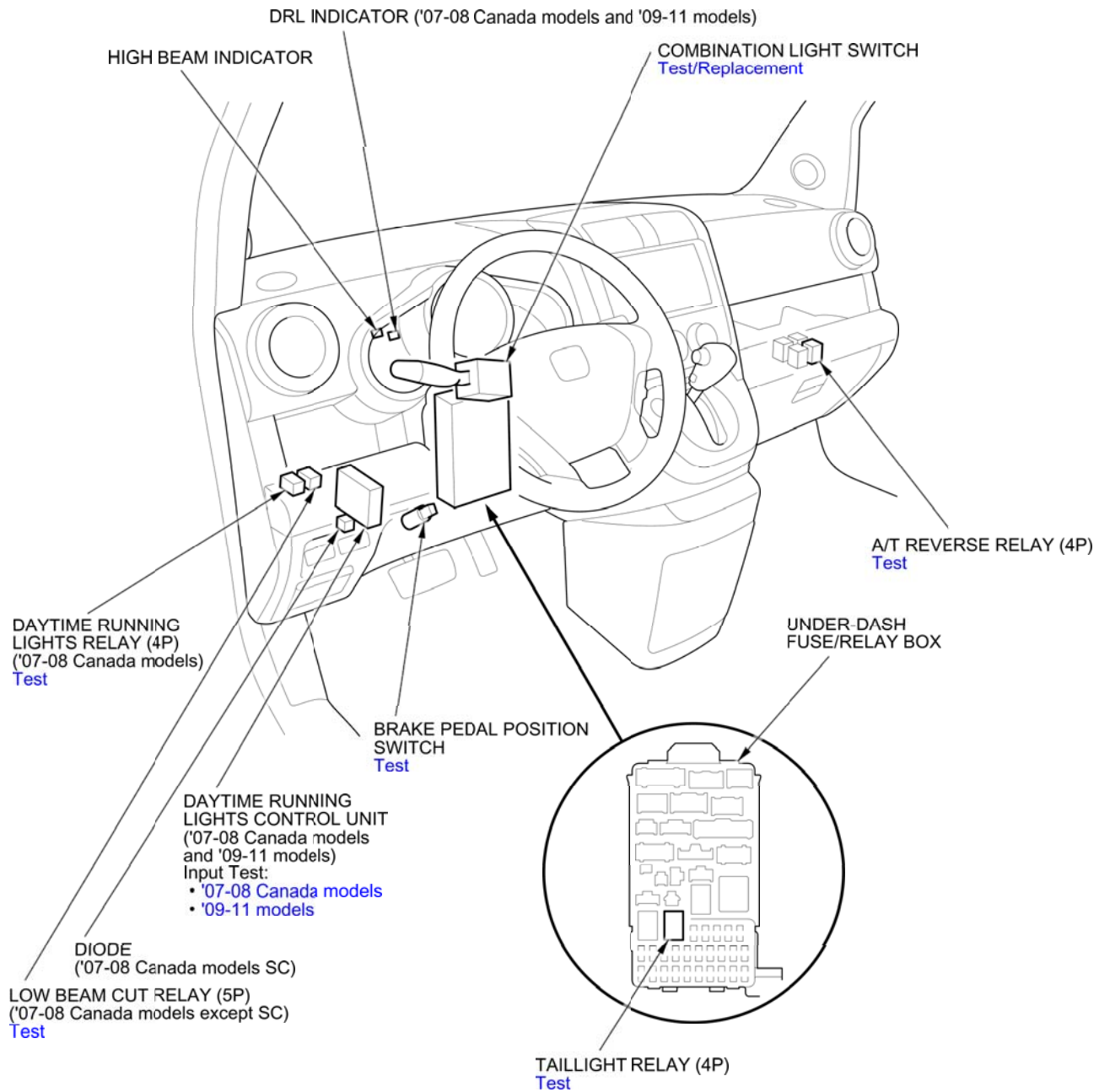
## 2008 ELEMENT - Exterior Lights Component Location Index

'07-08 models except SC



'07-08 models SC

# INTERACTIVE NETWORK



'07-08 models



PE11-017

HONDA

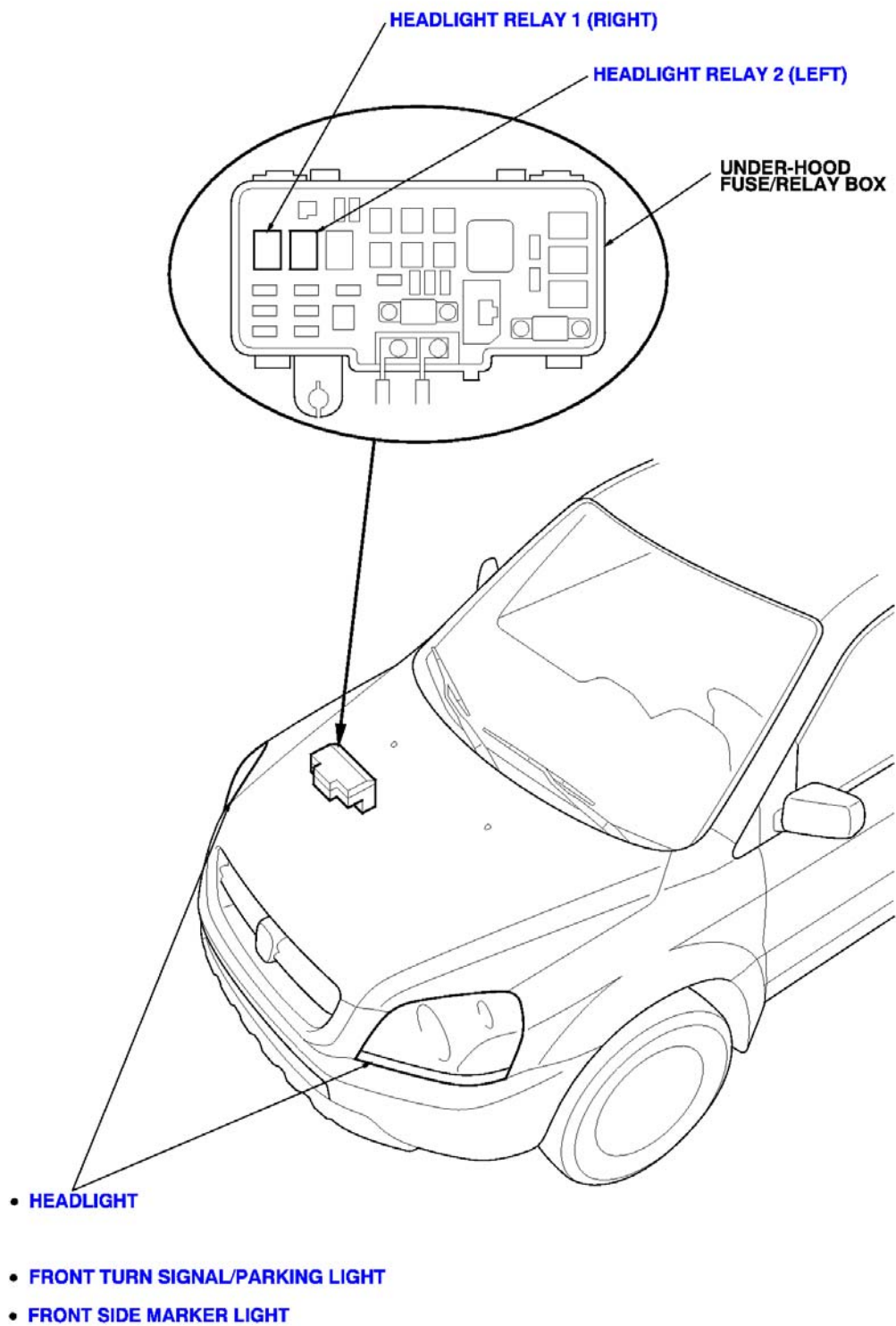
9/8/2011

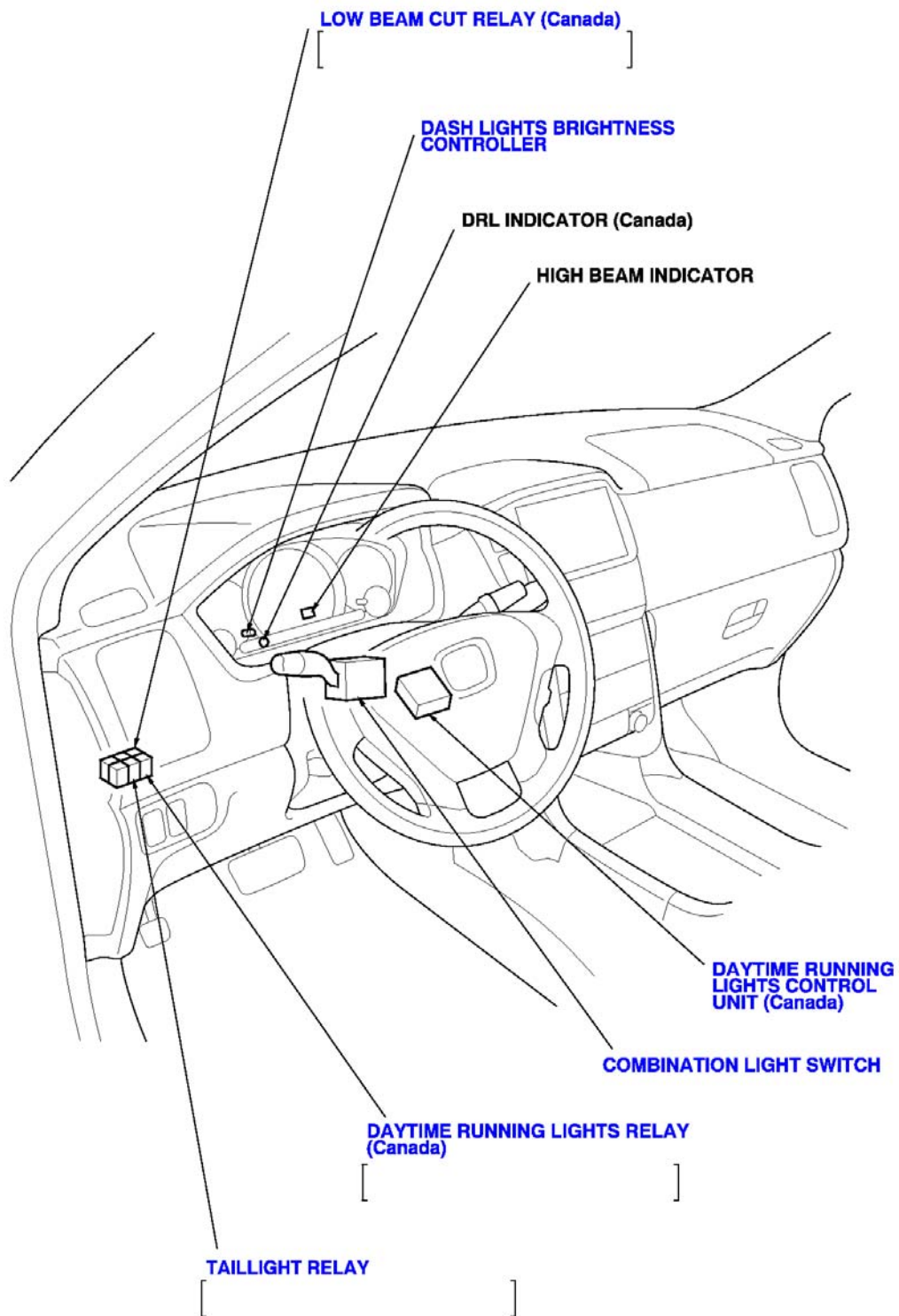
Q8

2003-08 Pilot

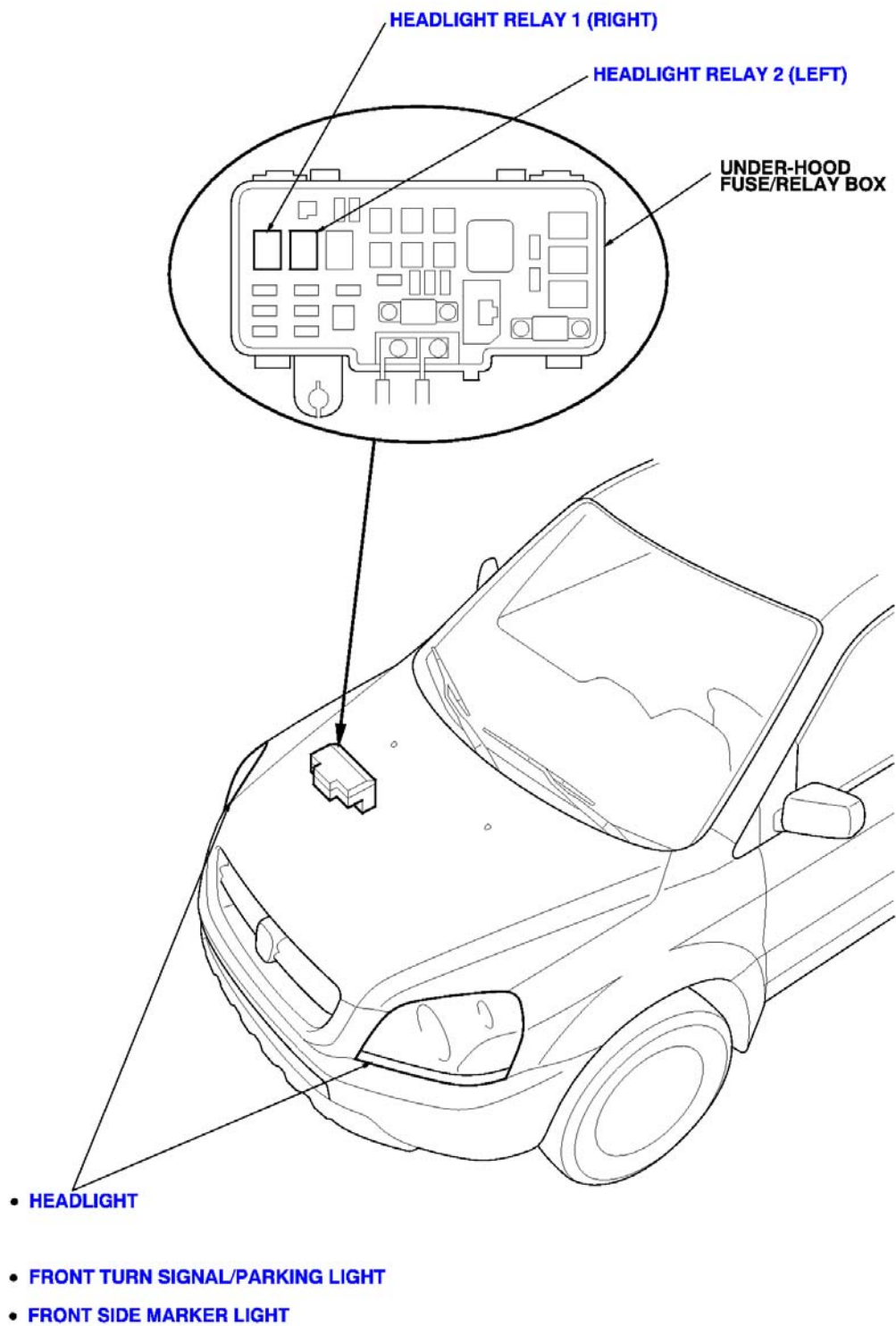
Ext Lights Component Location

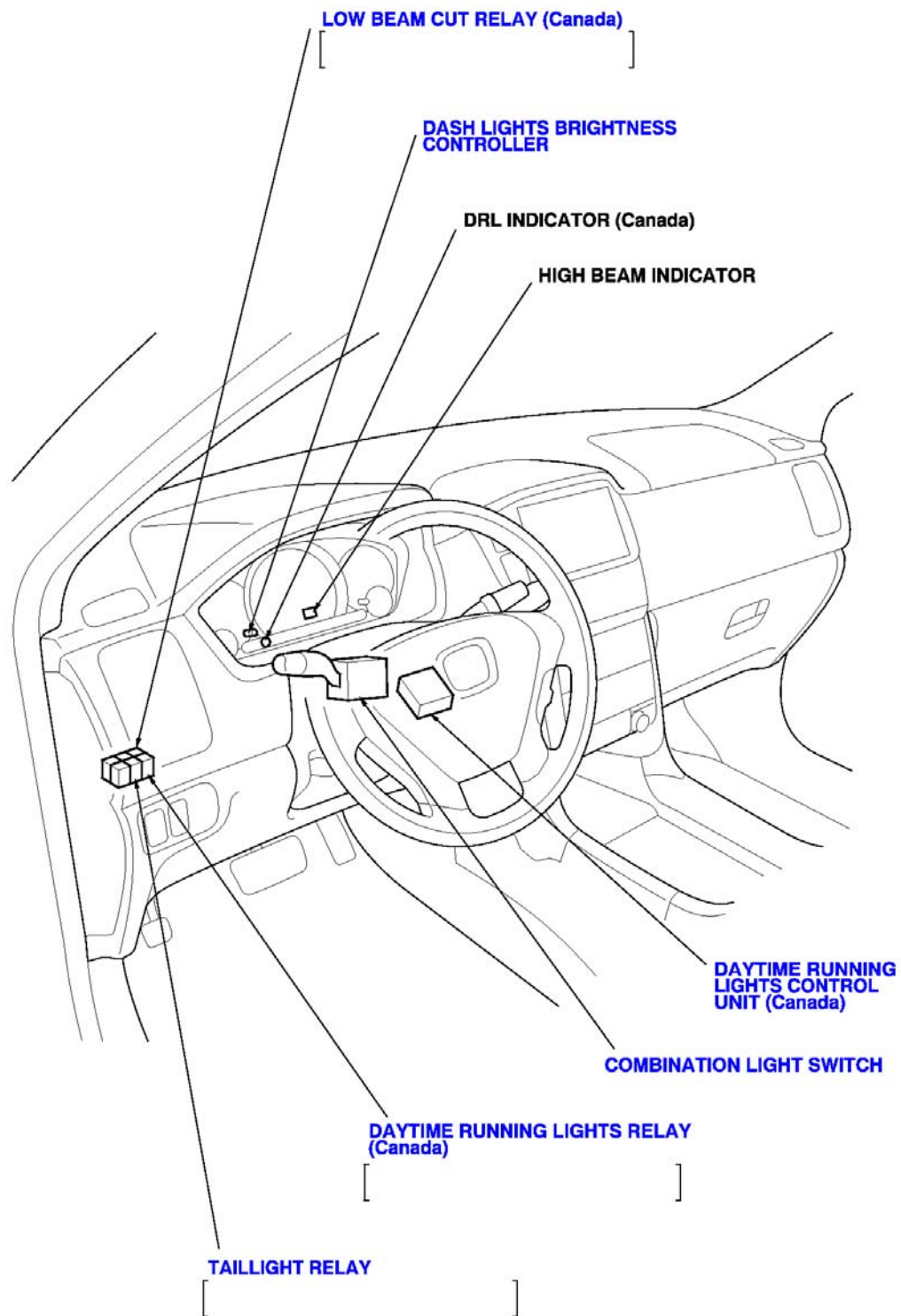
## 2003 PILOT - Exterior Lights Component Location Index



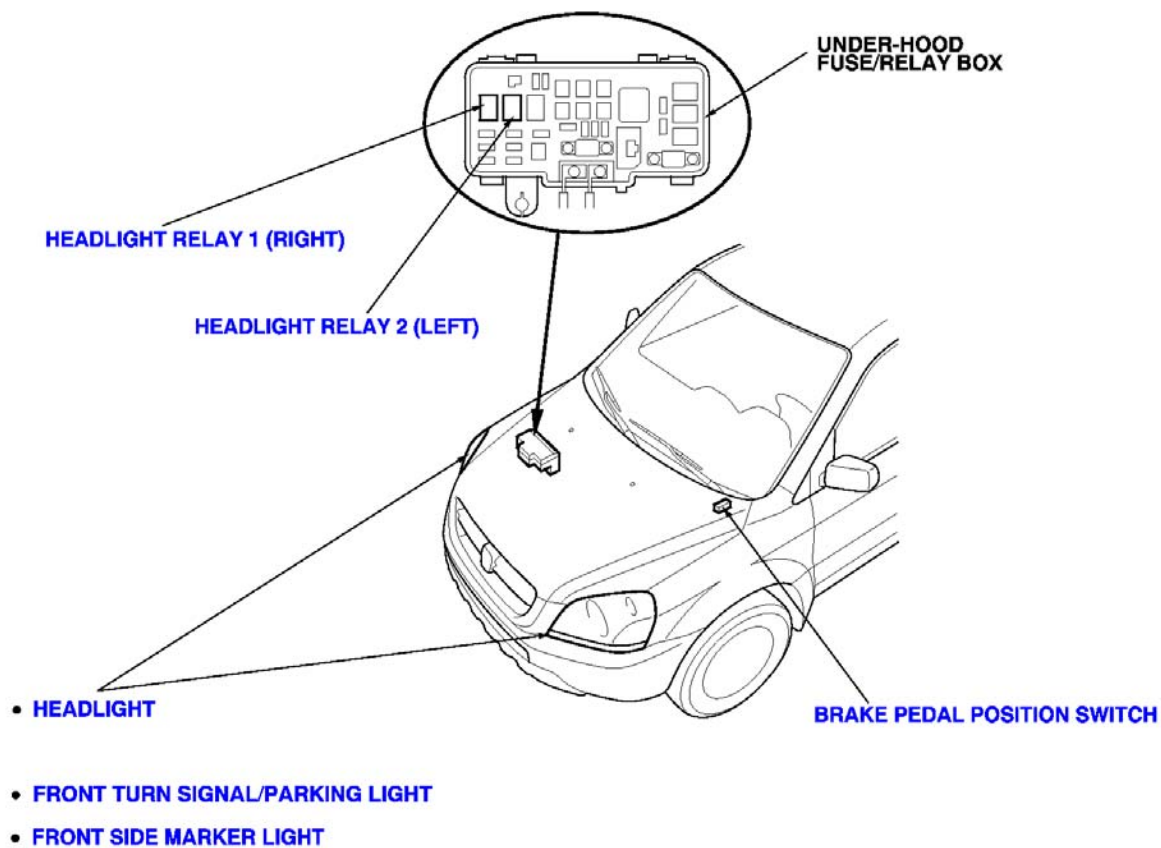


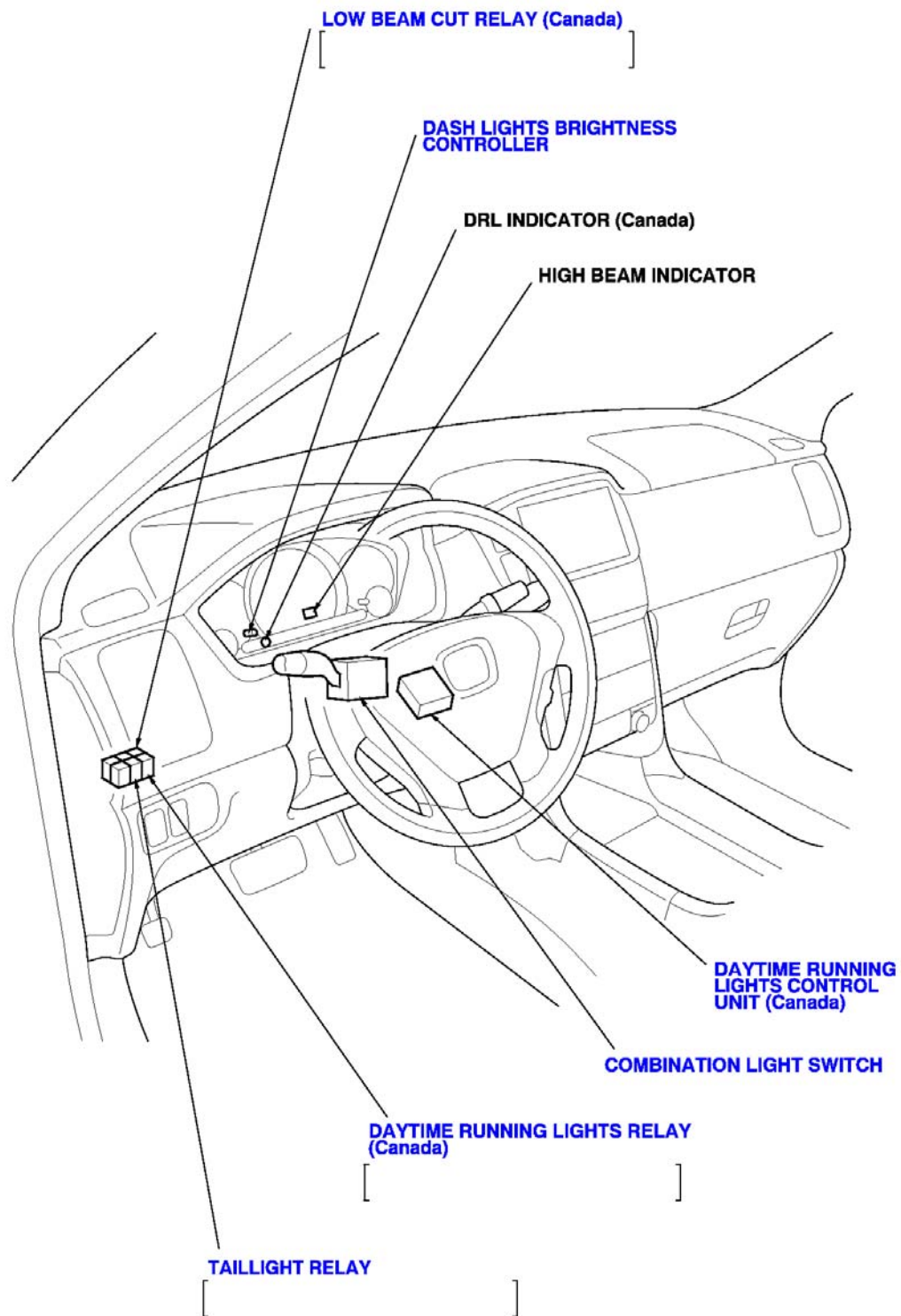
## 2004 PILOT - Exterior Lights Component Location Index



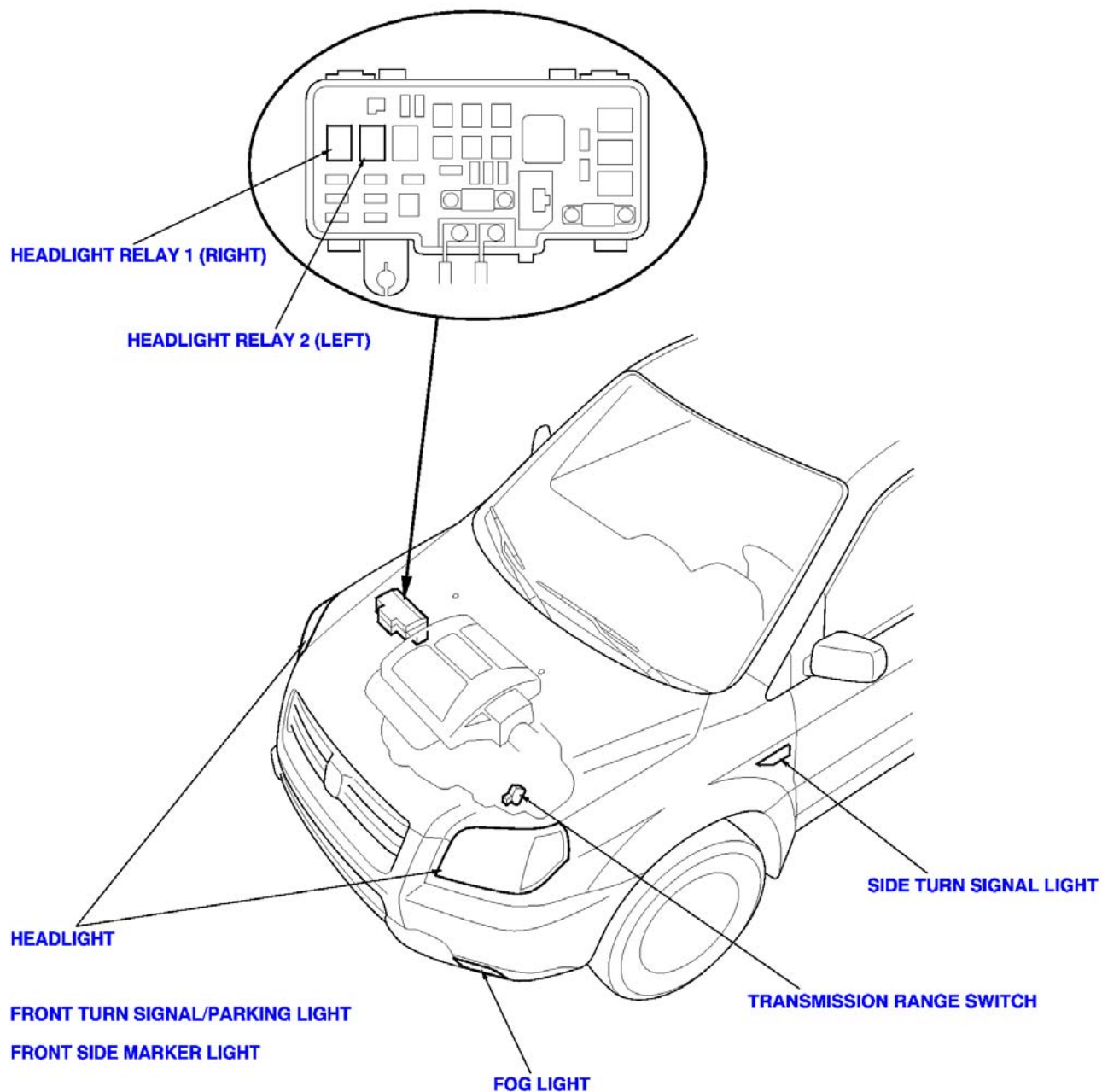


## 2005 PILOT - Exterior Lights Component Location Index

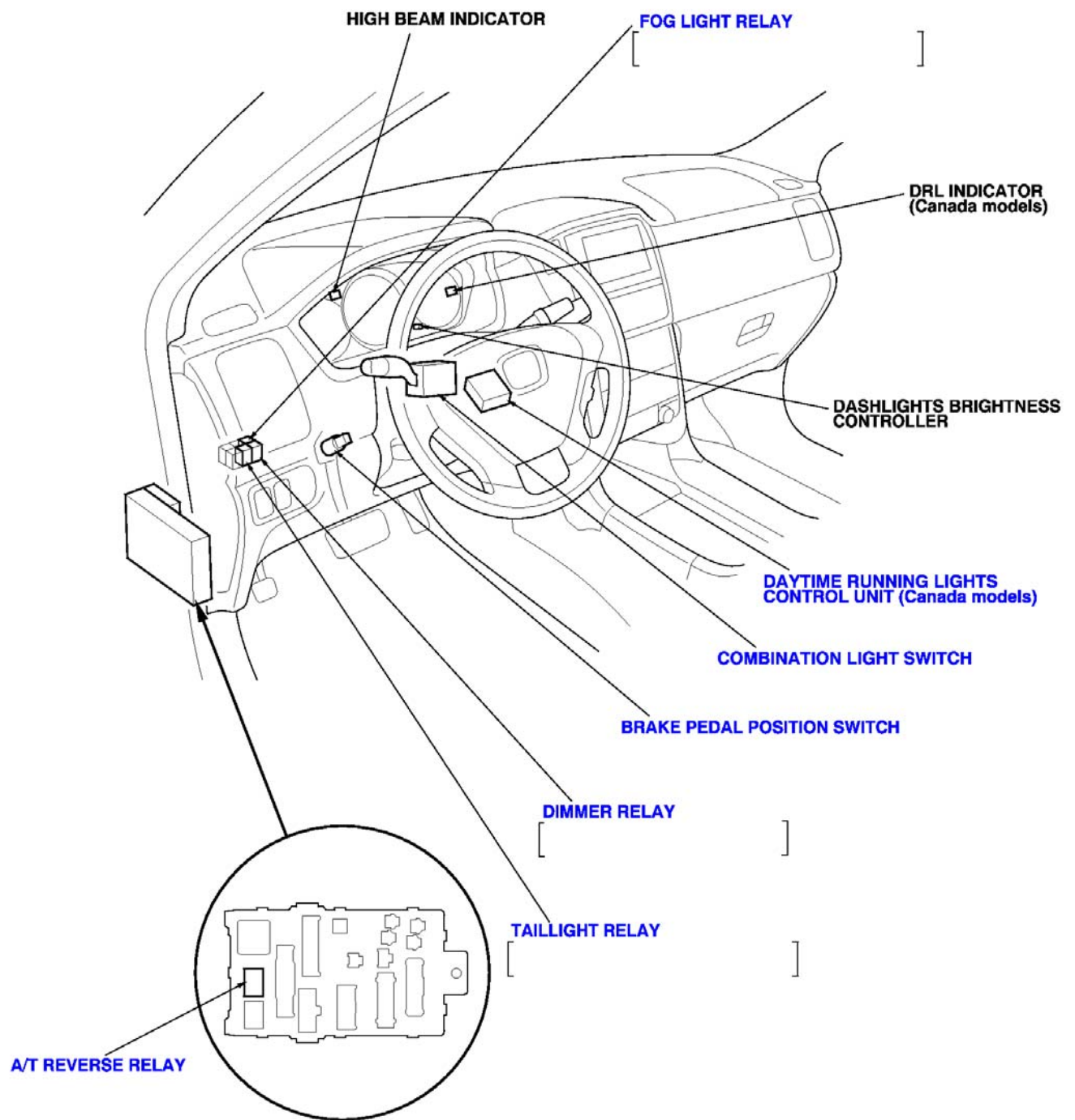




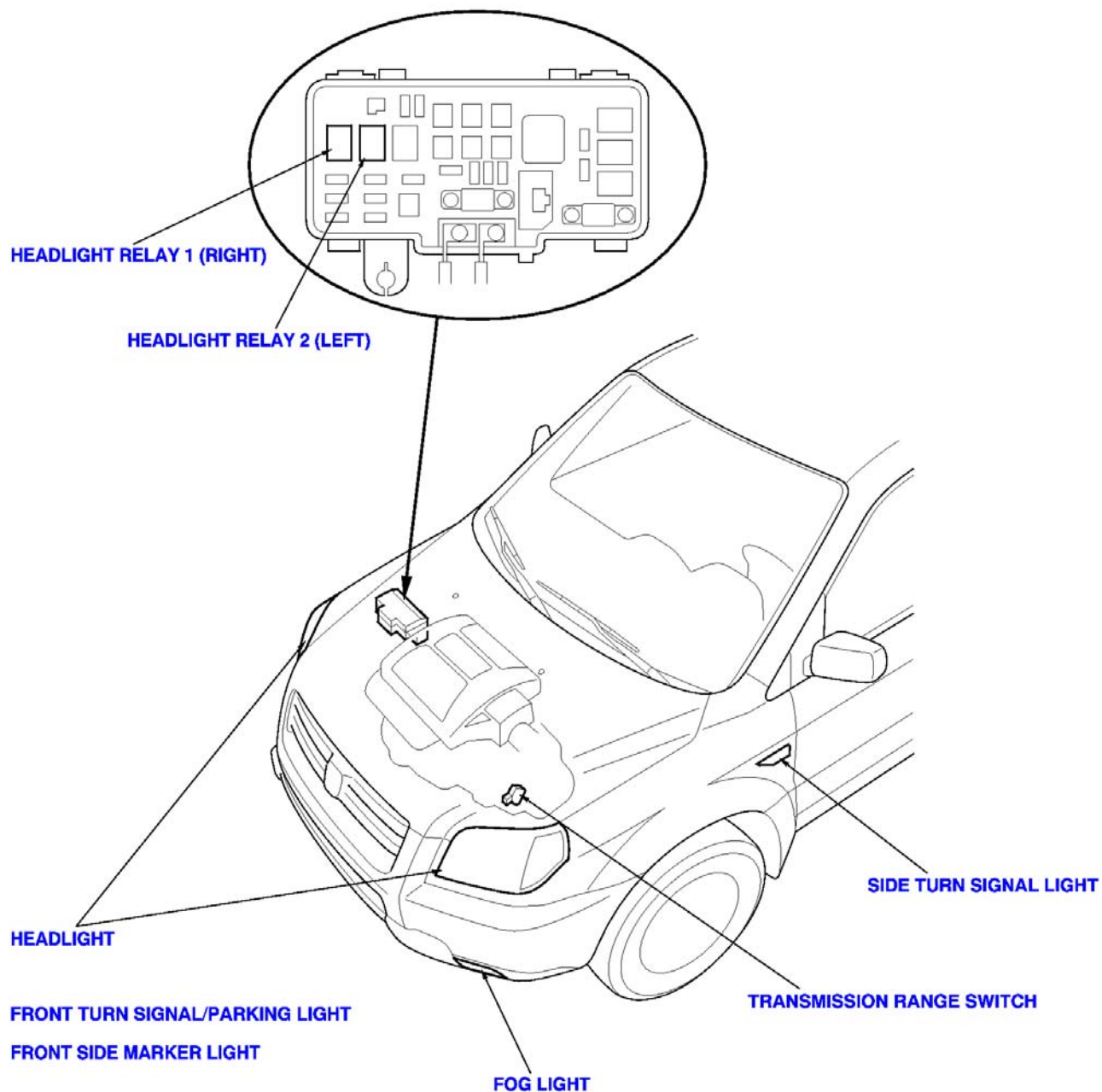
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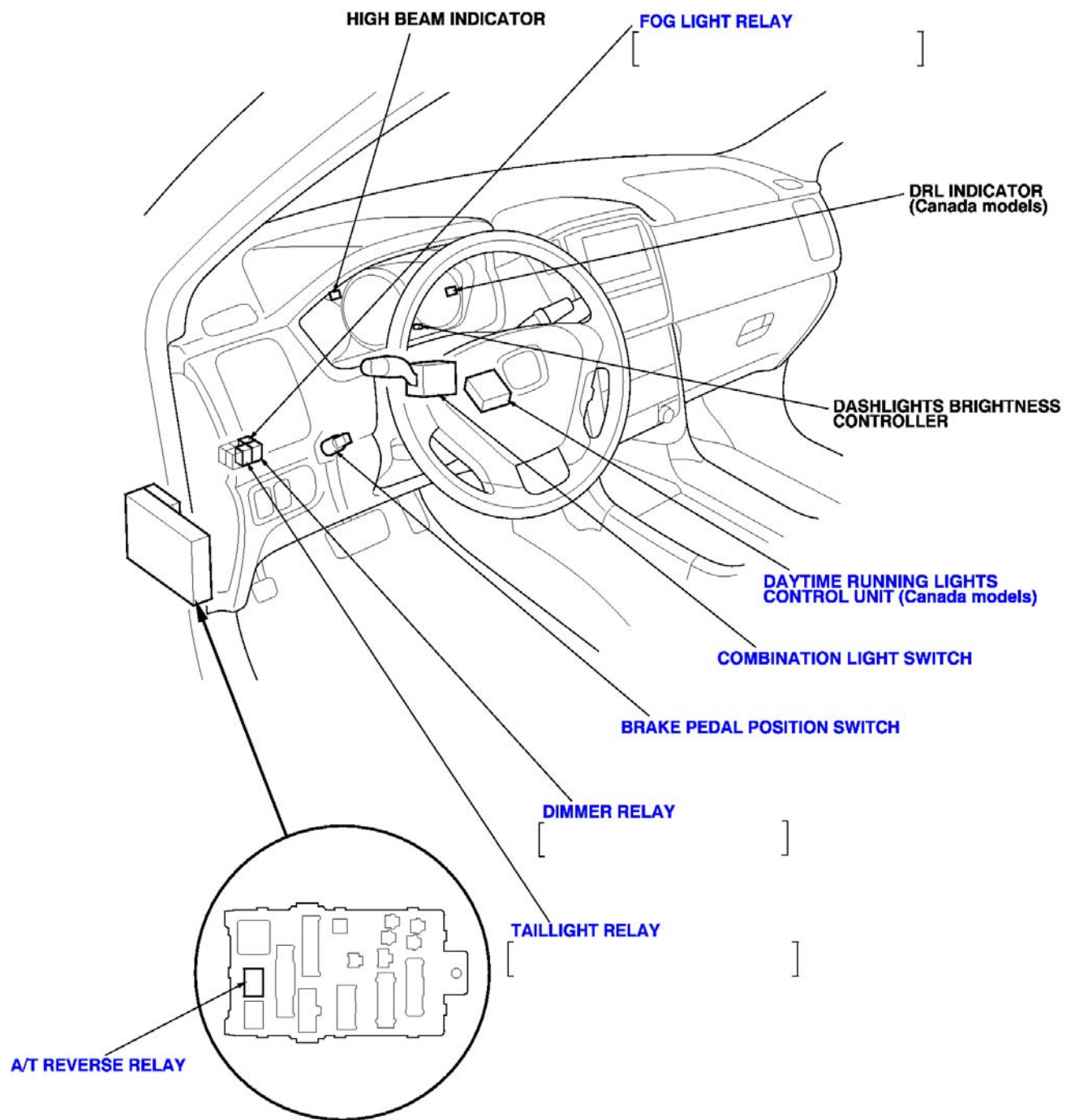




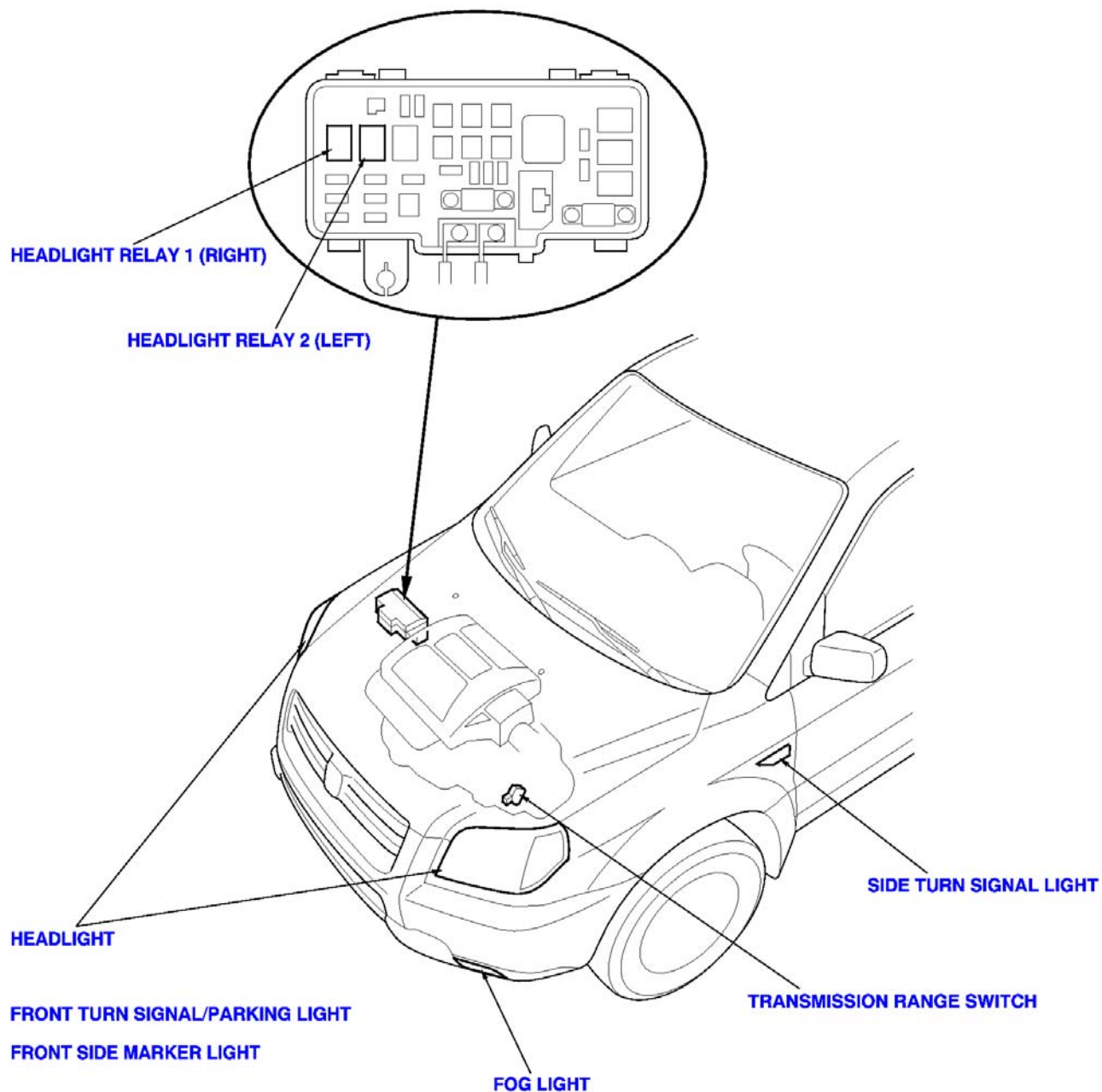


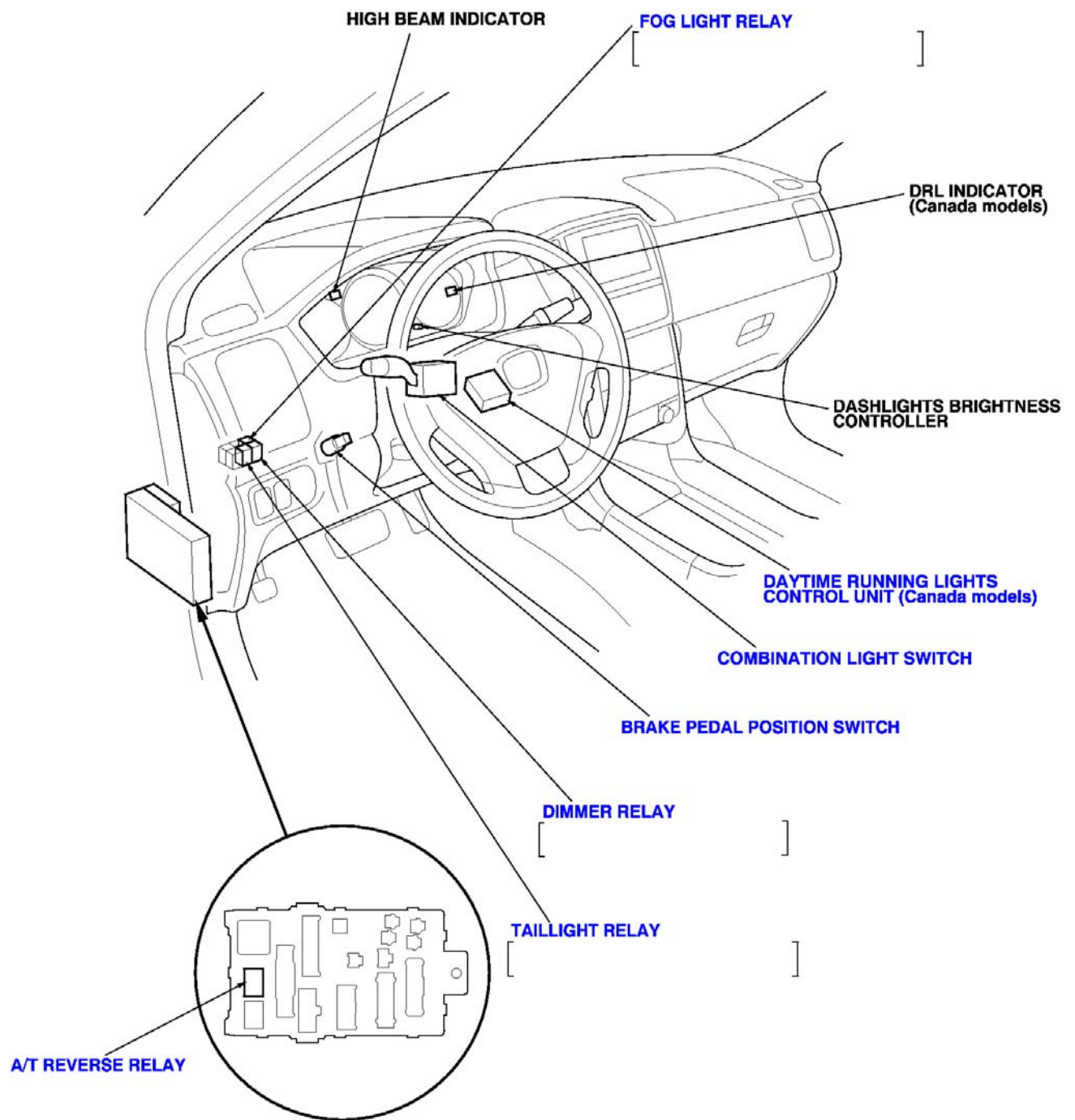
## 2007 PILOT - Exterior Lights Component Location Index





## 2008 PILOT - Exterior Lights Component Location Index





PE11-017

HONDA

9/8/2011

Q9

DOCUMENT 1

QIS MV20011212130757

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE
↓
RECEPTION
H Tomiji Komiya
2001/12/12
↓
INFORMATION INVESTIGATION
H Tomiji Komiya
2001/12/12
↓
INVESTIGATION AND ANALYSIS
H Hideto Yokoi
2001/12/12
↓
COUNTERMEASURE REQUEST
H Hideto Yokoi
2001/12/12
↓
INTERMEDIATE REPLY
↓
COUNTERMEASURE REPLY
AQAO Hideto Yokoi
2002/01/31
↓
COUNTERMEASURE ISSUED
HGT
2001/09/08
↓
COUNTERMEASURE APPLICATION
H Yonrin Hinkai Godo Hideto Yokoi
2001/11/06
↓
COMPLETED
H Yonrin Hinkai Godo Hideto Yokoi
2004/03/01

COUNTERMEASURE REQUEST
ADDRESSEE
AQAO
RECEPTION
RECEPTION

RANK
B
DATE:
APPROVAL
CHECK
CREATOR

MODEL CODE YM/MODEL NAME	TITLE	QIS CONTROL #
ES2	Head light low beam inoperative (light SW)	MV20011212130757
01/CIVIC		
OCCURRENCE DESCRIPTION	Headlight low beam inoperative.	

REPLY	REPLY TO H	VIA	BY Jan 25
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INVESTIGATION AND ANALYSIS RESULTS
Actual parts confirmation found melt on lighting SW/Lo terminal.
Detailed analysis including signs of terminal deformation, and terminal surface confirmation will be carried out at manufacturers Toyo Denso, and Sumitomo Electronics.
<Detailed confirmation>
1. Harness Lo circuit F terminal
- Some substance adhered on tongue contact point, and copper color confirmed around it (Sn has disappeared)
- Melt marks confirmed on part of terminal surface, however no significant chattering marks of Cu grain adhesion which comes with that was not confirmed.
- Tab gap is 0.3mm wider compared to other terminals (tab gap 0.59mm)
3. Combination SW Lo circuit/M terminal (Cu terminal)
. Obvious discoloration occurred on terminal surface, judged to be the heating area.
. Oxygen distribution detected on whole surface, oxidizing determined to have progressed due to heating.
*From the state of terminal, it can be concluded that first, resistance value rose by moving /oxidizing of the connector and the terminal, causing over current (approx 10A) As the result, heating->welding distortion occurred.
4. Confirmation of fluctuating voltage variation at the connector area. (sliding of terminal)
. When operated DIMMER, found the voltage varying to 10mV(peak), it can be concluded that the terminal had slid.
*concluded it is due to the complex sources form 090 terminal/10A specification, oxidizing, sliding under the SW operation.

CAUSE ANALYSIS	Concluded it is due to resistance value rising by the moving/oxidizing of the terminal->over current(10A) caused terminal heating->as the result, terminal area heating and melt occurred.																																																																													
COUNTERMEASURE	*Contacting resistance value reduced through terminal coating specification after 02M.																																																																													
TREATMENT FOR STOCK & SOLD UNITS & PARTS	<table border="1"> <tr><th colspan="7">COUNTERMEASURE APPLICATION INFORMATION</th></tr> <tr><th>DATE</th><th>MODEL CODE (MODEL NAME)</th><th>YM</th><th>DEST.</th><th>CATEGORY</th><th>PRODUCT #</th><th></th></tr> <tr><td>2001/11/02</td><td>ES1</td><td>2002</td><td>JH</td><td>F</td><td>1100519</td><td></td></tr> <tr><td>2001/10/31</td><td>ES2</td><td>2002</td><td>JH</td><td>F</td><td>1100240</td><td></td></tr> <tr><td>2001/10/31</td><td>ES3</td><td>2002</td><td>JH</td><td>F</td><td>1100092</td><td></td></tr> <tr><td>2001/11/02</td><td>EU1</td><td>2002</td><td>JH</td><td>F</td><td>1101037</td><td></td></tr> <tr><td>2001/11/05</td><td>EU2</td><td>2002</td><td>JH</td><td>F</td><td>1100176</td><td></td></tr> <tr><td>2001/11/06</td><td>EU3</td><td>2002</td><td>JH</td><td>F</td><td>1100306</td><td></td></tr> <tr><td>2001/11/05</td><td>EU4</td><td>2002</td><td>JH</td><td>F</td><td>1100054</td><td></td></tr> <tr><td>2001/12/10</td><td>ES9</td><td>2002</td><td>JH</td><td>F</td><td>1000030</td><td></td></tr> <tr><td>2001/10/31</td><td>ES1</td><td>2002</td><td>JH</td><td>F</td><td>1200629</td><td></td></tr> </table>	COUNTERMEASURE APPLICATION INFORMATION							DATE	MODEL CODE (MODEL NAME)	YM	DEST.	CATEGORY	PRODUCT #		2001/11/02	ES1	2002	JH	F	1100519		2001/10/31	ES2	2002	JH	F	1100240		2001/10/31	ES3	2002	JH	F	1100092		2001/11/02	EU1	2002	JH	F	1101037		2001/11/05	EU2	2002	JH	F	1100176		2001/11/06	EU3	2002	JH	F	1100306		2001/11/05	EU4	2002	JH	F	1100054		2001/12/10	ES9	2002	JH	F	1000030		2001/10/31	ES1	2002	JH	F	1200629	
COUNTERMEASURE APPLICATION INFORMATION																																																																														
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2001/11/02	ES1	2002	JH	F	1100519																																																																									
2001/10/31	ES2	2002	JH	F	1100240																																																																									
2001/10/31	ES3	2002	JH	F	1100092																																																																									
2001/11/02	EU1	2002	JH	F	1101037																																																																									
2001/11/05	EU2	2002	JH	F	1100176																																																																									
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2001/11/05	EU4	2002	JH	F	1100054																																																																									
2001/12/10	ES9	2002	JH	F	1000030																																																																									
2001/10/31	ES1	2002	JH	F	1200629																																																																									
COUNTERMEASURE EFFECTIVENESS	<p>&lt;Sold vehicles&gt; Market action (recall) taken as continued occurrence with in-range vehicles are suspected.</p> <p>&lt;Stock vehicles&gt; MP vehicles have already switched over to countermeasure parts.</p> <p>Verification on difference in toughness between C/M part (SW M terminal - Sn plating) and non-C/M part (Cu terminal) found that C/M is effective for sliding/resistance improvement.</p> <p>&lt;Testing conditions&gt; -2G/20Hz, ambient temperature 80C -10A (spec current) cycled -DIMMER switching operation included, apply vibrations at constant cycle.</p>																																																																													
FEED BACK TO THE SOURCE	<p>&lt;Recurrence prevention&gt; Total quality checks implemented, if continuously cycled terminal width is below 2.3mm (090 terminal), plate it. (03M*)</p> <p>Terminals with width below 2.3mm to be plated: reflect this on design guide (application on models after 04M)</p>																																																																													

QUALITY IMPROVEMENT SHEET [ Q I S ]						
ISSUED BY						
H						
OCCURRENCE MARKET						
REPORT #	A1S045-00					
FRAME #	JHMES26761S002453					
ENGINE #	D17A2-1003934					
TRANSMISSION #						
TRANSMISSION CATEGORY						
MILEAGE OR HOURS	11446	Mile				
REGISTRATION DATE	2001/04/12					
OCCURRENCE DATE	2001/11/15					
PRODUCT DATE						
SERVICE PART #	35255-S5A-J02					
	35255-S5A-J02					
MAIN CAUSAL PART #	35255-S5A-A01					
CAUSAL PART SYMPTOM CODE AND DESCRIPTION	032	(Not operating)				
MODEL CODE						
CAUSE CATEGORY	Specification					
REP. DEPT.	DEPARTMENT					
	SUPPLIER					
	SUMITOMO DENKIKOUG	CODE	3311			
COUNTERMEASURE CATEGORY	Closed					
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION	7403	Plating addi				
OCCURRENCE FORECAST	Sporadic					
COUNTERMEASURE PART AVAILABILITY	No					
REVISED ITEM	DRAWING		OPERATION STANDARD			
	O					

RECEPTION DATE
/

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR
01/31	AQAO			Hideto										

△						
△						
2	2004/03/19	REVISE				Hideto Yoko
1	2003/12/11	FINISH				Hideto Yoko
0	2001/12/19	NEW	Umihito Mor			Tomiji Komi
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR

**COUNTERMEASURE APPLICATION INFORMATION**

QIS CONTROL # MV20011212130757      YM    2001      MODEL CODE    ES2

PART # 35255-S5A-A01      RANK    B

TITLE Head light low bean inoperative (lig

COUNTERMEASURE APPLICATION INFORMATION						
	DATE	MODEL CODE	YM	DESTINATION	CATEGORY	PRODUCT #
10	2001/11/05	ES3	2002	JH	F	8100021
11	2001/11/01	EU1	2002	JH	F	1200522
12	2001/11/02	GD1	2002	JH	F	1067556
13	2001/11/03	GD1	2002	JH	F	8000161
14	2001/11/03	GD2	2002	JH	F	1005640
15	2001/11/13	GD2	2002	JH	F	8000026
16	2001/11/01	RF3	2002	JH	F	1065092
17	2001/10/25	RF3	2002	JH	F	8000249
18	2001/11/05	RF4	2002	JH	F	1016353
19	2001/11/06	RF4	2002	JH	F	8000105
20	2001/10/16	RN1	2002	JH	F	1102045
21	2001/10/15	RN2	2002	JH	F	1100287
22	2001/09/26	RN3	2002	JH	F	1057856
23	2001/09/27	RN4	2002	JH	F	1009641
24	2001/11/20	ES1	2002	D3	F	S200127
25	2001/12/04	ES1	2002	D6	F	S200140
26	2001/11/08	ES1	2002	D5	F	S400234
27	2001/11/05	ES1	2002	AH	F	S004508
28	2001/11/06	ES2	2002	AH	F	S002839
29	2001/11/06	ES4	2002	D2	F	S200221
30	2001/11/29	ES4	2002	EH	F	S200387
31	2001/11/02	ES5	2002	D5	F	S201791
32	2001/11/08	ES5	2002	D2	F	S201806
33	2001/11/20	ES5	2002	EH	F	S202241
34	2001/11/02	ES8	2002	D6	F	S201414
35	2001/11/02	ES8	2002	D3	F	S201438
36	2001/11/19	ES8	2002	D4	F	S201777
37	2001/11/15	ES8	2002	D5	F	S402913
38	2001/12/04	EU3	2002	D6	F	S200110
39	2001/12/04	EU3	2002	D7	F	S200137

**COUNTERMEASURE APPLICATION INFORMATION**

QIS CONTROL # MV20011212130757      YM    2001      MODEL CODE    ES2

PART # 35255-S5A-A01      RANK    B

TITLE Head light low bean inoperative (lig

COUNTERMEASURE APPLICATION INFORMATION						
	DATE	MODEL CODE	YM	DESTINATION	CATEGORY	PRODUCT #
40	2001/10/23	GD1	2002	EH	F	S200193
41	2001/11/02	GD1	2002	D2	F	S201542
42	2001/10/23	GD1	2002	UK	F	S200273
43	2001/10/26	GD5	2002	FH	F	S200009
44	2001/11/02	GD5	2002	D2	F	S200051
45	2001/11/06	GD5	2002	EH	F	S201499
46	2001/11/16	GD5	2002	UK	F	S201512
47	2001/12/03	RF3	2002	D3	F	S200222
48	2001/10/01	RN1	2001	D2	F	C205968
49	2001/10/11	RN1	2001	EH	F	C205984
50	2001/10/01	RN3	2001	D2	F	C209025
51	2001/10/10	RN3	2001	EH	F	C209048
52	2001/10/25	RN3	2001	UK	F	C209036
53	2001/10/25	RN3	2001	D3	F	C209072
54	2001/10/29	RN3	2002	D5	F	C400004
55	2001/08/29	ZE1	2001	AH	F	T003368
56	2001/09/11	ZE1	2002	UK	F	T200001



**INVESTIGATION RESULTS**

2. harness Hi circuit/F terminal
  - No substance adhesion which would block continuity.

イベント
担当部門氏名
完了年月日

受付
H四輪解析情報
小宮 富次
2001/12/12

情報調査
H四輪解析情報
小宮 富次
2001/12/12

調査解析
H四輪解析解技
横井 英人
2001/12/12

対策要求
H四輪解析解技
横井 英人
2001/12/12

中間回答

対策回答
H四輪品改合同
横井 英人
2002/01/31

出図
HGT
2001/09/08

対策実施
H四輪品改合同
横井 英人
2001/11/06

完了
H四輪品改合同
横井 英人
2004/03/01

### 対策要求

型式/YM・通称名	件 名	推 進 No.
ES2	ヘッドライトロービーム不灯（ライトSW）	MV20011212130757
01/CIVIC		
発生状況	ロービームヘッドライト作動不能。	

回 答 1月25日 までに 経由 H四輪解析解技 宛に回答願います。

調 査 結 果	<p>現品確認結果、ライティングSW/L端子部に溶損が認められる。</p> <p>端子部変形有無、端子表面確認等詳細解析を取引先【東洋電装（株）、住友電気工業（株）】にて行う。</p> <p>&lt;詳細確認&gt;</p> <p>①ハーネス側L回路/F端子</p> <ul style="list-style-type: none"> <li>舌片接点部に付着物があり、その周辺に銅色部分あり。（Snがなくなっている）</li> </ul> <p>・端子表面の一部に溶融痕が確認されたが、顕著なチャタリング痕やそれに伴うCuの粒付着は認められない。</p> <p>・タブギャップが他端子に比べ、0.3mm広い。（タブギャップ 0.59mm）</p> <p>③コンビSW側L回路/M端子（Cu端子）</p> <ul style="list-style-type: none"> <li>端子表面に変色があり、発熱部と判断する。</li> </ul> <p>・酸素分布は全面に検出され、発熱により酸化が進行したと判断する。</p> <p>※端子状態から判断して、コネクタや端子部の摺動/酸化により抵抗値が上昇し、電流値大（約10A）が起因し発熱→F端子舌片部が緩和し接触不安定→溶損に至ったと判断される。</p> <p>③コネクタ部電圧変動（端子摺動有無）確認</p> <ul style="list-style-type: none"> <li>DIEMMER操作時、10mV程度の電圧変動（ピーク）が見られ、端子摺動有りと判断する。</li> </ul> <p>※SW操作等の動環境下での090端子/10A仕様、酸化状態、摺動の複合的原因と判断される。</p>
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月日	回答部門(所内)	承認	確認	作成
01/31	H四輪品改合同			横井 英

宛先	H四輪品改合同	経由殿	受付	/		
		経由殿	受付	/		

重要度	
B	

年 月 日			
承認	確認	作成	

原 因	端子部摺動/酸化により接触抵抗値上昇、電流値大（約10A）が起因し端子部発熱→溶損に至ったと判断される。
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対 策	※0.2M中以降はM端子をSnメッキ仕様とし、接触抵抗値を低減している。
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既販車及び在庫品の処置	対策適用号機						
	年月日	型式(通称名)	年 式	仕 向 地	区 分	号 機	
	2001/11/02	ES1	2002	JH	F	1100519	
	2001/10/31	ES2	2002	JH	F	1100240	
	2001/10/31	ES3	2002	JH	F	1100092	
	2001/11/02	EU1	2002	JH	F	1101037	
	2001/11/05	EU2	2002	JH	F	1100176	
	2001/11/06	EU3	2002	JH	F	1100306	
	2001/11/05	EU4	2002	JH	F	1100054	
	2001/12/10	ES9	2002	JH	F	1000030	
2001/10/31	ES1	2002	JH	F	1200629		

対 策 効 果 確 認	<p>・対策品（SW側M端子-Snメッキ）と未対策品（Cu端子）のタフネス差を検証した結果、摺動/抵抗上昇に対しての効果認められた為、対策効果ありと判断する。</p> <p>&lt;試験条件&gt;</p> <ul style="list-style-type: none"> <li>2G/20Hz、周囲温度80℃の環境下</li> <li>10A（仕様電流値）を通電</li> <li>DIEMMER切替操作含む振動を一定サイクルで加える。</li> </ul>
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源 流 へ の フ ィ ー ド バ ッ ク	<p>&lt;再発防止&gt;</p> <p>品質総点検を実施し、連続通電される端子幅2.3mm（090端子）以下の端子はメッキ処理実施。（03M〜）</p> <p>端子幅2.3mm以下の端子は、メッキ処理を原則とすることを設計ガイドへ反映。（04M以降の機種にて適用）</p>
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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

### 市場品質情報 [ Q I S ]

発 行 部 門	
H四輪解析解技	

発 生 場 所	
フレーム No.	JHMES26761S002453
エンジン No.	D17A2-1003934
ミッション No.	
ミッション 区分	
走行距離、時間	11446 Mile
登録 年月日	2001/04/12
発生 年月日	2001/11/15

新 部 品 番 号	35255-S5A-J02
	35255-S5A-J02

主 部 品 番 号	35255-S5A-A01	
症 状 コー ド	032	作動不良
EDP KEY 型式名		

原 因 区 分	仕様		
責 任 区	部 門		
	取引先名	住友電気工業（株）	コードNo. 3311

対 策 区 分	完了	
対 策 内 容 コー ド	7403	メッキ追加

発 生 予 測	あり(散発)	
対 策 パー ツ		無

見 直 し 項 目	図面	作業標準
	○	

△						
△						
2	2004/03/19	改訂発行				横井英人
1	2003/12/11	完了発行				横井英人
◇	2001/12/19	新規	森海人			小宮富次
発行	年月日	記事	承認	確認	確認	作成

問推表 適用号機明細

推進No MV20011212130757      年式 2001      型式 ES2  
 部品番号 35255-S5A-A01      重要度 B  
 件名 ヘッドライトロービーム不灯 (ライトSW)

対策適用号機						
	年月日	型式	年式	仕向地	区分	号機
10	2001/11/05	ES3	2002	JH	F	8100021
11	2001/11/01	EU1	2002	JH	F	1200522
12	2001/11/02	GD1	2002	JH	F	1067556
13	2001/11/03	GD1	2002	JH	F	8000161
14	2001/11/03	GD2	2002	JH	F	1005640
15	2001/11/13	GD2	2002	JH	F	8000026
16	2001/11/01	RF3	2002	JH	F	1065092
17	2001/10/25	RF3	2002	JH	F	8000249
18	2001/11/05	RF4	2002	JH	F	1016353
19	2001/11/06	RF4	2002	JH	F	8000105
20	2001/10/16	RN1	2002	JH	F	1102045
21	2001/10/15	RN2	2002	JH	F	1100287
22	2001/09/26	RN3	2002	JH	F	1057856
23	2001/09/27	RN4	2002	JH	F	1009641
24	2001/11/20	ES1	2002	D3	F	S200127
25	2001/12/04	ES1	2002	D6	F	S200140
26	2001/11/08	ES1	2002	D5	F	S400234
27	2001/11/05	ES1	2002	AH	F	S004508
28	2001/11/06	ES2	2002	AH	F	S002839
29	2001/11/06	ES4	2002	D2	F	S200221
30	2001/11/29	ES4	2002	EH	F	S200387
31	2001/11/02	ES5	2002	D5	F	S201791
32	2001/11/08	ES5	2002	D2	F	S201806
33	2001/11/20	ES5	2002	EH	F	S202241
34	2001/11/02	ES8	2002	D6	F	S201414
35	2001/11/02	ES8	2002	D3	F	S201438
36	2001/11/19	ES8	2002	D4	F	S201777
37	2001/11/15	ES8	2002	D5	F	S402913
38	2001/12/04	EU3	2002	D6	F	S200110
39	2001/12/04	EU3	2002	D7	F	S200137

問推表 適用号機明細

推進No MV20011212130757      年式 2001      型式 ES2  
 部品番号 35255-S5A-A01      重要度 B  
 件名 ヘッドライトロービーム不灯 (ライトSW)

対策適用号機						
	年月日	型式	年式	仕向地	区分	号機
40	2001/10/23	GD1	2002	EH	F	S200193
41	2001/11/02	GD1	2002	D2	F	S201542
42	2001/10/23	GD1	2002	UK	F	S200273
43	2001/10/26	GD5	2002	FH	F	S200009
44	2001/11/02	GD5	2002	D2	F	S200051
45	2001/11/06	GD5	2002	EH	F	S201499
46	2001/11/16	GD5	2002	UK	F	S201512
47	2001/12/03	RF3	2002	D3	F	S200222
48	2001/10/01	RN1	2001	D2	F	C205968
49	2001/10/11	RN1	2001	EH	F	C205984
50	2001/10/01	RN3	2001	D2	F	C209025
51	2001/10/10	RN3	2001	EH	F	C209048
52	2001/10/25	RN3	2001	UK	F	C209036
53	2001/10/25	RN3	2001	D3	F	C209072
54	2001/10/29	RN3	2002	D5	F	C400004
55	2001/08/29	ZE1	2001	AH	F	T003368
56	2001/09/11	ZE1	2002	UK	F	T200001

**調 査**

- ②ハーネス側Hi回路/F端子
- ・導通を阻害する付着物は認められない。

PE11-017

HONDA

9/8/2011

Q9

DOCUMENT 2

QIS MV20020523100005

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE
↓
RECEPTION
H Tomiji Komiya
2002/05/17
↓
INFORMATION INVESTIGATION
H Tomiji Komiya
2002/06/10
↓
INVESTIGATION AND ANALYSIS
H Hideto Yokoi
2002/06/10
↓
COUNTERMEASURE REQUEST
↓
INTERMEDIATE REPLY
↓
COUNTERMEASURE REPLY
AQAO Hideto Yokoi
2002/05/23
↓
COUNTERMEASURE ISSUED
↓
COUNTERMEASURE APPLICATION
H Yonrin Hinkai Godo Hideto Yokoi
2001/11/06
↓
COMPLETED
H Yonrin Hinkai Godo Hideto Yokoi
2004/02/26

COUNTERMEASURE REQUEST
ADDRESSEE
AQAO
RECEPTION

RANK
B
DATE:
APPROVAL
CHECK
CREATOR

MODEL CODE YM/MODEL NAME	TITLE	QIS CONTROL #
ES1	Low beams inop (light s/w) QAH 15	MV20020523100005
01/CIVIC		
OCCURRENCE DESCRIPTION		

REPLY	REPLY TO	VIA	BY
-------	----------	-----	----

INVESTIGATION AND ANALYSIS RESULTS
Found low beam terminal has melted away when inspecting actual part, and heat generation from terminal is recognized. Being promoted under MV20011212130757, being same symptom.
Occurrence Mechanism: -When lighting s/w usage conditions are 1) Terminal contact surface slides. 2) Male terminal (s/w side) copper surface (unplated) oxidizes. 3) Current is approx 10A. the terminal surfaces accumulate oxidization matter when terminals slide, and contact resistance increases.  -The terminal fittings create heat when sliding.  -The heat causes oxidization matter to form on the fittings (male terminal surface), contact resistance increases, and terminal fittings generate heat when sliding.  -From the heat the female terminal (harness side) relaxes causing contact load to drop.  *The above repetition causes arcing between low beam terminal fittings, the coupler melts, and leads to low beams inop.  *Determine cause to be a combination of the sliding, the oxidization conditions, and the dynamic environment (s/w operation etc) of the 090 terminal/10A spec.

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR
05/23	AQAO			Hideto										

CAUSE ANALYSIS	Being promoted under MV20011212130757. -Determine that terminal sliding/oxidization causes contact resistance value to rise, current max value (approx 10A) causes terminal heat, and leads to melting.																																																																													
COUNTERMEASURE	Being promoted under MV20011212130757. -Current has been c/m'ed by plating spec on the male terminal. *JPN production models application VINs input.																																																																													
TREATMENT FOR STOCK & SOLD UNITS & PARTS	<table border="1"> <tr><th colspan="7">COUNTERMEASURE APPLICATION INFORMATION</th></tr> <tr><th>DATE</th><th>MODEL CODE (MODEL NAME)</th><th>YM</th><th>DEST.</th><th>CATEGORY</th><th>PRODUCT #</th><th> </th></tr> <tr><td>2001/10/16</td><td>RN1</td><td>2002</td><td>JH</td><td>F</td><td>1102045</td><td> </td></tr> <tr><td>2001/10/15</td><td>RN2</td><td>2002</td><td>JH</td><td>F</td><td>1100287</td><td> </td></tr> <tr><td>2001/09/26</td><td>RN3</td><td>2002</td><td>JH</td><td>F</td><td>1057856</td><td> </td></tr> <tr><td>2001/09/27</td><td>RN4</td><td>2002</td><td>JH</td><td>F</td><td>1009641</td><td> </td></tr> <tr><td>2001/11/02</td><td>ES1</td><td>2002</td><td>JH</td><td>F</td><td>1100519</td><td> </td></tr> <tr><td>2001/10/31</td><td>ES2</td><td>2002</td><td>JH</td><td>F</td><td>1100240</td><td> </td></tr> <tr><td>2001/10/31</td><td>ES3</td><td>2002</td><td>JH</td><td>F</td><td>1100092</td><td> </td></tr> <tr><td>2001/11/02</td><td>EU1</td><td>2002</td><td>JH</td><td>F</td><td>1101037</td><td> </td></tr> <tr><td>2001/11/05</td><td>EU2</td><td>2002</td><td>JH</td><td>F</td><td>1100176</td><td> </td></tr> </table> <p>Sold vehicles: Subject vehicles (pre-C/M vehicles) are considered to still have possibility for this failure, and therefore market action (recall) will be done.  Current stock: Mass production has already had C/M part application.</p>	COUNTERMEASURE APPLICATION INFORMATION							DATE	MODEL CODE (MODEL NAME)	YM	DEST.	CATEGORY	PRODUCT #		2001/10/16	RN1	2002	JH	F	1102045		2001/10/15	RN2	2002	JH	F	1100287		2001/09/26	RN3	2002	JH	F	1057856		2001/09/27	RN4	2002	JH	F	1009641		2001/11/02	ES1	2002	JH	F	1100519		2001/10/31	ES2	2002	JH	F	1100240		2001/10/31	ES3	2002	JH	F	1100092		2001/11/02	EU1	2002	JH	F	1101037		2001/11/05	EU2	2002	JH	F	1100176	
COUNTERMEASURE APPLICATION INFORMATION																																																																														
DATE	MODEL CODE (MODEL NAME)	YM	DEST.	CATEGORY	PRODUCT #																																																																									
2001/10/16	RN1	2002	JH	F	1102045																																																																									
2001/10/15	RN2	2002	JH	F	1100287																																																																									
2001/09/26	RN3	2002	JH	F	1057856																																																																									
2001/09/27	RN4	2002	JH	F	1009641																																																																									
2001/11/02	ES1	2002	JH	F	1100519																																																																									
2001/10/31	ES2	2002	JH	F	1100240																																																																									
2001/10/31	ES3	2002	JH	F	1100092																																																																									
2001/11/02	EU1	2002	JH	F	1101037																																																																									
2001/11/05	EU2	2002	JH	F	1100176																																																																									
COUNTERMEASURE EFFECTIVENESS	-Being promoted under MV20011212130757. -Results of verifying the toughness of pre-C/M (Cu plating) and post-C/M (S/W side male terminal Sn plating) shows effectiveness for sliding/resistance increase, and therefore C/M is determined effective.																																																																													
FEED BACK TO THE SOURCE	Being promoted under MV20011212130757.																																																																													

QUALITY IMPROVEMENT SHEET [ Q I S ]		
ISSUED BY		
H		
OCCURRENCE MARKET		
REPORT #	AQAH20020515-02	
FRAME #	2HGES15591H582625	
ENGINE #		
TRANSMISSION #		
TRANSMISSION CATEGORY		
MILEAGE OR HOURS	25850	Mile
REGISTRATION DATE		
OCCURRENCE DATE	2002/04/18	
PRODUCT DATE		
SERVICE PART #	35255-S5A-A02	
	35255-S5A-A02	
MAIN CAUSAL PART #	35255-S5A	
CAUSAL PART SYMPTOM CODE AND DESCRIPTION	066	Poor connection cont
MODEL CODE		
CAUSE CATEGORY	Specification	
DEPARTMENT		
SUPPLIER	TOYO DENSO CO. LTD.	CODE 4533
COUNTERMEASURE CATEGORY	Closed	
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION	7403	Plating addi
OCCURRENCE FORECAST	Sporadic	
COUNTERMEASURE PART AVAILABILITY		Yes
REVISED ITEM	DRAWING	OPERATION STANDARD

△						
△						
2	2004/12/16	REVISE				Hideto Yoko
1	2003/03/01	FINISH				Tomiji Komi
0	2002/05/23	NEW	Umihito Mor			Tomiji Komi
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR

**COUNTERMEASURE APPLICATION INFORMATION**

QIS CONTROL # MV20020523100005      YM    2001      MODEL CODE    ES1

PART # 35255-S5A      RANK    B

TITLE Low beams inop (light s/w) QAH 15

COUNTERMEASURE APPLICATION INFORMATION						
	DATE	MODEL CODE	YM	DESTINATION	CATEGORY	PRODUCT #
10	2001/11/06	EU3	2002	JH	F	1100306
11	2001/11/05	EU4	2002	JH	F	1100054
12	2001/12/10	ES9	2002	JH	F	1000030
13	2001/10/31	ES1	2002	JH	F	1200629
14	2001/11/05	ES3	2002	JH	F	8100021
15	2001/11/01	EU1	2002	JH	F	1200522
16	2001/11/02	GD1	2002	JH	F	1067556
17	2001/11/03	GD1	2002	JH	F	8000161
18	2001/11/03	GD2	2002	JH	F	1005640
19	2001/11/13	GD2	2002	JH	F	8000026
20	2001/11/01	RF3	2002	JH	F	1065092
21	2001/10/25	RF3	2002	JH	F	8000249
22	2001/11/05	RF4	2002	JH	F	1016353
23	2001/11/06	RF4	2002	JH	F	8000105
24	2001/11/20	ES1	2002	D3	F	S200127
25	2001/12/04	ES1	2002	D6	F	S200140
26	2001/11/08	ES1	2002	D5	F	S400234
27	2001/11/05	ES1	2002	AH	F	S004508
28	2001/11/06	ES2	2002	AH	F	S002839
29	2001/11/06	ES4	2002	D2	F	S200221
30	2001/11/29	ES4	2002	EH	F	S200387
31	2001/11/02	ES5	2002	D5	F	S201791
32	2001/11/08	ES5	2002	D2	F	S201806
33	2001/11/20	ES5	2002	EH	F	S202241
34	2001/11/02	ES8	2002	D6	F	S201414
35	2001/11/02	ES8	2002	D3	F	S201438
36	2001/11/19	ES8	2002	D4	F	S201777
37	2001/11/15	ES8	2002	D5	F	S402913
38	2001/12/04	EU3	2002	D6	F	S200110
39	2001/12/04	EU3	2002	D7	F	S200137

**COUNTERMEASURE APPLICATION INFORMATION**

QIS CONTROL # MV20020523100005      YM    2001      MODEL CODE    ES1

PART # 35255-S5A      RANK    B

TITLE Low beams inop (light s/w) QAH 15

COUNTERMEASURE APPLICATION INFORMATION						
	DATE	MODEL CODE	YM	DESTINATION	CATEGORY	PRODUCT #
40	2001/10/23	GD1	2002	EH	F	S200193
41	2001/11/02	GD1	2002	D2	F	S201542
42	2001/10/23	GD1	2002	UK	F	S200273
43	2001/10/26	GD5	2002	FH	F	S200009
44	2001/11/02	GD5	2002	D2	F	S200051
45	2001/11/06	GD5	2002	EH	F	S201499
46	2001/11/16	GD5	2002	UK	F	S201512
47	2001/12/03	RF3	2002	D3	F	S200222
48	2001/10/01	RN1	2001	D2	F	C205968
49	2001/10/11	RN1	2001	EH	F	C205984
50	2001/10/01	RN3	2001	D2	F	C209025
51	2001/10/10	RN3	2001	EH	F	C209048
52	2001/10/25	RN3	2001	UK	F	C209036
53	2001/10/25	RN3	2001	D3	F	C209072
54	2001/10/29	RN3	2002	D5	F	C400004
55	2001/08/29	ZE1	2001	AH	F	T003368
56	2001/09/11	ZE1	2002	UK	F	T200001

イベント
担当部門氏名
完了年月日

受付
H四輪解析情報
小宮 富次
2002/05/17

情報調査
H四輪解析情報
小宮 富次
2002/06/10

調査解析
H四輪解析解技
横井 英人
2002/06/10

対策要求

中間回答

対策回答
H四輪解析解技
横井 英人
2002/05/23

出図

対策実施
H四輪品改合同
横井 英人
2001/11/06

完了
H四輪品改合同
横井 英人
2004/02/26

対策要求

型式/YM・通称名	件名	推進 No.
ES1 01/CIVIC	ロービーム不灯 (ライトSW) <QAH技術支援15>	MV20020523100005
発生状況	ロービームヘッドライトが作動しない。バルブに電気は通っている。	

回答	までに	經由	宛に回答願います。
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調査結果	<p>・現品確認結果、ロービーム端子部が溶損しており、端子からの発熱が認められる。 ※MV20011212130757と同事象であり、統合推進とする。</p> <p>&lt;発生メカニズム&gt; ・ライティングSW使用環境が ①端子接触面が摺動する。 ②オス端子 (SW側) の銅表面 (メッキなし) が酸化する。 ③電流が10A前後流れる。 であり、端子摺動時に端子表面の酸化物を巻き込み、接触抵抗が増加する。</p> <p>・端子嵌合部位が摺動時に発熱する。</p> <p>・その熱により、更に嵌合部位 (オス端子表面) に酸化物が生成され、接触抵抗増加/摺動時の端子嵌合部位が発熱する。</p> <p>・熱によるメス端子 (ハーネス側) の緩和で接触荷重が低下する。</p> <p>※上記の繰り返しによりロービーム端子嵌合部にアークが発生し、カプラー部が溶損、ロービーム不灯に至る。</p> <p>※SW操作等の動環境下での090端子/10A仕様、酸化状態、摺動の複合的原因と判断する。</p>
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月日	回答部門(所内)	承認	確認	作成
05/23	H四輪解析解技			横井 英

重要度	年	月	日
B	承認	確認	作成

月日	回答部門(所内)	承認	確認	作成

原因	<p>・MV20011212130757にて統合推進</p> <p>・端子部摺動/酸化により接触抵抗値上昇、電流値大 (約10A) が起因し端子部発熱→溶損に至ったと判断する。</p>
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対策	<p>・MV20011212130757にて統合推進</p> <p>・現行はオス端子部Snメッキ仕様にて接触抵抗値を低減し、対策済 ※日本生産車の適用号機入力</p>
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既販車及び在庫品の処置	対策適用号機					
	年月日	型式 (通称名)	年式	仕向地	区分	号機
	2001/10/16	RN1	2002	JH	F	1102045
	2001/10/15	RN2	2002	JH	F	1100287
	2001/09/26	RN3	2002	JH	F	1057856
	2001/09/27	RN4	2002	JH	F	1009641
	2001/11/02	ES1	2002	JH	F	1100519
	2001/10/31	ES2	2002	JH	F	1100240
	2001/10/31	ES3	2002	JH	F	1100092
	2001/11/02	EU1	2002	JH	F	1101037
2001/11/05	EU2	2002	JH	F	1100176	

対策効果確認	<p>・MV20011212130757にて統合推進</p> <p>・対策品 (SW側オス端子-Snメッキ) と未対策品 (Cu端子) のタフネス差を検証した結果、摺動/抵抗上昇に対する効果が認められた為、対策効果ありと判断する。</p>
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源流へのフィードバック	・MV20011212130757にて統合推進
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月日	回答部門(所外)	承認	確認	作成

市場品質情報 [ Q I S ]

発行部門	H四輪解析解技
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発生場所	フレーム No.	2HGES15591H582625
エンジン No.	ミッション No.	
ミッション区分	走行距離、時間	25850 Mile
登録年月日	発生年月日	2002/04/18

新部品番号	35255-S5A-A02
	35255-S5A-A02

主部品番号	35255-S5A
症状コード	066 接続不良・接触不良
EDP KEY 型式名	

原因区分	仕様			
責任区	部門			
	取引先名	東洋電装 (株)	コードNo.	4533

対策区分	完了
対策内容コード	7403 メッキ追加

発生予測	あり (散発)
対策パーツ	有

見直し項目	図面	作業標準
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発行年月日	記事	承認	確認	確認	作成

受付月日	/
------	---



問推表 適用号機明細

推進No MV20020523100005                      年式 2001    型式 ES1  
 部品番号 35255-S5A    重要度 B

件名 ロービーム不灯（ライトSW）＜QAH技術支援15＞

対策適用号機						
	年月日	型式	年式	仕向地	区分	号機
10	2001/11/06	EU3	2002	JH	F	1100306
11	2001/11/05	EU4	2002	JH	F	1100054
12	2001/12/10	ES9	2002	JH	F	1000030
13	2001/10/31	ES1	2002	JH	F	1200629
14	2001/11/05	ES3	2002	JH	F	8100021
15	2001/11/01	EU1	2002	JH	F	1200522
16	2001/11/02	GD1	2002	JH	F	1067556
17	2001/11/03	GD1	2002	JH	F	8000161
18	2001/11/03	GD2	2002	JH	F	1005640
19	2001/11/13	GD2	2002	JH	F	8000026
20	2001/11/01	RF3	2002	JH	F	1065092
21	2001/10/25	RF3	2002	JH	F	8000249
22	2001/11/05	RF4	2002	JH	F	1016353
23	2001/11/06	RF4	2002	JH	F	8000105
24	2001/11/20	ES1	2002	D3	F	S200127
25	2001/12/04	ES1	2002	D6	F	S200140
26	2001/11/08	ES1	2002	D5	F	S400234
27	2001/11/05	ES1	2002	AH	F	S004508
28	2001/11/06	ES2	2002	AH	F	S002839
29	2001/11/06	ES4	2002	D2	F	S200221
30	2001/11/29	ES4	2002	EH	F	S200387
31	2001/11/02	ES5	2002	D5	F	S201791
32	2001/11/08	ES5	2002	D2	F	S201806
33	2001/11/20	ES5	2002	EH	F	S202241
34	2001/11/02	ES8	2002	D6	F	S201414
35	2001/11/02	ES8	2002	D3	F	S201438
36	2001/11/19	ES8	2002	D4	F	S201777
37	2001/11/15	ES8	2002	D5	F	S402913
38	2001/12/04	EU3	2002	D6	F	S200110
39	2001/12/04	EU3	2002	D7	F	S200137

問推表 適用号機明細

推進No MV20020523100005                      年式 2001    型式 ES1  
 部品番号 35255-S5A    重要度 B

件名 ロービーム不灯（ライトSW）＜QAH技術支援15＞

対策適用号機						
	年月日	型式	年式	仕向地	区分	号機
40	2001/10/23	GD1	2002	EH	F	S200193
41	2001/11/02	GD1	2002	D2	F	S201542
42	2001/10/23	GD1	2002	UK	F	S200273
43	2001/10/26	GD5	2002	FH	F	S200009
44	2001/11/02	GD5	2002	D2	F	S200051
45	2001/11/06	GD5	2002	EH	F	S201499
46	2001/11/16	GD5	2002	UK	F	S201512
47	2001/12/03	RF3	2002	D3	F	S200222
48	2001/10/01	RN1	2001	D2	F	C205968
49	2001/10/11	RN1	2001	EH	F	C205984
50	2001/10/01	RN3	2001	D2	F	C209025
51	2001/10/10	RN3	2001	EH	F	C209048
52	2001/10/25	RN3	2001	UK	F	C209036
53	2001/10/25	RN3	2001	D3	F	C209072
54	2001/10/29	RN3	2002	D5	F	C400004
55	2001/08/29	ZE1	2001	AH	F	T003368
56	2001/09/11	ZE1	2002	UK	F	T200001

PE11-017

HONDA

9/8/2011

Q9

DOCUMENT 3

QIS MV20031031113105

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE
↓
RECEPTION
H Yonrin Hinshitu Ka Kaori Tagami
2003/10/15
↓
INFORMATION INVESTIGATION
H Yonrin Hinkai Godo Teiichi Harada
2003/10/31
↓
INVESTIGATION AND ANALYSIS
H Yonrin Hinkai Godo Hideto Yokoi
2003/11/03
↓
COUNTERMEASURE REQUEST
H Yonrin Hinkai Godo Hideto Yokoi
2003/11/03
↓
INTERMEDIATE REPLY
↓
COUNTERMEASURE REPLY
AQAO Hideto Yokoi
2003/11/14
↓
COUNTERMEASURE ISSUED
↓
COUNTERMEASURE APPLICATION
↓
COMPLETED
H Yonrin Hinkai Godo Hideto Yokoi
2004/03/01

COUNTERMEASURE REQUEST
ADDRESSEE
AQAO
RECEPTION
RECEPTION

RANK
A
DATE:
APPROVAL
CHECK
CREATOR

MODEL CODE YM/MODEL NAME	TITLE	QIS CONTROL #
ES1	THE LOW BEAM HEADLIGHTS ARE INOPERATIVE	MV20031031113105
03/CIVIC		
OCCURRENCE DESCRIPTION	The headlights are inoperative.	

REPLY      REPLY TO    H Yonrin Hinkai Godo      VIA      BY      Nov 14

INVESTIGATION AND ANALYSIS RESULTS

-SW lot: 2711

-Actual parts confirmation result; no visual defects confirmed, but no continuity in LT/SMALL RELAY circuit. As 2 circuits have continuity failures, there is a high possibility that this is due to lever tip contact problem.

\*Detailed confirmation of internals will be carried out at Toyo Denso.

<Detailed analysis result>

-No disconnection, or un-connected terminals of base cord assy, and no solder problems are confirmed, but the height of contact ring (lever tip lighting contact) is confirmed.

-Spec 3.2mm (+0.2, -0)  
unused contact: 3.21, SMALL: 2.42  
GND: 2.78, HEAD: 2.86 (mm)

-Fixed contact slider surface have sliding marks, and judging from its mileage also, there was continuity initially.

-Knob holder (inside of lever tip) has melted. Due to this, contact ring sinked in causing poor contact, resulting in failure.

-Factor for melting (suspected)

1. Overheating due to insufficient contact pressure (arc)
2. Overheats as excessive current (over spec)

-Factor analysis result indicated that 100% inspection is carried out for contact load at mass pro, and actual parts had inspection marking on it.

<Recreation test result>

-Does not melt when contact ring is purposely deformed and cycled specified voltage / current with insufficient contact pressure

-Changed current value with contact ring correctly contacting, symptom recreated at 11A, 12V, 15 min cycling.

\*This is low beam not illuminating due to reduced contact pressure from knob holder melt, but as there are no factors in terms of production or structure which create reduced contact pressure, and as this vehicle has been in use for 40000 km / 9 months,

RECEPTION DATE
/

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR
11/14	AQAO			Hideto										

CAUSE ANALYSIS	-Lower beam not illuminating due to reduced contact pressure from knob holder melt.
	-As there are no production or structural factors for reduced contact pressure, and as this vehicle has been in use for 4000 km / 9 months, following market factors are suspected.  (1) Melt with 11A, 12V, 15 min cycling (when lamp is directly connected to lighting relay) (2) Melt due to current over spec beint applied long term (9 months / when using light)  *Vehicle conditions (accessory etc) are unknown.
COUNTERMEASURE	-Cause for holder melt is unknown, judged to be due to market factor, so no countermeasure will be applied.
TREATMENT FOR STOCK & SOLD UNITS & PARTS	No action taken as this is judged to be market usage failure.
	COUNTERMEASURE APPLICATION INFORMATION
COUNTERMEASURE EFFECTIVENESS	
FEED BACK TO THE SOURCE	HOS: Please check vehicle conditions at next occurrence. (accessories etc)

QUALITY IMPROVEMENT SHEET [ Q I S ]

ISSUED BY  
H Yonrin Hinkai Godo

OCCURRENCE MARKET	
REPORT #	A3S069-00
FRAME #	JHMES16513S000489
ENGINE #	D17A1-3000491
TRANSMISSION #	
TRANSMISSION CATEGORY	
MILEAGE OR HOURS	25517 Mile
REGISTRATION DATE	2002/11/23
OCCURRENCE DATE	2003/08/12
PRODUCT DATE	

SERVICE PART #	
MAIN CAUSAL PART #	35255-S5A-A02
CAUSAL PART SYMPTOM CODE AND DESCRIPTION	032 (Not operating)
MODEL CODE	
CAUSE CATEGORY	Other
RES. DEPARTMENT	
SUPPLIER	TOYO DENSO CO. LTD. CODE 4533
COUNTERMEASURE CATEGORY	No Action
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION	4105 no action
OCCURRENCE FORECAST	Free-of Secondary
COUNTERMEASURE PART AVAILABILITY	No
REVISED ITEM	DRAWING OPERATION STANDARD

△						
△						
△						
△	2004/03/03	FINISH				Hideto Yoko
△	2003/11/07	NEW	Junichi Kam			Teiichi Harada
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR

**ANALYSIS RESULTS**

and based on recreation test result, it is possible that the lamp was connected directly to lighting relay.

イベント
担当部門氏名
完了年月日
↓
受付
H四輪品質改革 田上 かおり 2003/10/15
↓
情報調査
H四輪品改合同 原田 倭一 2003/10/31
↓
調査解析
H四輪品改合同 横井 英人 2003/11/03
↓
対策要求
H四輪品改合同 横井 英人 2003/11/03
↓
中間回答
↓
対策回答
H四輪品改合同 横井 英人 2003/11/14
↓
出図
↓
対策実施
↓
完了
H四輪品改合同 横井 英人 2004/03/01

**対策要求**

型式/YM・通称名	件 名	推 進 No.
ES1 03/CIVIC	ヘッドライトロービーム作動しない	MV20031031113105
発生状況	ヘッドライトが作動しない。	

**回 答**      11月14日 までに                      経由   H四輪品改合同                      宛に回答願います。

調 査 ・ 解 析 結 果	<p>・SWロット：2711</p> <p>・現品確認結果、外観上の不具合は認められないが、LT/SMALL RELAY回路の導通がない。2回路の導通不良である為、レバー先端接点の接触不良である可能性が高い。</p> <p>※内部詳細確認を取引先〔東洋電装（株）〕にて行う。</p> <p>&lt;詳細解析結果&gt;</p> <p>・ベースコードASSYに断線や端子抜け等はないが、コンタクトリング（レバー先端ライティング接点部）の高さに異常が認められる。</p> <p>・接点高さ〔規格：3.2mm（+0.2、-0）〕 未使用接点：3.21    SMALL：2.42 GND：2.78    HEAD：2.86（mm）</p> <p>・固定接点側摺動面には摺動痕が有り、走行距離から判断しても、初期的には導通があった。</p> <p>・ノブホルダー（レバー先端内部）確認結果、ノブホルダーの可動接点取付け部が溶けており、溶けによりコンタクトリングが沈み込んで接触不良となり、不具合に至ったと判断する。</p> <p>・ノブホルダーが溶ける要因として、下記要因が考えられる。 ①接圧不足による発熱（アーク） ②定格電流以上の過電流流入による発熱</p> <p>・要因分析結果、量産時接触荷重を全数検査しており、現品に検査済マーキングも確認された。</p> <p>&lt;再現試験結果&gt;</p> <p>・コンタクトリングを変形させ、接圧不足状態で定格の電圧/電流を通电させても溶けは発生しない。</p> <p>・コンタクトリング正規接圧にて電流値を変化させた結果、11A・12V・15分通电にて、現品と同様の状態が再現した。</p> <p>※ノブホルダー溶けによる接圧低下、ロービーム不灯であるが、製造、構造に起因する接圧低下要因がない事と、約4万km/9ヶ月</p>
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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
11/14	H四輪品改合同			横井 英										

宛先	H四輪品改合同	經由殿	受付	/		
		經由殿	受付	/		

重要度
A

年	月	日
承認	確認	作成

原因	<p>・ノブホルダー溶けによる接圧低下、ロービーム不灯である。</p> <p>・ホルダー溶けの原因に関しては、製造、構造に起因する接圧低下要因がない事と、約4万km/1年走行している事から、市場における下記要因が考えられる。</p> <p>(1) 11A・12V・15分通电による溶損 (ライティングリレー回路に直接ランプをつないだ等)</p> <p>(2) 定格以上の電流が長期（9ヶ月/ライト使用時）通电した事による溶損</p> <p>※車両の状況（用品取付有無など）は不明</p>																																																																													
	<p>・ホルダー溶けの原因は不明であり、市場要因による不具合であると判断し、対策はしない。</p>																																																																													
対策	<table border="1"> <tr> <th colspan="7">対策適用号機</th> </tr> <tr> <th>年月日</th> <th>型式(通称名)</th> <th>年式</th> <th>仕向地</th> <th>区分</th> <th colspan="2">号機</th> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table>	対策適用号機							年月日	型式(通称名)	年式	仕向地	区分	号機																																																																
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既販車及び在庫品の処置	市場要因による不具合と判断し、措置はしない。																																																																													
対策効果確認																																																																														
源流へのフィードバック	<HOS殿> 今後同不具合が発生した場合は、車両の状況（用品取付有無など）を確認願います。																																																																													

**市場品質情報  
〔 Q I S 〕**

発行部門
H四輪品改合同

発生場所
フレーム No. JHMES16513S000489
エンジン No. D17A1-3000491
ミッション No.
ミッション区分
走行距離、時間 25517 Mile
登録年月日 2002/11/23
発生年月日 2003/08/12

新部品番号			
主部品番号	35255-S5A-A02		
症状コード	032 作動不良		
EDP KEY 型式名			
原因区分	その他		
責任区	部門		
	取引先名	東洋電装（株）	コードNo.
対策区分	せず		
対策内容コード	4105 対策せず		
発生予測	続発性なし		
対策パーツ		無	
見直し項目	図面	作業標準	

△						
△						
△						
△	1	2004/03/03	完了発行			横井英人
△	0	2003/11/07	新規	鎌田淳一		原田倭一
発行年月日	記事	承認	確認	確認	確認	作成

**解析結果**

走行している事から、再現試験結果より、ライティングリレー回路に直接ランプをつないだ可能性がある。

PE11-017

HONDA

9/8/2011

Q9

DOCUMENT 3

S5A Lighting SW Japanese

テーマ	HEADライトLOビーム作動しない
部番	35255 - S5A - A020
部品名	LITING SW ASSY

## 解析記録 [解析レポート]

作成部門	東洋電装株式会社 亀山工場 品質管理課	2003年 11月 13日		
		承認	確認	作成
		矢田	木下	前野

(原紙承認済み)

### 発生状況 (現象 訴え内容 発生件数 処置内容)

発生日 : 2003年8月11日  
 発生場所 : 市場 CAカリフォルニア  
 発生件数 : 1件  
 発生部番 : 35255 - S5A - A02  
 発生LOT : 2711 2002年7月11日  
 走行距離 : 25517Mile (40827Km)  
 製造日 : 2002年8月24日  
 登録日 : 2002年11月25日  
 プレームNo : JHME516513S000489  
**事象内容** HEADライトが点灯しないと部品返却があり、車両取付確認結果、LOビーム位置でHEADライトは作動しなかったが、Hビーム位置では正常に作動した。

### 事実の把握 (部品の確認結果 要因分析 生産品の品質状況)

<現品確認結果>  
現品確認導通結果 SMALL - GND LTRELAY-GND間で導通認められず。他、回路状態は異常認められず。試験機及びテスター確認にて

測定箇所	A	B	C	D
規格				
	3.21	2.42	2.78	2.86

Bコンタクトリングの高さがNGで有る。インサートターミナルベース、GND部摺動コンタクトリンク

ノブホルダー溶損によりコンタクトリンクの高さが発生した

コンタクト組付け時にコンタクトがインサートターミナルベースと組付けられた際の押し込み量は $0.6 \pm 0.34$ 生じる。

レバースラスト方向ガタ量、規格0.5mm以下 実測0.3mmで規格は満足している。

ノブホルダー溶損によりコンタクトリングが沈み込み高さ不良が発生しGND摺動接点箇所が接圧不良となりHEADライト不灯に至った。HM様指摘内容通りの事象で有る。

GND部、コンタクトリンク摺動面に摺動痕が有る事から初期的には導通が有ったものと判断する。

<HEADライトLOビーム不灯要因>  
ベースコー FASSY断線  
ベースコー FASSY部、端子抜け  
ベースコー FASSY部、半田不良  
コンタクトリング高さ不良

<分解確認結果>  
ベースコー FASSY断線認められず。  
ベースコー FASSY、端子抜け認められず。  
ベースコー FASSY部、半田不良認められず。  
コンタクトリングの高さ不良が認められた。  
ノブホルダー部に溶損が認められた。

レバースラスト方向ガタ量

ノブホルダー溶損によりコンタクトリングの高さが発生した

工程名	決め事	調査結果	判定
コンタクトリンク組付け 上海工場	変形無き事・ガタ無き事 欠品無き事	目視及び手感にて変形及びガタ確認を全数実施しており問題無し。	
コンタクトリンク高さ検査 上海工場	コンタクトリンク高さ異常無き事 検査後、マーキング実施の事	コンタクト高さ検査機にて全数確認を実施しており問題無し。	
ノブホルダーCOMP組付け 上海工場	確実にセットする事 作動状態確認の事	作動状態及びセット状態を全数確認しており問題無し。	
レバーCOMP電検 上海工場	専用試験機にて全数確認されている。	専用試験機にて全数確認をしており問題無し。	
ライティング電検 上海工場・亀山工場	専用試験機にて全数確認されている。	専用試験機にて全数確認をしており問題無し。	

### 原因の究明 (発生のメカニズム 再現テストナゼ ナゼ分析)

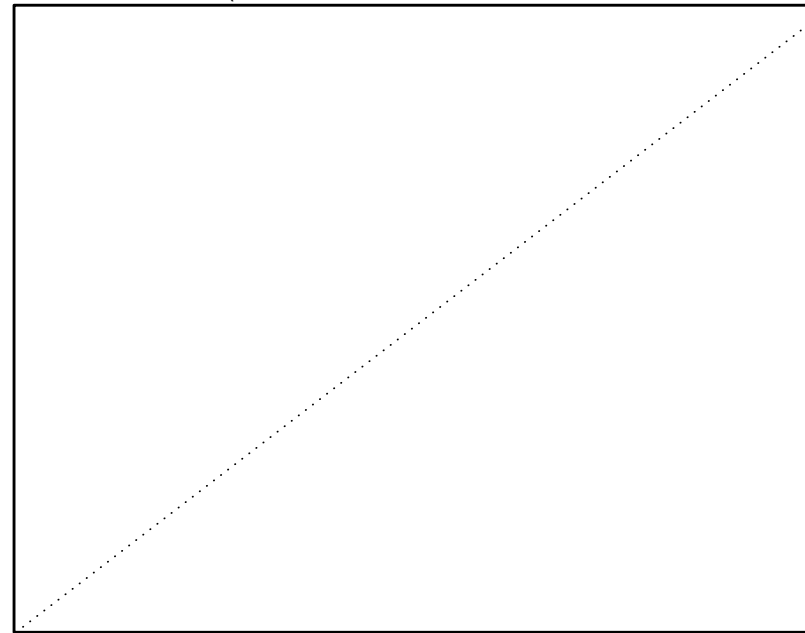
<再現テスト>  
1.コンタクトリングを変形させ、接圧不足の状態定格の電圧・電流を通電させても溶損しない。  
2.コンタクトリングの接圧は、正規状態で、定格に対し、電流値を変化させた所、下記結果となった。

電流(A)	電圧(V)	時間(分)	テスト結果 (手感・嗅覚・目視)
0.5A	12V	15分	手感・嗅覚・目視とも異常なし
1A			手感・嗅覚・目視とも異常なし
3A			手感・嗅覚・目視とも異常なし
5A			手感(若干熱発生)・嗅覚・目視とも異常なし
7A			手感(熱発生)・嗅覚・目視とも異常なし
9A			手感(熱発生)・嗅覚・目視とも異常なし
10A			手感(熱発生)・嗅覚(異臭有り)・目視異常なし
11A			手感(熱発生)・嗅覚(異臭有り)・目視(ノブホルダー溶損)

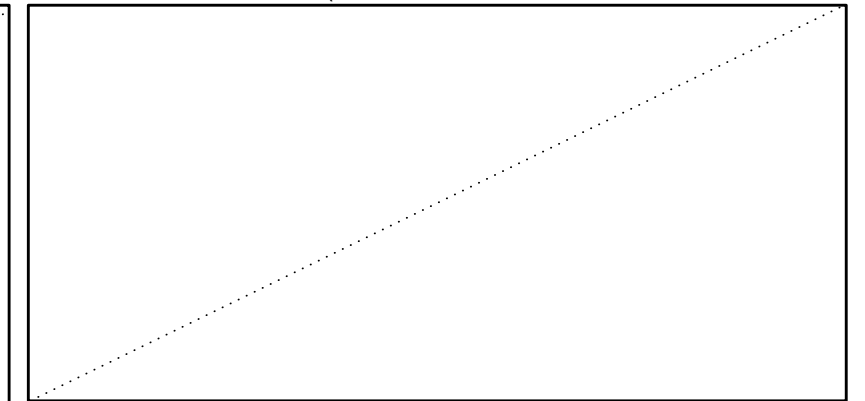
弊社、試験機の電流値は、各回路0.1A程度で全ての回路を合計しても約1A程度で有る事から溶損に至る要因は無いものと判断する。  
又、コンタクトリング高さ不良の導通試験に於いても発見能力が有る事から過電流で発生した熱によりノブホルダーが溶損しコンタクトリングの高さ不良が発生し事象に至ったものと判断いたします。

ナゼ ナゼ分析

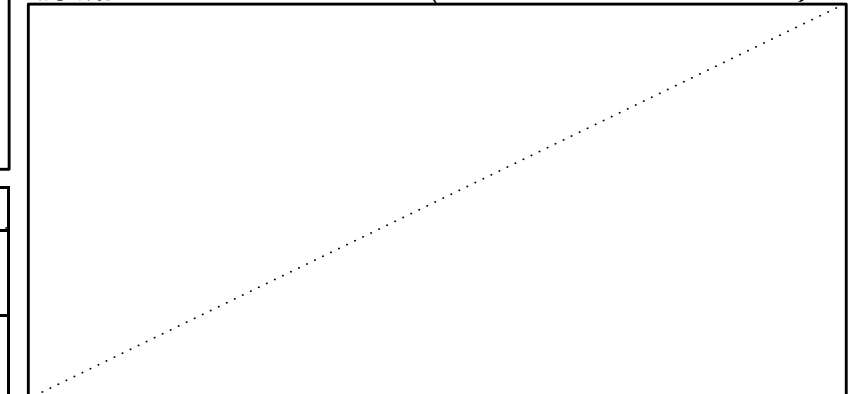
### 適切な対策 (対策内容 効果予想・PPA)



### 対策効果の確認 (効果実績)



### 源流へのフィードバック (体制 仕組みへの反映内容)



ステップ	1	2	3	4	5
内容	発生				
	流出				



PE11-017

HONDA

9/8/2011

Q9

DOCUMENT 4

QIS MV20040525155700

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE
↓
RECEPTION
H Yonrin Hinshitu Ka Sonoko Kawazoe
2004/02/12
↓
INFORMATION INVESTIGATION
H Yonrin Hinkai Godo Takashi Tanimoto
2004/05/25
↓
INVESTIGATION AND ANALYSIS
H Yonrin Hinkai Godo Hideto Yokoi
2004/02/17
↓
COUNTERMEASURE REQUEST
H Yonrin Hinkai Godo Hideto Yokoi
2004/02/23
↓
INTERMEDIATE REPLY
↓
COUNTERMEASURE REPLY
2004/03/08
↓
COUNTERMEASURE ISSUED
↓
COUNTERMEASURE APPLICATION
↓
COMPLETED
H Yonrin Hinkai Godo Hideto Yokoi
2004/05/31

COUNTERMEASURE REQUEST
ADDRESSEE
RECEPTION
RECEPTION

RANK
A
DATE:
APPROVAL
CHECK
CREATOR

MODEL CODE YM/MODEL NAME	TITLE	QIS CONTROL #
RD6	LOW BEAM HEADLIGHTS INOP	MV20040525155700
02/CR-V		
OCCURRENCE DESCRIPTION	The low beam headlights are inoperative.	

REPLY	REPLY TO	H Yonrin Hinkai Godo	VIA	BY	Mar 8
-------	----------	----------------------	-----	----	-------

INVESTIGATION AND ANALYSIS RESULTS
Market returned part investigation: - The F terminal in the harness side looks significantly distorted. (One side is disattached from the tongue stopper) This kind of destortion usually occurs when a significant external force is applied. - This distortion is not assumed to have occured while removing the terminal since no damage can be seen on the F terminal outer surface. The forms of housing melting, and F terminal distortion match in appearance. It is judged that F terminal distortion had occured before the headlight failure occured. - No distortion can be seen on the M terminal in the SW side. It is judged this distortion didn't occur when removing the connector. *Sumitomo Denso analyzes the F terminal in the harness side.
- The F terminal's curled area in the harness side looks significantly distorted. Judging from the distortion condition, it is assumed that any work had strongly pressed the togue plate until it became distorted.
- Distortion details The curled area looks distorted and shaped in square. Any external force must've distorted the tongue plate curve area into inside. The disassembled terminal shows a deep damage around the tongue plate curve area, and the edge of the curled area. The tongue plate curve edge is extended out from the curled area to the above the wire barrel top. (See the attachment.)
- The contact area is dislocated backward of the terminal since the tongue plate is significantly distorted. Chattering, and sliding traces can be confirmed in the area.
- Elemental analysis didn't identify any peculiar element.
- The M terminal edge is melting in the SW side, but has neither damage, nor distortion. * Since F terminal is confirmed to be distorted by an external force, it is judged that any work distorted the F terminal, and the distorted F terminal continued to be used. As a result, it kept an unstable connection, and heat generated, and melting occurred.

CAUSE ANALYSIS	Since F terminal is confirmed to be distorted by an external force, it is judged that the distorted F terminal had continued to be used after any work distorted the F terminal, and . As a result, it kept an unstable connection, and heat generated, and melting occurred.
COUNTERMEASURE	Any countermeasure won't be taken since this failure is cuased by customers' hadling.
TREATMENT FOR STOCK & SOLD UNITS & PARTS	Any action won't be taken since this failure is cuased by customers' hadling.
COUNTERMEASURE EFFECTIVENESS	
FEED BACK TO THE SOURCE	

COUNTERMEASURE APPLICATION INFORMATION					
DATE	MODEL CODE (MODEL NAME)	YM	DEST.	CATEGORY	PRODUCT #

QUALITY IMPROVEMENT SHEET [ Q I S ]

ISSUED BY
H Yonrin Hinkai Godo

OCCURRENCE MARKET	
REPORT #	A2C162-00
FRAME #	JHLRD68592C007290
ENGINE #	K24A1-1034718
TRANSMISSION #	
TRANSMISSION CATEGORY	
MILEAGE OR HOURS	22399 Mile
REGISTRATION DATE	2002/01/29
OCCURRENCE DATE	2004/02/04
PRODUCT DATE	

SERVICE PART #	
MAIN CAUSAL PART #	35255-S5A-A02
CAUSAL PART SYMPTOM CODE AND DESCRIPTION	066 Poor connection cont
MODEL CODE	
CAUSE CATEGORY	Other
RES. DEPARTMENT	
SUPPLIER	SUMITOMO DENKIKOUG CODE 3311
COUNTERMEASURE CATEGORY	
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION	
OCCURRENCE FORECAST	Free-of Secondary
COUNTERMEASURE PART AVAILABILITY	No
REVISED ITEM	DRAWING OPERATION STANDARD

RECEPTION DATE
/

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR
03/08														

△						
△						
△						
△	2004/06/17	FINISH			Hideto Yoko	
△	2004/05/27	NEW	Junichi Kam		Takashi Tan	
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR

イベント
担当部門氏名
完了年月日

受付
H四輪品質改革
川添 園子
2004/02/12

情報調査
H四輪品改合同
谷本 孝
2004/05/25

調査解析
H四輪品改合同
横井 英人
2004/02/17

対策要求
H四輪品改合同
横井 英人
2004/02/23

中間回答

対策回答
H四輪品改合同
横井 英人
2004/03/08

出図

対策実施

完了
H四輪品改合同
横井 英人
2004/05/31

対策要求

型式/YM・通称名	件 名	推 進 No.
RD6	L o ビーム作動しない	MV20040525155700
02/CR-V		
発生状況	ロービームヘッドライトが作動しない。	

回 答 3月8日 までに 経由 H四輪品改合同 宛に回答願います。

調 査	・ 現品確認結果、ハーネス側F端子がかなり変形しており（舌片ストッパーから片側が外れている）、このような変形は、相当の外力が加わらないと起こらない変形である。
・ 解	・ F端子外観（表面）に傷らしきものが認められず、ハウジングから外す時の変形とは考えられない。また、ハウジングの溶けた部分の形状と、変形しているF端子の外観形状が一致している事から、F端子変形は事象発生前からのものであると断定する。
析	・ SW側M端子に振れ等の変形が認められない為、コネクタを抜く際の変形でもない。
結	※ハーネス側F端子の詳細解析を取引先【住友電装（株）】にて行う。
果	・ 現品確認結果、ハーネス側F端子のカール部分がかなり変形しており、変形状態より、何らかの作業を行い、端子の舌片部分を強く押し変形させたと考えられる。
	・ 変形状態 カール部が平行四辺形に歪んでおり、外力により舌片曲げ部が内側へ大きく変形している。端子分解確認結果、舌片曲げ部やカール先端の合わせ部付近に、変形させた際の深い傷が見られ、舌片先端の跳ね上がり部がカールからはみ出てワイヤーパレルの上まで来ている。（添付資料参照願います）
	・ 舌片がかなり変形している為、接触位置（部分）が通常的位置より端子奥側になっており、その部分に摺動痕が認められ、チャタリング痕も認められる。
	・ 元素分析においては、特異な元素は認められない。
	・ SW側M端子に関しては、M端子先端（位置関係ではF端子奥側）に溶融痕が認められる。M端子に目立った変形や傷は認められない。
	※外力によるF端子変形が認められる事から、何らかの作業でF端子を変形させ、変形した端子をそのまま使用していた為、接触不安定状態が続き、その後発熱、溶損に至ったと判断する。

月日	回答部門(所内)	承認	確認	作成
03/08	H四輪品改合同			横井 英

重要度	年 月 日
A	承認 確認 作成

宛先	經由殿	受付	／		
	經由殿	受付	／		

原 因	外力によるF端子変形が認められる事から、何らかの作業でF端子を変形させ、変形した端子をそのまま使用していた為、接触不安定状態が続き、その後発熱、溶損に至った。
-----	---

対 策	ユーザー取扱いによる不具合であり、対策はしない。
-----	--------------------------

既 販 車 及 び 在 庫 品 の 処 置	ユーザー取扱いによる不具合であり、措置はしない。	対策適用号機					
		年月日	型式 (通称名)	年 式	仕 向 地	区 分	号 機

対 策 効 果 確 認	
-------------	--

源 流 へ の フ ィ ー ド バ ッ ク	
-----------------------	--

月日	回答部門(所外)	承認	確認	作成

市場品質情報  
[ Q I S ]

発 行 部 門
H四輪品改合同

発 生 場 所	
フレーム No.	JHLRD68592C007290
エンジン No.	K24A1-1034718
ミッション No.	
ミッション 区分	
走行距離、時間	22399 Mile
登録 年月日	2002/01/29
発生 年月日	2004/02/04

新 部 品 番 号	
主 部 品 番 号	35255-S5A-A02
症 状 コード	066 接続不良・接触不良
EDP KEY 型式名	
原 因 区 分	その他
責 任 区	部 門
	取引先名 住友電気工業（株） コードNo. 3311
対 策 区 分	
対 策 内 容 コード	
発 生 予 測	続発性なし
対 策 パーツ	無
見 直 し 項 目	図面 作業標準

受付月日	／
------	---

△						
△						
△						
△	1	2004/06/17	完了発行			横井英人
△	0	2004/05/27	新規	鎌田淳一		谷本孝
発行	年月日	記事	承認	確認	確認	作成

PE11-017

HONDA

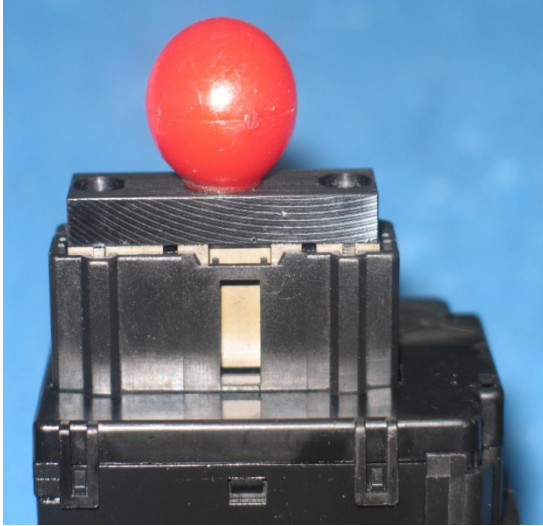
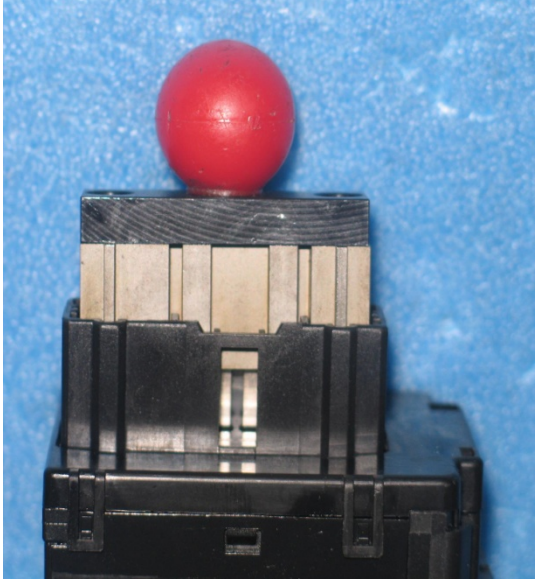
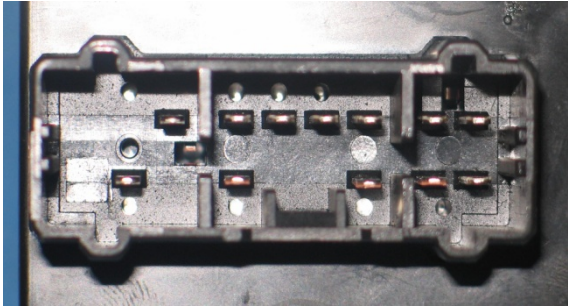
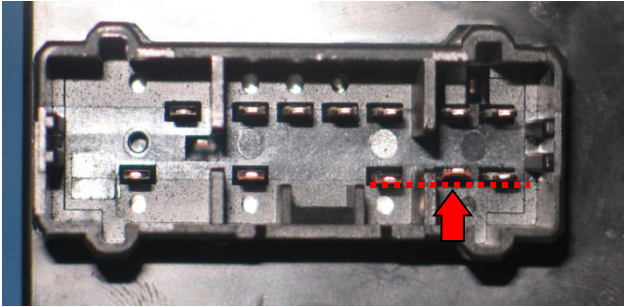
9/8/2011

ATTACHMENT Q9

DOCUMENT 5

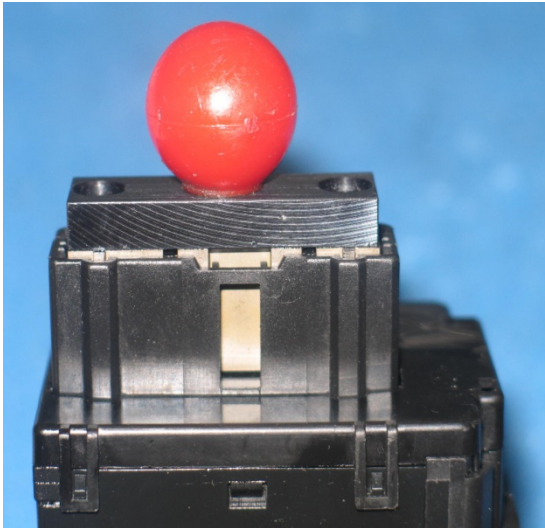
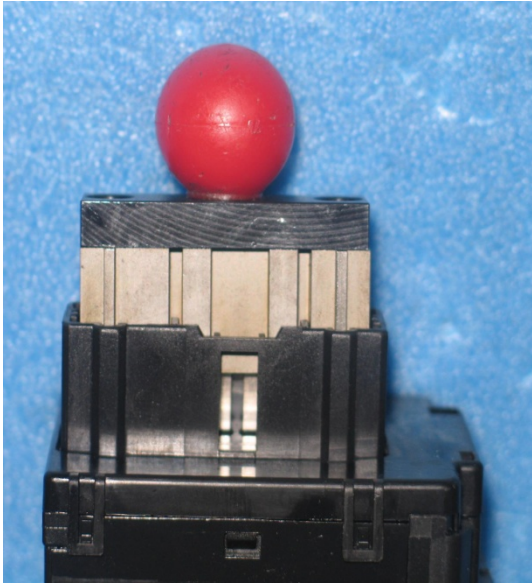
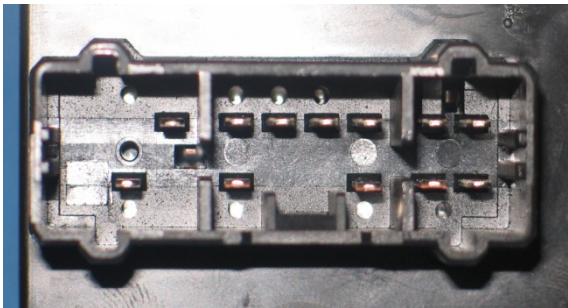
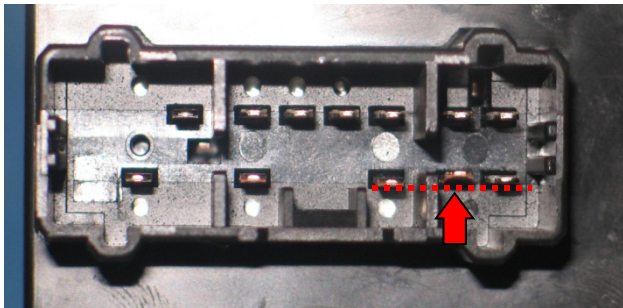
Alignment inspection  
equipment

# Alignment inspection equipment

	Item with normal terminal	Item with bent terminal
Equipment insertion condition	 A photograph showing a black plastic equipment component being inserted into a metal terminal block. A red spherical object is placed on top of the equipment to indicate its height. The equipment is centered and fits snugly into the terminal block.	 A photograph showing the same black plastic equipment component being inserted into a metal terminal block. A red spherical object is placed on top. The equipment is misaligned and does not fit properly into the terminal block.
Condition of the terminal	 A close-up photograph of the metal terminal block. The terminals are straight and aligned horizontally, allowing for proper equipment insertion.	 A close-up photograph of the metal terminal block. One of the terminals is bent downwards. A red dashed horizontal line indicates the original straight position, and a red arrow points to the bent terminal, showing it is misaligned.

Basically, when the terminal is bent, equipment can not be inserted and possible to judge as “NG”.

# アライメント検査治具

	端子正常品	端子曲がり品
治具挿入状態		
端子状態		

基本的には端子が曲がっていると治具が挿入できずNG判断可能である。

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 5

QIS MV20050621164605

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE
↓
RECEPTION
H Yonrin Hinshitu Ka Kaori Tagami
2005/06/08
↓
INFORMATION INVESTIGATION
H Yonrin Hinkai Godo Takashi Tanimoto
2005/06/21
↓
INVESTIGATION AND ANALYSIS
H Yonrin Hinkai Godo Masaaki Yoneyama
2005/06/29
↓
COUNTERMEASURE REQUEST
H Yonrin Hinkai Godo Masaaki Yoneyama
2005/06/29
↓
INTERMEDIATE REPLY
↓
COUNTERMEASURE REPLY
AQAO Yoneyama
2005/07/20
↓
COUNTERMEASURE ISSUED
↓
COUNTERMEASURE APPLICATION
↓
COMPLETED
Q 4Rin Hinkai Godo Masaaki Yoneyama
2005/12/28

COUNTERMEASURE REQUEST
ADDRESSEE
AQAO
RECEPTION
RECEPTION
RANK
A
DATE:
APPROVAL
CHECK
CREATOR
MODEL CODE YM/MODEL NAME
RD7
03/CR-V
OCCURRENCE DESCRIPTION
TITLE
SMOKE FROM STEERING COLUMN
QIS CONTROL #
MV20050621164605

REPLY
REPLY TO
H Yonrin Hinkai Godo
VIA
BY
Jul 13

INVESTIGATION AND ANALYSIS RESULTS
Parts confirmation results (2 vehicle sets returned)
1) JHLRD78863C011797 (only the coupler and head light Lo terminal were returned).
-Overheating occurred on the headlight Lo terminal, and have melted.
2) JHLRD78833C013619 (coupler and lighting SW was returned, terminal not returned)
-Overheating occurred on the headlight Lo terminal (male terminal), and can confirm melting.
=> Suspect some abnormality occurred on the harness female terminal, but as no parts were returned, detailed analysis is not possible.
*Detailed analysis will be continued on the female terminal from 1) JHLRD78863C011797
*Detailed analysis of the female terminal
-Overheating occurred from contact failure of the terminals, causing plastic of the surrounding coupler to melt, and have adhered on to the terminal(s)
-Component analysis was carried out on the melted location, but no abnormal substance other than the structural components of the part itself was confirmed.
-Detailed observation was made on the terminal using SEM. Confirmed fusion on one side of the tongue, and on one side of the curled part.
*Based on the locations where fusion was confirmed, it is suspected that overheating was caused by contact failure as the male terminal was inserted on an angle.
(from production date, the SW side is tin plated)
[] Factor analysis
-SW was not returned, so it is unknown how much the male terminal on the SW side was bent
-100% inspection is carried out at the time of delivery from SW supplier, so it is not possible for abnormally bent terminal to escape.
*Lighting SW was not returned, and no repair history have been confirmed in the area around the SW, so the cause for the SW male terminal tilt is unknown.
-In the lighting SW production process, all parts are checked for tilting of the male terminal, so products with more than 7.6 deg tilt will not escape.
= 7.6 deg by calculation but in reality the twisting of just the terminal tip will not occur with the base of the terminal fixed.
In addition, when the production parts are sampled for inspection the angle was max 0.8 deg.
From the above, we determine that the SW male terminal was twisted after the car was delivered in market.

CAUSE ANALYSIS
As the lighting SW male terminal and female terminal on the harness side was fitted on an angle, contact resistance increased leading to overheating, resulting in symptom.
COUNTERMEASURE
No countermeasure applied as this is not a problem with the part itself.
TREATMENT FOR STOCK & SOLD UNITS & PARTS
No action will be taken on stock and sold vehicles as this is not a parts problem.
COUNTERMEASURE APPLICATION INFORMATION
DATE
MODEL CODE (MODEL NAME)
YM
DEST.
CATEGORY
PRODUCT #
COUNTERMEASURE EFFECTIVENESS
FEED BACK TO THE SOURCE

QUALITY IMPROVEMENT SHEET [ Q I S ]
ISSUED BY
H Yonrin Hinkai Godo
OCCURRENCE MARKET
REPORT #
A3C149-00
FRAME #
JHLRD78863C011797
ENGINE #
K24A1-2022305
TRANSMISSION #
TRANSMISSION CATEGORY
MILEAGE OR HOURS
57712 Mile
REGISTRATION DATE
2003/01/29
OCCURRENCE DATE
2005/06/01
PRODUCT DATE
SERVICE PART #
MAIN CAUSAL PART #
35012-S5A-307
CAUSAL PART SYMPTOM CODE AND DESCRIPTION
023 Seized
MODEL CODE
CAUSE CATEGORY
Unknown
RES. DEPARTMENT
SUPPLIER
CODE
COUNTERMEASURE CATEGORY
No Action
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION
4105 no action
OCCURRENCE FORECAST
Free-of Secondary
COUNTERMEASURE PART AVAILABILITY
No
REVISED ITEM
DRAWING
OPERATION STANDARD

RECEPTION DATE
/

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR
07/20	AQAO			Yoneyama										

△														
△														
△														
△	1	2005/12/28	FINISH	Junichi Kam		Masaki Amaki		Masaaki Yon						
△	0	2005/06/24	NEW	Junichi Kam				Takashi Tan						
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR								



イベント
担当部門氏名
完了年月日

受付
H四輪品質改革
田上 かおり
2005/06/08

情報調査
H四輪品改合同
谷本 孝
2005/06/21

調査解析
H四輪品改合同
米山 真晃
2005/06/29

対策要求
H四輪品改合同
米山 真晃
2005/06/29

中間回答

対策回答
合同解析室
米山
2005/07/20

出図

対策実施

完了
Q四輪品改合同
米山 真晃
2005/12/28

受付月日
/

対策要求

型式/YM・通称名	件名	推進 No.
RD7	ステアリングコラムから煙	MV20050621164605
03/CR-V		
発生状況	ステアリングコラムより発煙し、ヘッドライトが作動せず	

回答 7月13日 までに 経由 H四輪品改合同 宛に回答願います。

調査・解析結果	<p>発生国：USA</p> <p>●現品確認結果（2台分返却）</p> <ul style="list-style-type: none"> <li>①JHLRD78863C011797（カブラとヘッドライトLの端子のみ返却） <ul style="list-style-type: none"> <li>・ヘッドライトLの端子が発熱し、溶損している。</li> </ul> </li> <li>②JHLRD78833C013619（カブラとライティングSWが返却、端子は未返却） <ul style="list-style-type: none"> <li>・ライティングSWのヘッドライトLの端子（オス端子）が発熱した痕跡が確認できる。</li> </ul> </li> </ul> <p>⇒ハーネス側のメス端子に何らかの異常があったと考えられるが、現品の返却が無い為、詳細解析不可能。</p> <p>*①JHLRD78863C011797のメス端子の詳細解析を継続する。</p> <p>●メス端子詳細解析結果</p> <ul style="list-style-type: none"> <li>・端子が接触不良により発熱した為、周辺カブラの樹脂が溶けて端子に付着している。</li> <li>・溶損部の成分分析を行ったが、部材の構成元素以外の異常な物質は検出されなかった。</li> <li>・SEMにて端子を詳細に観察すると、舌片片側、カール部片側に溶融痕が確認できた。</li> </ul> <p>*溶融痕の確認できた部位より、オス端子がねじれた状態で挿入されていた為、接触不良となつて発熱したものと推定される。</p> <p>（車輛の製造日から推察すると、SW側はスズメッキ品である）</p> <p>●要因分析</p> <ul style="list-style-type: none"> <li>・SWの返却が無い為、SW側オス端子がどの程度ねじれていたかは不明であるが、メス端子の解析より、オス端子は約7度ねじれていたと推定される。</li> <li>・ライティングSW側の返却もなく、市場でのSW周辺の修理歴も無い為、SW側オス端子がねじれていた原因は不明。</li> <li>・型番ごとに量産品を抜き取り検査すると、ねじれは最大0.8度であった。</li> </ul> <p>以上より、SWオス端子は市場出荷後に何らかの要因で、ねじれが発生したものと推定される。</p>
---------	---

月日	回答部門(所内)	承認	確認	作成
07/20	合同解析室			米山

重要度	年	月	日
A	承認	確認	作成

月日	回答部門(所内)	承認	確認	作成

原因	ライティングSW側オス端子とハーネス側メス端子が斜めに接触した状態であった為、接触抵抗が増大して発熱し、事象に至った。
要因	

対策	製品本体の不具合では無い為、対策せず。
----	---------------------

既販車及び在庫品の処置	製品本体の不具合では無い為、在庫車、既販車の措置は行わない。	対策適用号機					
		年月日	型式(通称名)	年式	仕向地	区分	号機

対策効果確認	
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源流へのフィードバック	
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月日	回答部門(所外)	承認	確認	作成

市場品質情報 [ Q I S ]

発行部門
H四輪品改合同

発生場所	
フレーム No.	JHLRD78863C011797
エンジン No.	K24A1-2022305
ミッション No.	
ミッション区分	
走行距離、時間	57712 Mile
登録年月日	2003/01/29
発生年月日	2005/06/01

新部品番号		
主部品番号	35012-S5A-307	
症状コード	023 焼付	
EDP KEY 型式名		
原因区分	不明	
責任区	部門	
	取引先名	コードNo.
対策区分	せず	
対策内容コード	4105 対策せず	
発生予測	続発性なし	
対策パーツ		無
見直し項目	図面	作業標準

発行年月日	記事	承認	確認	確認	作成
△					
△					
△					
△					
1	2005/12/28	完了発行	鎌田淳一	天海正樹	米山真晃
0	2005/06/24	新規	鎌田淳一		谷本孝

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 5

Sumitomo Analysis report

テーマ	ステアリングコラムから煙
部番	35012-S5A-307
部品名	コンビSWサービスキット

# 解析記録 (解析レポート)

作成部門	住友電気工業株式会社	承認	審査	作成
	住友電装株式会社	2005/10/18	2005/10/18	2005/10/18
	ハネス製造事業本部 品質保証部品技術Gr.	野村 (印)	野村 (印)	佐藤 (印)

## 発生状況 (現象・訴え内容・発生件数・処置内容)

管理	20050621164605
発生機種	CRV
発生年月日	2005/6/1
発生場所	U.S.A
発生台数	1台
補足データ	形式 : RD7 フレーム : JHLRD78863C011797 エンジン : - 登録年月日 : 2005/3/1 走行距離 : 57,712km
訴え内容	ステアリングコラムより発煙し、ヘッドライトが点灯しない。ヘッドライトLo端子が発熱して、周辺のカブラ樹脂が溶けている。

## 事実の把握 (部品の確認結果・要因分析・生産品の品質状況)

**1. 現品の確認結果**

コネクタの状態

端子の舌片部

A部拡大 B部拡大

チャタリング痕 溶損痕

B部のSEM観察 (チャタリング痕の拡大)

(溶融部の元素分析 C,O,Cu,Sn,Ti,Znを検出)

舌片接点部にチャタリング痕と溶融痕が見られることから、この部位が発熱源となった可能性が考える。

090 F端子の状態

端子の正面部

溶損部の元素分析 C, O, Cu, Sn, Ti, Znを検出

HFIP 洗浄後の観察結果 (ヘキサフルオロイソプロパノール という有機溶剤) 溶融樹脂と思われる付着物が多く見られた為、HFIPにより端子を洗浄し、更に詳細分析を実施。

C部 D部

挿抜痕 挿抜痕

洗浄後のSEM写真 C部拡大 溶損痕 D部拡大

端子の挿抜痕  
端子先端を上にした状態で、舌片右側の挿抜痕は先端の舌片曲げ頂点付近から接点部まで見られる。左側では舌片接点部周辺に見られ、先端側にはみられない。

溶融痕  
・舌片は右半分の溶融跡が顕著に見られる  
・ファスト側接点部は左側に溶融跡が見られるが、右側ではファスト側接点部に溶融跡は見られず、カールの内壁に溶融跡が見られる。

洗浄後のSEM観察結果より溶融痕が左記の如く見られる。

## 原因の究明 (発生のメカニズム・再現テスト・なぜ・なぜ分析)

1 再現テスト  
COMBI SW 側のオス タブを変形させ傷の状態を確認したところ、不具合品と類似の傷が再現できた。

正常品は全体に傷がつく (正常挿入) (タブ曲げ挿入)

不具合品と類似の2箇所の傷

2 まとめ  
不具合端子のSEM観察、再現テスト、洗浄後の詳細分析によりオスタブとの挿抜痕が舌片左側のほうに顕著にみられ、溶融痕は舌片左側と左側ファスト側接点部、右側カール内壁に見られた。

右側の溶融跡がファスト側接点部ではなくカール内壁に見られることより、右記の様にオスタブが斜め挿入されたことにより発熱し溶損したと思われます。

変形端子 正常端子

正常端子に対して約7度傾いていた。

## 適切な対策 (対策内容・効果予測・PPA)

対策内容	効果予測	PPA

## 対策効果の確認 (効果実績)

効果実績

ステップ	1	2	3	4	5
発生					
流出					

## 源流へのフィードバック (体制・仕組みへの反映内容)

体制・仕組みへの反映内容

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 6

Analysis report 010002 (TEC)

テーマ	コンビネーションスイッチ6ピン高抵抗
部番	35255-S5A-J02
部品名	SW ASSY LIGHTING

# 解析記録 [ 解析レポート ]

## 最終報告

作成部門	課名又は取引先名	2006年 10月 06日
	東洋電装株式会社	2007年 09月 03日
	品質部 品質保証室	承認 確認 作成
	市場品質課	渡辺 小林 池田

### 発生状況 (現象・訴え内容・発生件数・処置内容)

型式: RD6  
 車種: CR-V  
 VinNo.: JHLRD68414C010002  
 発生日: 2006年03月17日  
 走行距離: 30,822mile  
 発生地区: U.S.A.(TEXAS)  
 SWロット: 4128 (2004年1月28日)  
 訴え事象: ヘッドライトランプのロービームが点灯しない

AQAO様一次解析結果:  
 ・ライティングSWカプラー部のLo回路端子が熱により変色している。  
 ・Lo回路端子の根元の樹脂が熱により溶融している。

### 事実の把握 (部品の確認結果・要因分析・生産品の品質状況)

**1. 現品確認結果**  
 1) 外観確認結果  
 ・ライティングSW外観に傷、打痕等の異常なし。  
 ・カプラー内部、Lo端子に変色及び付着物が確認できる。  
 ・端子外観より返却された現品はメッキ対策品である。  
 ・カプラー内、アライメントについて規格を満足しており、クリアランスについても初期品と差はない為、問題なし。  
 ※詳細については別紙を参照願います。(添付資料:P1~2)

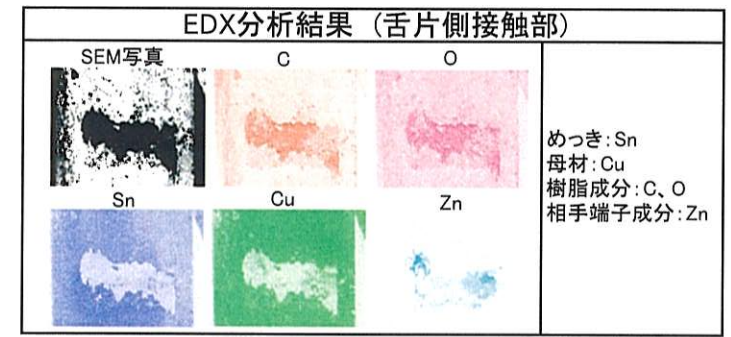
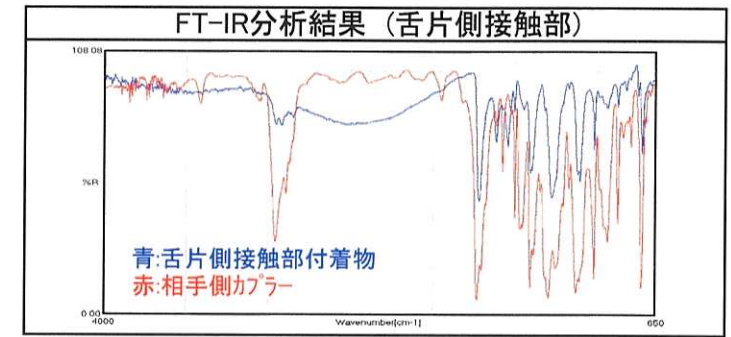
**2. 接触抵抗確認結果**  
 1) Lo端子確認結果  
 ・Lo端子表面の抵抗値は量産品と比較すると全体的に高く、特に舌片側接触部の抵抗が非常に高いことが確認できた。  
 2) Hi端子確認結果  
 ・Hi端子表面の抵抗値は全体的に量産品と変わらないことが確認できた。  
 ※詳細については別紙を参照願います。(添付資料:P3)

**3. Lo端子確認結果**  
 1) 端子表面観察結果  
 ・Lo端子全体が変色している。  
 ・舌片側接触部及び根元部分に付着物が確認できる。

Lo端子	
カール側	舌片側

2) FT-IR分析結果  
 ・Lo端子表面の付着物を分析したところ、どの付着物もカプラー樹脂成分であることが確認できた。

3) EDX分析結果  
 ・Lo端子舌片側接触部をEDXにて分析したところ、樹脂成分(C, O)及び相手側端子成分(Zn)が付着していることが確認できた。また、端子表面にめっき(Sn)が残っていることが確認できた。  
 ※詳細については別紙を参照願います。(添付資料:P4~8)



### 事実の把握(続き) (部品の確認結果・要因分析・生産品の品質状況)

**4. まとめ**  
 確認結果より、返却されたSWにおいてLo端子の溶損が確認できましたが、カプラー内のアライメントやクリアランスに問題はなく、Lo端子表面の付着物の分析結果からも異常な成分は検出されなかったことなどから、本SWにおいて発熱・溶損に至る要因はなかったものと判断致します。  
 なお、発熱に至った要因として、何らかの接触不良が考えられますがその原因については相手側端子の詳細確認が必要と判断致します。

### 適切な対策 (対策内容・効果予測・PPA)

None

### 原因の究明 (発生のメカニズム・再現テスト・なぜ・なぜ分析)

None

### 対策効果の確認 (効果実績)

None

### 源流へのフィードバック (体制・仕組みへの反映内容)

None

ステップ	1	2	3	4	5
内容	発生				
	流出				

市場品質情報〔解析・対策 依頼書〕

管理No; 20060425175556

発行日; 2006年5月23日

宛先	東洋電装株式会社	殿	受付 /
		殿	受付 5/23 小川

重要度	A
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発行部門	四輪品質改革部
	合同解析室

型式/YM・通称名	件名
RD6	コンビネーションスイッチ6ピン高抵抗
04M・CR-V	
発生状況	

承認	確認	作成

ヘッドライトランプのロービームが点灯しない

一次解析結果／依頼事項

●現品確認結果

<ライディングSW>

- ・ライディングSWカバー部のLO回路端子が熱により、変色している。
- ・LO回路端子の根本の樹脂が熱により、溶融している。

●依頼事項

- ・LOW回路端子の寸法測定願います。
- ・LOW回路端子の嵌合状態及び、接触部の解析願います。
- ・発熱に至る原因の特定願います。

ミッションタイプ	(AT) MT HMM
フレーム No.	JHLRD68414C010002
エンジン No.	-
ミッション No.	-
部品名	ライディングスイッチ
部品 No.	35255 - S5A - A02
製造日	2004 年 2 月 18 日
登録日	2004 年 4 月 16 日
不具合発生日	2006 年 3 月 17 日
距離又は時間	30822 km / (mile) / h
発生地区	TEXAS (U.S.A.)
用途	通勤 レジャー 商用
その他	
無, 添付資料等)	現品有り

回答期限	2006 年 6 月 6 日
回答宛先	4輪品質改革部 合同解析室
回答形式	・解析レポート ・その他( )
問合せ先	本田技研工業(株) 品質改革センター 4輪品質改革部 合同解析室 TEL 028-687-2104 FAX 028-687-2112

- \* 回答が遅れる場合は、中間報告をお願いします。
- \* 回答時は必要関連資料も添付して下さい。
- \* 対策品は初物管理を実施して下さい。

月/日	回答受理部門名	確認	担当
9/3	合同解析室		

原本保存期限: 2016年7月

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 6

Analysis request form 007161  
(Sumitomo)

# 市場品質情報〔解析・対策 依頼書〕

管理No; 20060425175556

発行日; 2006年5月16日

宛先	住友電装株式会社	殿	受付	5/16	佐藤
		殿	受付	/	

重要度	A
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発行部門	四輪品質改革部
	合同解析室

型式/YM・通称名	件名	承認	確認	作成
RD7	コンビネーションスイッチ6ピン高抵抗			
02M・CR-V				
発生状況				

ヘッドライトランプのロービームが点灯しない

## 一次解析結果／依頼事項

●現品確認結果 (コンビネーションサブコード、ライティングSW)

<コンビネーションサブコード>

- ・コンビネーションサブコードのライティングSW接続カラ内のLO回路端子が熱の為、変色し、カラが溶融している。

<ライティングSW>

- ・ライティングSWカラ部のLO回路端子が熱により、変色している。
- ・LO回路端子の根本の樹脂が熱により、溶融している。

●依頼事項

- ・LOW回路端子の寸法測定願います。
- ・LOW回路端子の嵌合状態及び、接触部の解析願います。
- ・発熱に至る原因の特定願います。

ミッションタイプ	(AT) MT HMM
フレーム No.	JHLRD78892C007161
エンジン No.	—
ミッション No.	—
部品名	コンビネーションサブコード
部品 No.	32109 — S9A — A00
製造日	2001 年 10 月 31 日
登録日	2001 年 12 月 5 日
不具合発生日	2005 年 12 月 15 日
距離又は時間	58347 km / (mile) / h
発生地区	TENNESSEE (U.S.A.)
用途	通勤 レジャー 商用
その他	
無. 添付資料等)	現品有り

回答期限	2006 年 5 月 30 日
回答宛先	4輪品質改革部 合同解析室
回答形式	・解析レポート ・その他( )
問合せ先	本田技研工業(株) 品質改革センター 4輪品質改革部 合同解析室 TEL 028-687-2104 FAX 028-687-2112

- \* 回答が遅れる場合は、中間報告をお願いします。
- \* 回答時は必要関連資料も添付して下さい。
- \* 対策品は初物管理を実施して下さい。

月/日	回答受理部門名	確認	担当
6/29	合同解析室		

原本保存期限: 2016年6月



PE11-017

HONDA

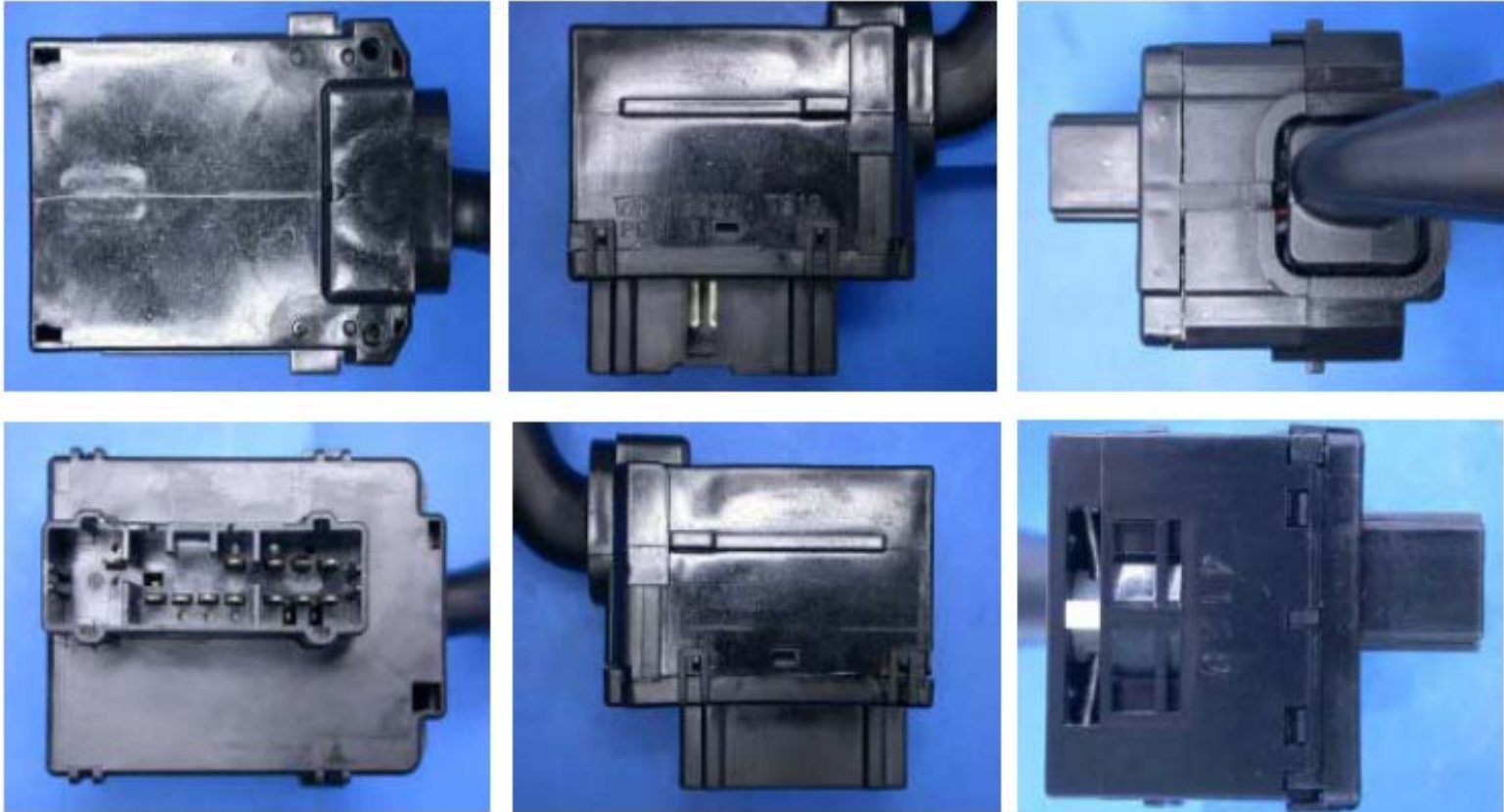
9/8/2011

ATTACHMENT Q9

DOCUMENT 6

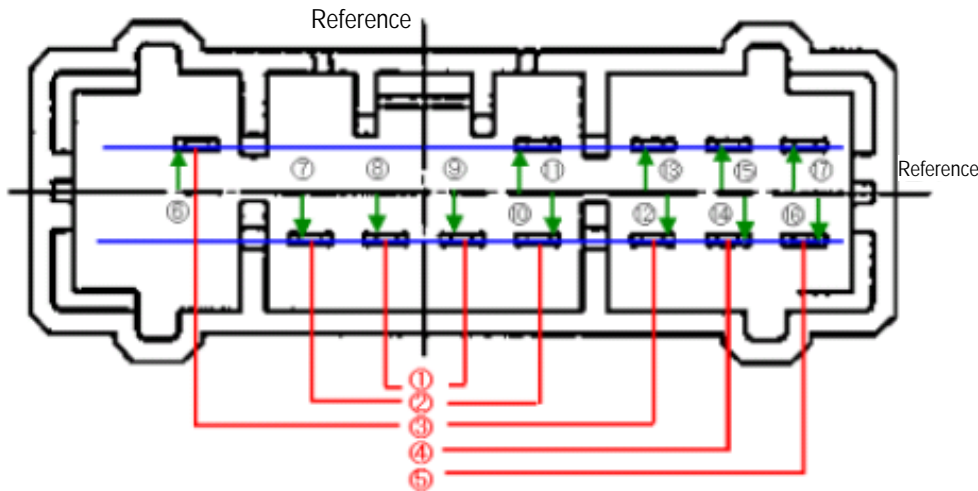
Attachment 010002 (TEC)

## 1-1). Visual confirmation



No damage or dents etc confirmed visually, no particular abnormality evident.

## 1-2). Alignment measurement results



All alignments meet the SPEC, and each terminal clearance is determined to be no problem.

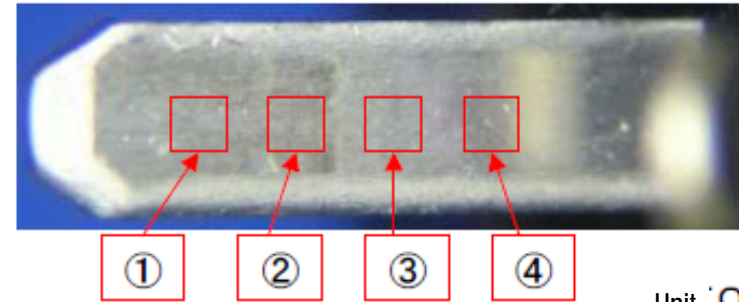
Unit [mm]			
Location	SPEC	Measurement	Judge
①	$4 \pm 0.1$	4.004	OK
②	$12 \pm 0.1$	12.033	OK
③	$24 \pm 0.1$	23.065	OK
④	$16 \pm 0.1$	16.036	OK
⑤	$20 \pm 0.1$	20.048	OK
⑩+⑪	$5 \pm 0.1$	5.090	OK
⑫+⑬		4.885	OK
⑭+⑮		4.843	OK
⑯+⑰		4.993	OK
⑥		2.491	
⑦		2.487	
⑧		2.508	
⑨		2.389	
⑩		2.528	
⑪		2.562	
⑫		2.419	
⑬		2.466	
⑭		2.377	
⑮		2.466	
⑯		2.527	
⑰		2.466	

## 2. Contact resistance confirmation results

Failed part Lo terminal



Failed part Hi terminal



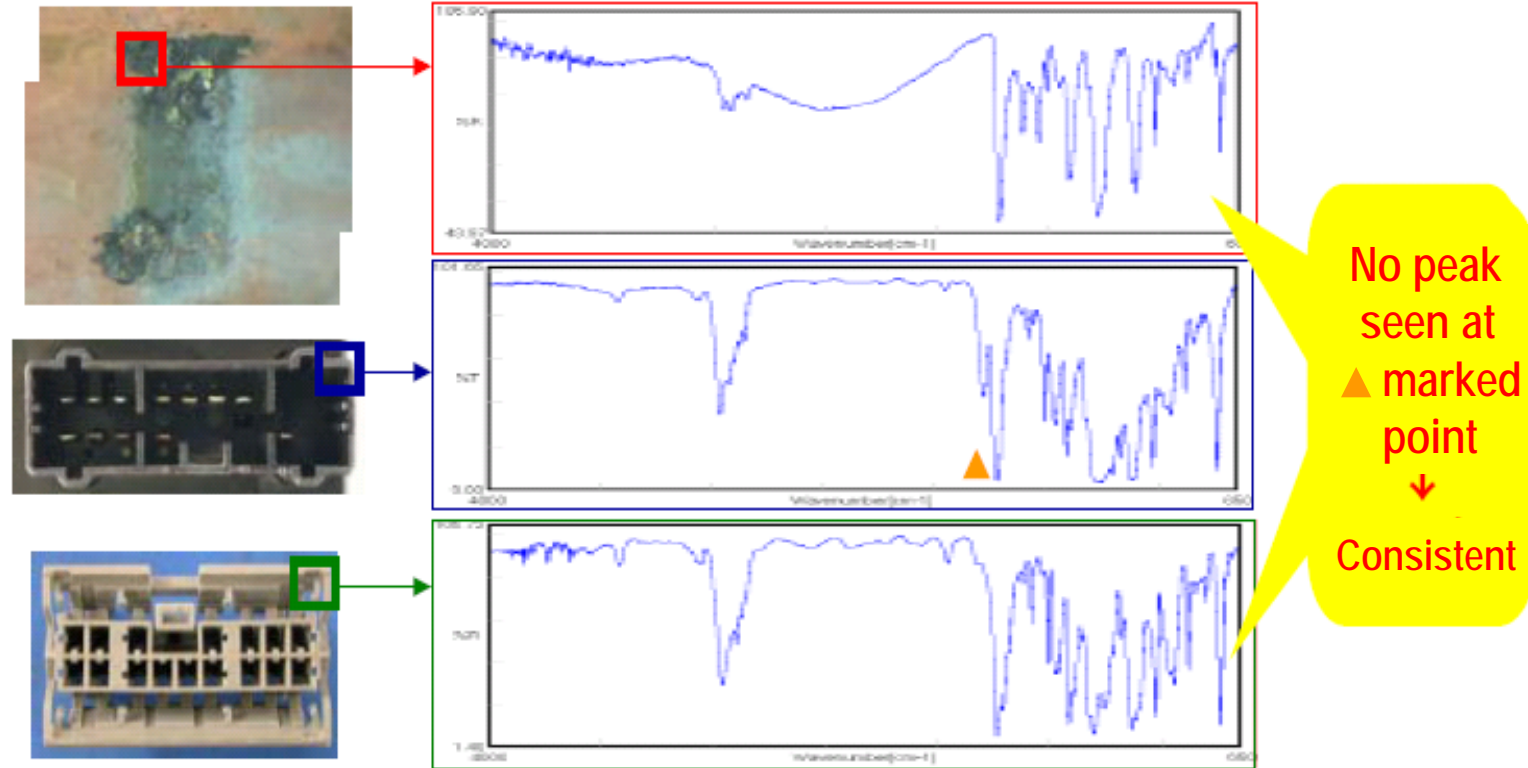
Unit [ $\Omega$ ]

	①	②	③	④
Failed part Lo terminal	180	12	2.9M	200
Failed part Hi terminal	0.01	0.01	0.01	0.01
Mass production part	0.01	0.01	0.01	0.01

Resistance of the contact area on the tab end is very high, showing adhesion of a substance with high resistance.

## 3-2). FT-IR analysis confirmation results (1)

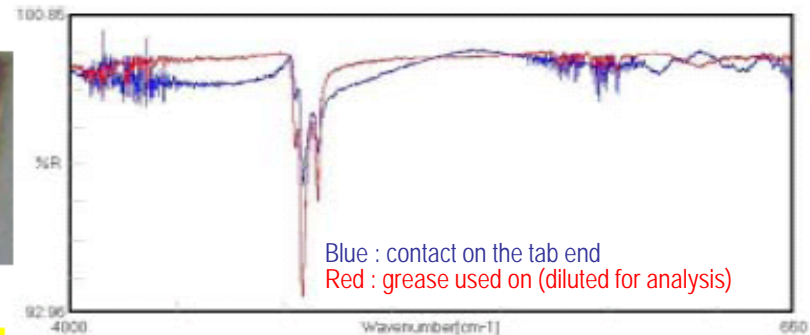
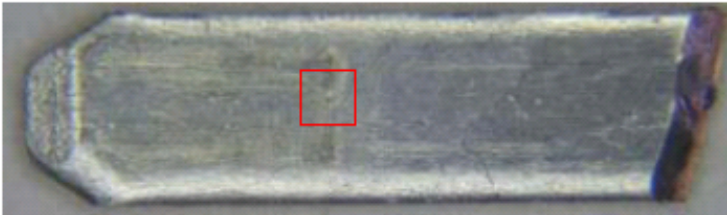
Comparative analysis of contaminant on the contact on the tab end and the couplers (lighting side/mating side)



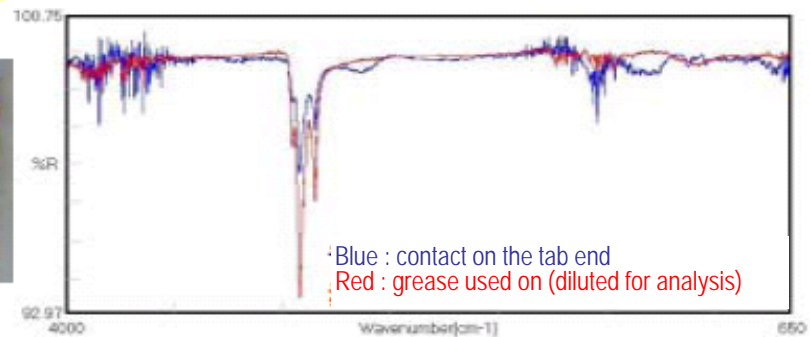
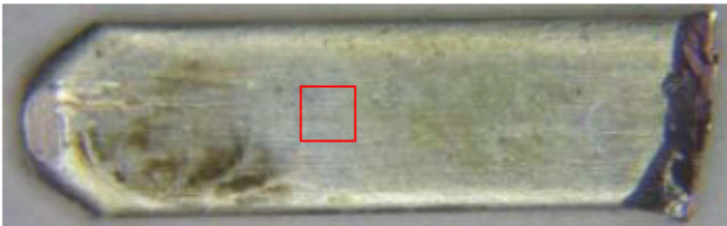
Peak of the contaminant on the contact area on the tab end is almost consistent with that of the mating coupler.

## 3-2). FT-IR analysis confirmation results (2)

Hi terminal tab end qualitative analysis result



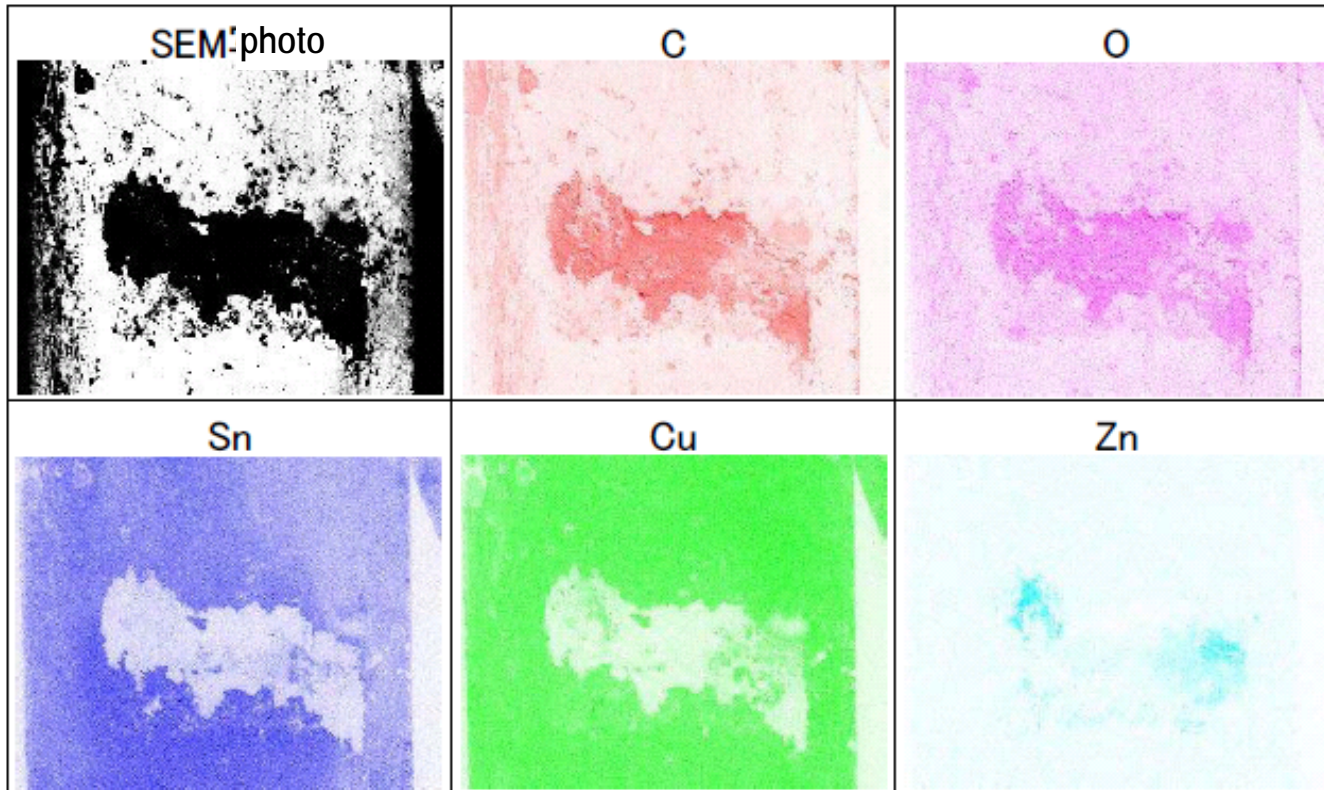
GND terminal tab end qualitative analysis result



In FI-IR analysis of the contact area on the tab end, a waveform similar to that of diluted grease used on the SW was detected. No other abnormal component was detected.

### 3-3). EDX: analysis confirmation results (1)

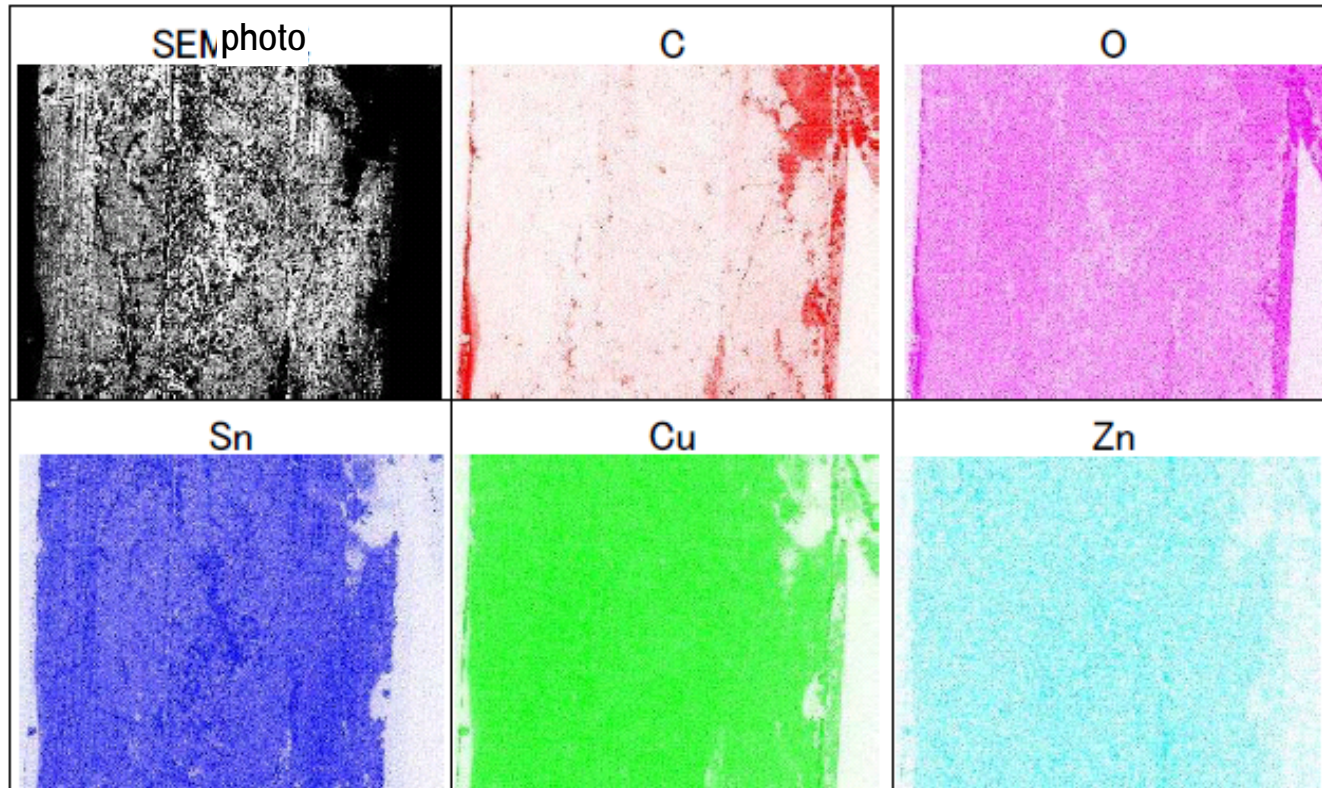
Lo terminal contact area on the tab end mapping analysis result



Resin component (C, O) and component from mating terminal (Zn) adhered to the contact area. Also remaining Sn plating (Sn) confirmed.

## 3-3) . EDX analysis confirmation results (2)

Lo terminal contact area on the curl end mapping analysis result

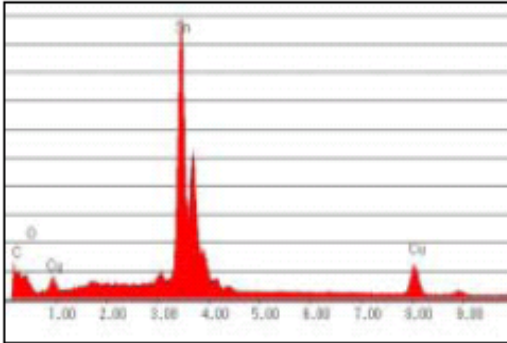


Remaining Sn plating (Sn) confirmed.

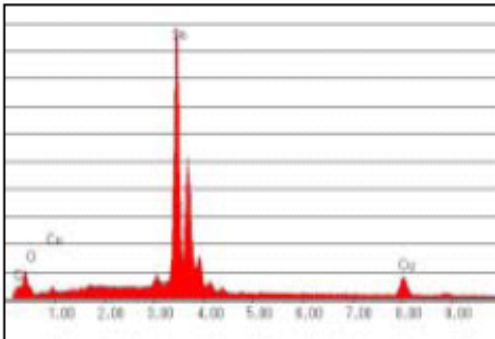


### 3-3) . analysis confirmation results (3)

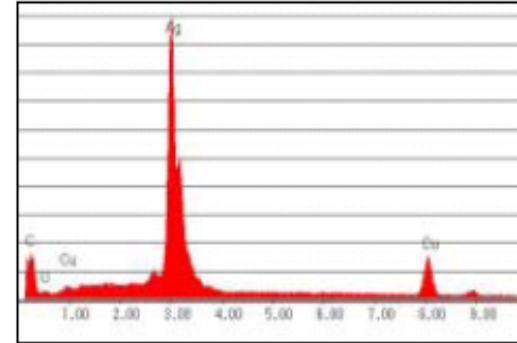
Hi terminal tab end analysis result



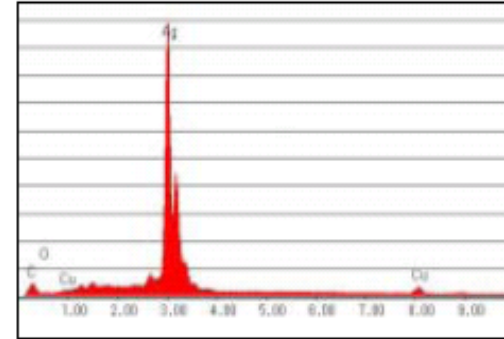
<Comparative reference> New Sn plating terminal surface



GND terminal tab end analysis result



<Comparative reference> New Ag plating terminal surface



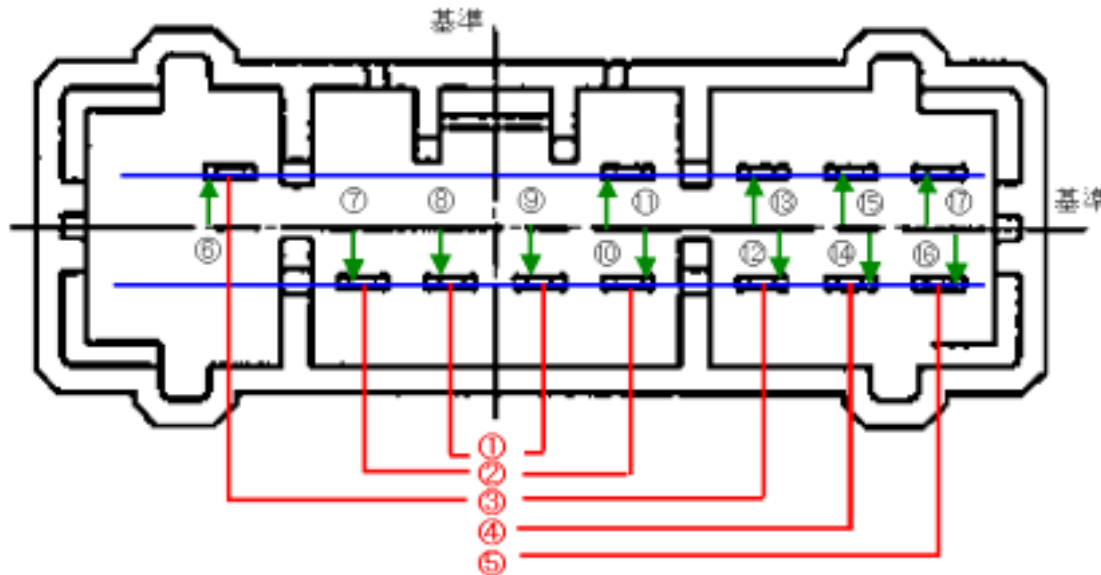
In EDX analysis of the contact area on the tab end on each terminal, contact materials (CU, Sn, or Ag) and grease component (C,O) were detected. No other abnormal component was detected.

## 1-1). 外観確認



外観に傷・打痕等なく、特に異常は見られない。

## 1-2). アライメント測定結果



アライメントは全て規格を満足しており、各端子のクリアランスについても問題なしと判断できる。

単位[mm]

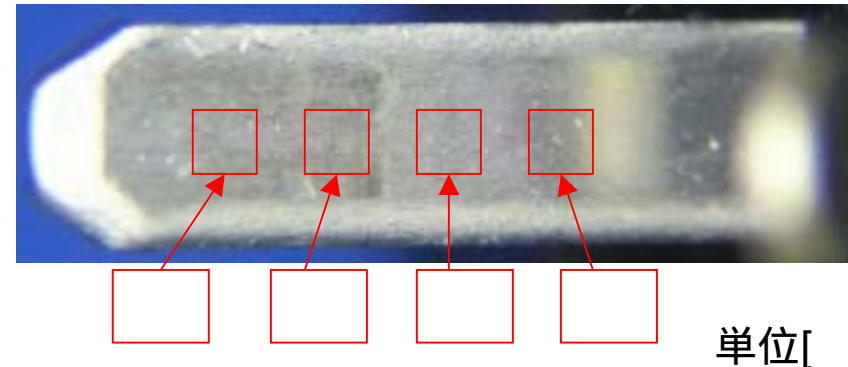
測定箇所	規格	測定値	判定
	$4 \pm 0.1$	4.004	OK
	$12 \pm 0.1$	12.033	OK
	$24 \pm 0.1$	23.065	OK
	$16 \pm 0.1$	16.036	OK
	$20 \pm 0.1$	20.048	OK
+	$5 \pm 0.1$	5.090	OK
+		4.885	OK
+		4.843	OK
+		4.993	OK
		2.491	
		2.487	
		2.508	
		2.389	
		2.528	
		2.562	
		2.419	
		2.466	
		2.377	
		2.466	
		2.527	
		2.466	

## 2. 接触抵抗確認結果

不具合品Lo端子



不具合品Hi端子



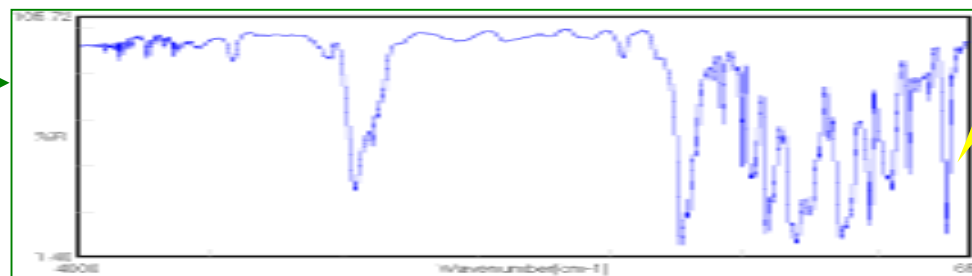
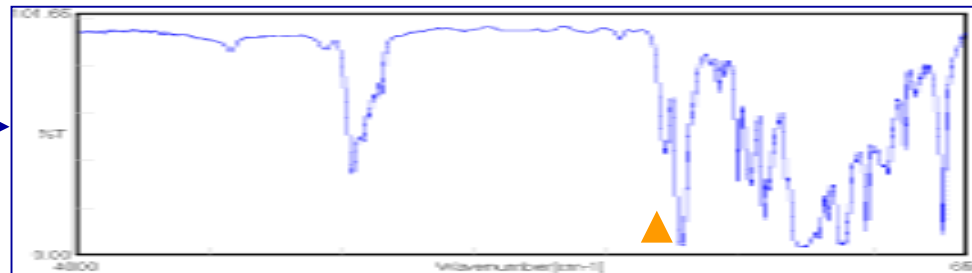
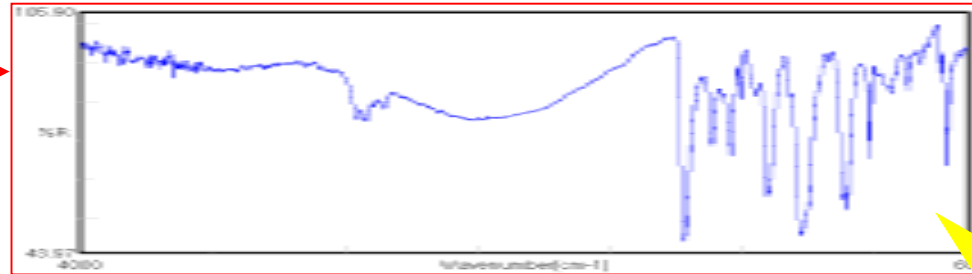
単位[ ]

不具合品Lo端子	180	12	2.9M	200
不具合品Hi端子	0.01	0.01	0.01	0.01
量産品	0.01	0.01	0.01	0.01

Lo端子舌片側接触部の抵抗が非常に高く、抵抗の高い物質が付着していることが分かる。

## 3-2). FT-IR分析確認結果(1)

舌片側接触部附着物とカプラ(ライティング側・相手側)比較分析結果



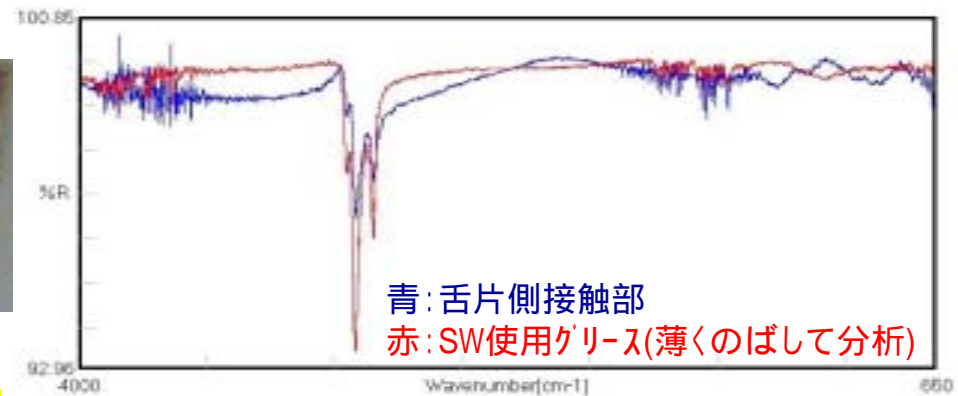
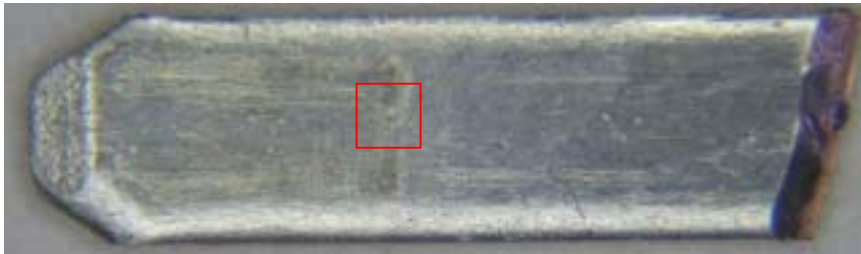
部の  
ピークが  
無い

一致

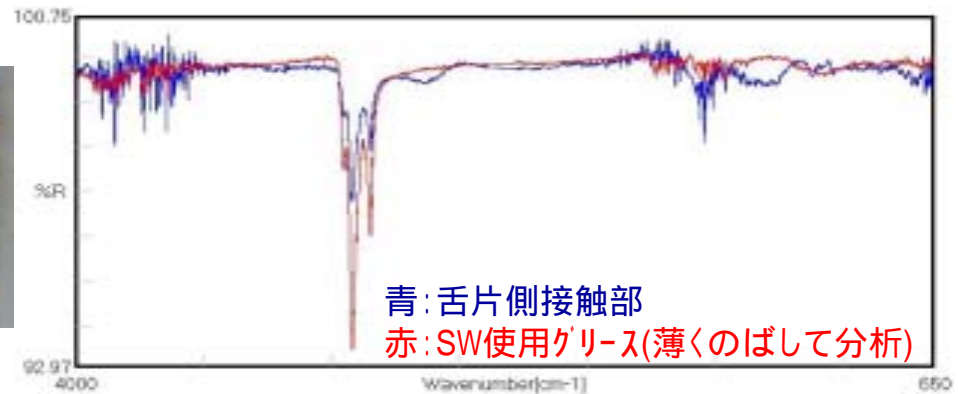
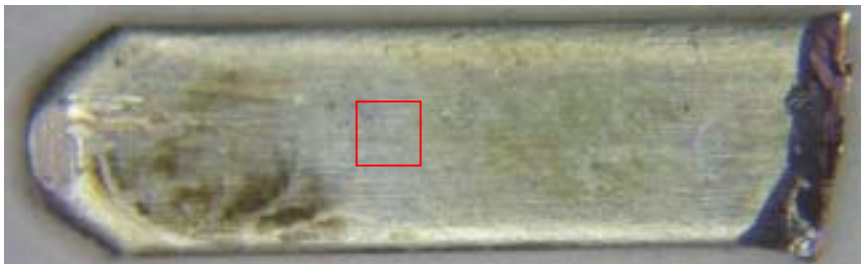
舌片側接触部附着物のピークは相手側カプラとほぼ一致する。

## 3-2). FT-IR分析確認結果(2)

Hi端子 舌片側 定性分析結果



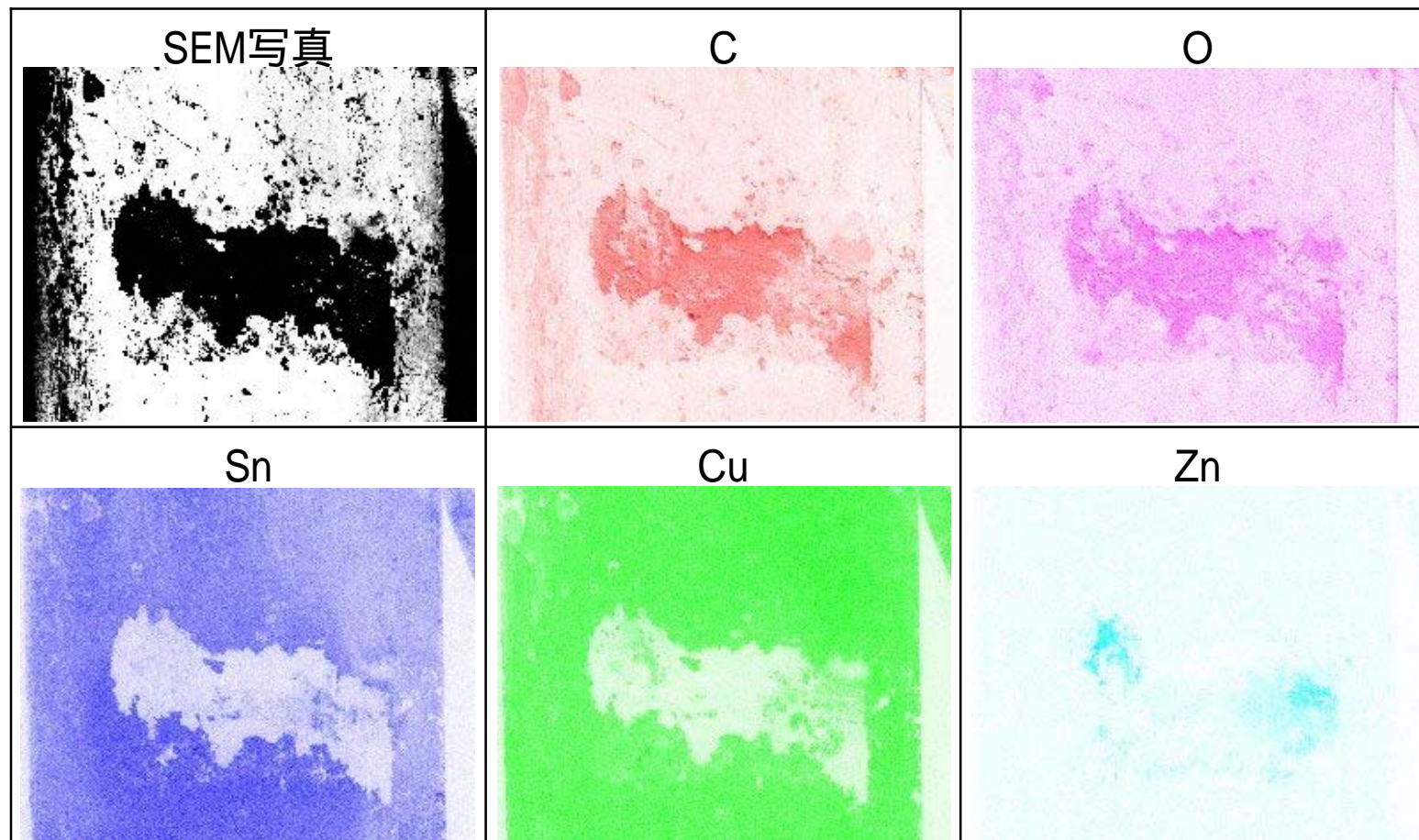
GND端子 舌片側 定性分析結果



舌片側接触部をFT-IRにて分析したところ、SW使用グリスを薄くのばして分析した結果と類似した波形を検出した。その他に異常な成分は検出されなかった。

### 3-3). EDX分析確認結果(1)

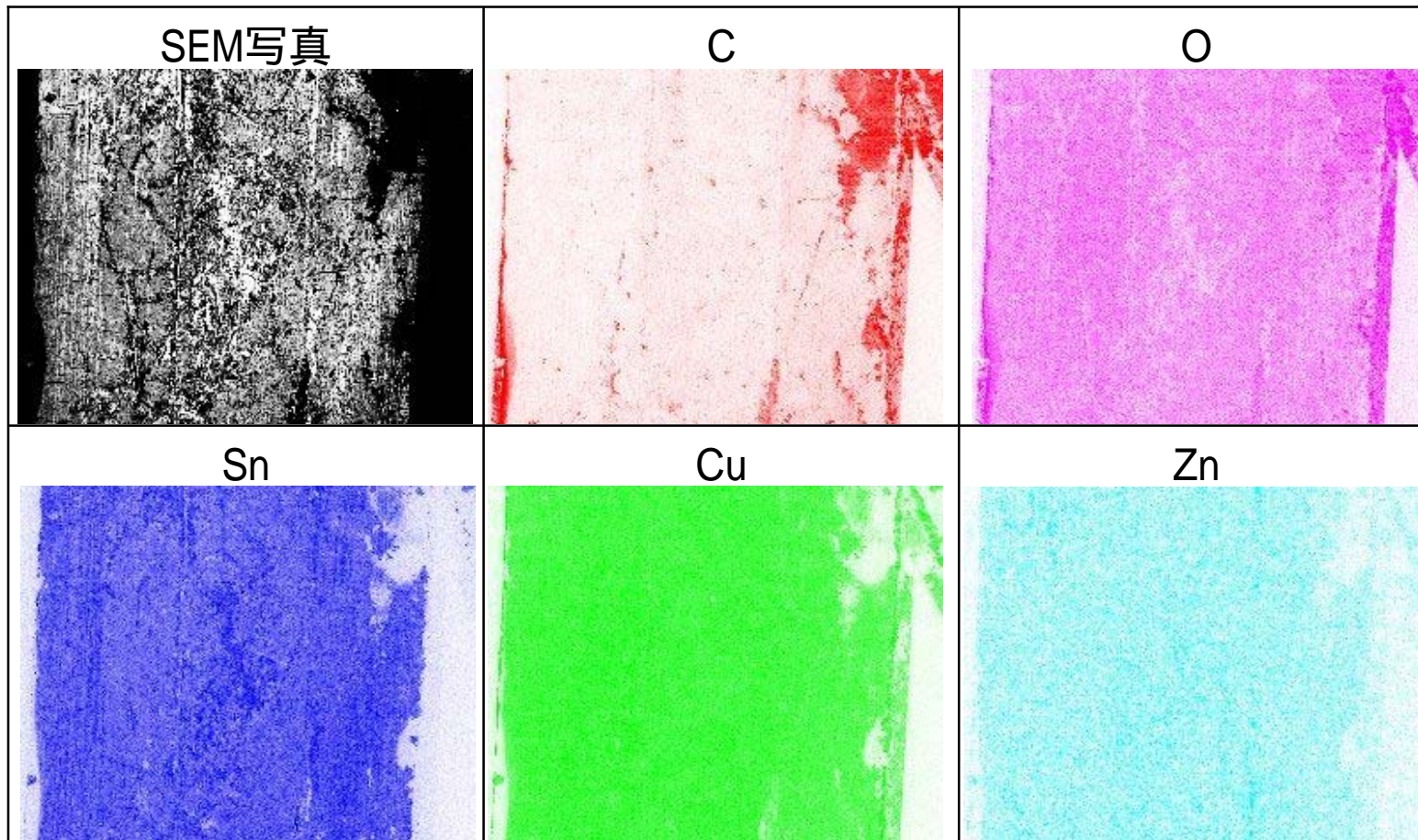
Lo端子 舌片側接触部 マッピング分析結果



接触部に樹脂(C,O)及び相手側端子成分である亜鉛(Zn)が付着している。  
また、Snめっき(Sn)が残っていることが確認できる。

## 3-3) . EDX分析確認結果(2)

Lo端子 カール側 マッピング分析結果

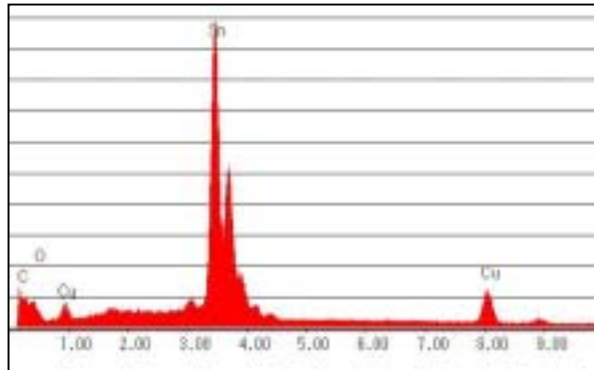


Snめっき(Sn)が残っていることが確認できる。

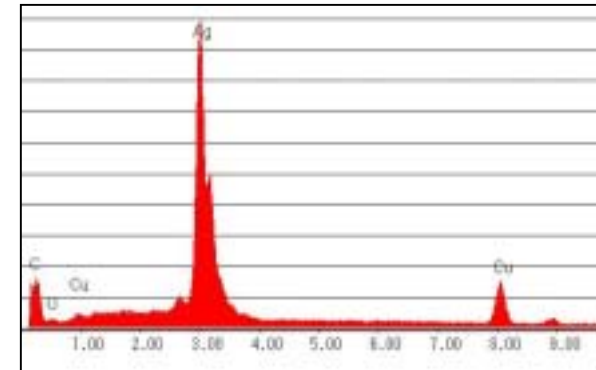


### 3-3) . EDX分析確認結果(3)

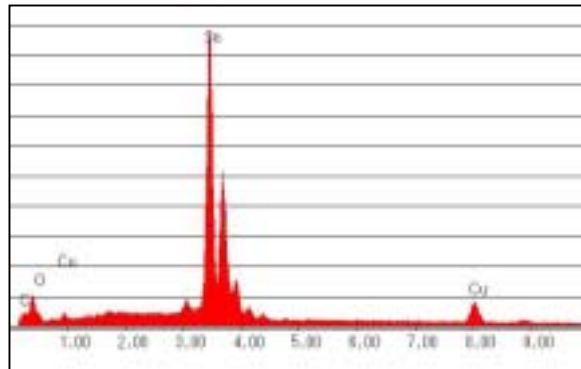
Hi端子 舌片側 分析結果



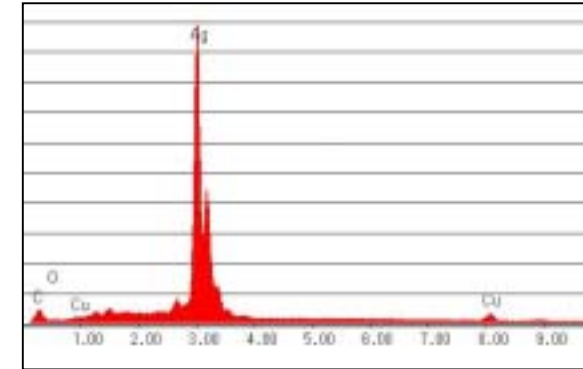
GND端子 舌片側 分析結果



<比較参考資料> 新品 Snメッキ端子表面



<比較参考資料> 新品 Agメッキ端子表面



それぞれの端子の舌片側接触部をEDXにて分析したところ、接点材(Cu,Sn or Ag)及びグリース(C,O)の成分を検出した。その他に異常な成分は検出されなかった。

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 6

JHLRD788892C007161

confirmation result

To : Honda Motor Co., Ltd. Auto Quality Innovation Division  
 To : Honda R&D Co., Ltd. Tochigi R&D Center

2006/6/27

Sumitomo Wiring Systems, Ltd.  
 Connector Department  
 Quality Assurance Group

Re: 02M CR-V combi SW Lo terminal melting problem investigation result report

Dear Sirs, We are glad to hear that things are going well for you.

Regarding the above, we are reporting as follows. Please confirm the details.

Sincerely

Approved	Confirmed	Prepared

Detailed report

#### 1. Intent

In CR-V for North American market, Lo terminal for combi SW melted, and we received the failed parts (combi SW, W/H). So, we examine these parts.

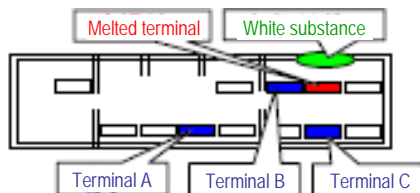
#### 2. Confirmed parts

- ① Combi SW...Made by Toyo Denso Co.,Ltd.
- ② W/H...Made by Sumitomo Wiring Systems, Ltd.(Housing : Honda part No.: 98630-00016-01, Sumitomo part No.: 6098-0255 HD09-16FLGR)

#### 3. Failed parts confirmation results

[Combi SW side]

- (1) Terminal alignment measurement result...Refer to attachment 1 for the details.  
No problem such as out of dimension found.
- (2) Component of substance adhered to combi SW measurement result...Refer to attachment 2 for the details.  
Combi SW side male terminal connector schematic diagram



- ① White substance adhered to the inner wall of the hood  
Mainly C, also O and Br were detected. From normal part of connector, mainly C, also Br and slight O, Si, Sb are detected. Therefore, we suspect white adhered substance is connector resin, a flame retardant decomposed substance.
- ② Terminal A : Terminal end is slightly discolored to brown. By element analysis, mainly Ag and slight C, O, Cu, S were detected, (since Ag was detected from normal part, we suspect it is plating), slight S, which is a corrosive element, was detected.
- ③ Terminal B : Terminal end and root discolored to brown and white substance adhered to the root.  
Brown adhered substance: Mainly Sn, and C, O, Br, Cl with slight Si, Cu. White adhered substance : Mainly C, and slight O, Cu, Br, Si, Cl, Sn detected. (Sn detected from normal part, so suspected as plating). Also, slight Cl, which is a corrosive element, was detected.  
By element analysis, mainly Ag and slight C, O, Cu, S were detected.
- ④ Terminal C : Root of terminal discolored to blue. Mainly C and slight O, Cu, Br, Cl detected. Since the color is different from that of connector (black, gray), we suspect there is a possibility that an organic substance other than connector adhered. Also, slight Cl, which is a corrosive element, was detected.
- ⑤ Melted terminal : Whole terminal discolored to black, carbide adhesion seen on all over the terminal.

[Housing side]

- (1) Component of substance adhered to connector measurement result...Refer to attachment 3 for the details.  
Clear liquid adhered around the cavity. Also clear adhesive substance adhered inside the cavity next to melted area.  
Mainly C and slight O only detected. We suspect it is different from the substance containing Cl and S detected from the above terminal.  
By IR measurement, hydrocarbon was mainly detected.
- (2) Female terminal measurement result...Refer to attachment 4 for the details.
  - ① Female terminal external dimension / gap size
  - ② Measurement of terminal gaps inside the combi SW connector (all terminals and F/B side Lo, Hi circuits)
  - ③ X-ray confirmation of deformed female terminal tab end (Lo, Hi, GRD and F/B side Lo circuit)
  - ④ F/B side Lo terminal confirmation (Type No., contact area)
 Although the gap of the terminal (Lo) was wide spread at melted area, nothing like a spread gap was seen in other parts.

#### 4. Conclusion

The above confirmation results show that substance adhered to male connector hood inner wall and terminal is mainly connector resin, a flame retardant substance. In addition, slight Cl and S, which are corrosive elements, were detected. Since Cl and S were not detected from the liquid adhered to the female terminal, we suspect that substance adhered to the male terminal is different from the liquid adhered to the female terminal connector. Substance containing Cl and S confirmed on the male terminal, however, it is unclear if this is a cause of melting.

By IR measurement of liquid adhered to the male terminal, we suspect it is an adhesion of hydrocarbon series oil, but since hydrocarbon series oil is not used in female housing manufacturing process, we suspect it adhered to the part after the part was shipped.

End

Male connector observation result

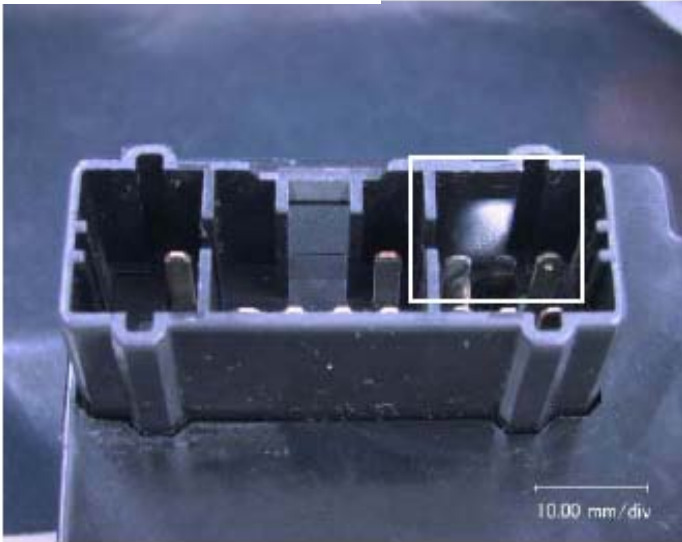


Photo. 1 Male connector general view

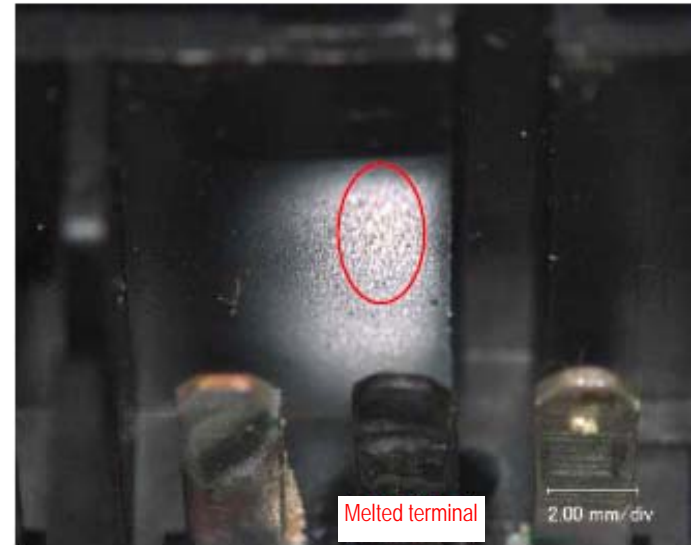


Photo. 2 White framed area in the left photo enlarged (connector inner wall area)

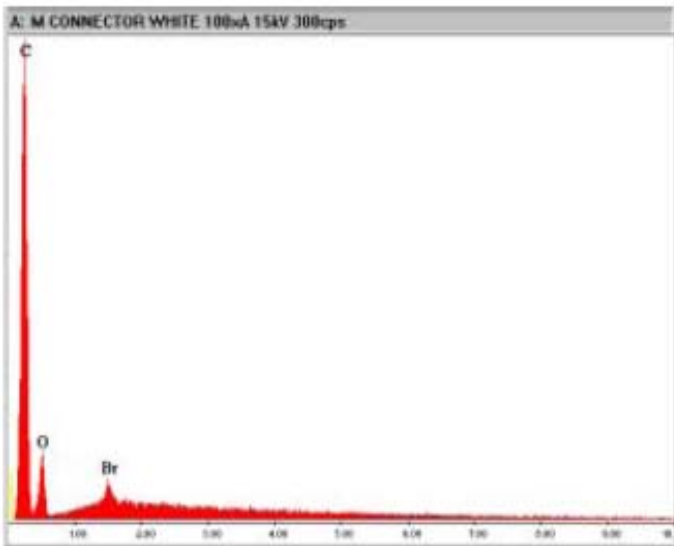


Fig. 1 Red circled area in the upper right photo scraped and analyzed (white adhesive)

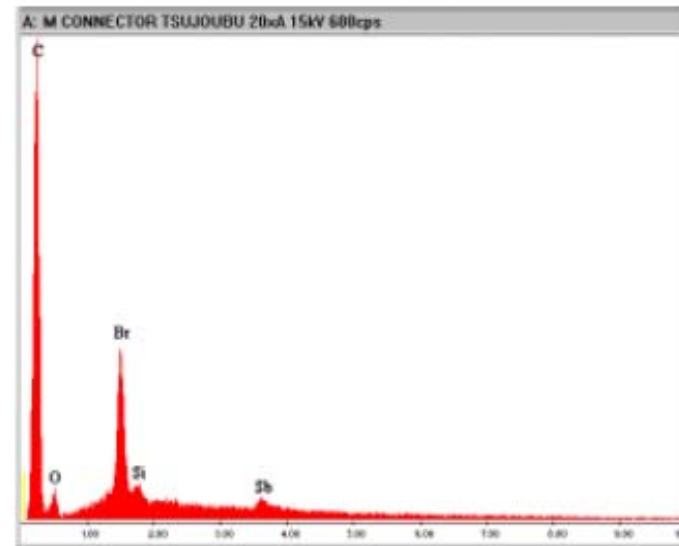


Fig. 2 Male connector normal area analysis result

Male terminal observation result

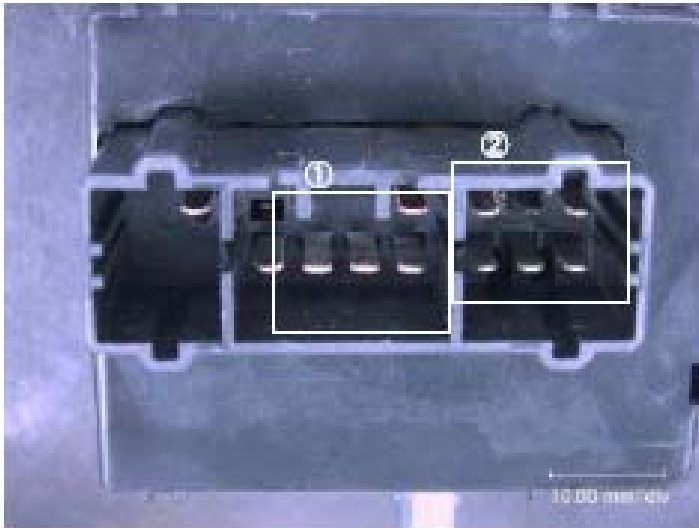


Photo. 3 Male connector general view



Photo. 4 White framed area ① in the above photo enlarged

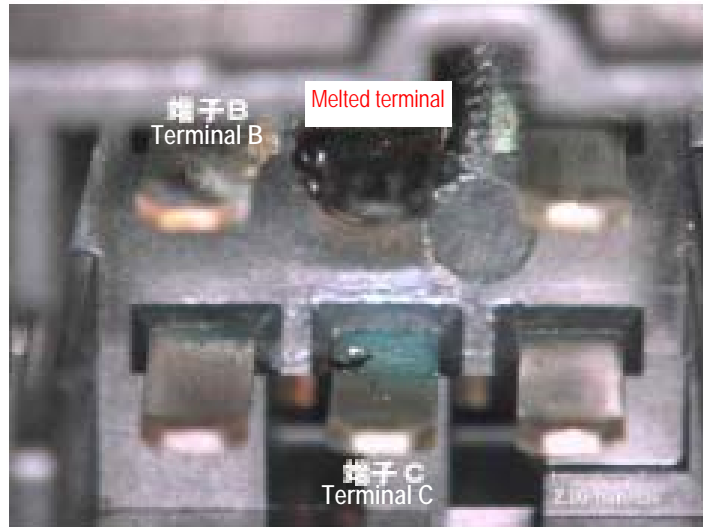


Photo. 5 White framed area ② in the above photo enlarged

Male terminal observation result



Photo. 6 Terminal A tab end actual state

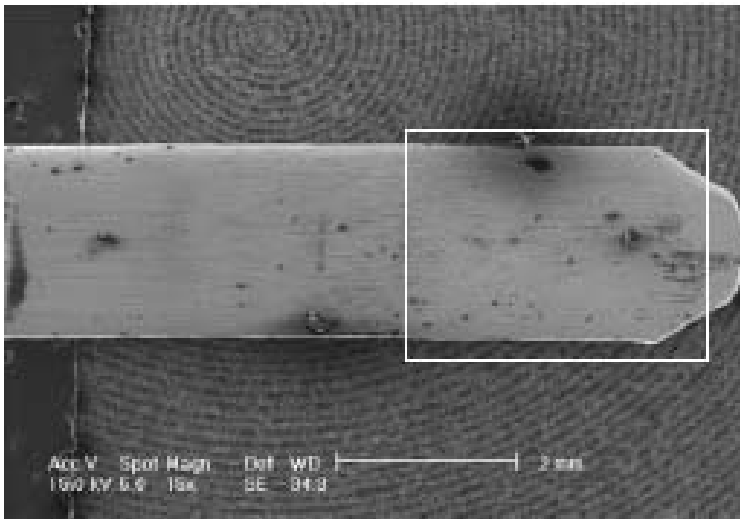


Photo. 7 SEM observation of the above

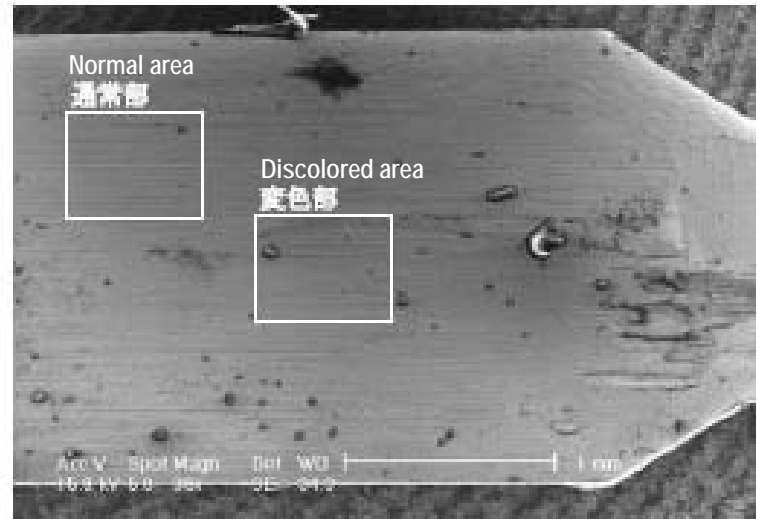


Photo. 8 Framed area in the left photo

Male terminal observation result

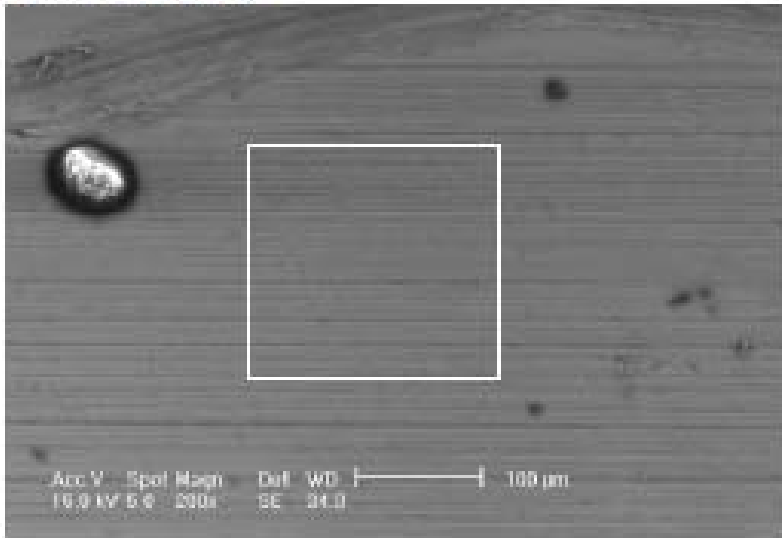


Photo. 9 Framed discolored area in the previous page enlarged

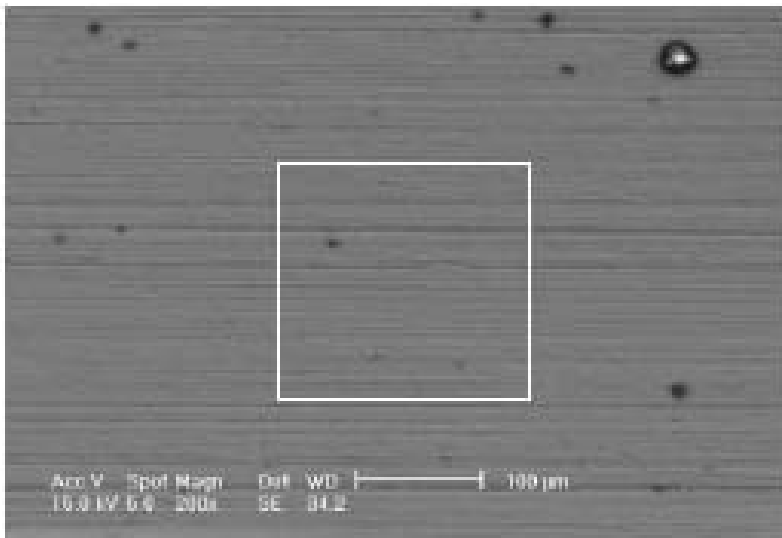


Photo. 10 Framed normal area in the previous page enlarged

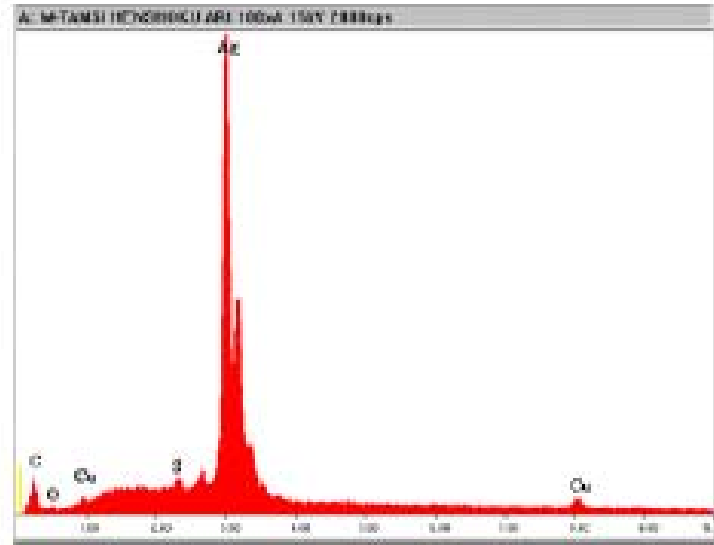


Fig. 3 Framed area in the left photo analysis result (brown discolored area)

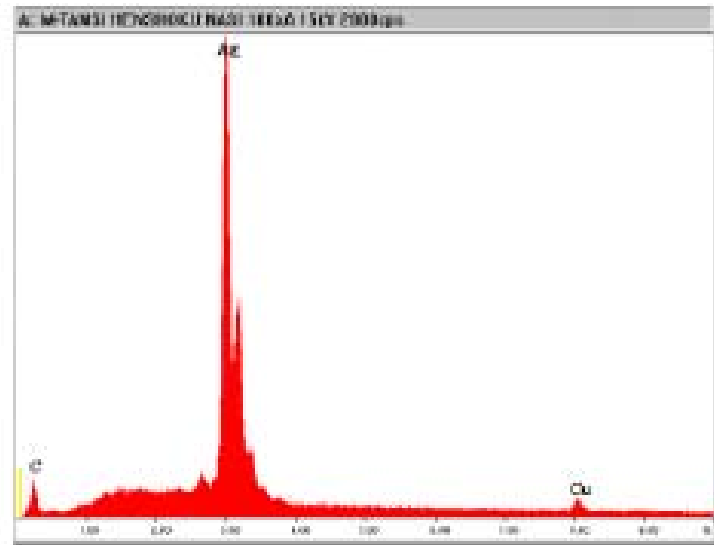


Fig. 4 Framed area in the left photo analysis result (normal area)

Male terminal observation result



Photo. 11 Terminal B tab end actual state

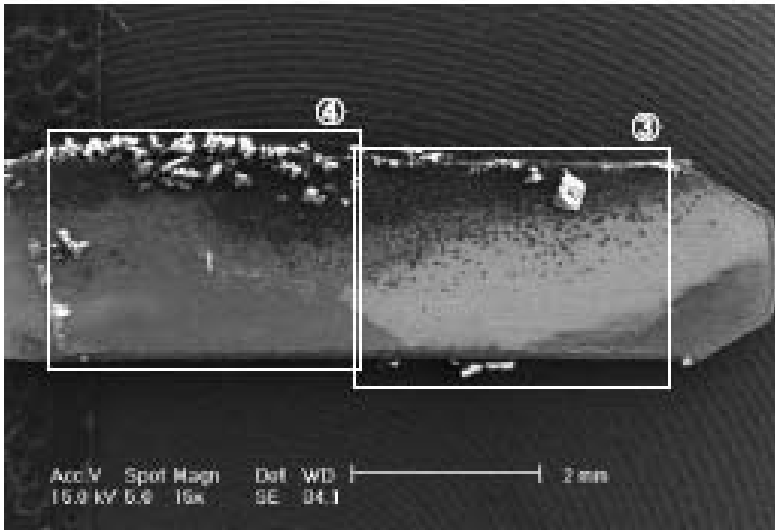


Photo. 12 SEM observation of the above

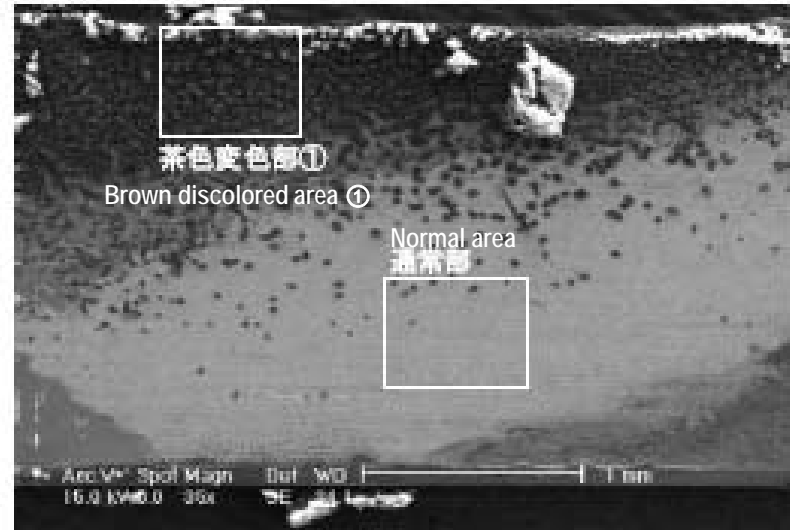


Photo. 13 Framed area ③ in the left photo enlarged



Male terminal observation result

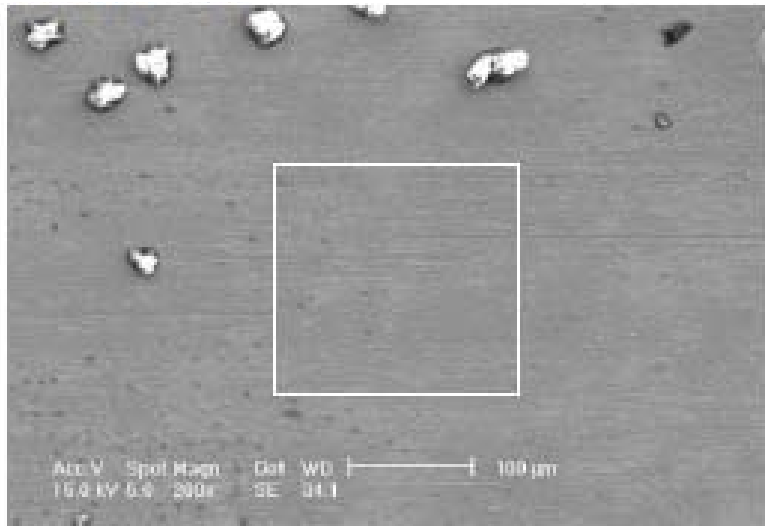


Photo. 14 Framed normal area in the previous page enlarged

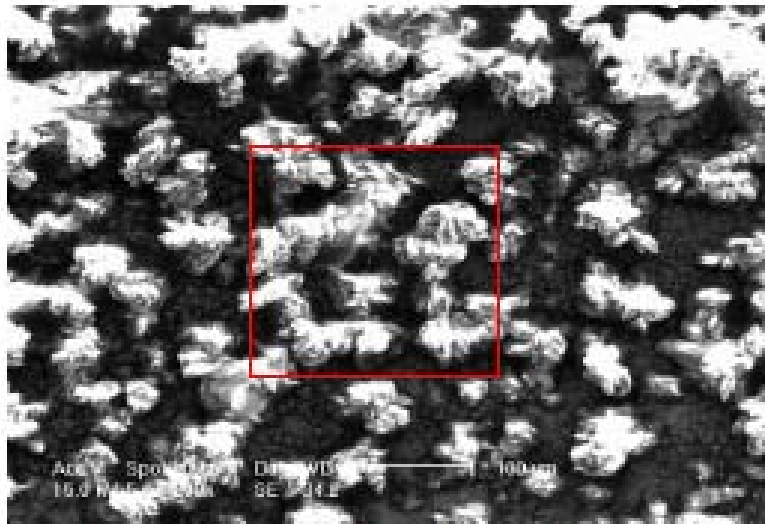


Photo. 15 Framed brown discolored area ① in the previous page enlarged

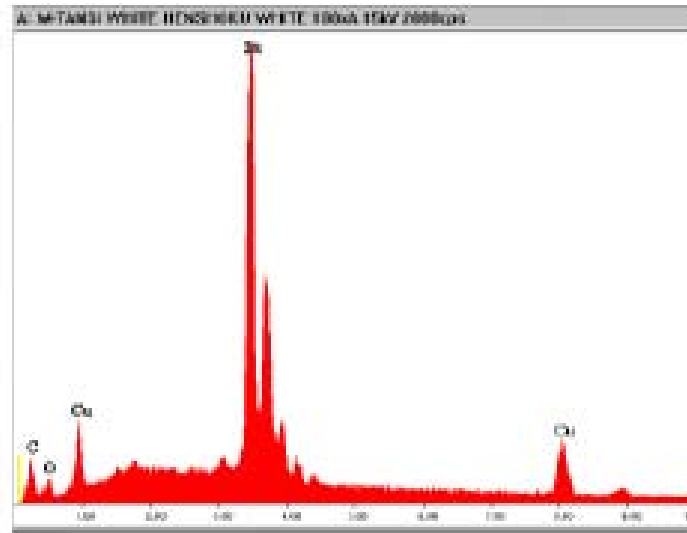


Fig. 5 Framed area in the left photo analysis result (normal area)

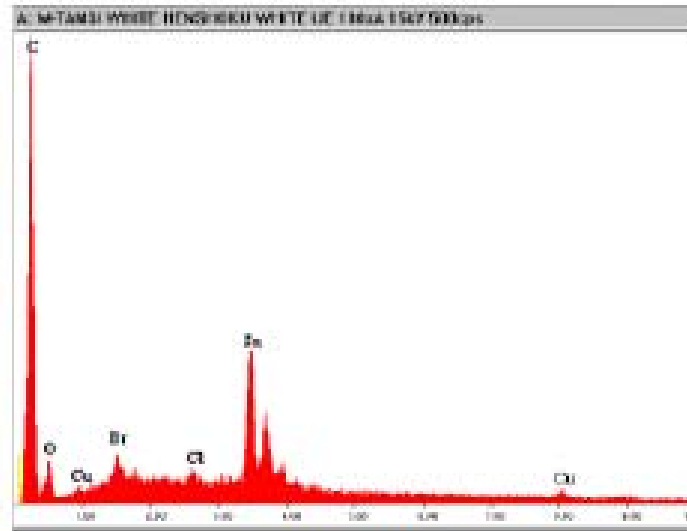


Fig. 6 Framed area in the left photo analysis result (brown discolored area ①)

Male terminal observation result

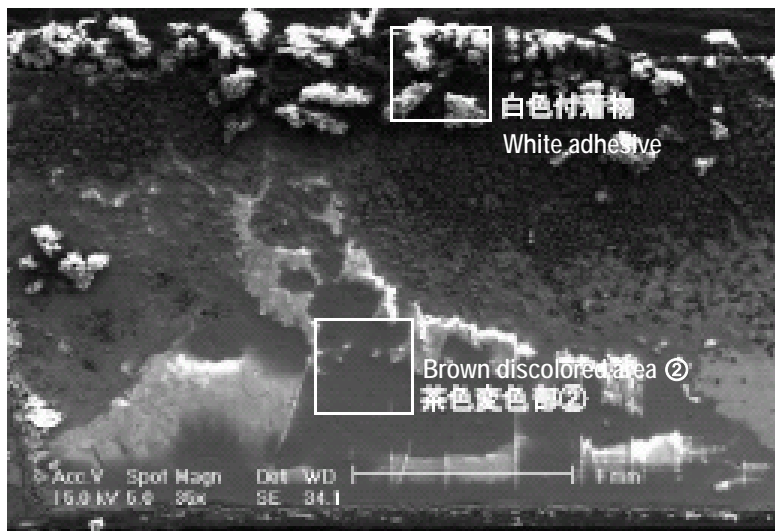


Photo. 16 Framed area ④ enlarged (Photo. 12)

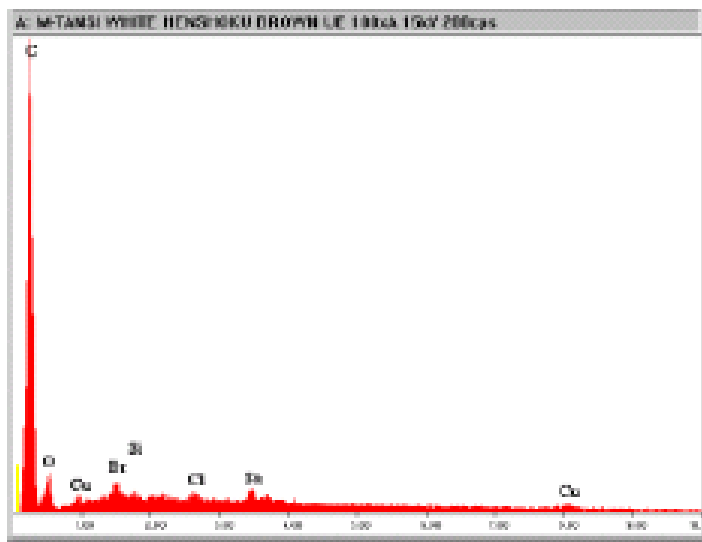


Fig. 7 Framed area of white adhesive in the above analysis result

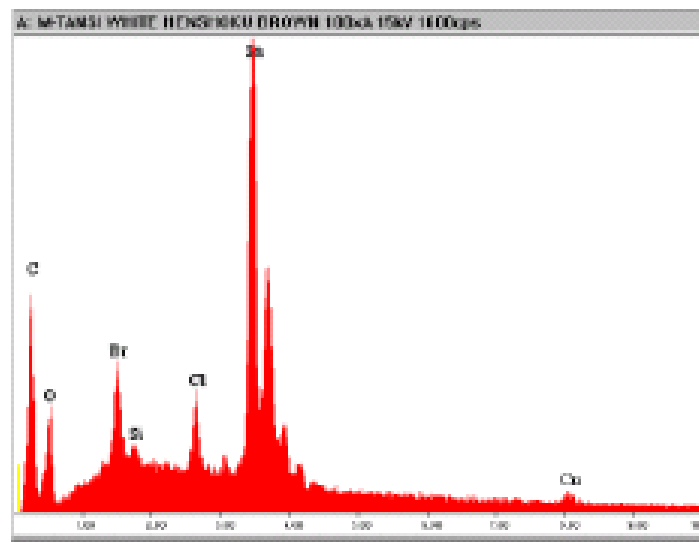
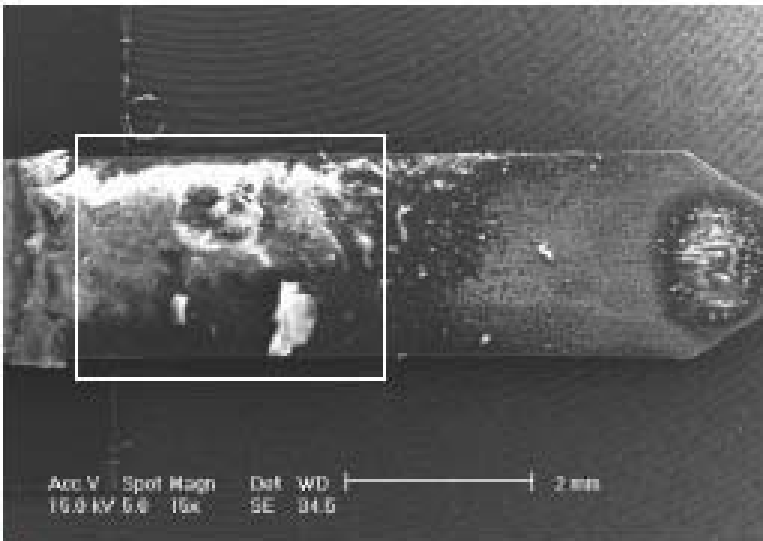


Fig. 8 Framed area of brown discolored area ② in the above analysis result

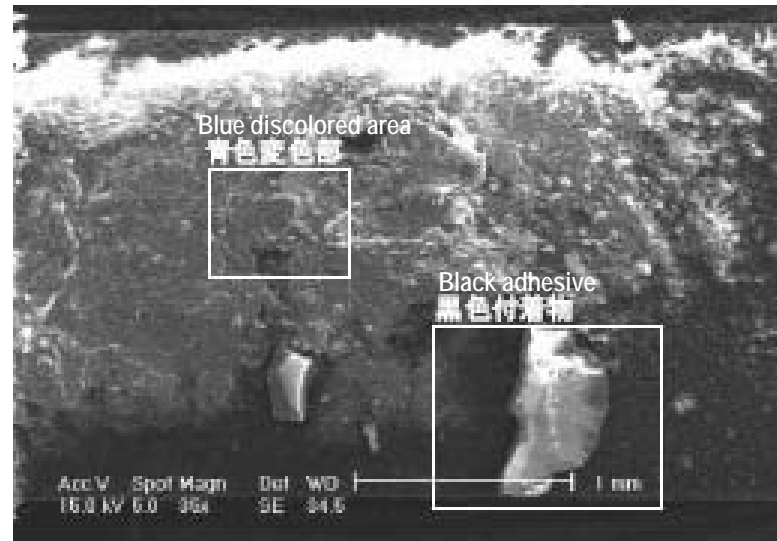
Male terminal observation result



**Photo. 17** Terminal C tab end actual state



**Photo. 18** SEM observation of the above



**Photo. 19** Framed area in the left photo enlarged

Male terminal observation result

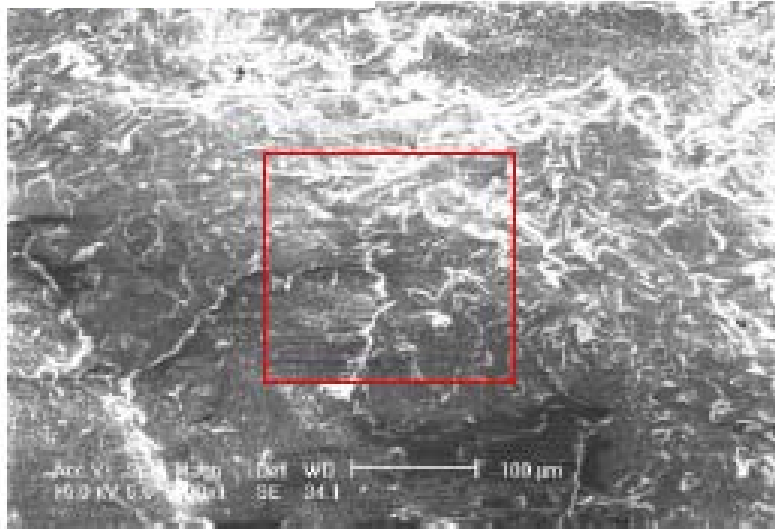


Photo. 20 Framed blue discolored area in the previous page enlarged

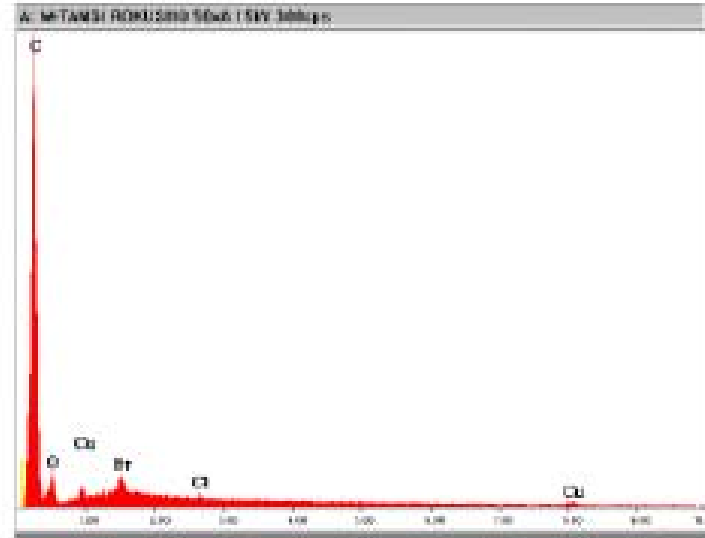


Fig. 9 Framed area in the left photo analysis result (Blue discolored area)



Photo. 21 Framed area of black adhesive in the previous page enlarged

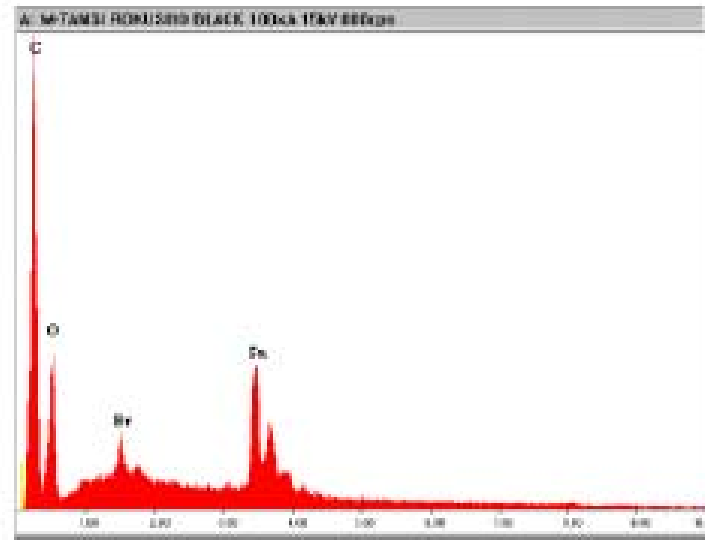


Fig. 10 Framed area in the left photo analysis result (Black adhesive)

Female connector observation result

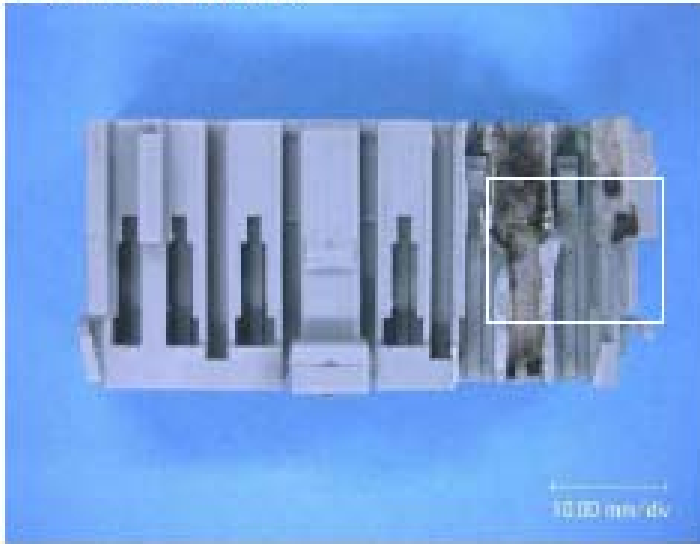


Photo. 22 Female connector general view



Photo. 23 Framed area in the left photo enlarged

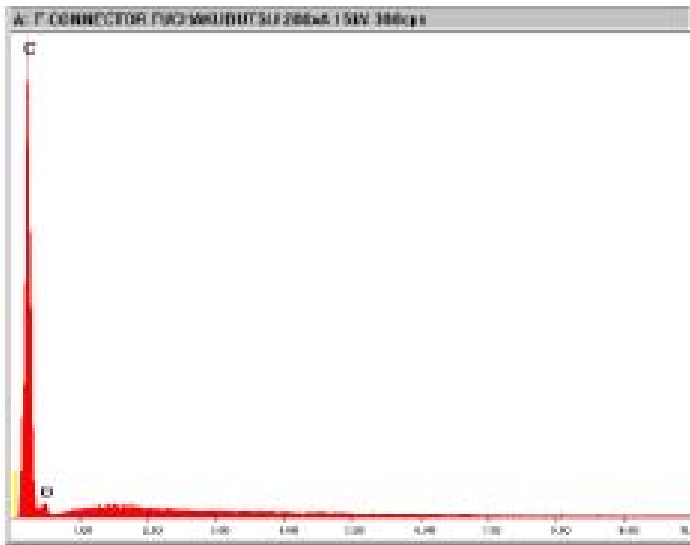


Fig. 11 Red circled area in the upper right photo scraped and analyzed (adhesive)

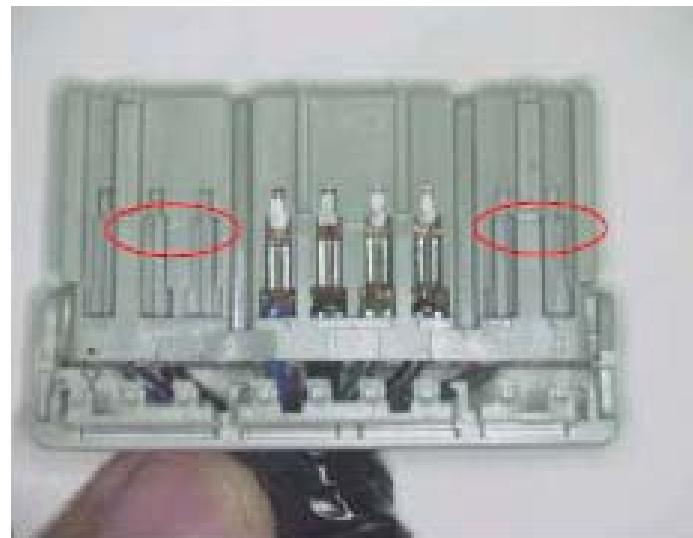
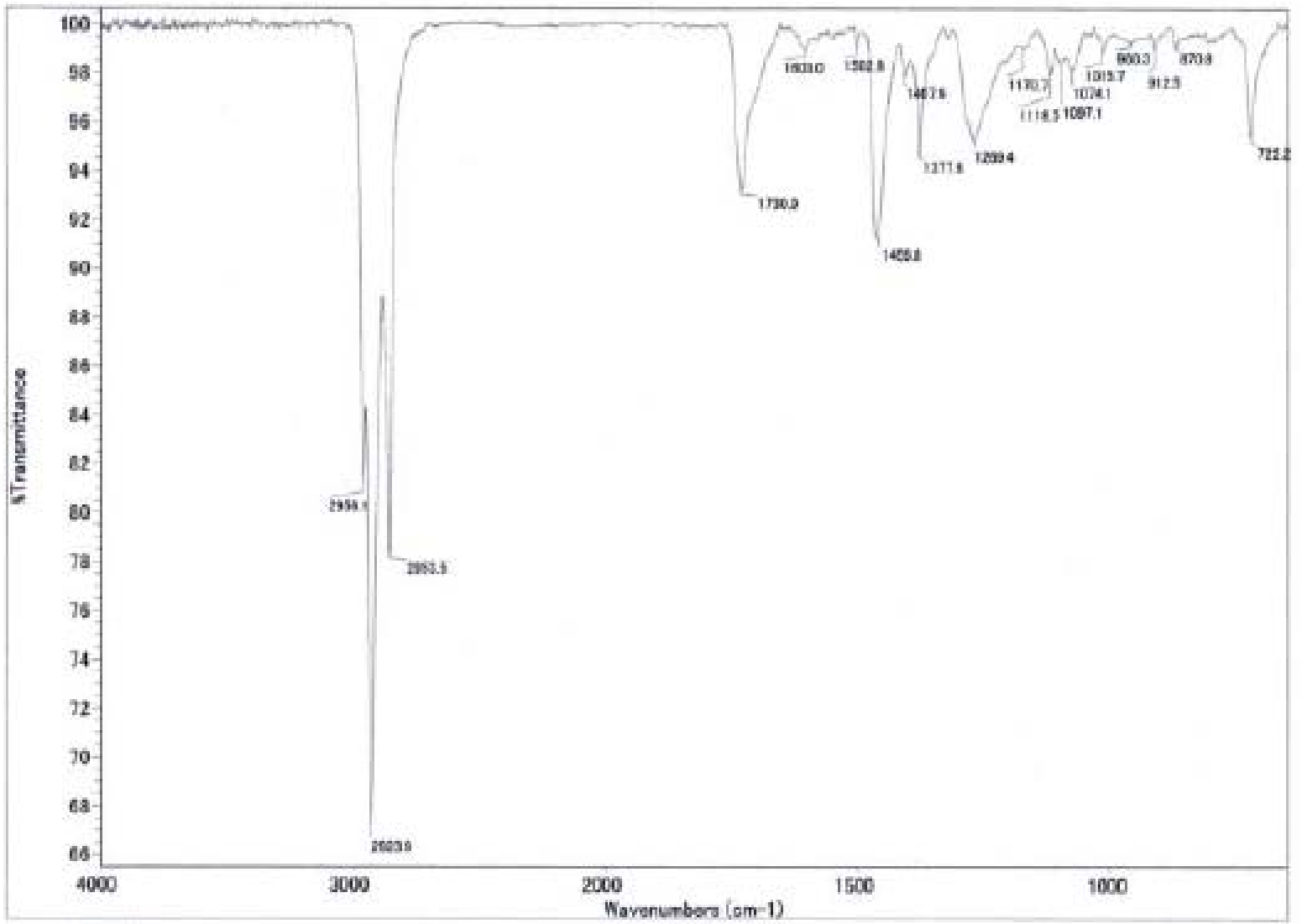


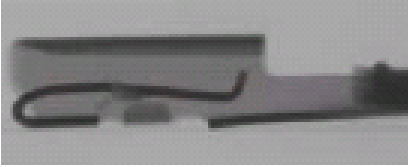
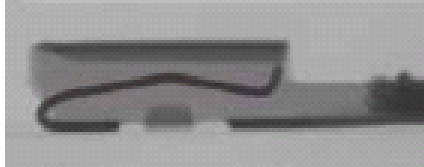
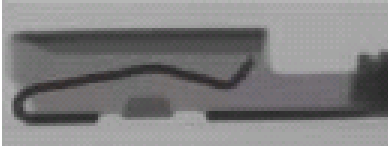
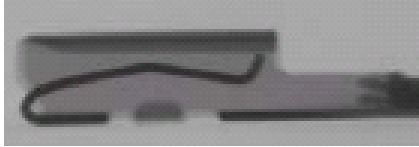
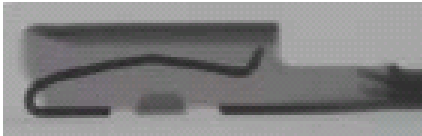
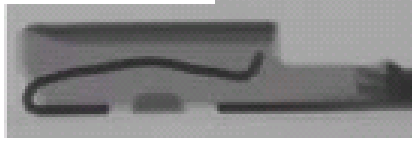
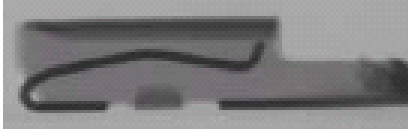
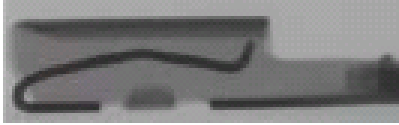
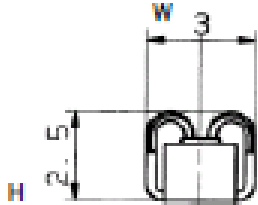
Photo. 24




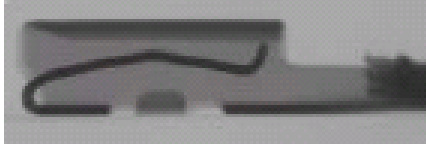
Liquid adhered to connector

IR chart (T-mode)

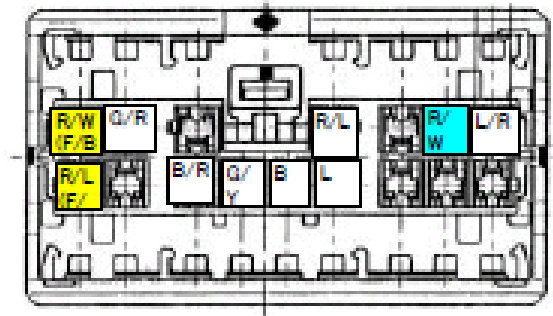
Lighting SW side

Type number E4 Wire color : R/W (Lo circuit)		Type number E9 Wire color : R/L (Hi circuit)		Type number SDS Wire color : B (GND circuit)	
					
Gap size	0.73	Gap size	0.29	Gap size	0.25
H	2.82	H	2.49	H	2.67
W	3.15	W	2.96	W	2.96
Type number E4 Wire color : G/R		Type number E4 Wire color : G/Y		Type number E4 Wire color : L/R	
					
Gap size	0.35	Gap size	0.28	Gap size	0.28
H	2.50	H	2.51	H	2.51
W	3.00	W	3.00	W	3.01
Type number E4 Wire color : L		Type number E4 Wire color : B/R		Female terminal dimension measurement positions	
					
Gap size	0.25	Gap size	0.33		
H	2.51	H	2.51		
W	3.00	W	3.00		

F/B side

Type number E9 Wire color : R/W (Lo circuit)		Type number E4 Wire color : R/L (Hi circuit)	
			
Gap size	0.27	Gap size	0.25
H	2.82	H	2.51
W	2.97	W	3.00

Confirmed circuit (blue marking : melted area, yellow marking : F/B circuit)







本田技研工業株式会社 四輪品質改革部 御中  
株式会社 本田技術研究所 栃木研究所 御中

2006/6/27  
住友電装株式会社  
コネクタ事業部

品質保証グループ

承認	確認	担当
平 川	鈴 本	鈴 本

**件名:** '02M CR-V コンビ' SW Lo端子溶損不具合調査結果報告書

拝啓 貴社ますますご清栄のこととお喜び申し上げます。  
さて、掲題の件 下記の通りご報告致しますので、何卒ご査収の程 宜しくお願ひ申し上げます。

敬 具

記

## 1.主旨

北米CR-VコネクタSW部のLo端子溶損が発生し、不具合品(コネクタSW・W/H)が入手出来た為、不具合品の確認を行う。

## 2.確認部品

コネクタSW・・・東洋電装殿製

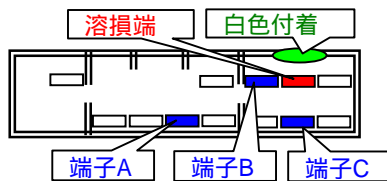
W/H・・・住友製(ハウジング:本田殿品番:98630-00016-01、住友品番:6098-0255 HD09-16F-LGR)

## 3.不具合現品確認結果

【コネクタSW側】

- 端子アライメント測定結果・・・詳細は別紙1ご参照願ひます。  
特に寸法外れ等はありませんでした。
- コネクタSW付着成分測定結果・・・詳細は別紙2ご参照願ひます。

コネクタSW側オス端子コネクタ 略



フード内壁の白色付着物

CをメインにO, Brを検出した。コネクタ通常部はCをメインにBr及び微量のO, Si, Sbを検出することから、白色付着物は、コネクタの樹脂、難燃剤の分解物と推測される。

**端子A:** 端子先端がやや茶色に変色している。元素分析の結果Agをメインに微量のC, O, Cu, Sが検出され (Agは通常部からも検出され、めっきと推定)、腐食性元素であるSを微量検出した。

**端子B:** 端子先端及び根元が茶色に変色、さらに根元に白色付着物が見られる。

茶色付着物: SnをメインにC, O, Br, Cl及び微量のSi, Cu、白色付着物: Cをメインに微量のO, Cu, Br, Si, Cl, Snを検出 (Snは通常部からも検出され、めっきと推定)。又、腐食性元素のClを微量検出した。

**端子C:** 端子根元が青色に変色している。Cをメインに微量のO, Cu, Br, Clを検出。コネクタ色(黒、灰)とは異なる為、コネクタ以外の有機物が付着している可能性があるかと判断する。又、腐食性元素のClを微量検出した。

**溶損端子:** 端子全体が黒く変色しており、炭化物が端子全体に付着しておりました。

【ハウジング側】

- コネクタ部付着物成分測定結果・・・詳細は別紙3ご参照願ひます。  
キャブティ周辺に透明液体が付着している。又、溶損部の隣のキャブティ内部にも透明の付着物が付着していた。Cをメインに微量のOを検出するのみであり、上記端子から検出されたClやSを含むものとは異なるものと推察します。IR測定の結果、炭化水素がメインに検出されました。

- メス端子結果結果・・・詳細は別紙4ご参照願ひます。

メス端子の外形寸法・キャップ寸法

コネクタSWコネクタ内の端子キャップ測定(全端子及びF/B側 Lo, Hi回路)

メス端子舌片X線による変形確認(Lo, Hi, GRD及びF/B側 Lo回路)

F/B側Lo端子の確認(型番・接触部)

溶損部の端子(Lo)キャップは大きく開いているものの、その他の部位については、キャップ開き等は見受けられませんでした。

## 4.まとめ

上記の確認結果より、オス端子コネクタのフード内壁や端子の付着物は、コネクタの樹脂、難燃剤がメインであり、さらに腐食性元素であるCl, Sが微量検出された。メスコネクタの付着液はCl, Sは検出されないことから、オス端子にはメス端子コネクタの付着液とは異なるものが付着していたと推定される。オス端子にCl, Sを含む物質が確認出来たが、溶損の原因になったかは不明である。

メス端子コネクタの付着液のIR測定では、炭化水素系オイルが付着したものと判断しますが、メスハウジング製造工程に炭化水素系のオイルは使用しておらず、部品出荷以降に付着したものと推察致します。

以上



# オスコネクタ 観察結果

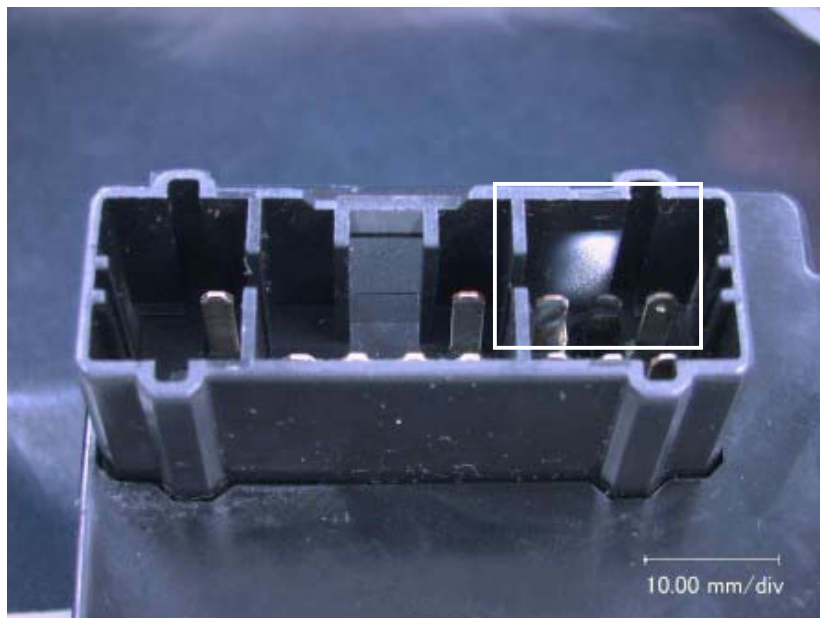


Photo. 1 オスコネクタ 全形

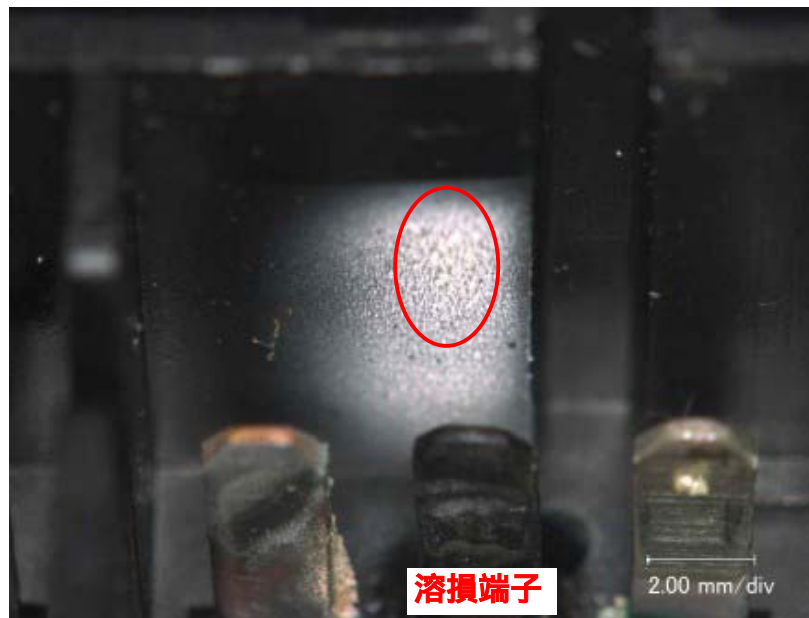


Photo. 2 左像枠内拡大(コネクタ内壁部)

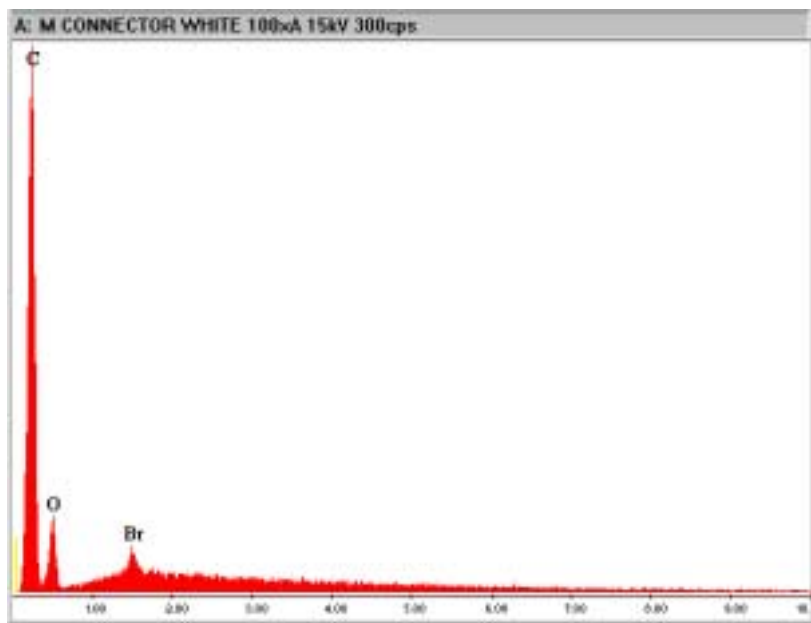


Fig. 1 右上像赤丸部 掻き取り後 分析結果(白色付着物)

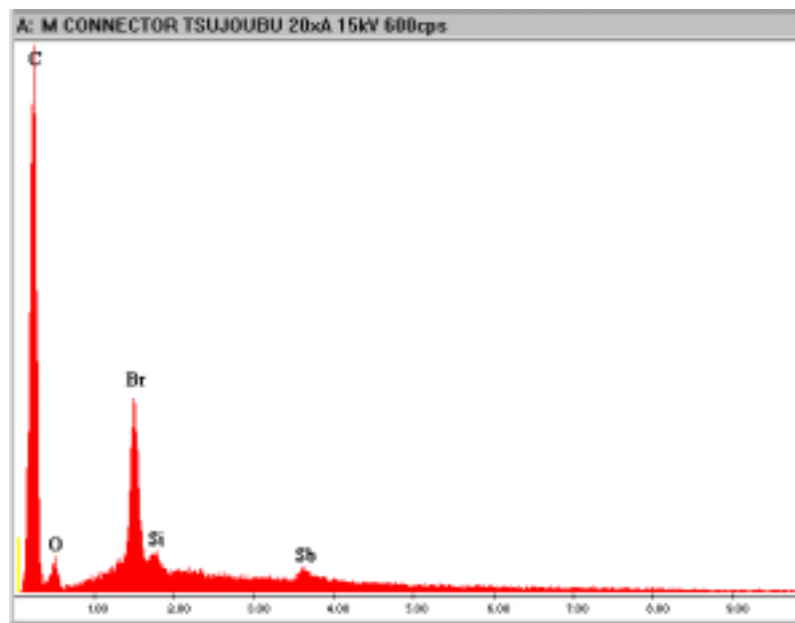


Fig. 2 オスコネクタ通常部 分析結果

オス端子 観察結果

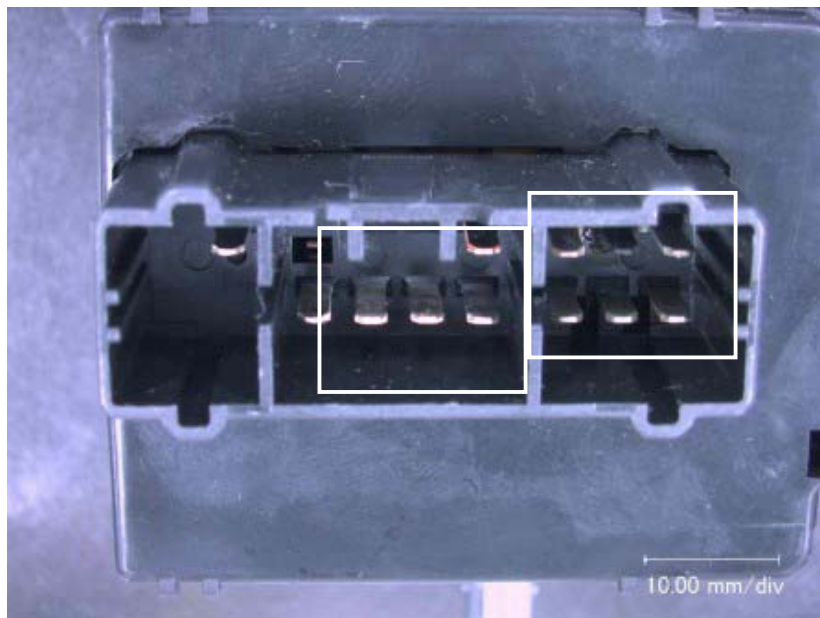


Photo. 3 オスコネクタ 全形

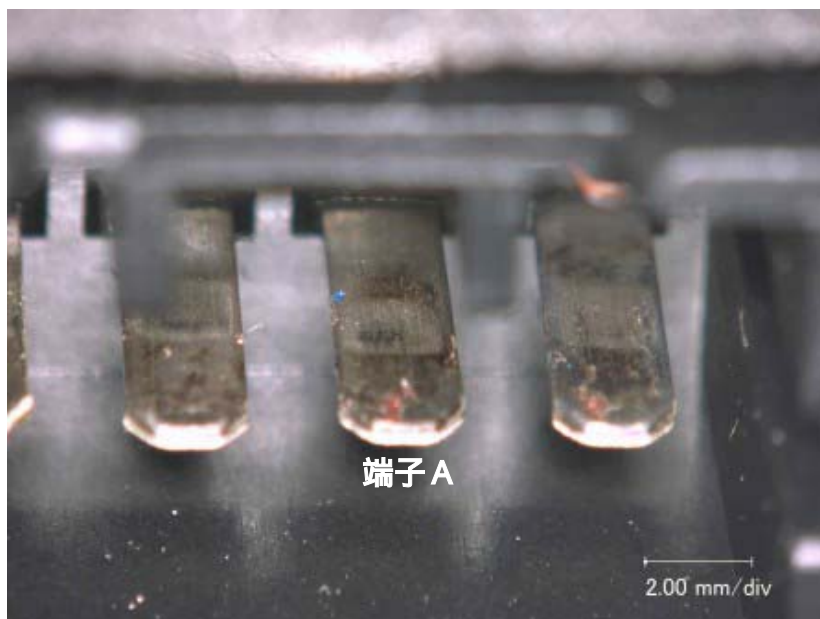


Photo. 4 上像 枠内拡大

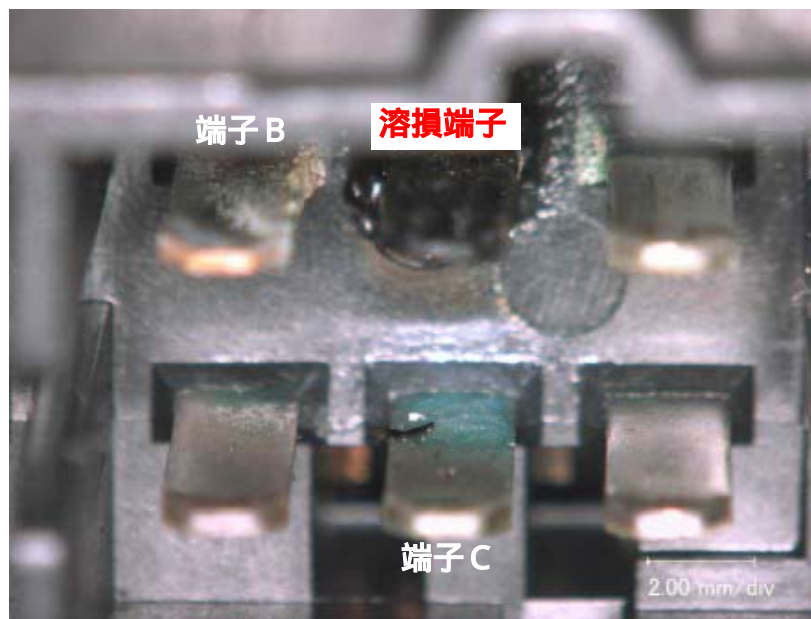


Photo. 5 上像 枠内拡大

オス端子 観察結果

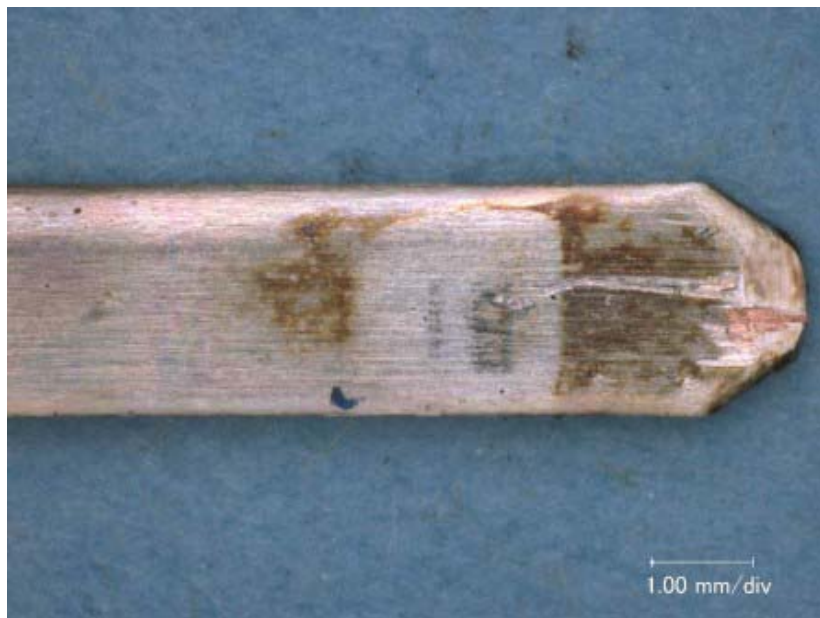


Photo. 6 端子A 舌片側 実体

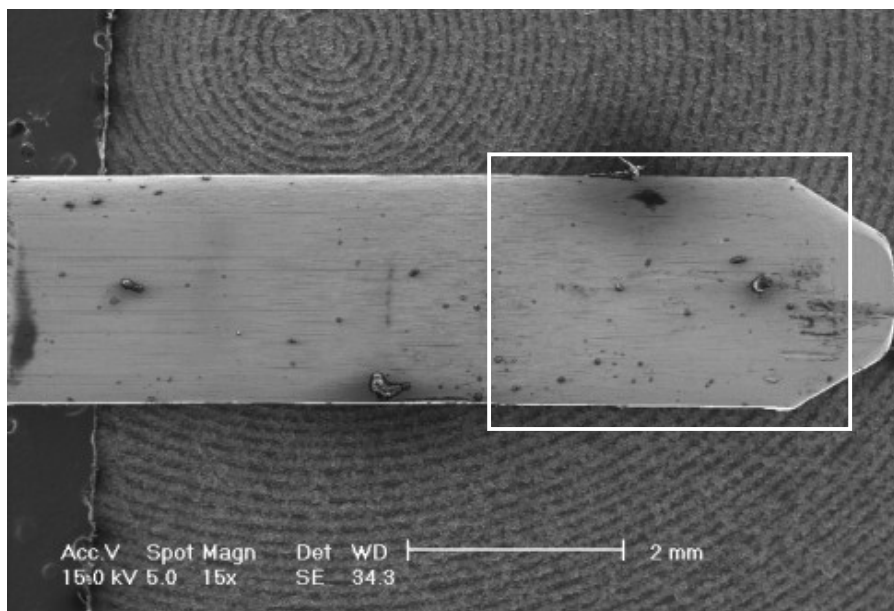


Photo. 7 上像SEM観察

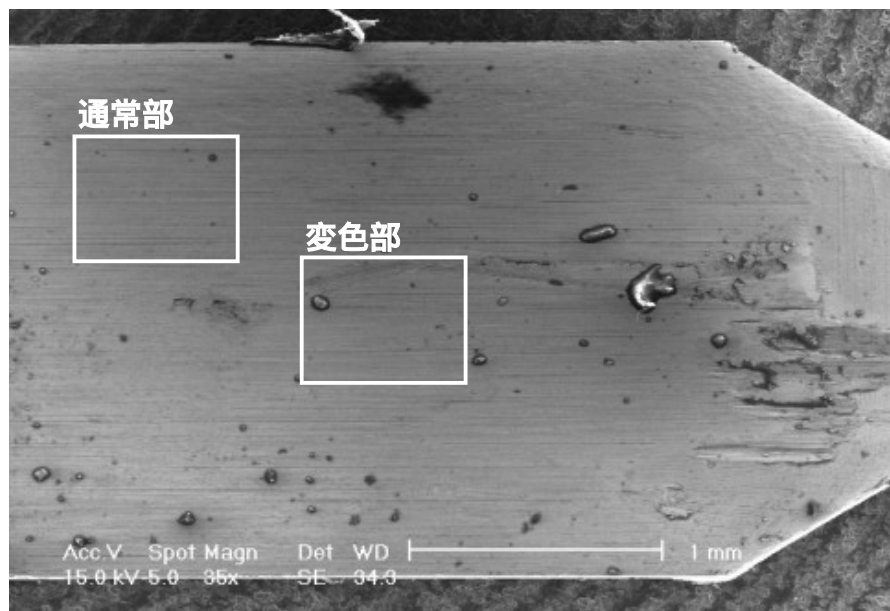


Photo. 8 左像枠内拡大

オス端子 観察結果

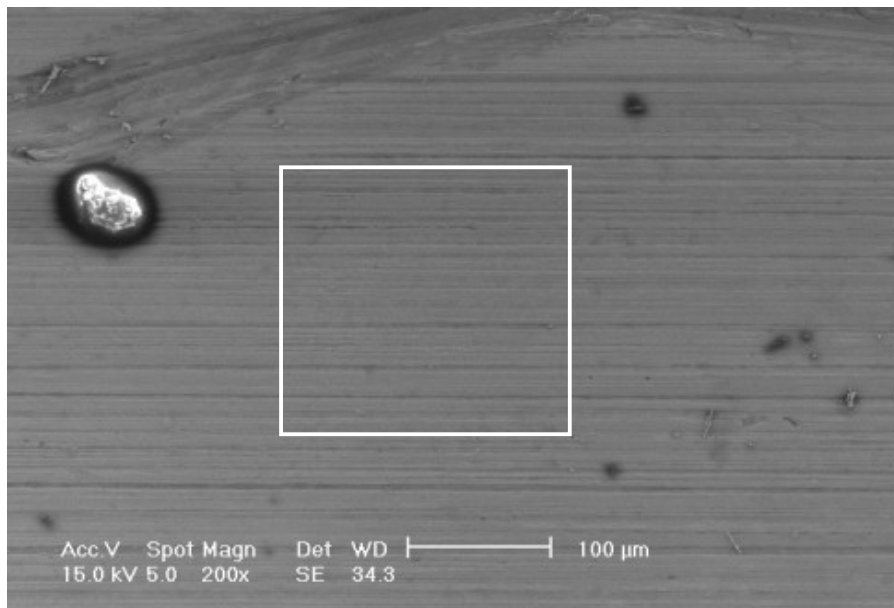


Photo. 9 前ページ変色部 枠内拡大

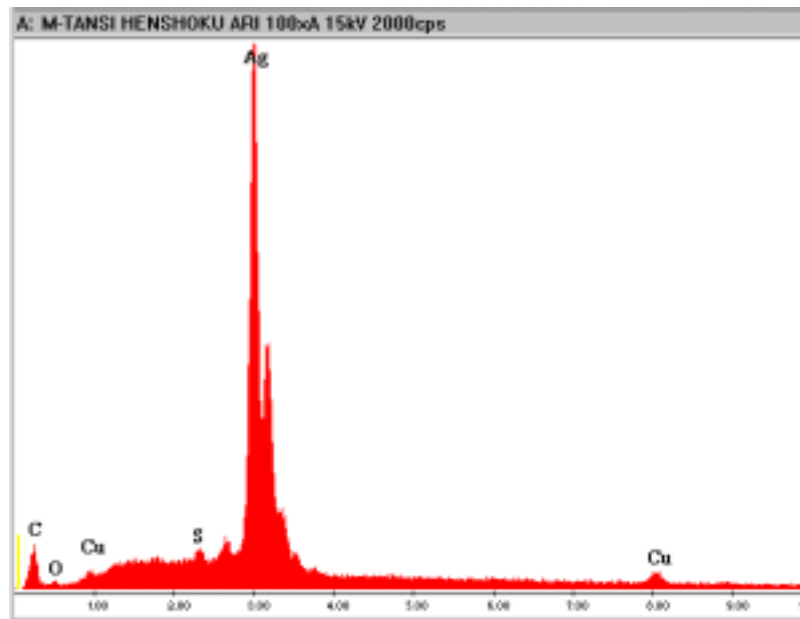


Fig. 3 左像枠内分析結果(茶色変色部)

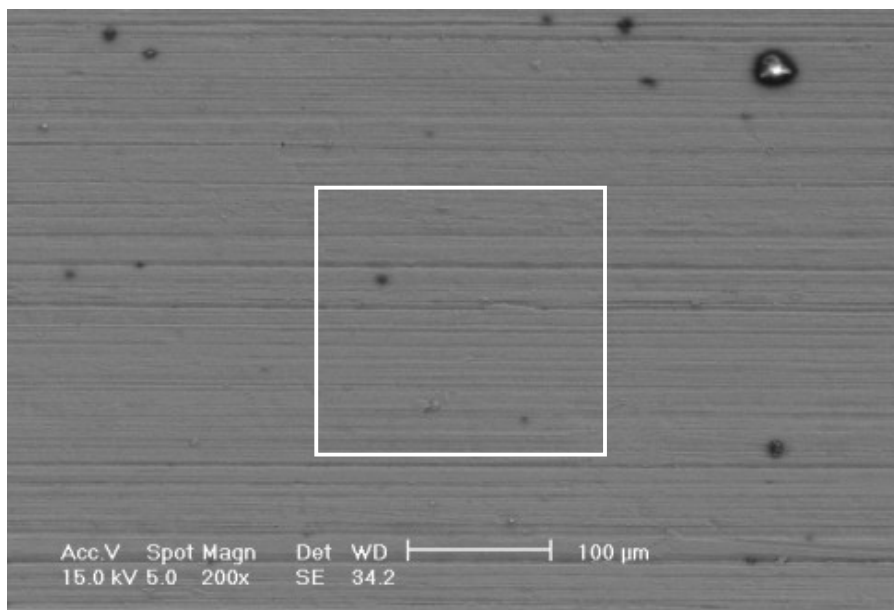


Photo. 10 前ページ通常部 枠内拡大

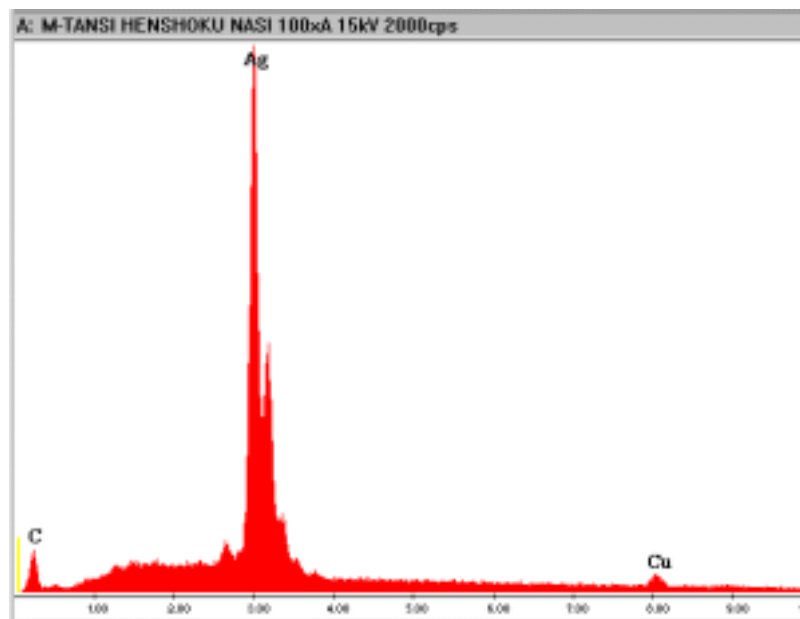


Fig. 4 左像枠内分析結果(通常部)

オス端子 観察結果



Photo. 11 端子B 舌片側 実体

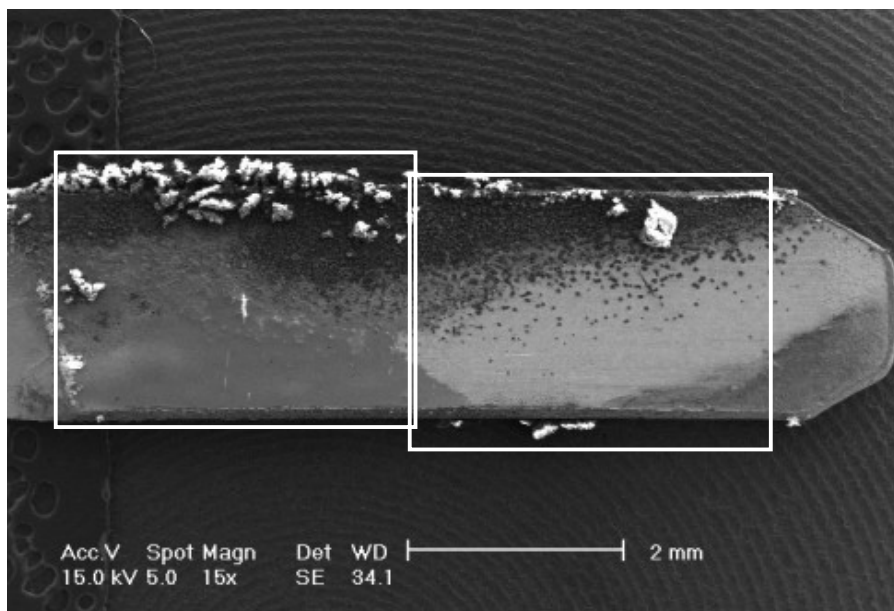


Photo. 12 上像SEM観察

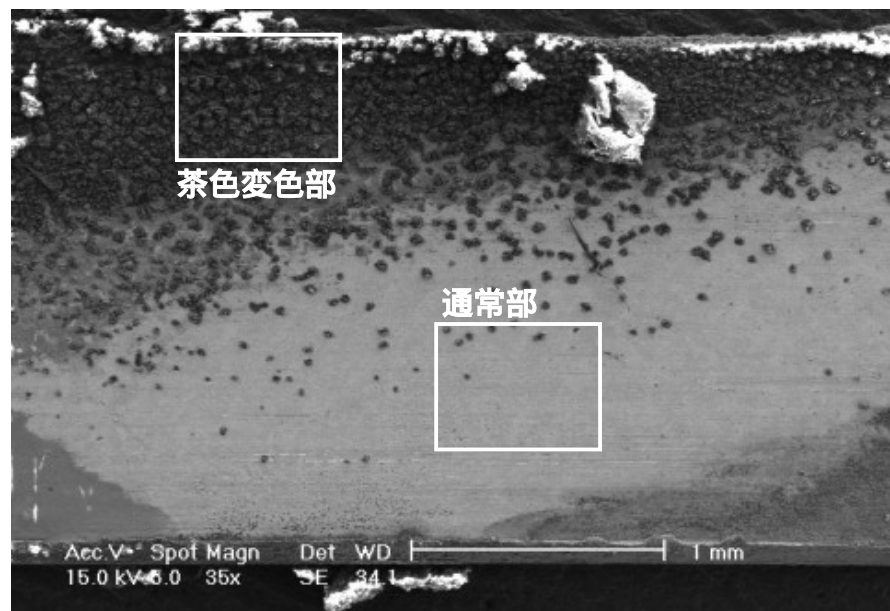


Photo. 13 左像 枠内拡大

オス端子 観察結果

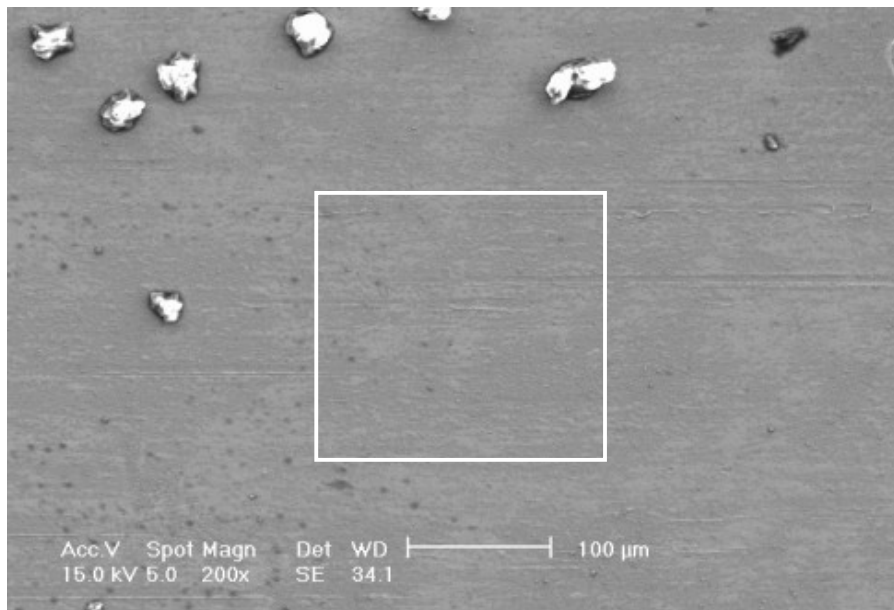


Photo. 14 前ページ通常部 枠内拡大

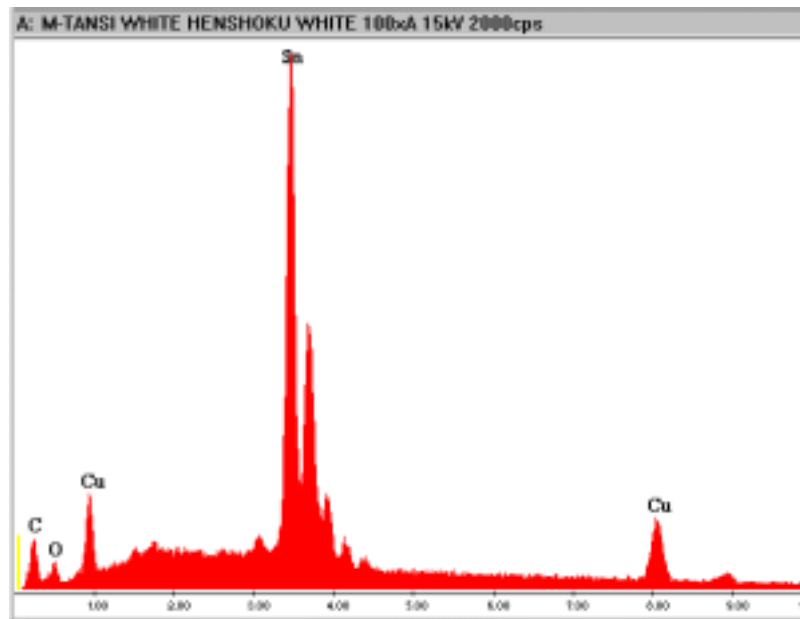


Fig. 5 左像枠内分析結果(通常部)

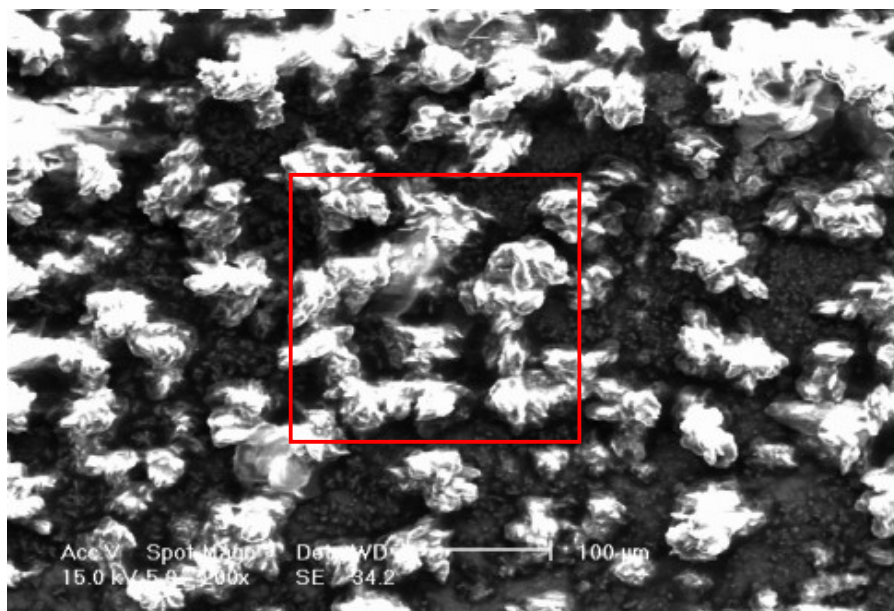


Photo. 15 前ページ茶色変色部 枠内拡大

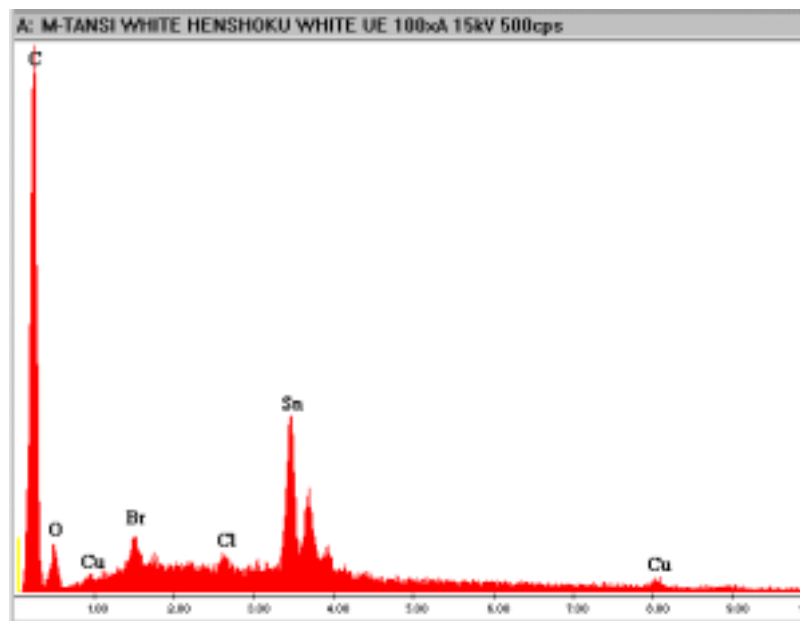


Fig. 6 左像枠内分析結果(茶色変色部 )



オス端子 観察結果

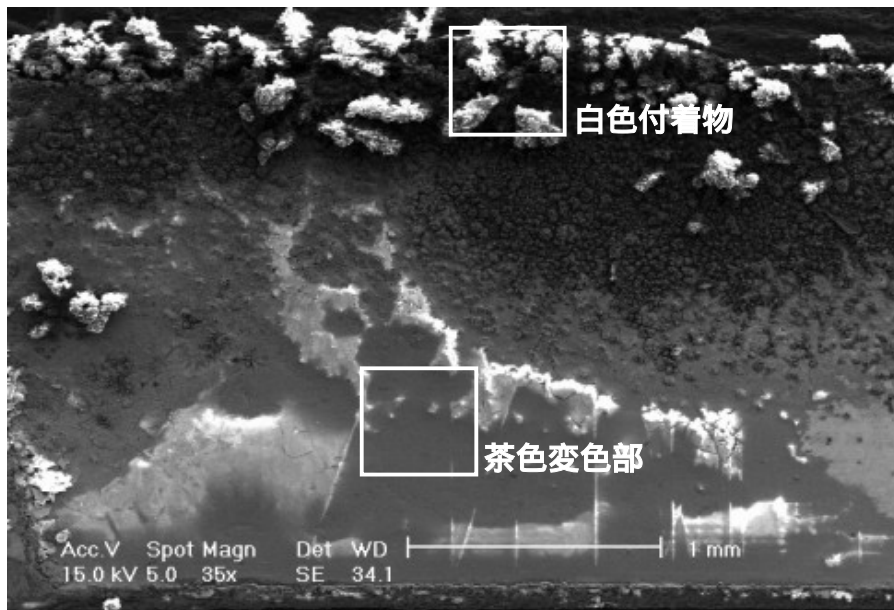


Photo. 16 枠内拡大(Photo.12)

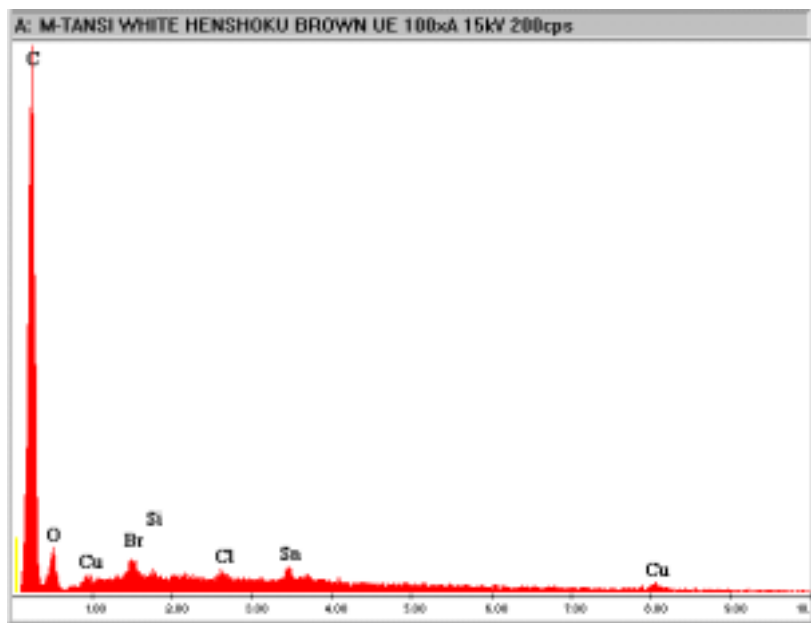


Fig. 7 上像白色付着物 枠内分析結果

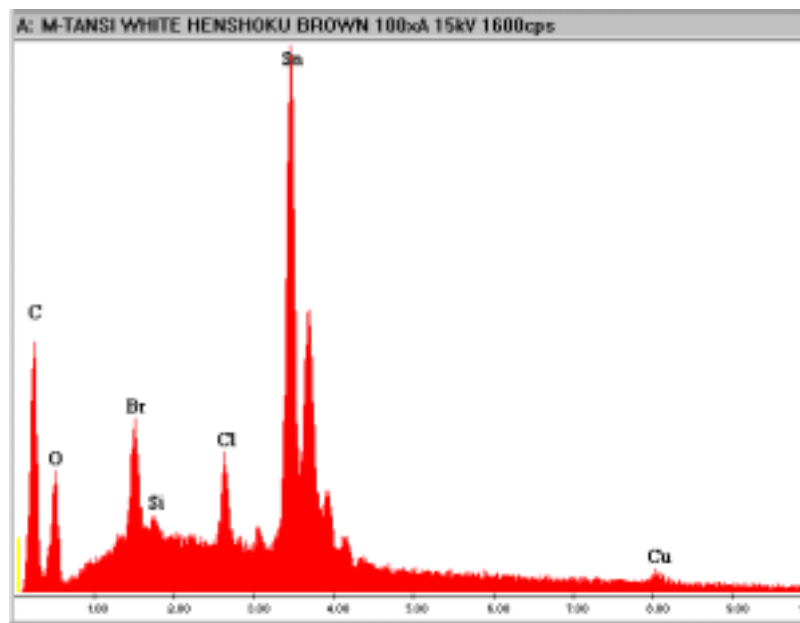


Fig. 8 上像茶色変色部 枠内分析結果

オス端子 観察結果



Photo. 17 端子C 舌片側 実体

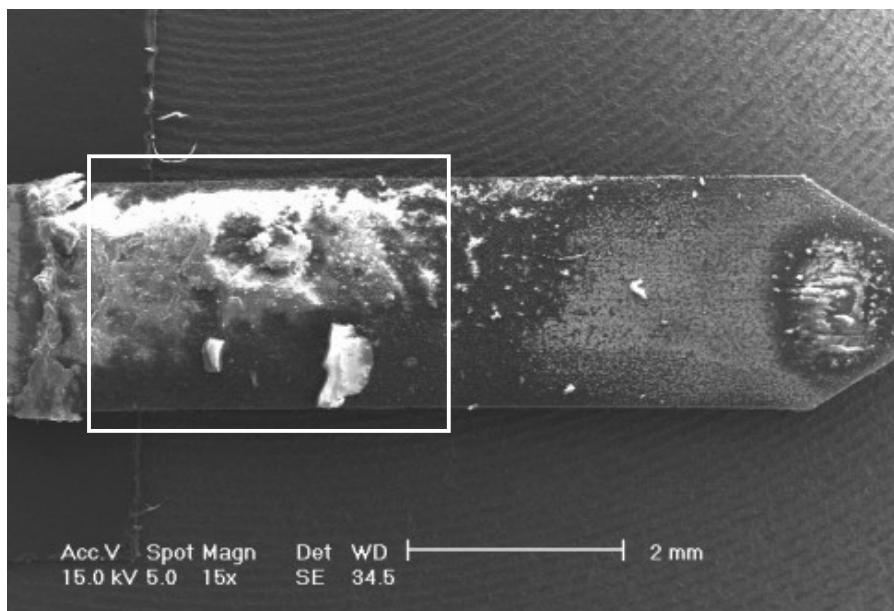


Photo. 18 上像SEM観察

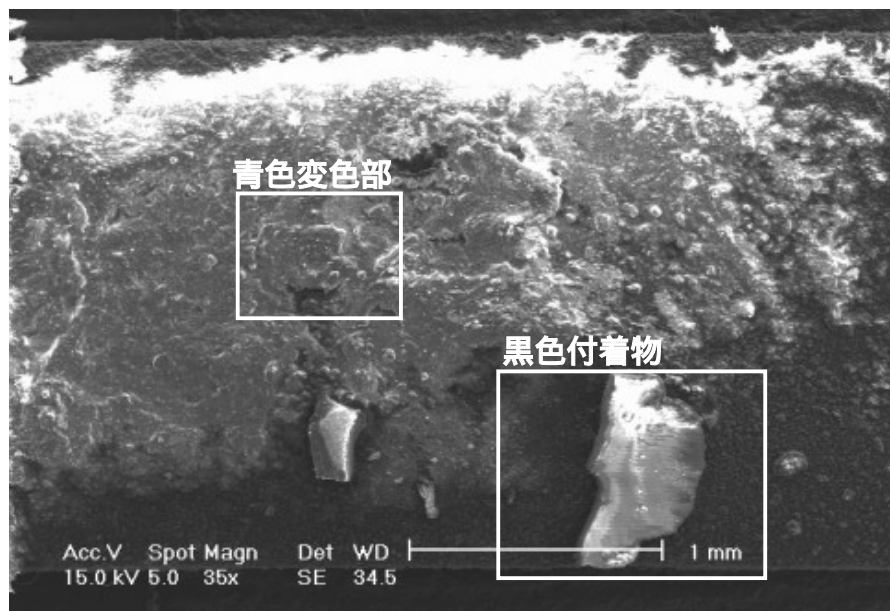


Photo. 19 左像枠内拡大

オス端子 観察結果

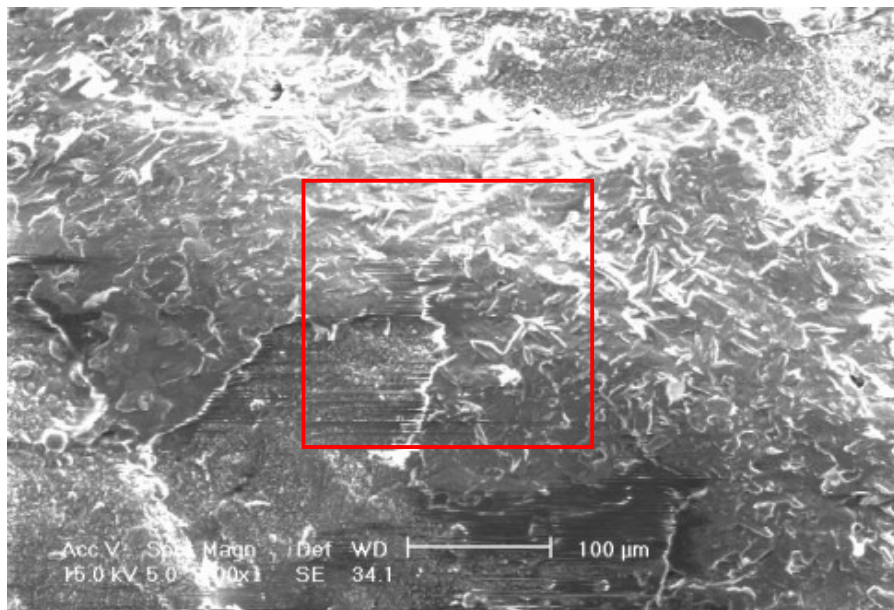


Photo. 20 前ページ青色変色部 枠内拡大

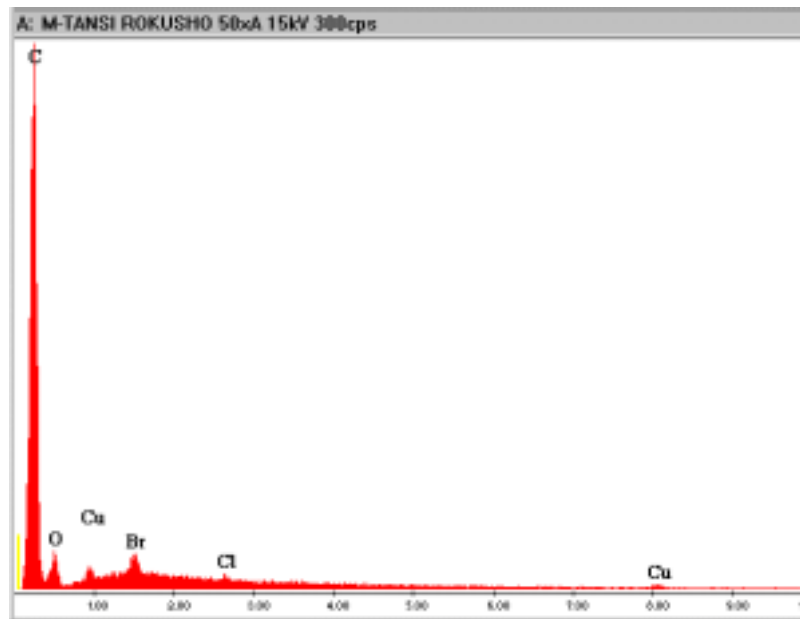


Fig. 9 左像枠内分析結果(青色変色部)



Photo. 21 前ページ黒色付着物 枠内拡大

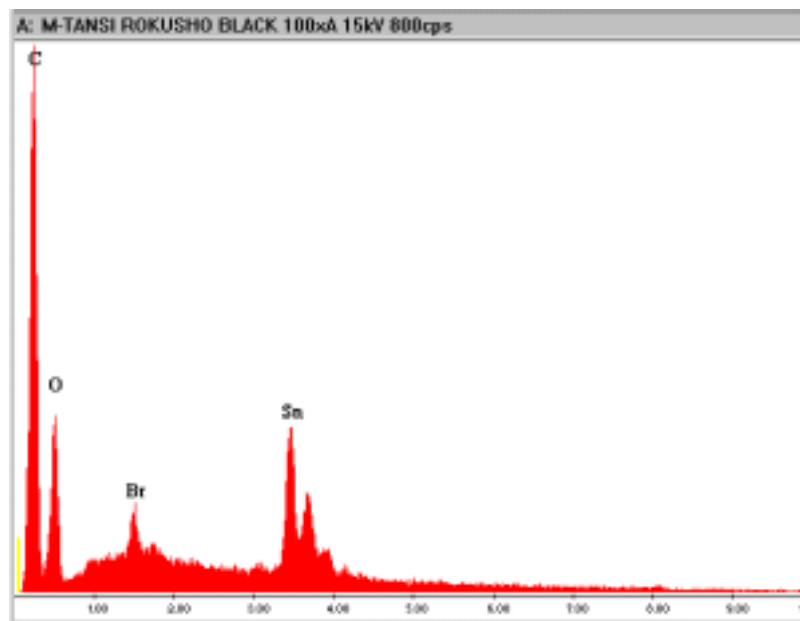


Fig. 10 左像枠内分析結果(黒色付着物)

メスコネクタ 観察結果

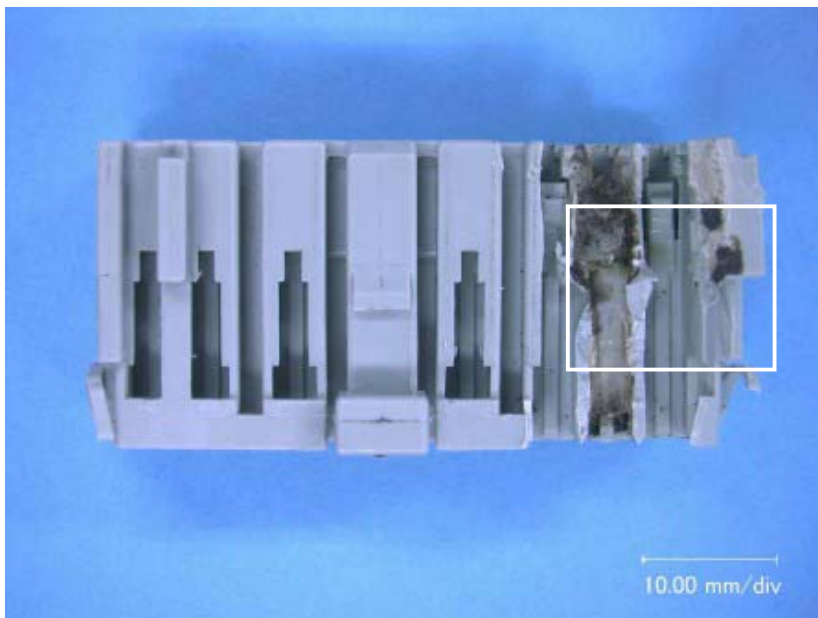


Photo. 22 メスコネクタ 全形



Photo. 23 左像枠内拡大

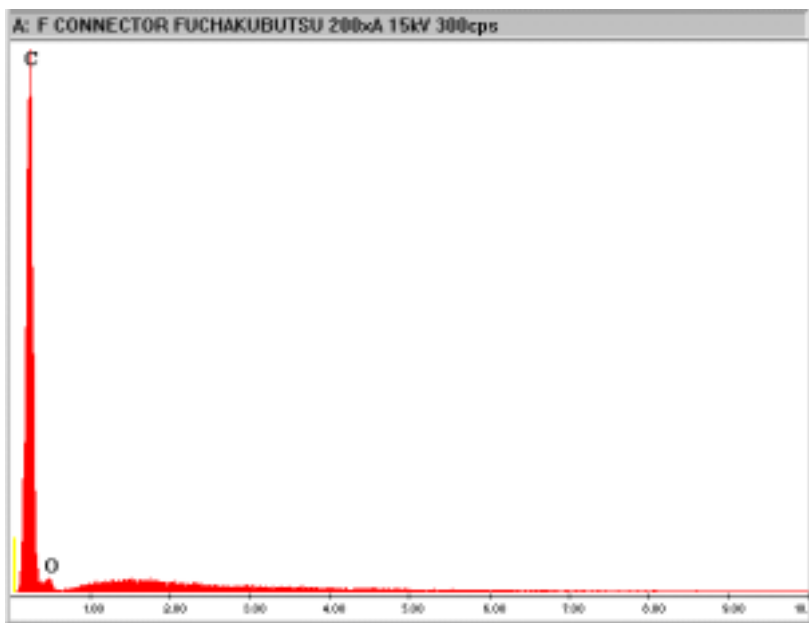


Fig. 11 右上像赤丸部掻き取り後 分析結果(付着物)

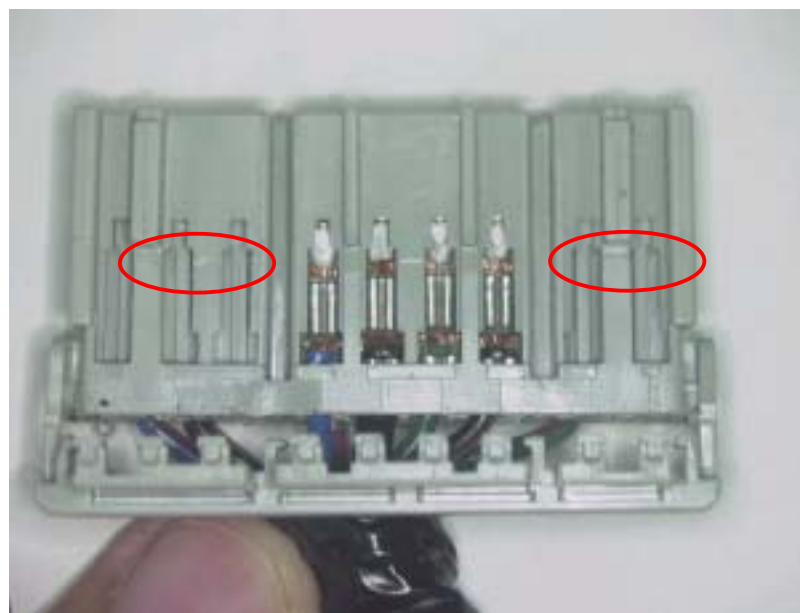
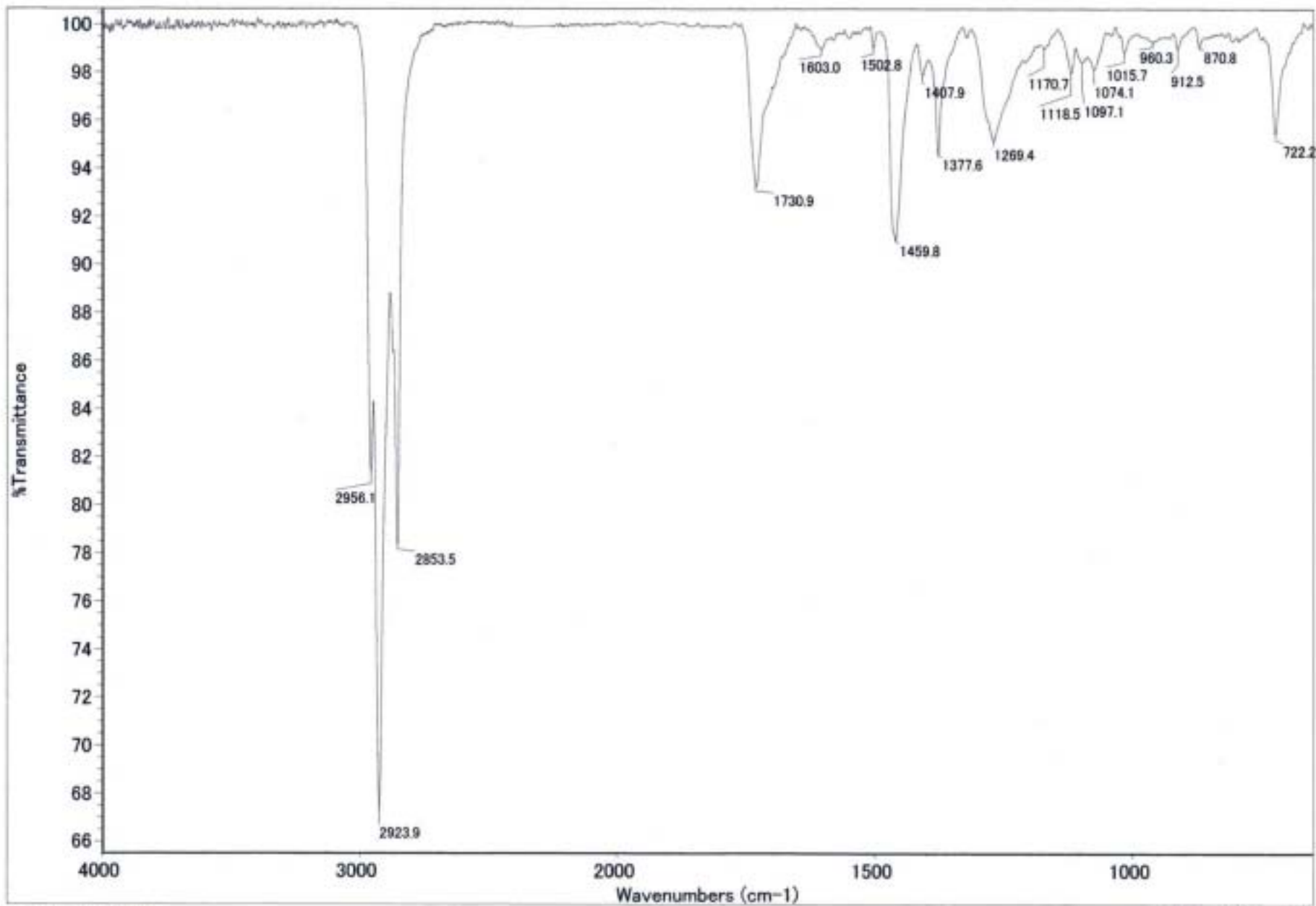


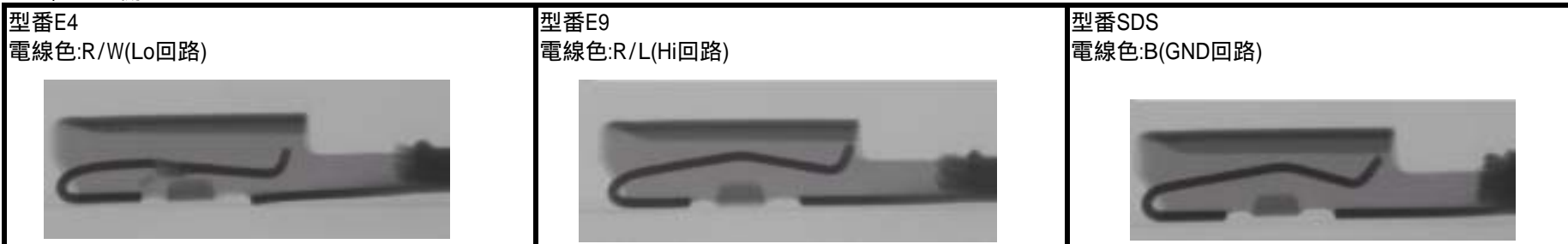
Photo. 24



コネクタ付着液

IRチャート(T-mode)

ライティング SW側



キャップ寸法	0.73	キャップ寸法	0.29	キャップ寸法	0.25
H	2.52	H	2.49	H	2.57
W	3.15	W	2.96	W	2.96

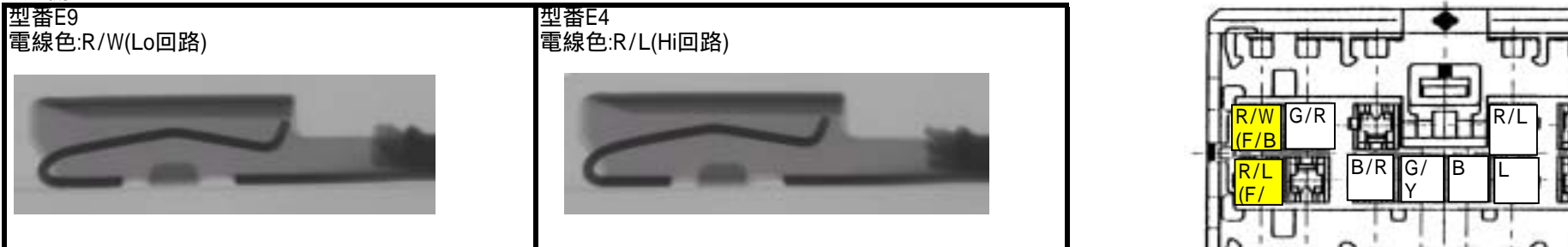


キャップ寸法	0.25	キャップ寸法	0.28	キャップ寸法	0.26
H	2.50	H	2.51	H	2.51
W	3.00	W	3.00	W	3.01



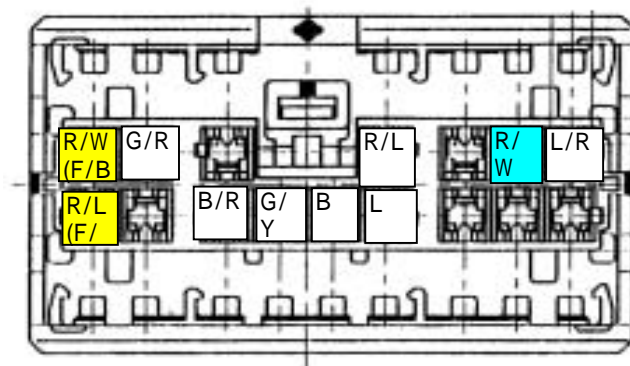
キャップ寸法	0.25	キャップ寸法	0.23
H	2.51	H	2.51
W	3.00	W	3.00

F/B側



キャップ寸法	0.27	キャップ寸法	0.25
H	2.52	H	2.51
W	2.97	W	3.00

確認回路(青色マ-キング:溶損部・黄色マ-キング:F/B回路)



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HONDA

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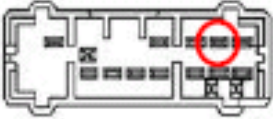



ATTACHMENT Q9

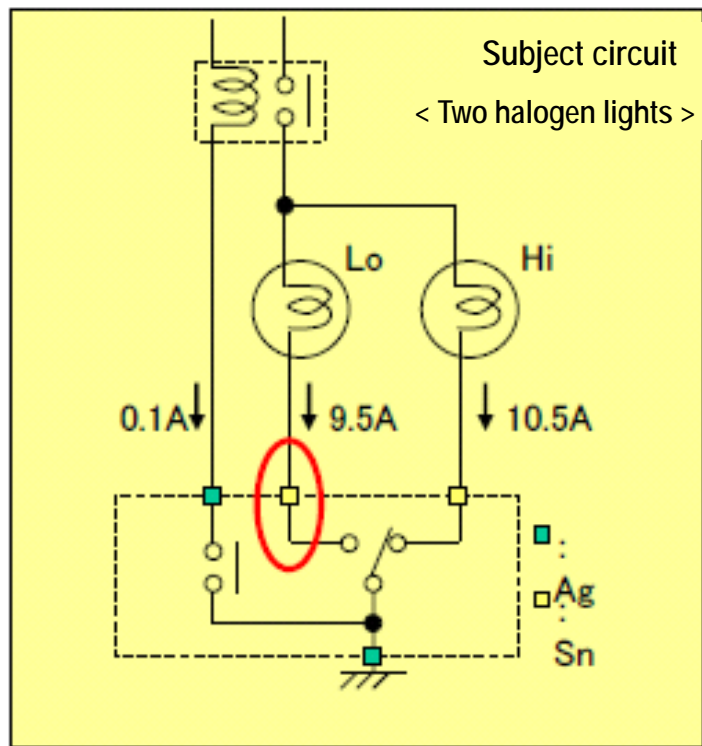
DOCUMENT 6

Lo terminal attachment

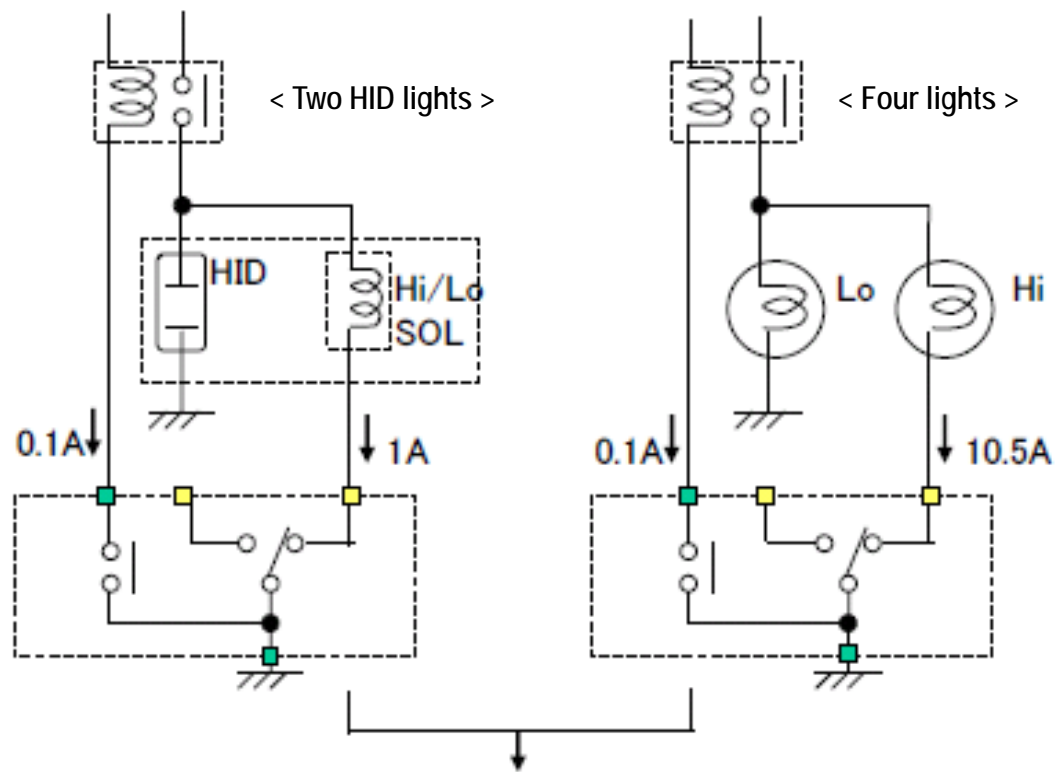
# Analysis results

## Subject circuit

	Connector shape	Terminal shape	Remarks
SW side		M terminal 	<ul style="list-style-type: none"> <li>Three terminals including Hi and lo terminals are plated with Sn and others are plated with Ag.</li> <li>SW produced by Toyo Denso Co.,Ltd.</li> </ul>
Harness side		F terminal 	<ul style="list-style-type: none"> <li>All terminals are plated with Sn.</li> <li>Harness produced by Sumitomo Wiring Systems, Ltd. and Yazaki Corporation</li> </ul>



Lo beam current passes through combi SW



Lo beam current does not pass through combi SW \*values are referential



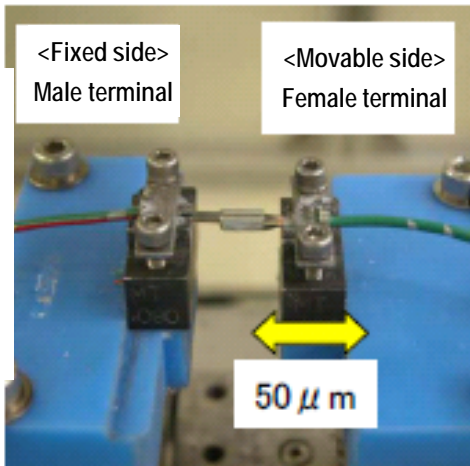
# Analysis results

## Reproduction test : Micro-frictional wear test

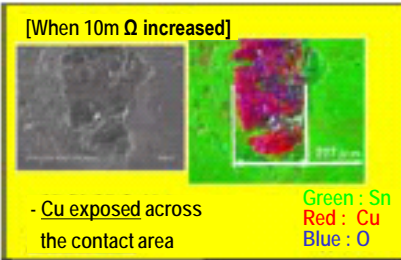
### <Test sample and test conditions>

- ① Contact load : 1N ~ 8N (lower limit of mass production control value) ~ 10N
- ② Plating type and current direction : Sn ⇒ Cu, Sn ⇒ Sn, Ag ⇒ SN,
- ③ Flow current : 10A
- ④ Oxidation accelerated : Before testing, unengaged terminals exposed at 100°C for 120hr.  
Friction cycle frictional movement 10,000 times ⇒ stopped for 24 hr repeated.

### <Testing device>



### <Surface observation>

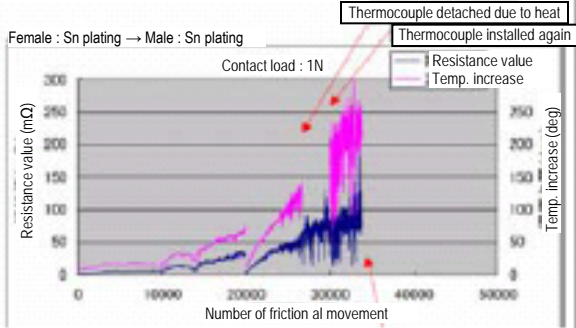


### <Micro frictional test summary>

- ◆ No abnormality found when contact pressure is within mass production control value (8N or above) .
- ◆ Since GND (Ag-Sn) SPEC has an advantage, Ag plating is a cause of increased strength in GND terminal. (Cu-Sn, Sn-Sn : 6N, Ag-Sn : 4N)
- ◆ Increase in resistance value was caused because base material copper was exposed.
- ◆ When contact load is high, resistance value is stable because "oxide film is broken" which is a known effect, also, it is confirmed by this analysis result "friction of terminal is suppressed and wear of plating is less progressed."

⇒ It is found that reduction in contact load causes wear of plating, resulting in heat generation / melting.

### <Part with contact pressure of 1N>



# Analysis results

## Reproduction test : High temperature high humidity vibration durability current test

### <Test sample and test conditions>

- Test voltage : 13.5V±0.5V
- Temperature, humidity : 80°C 90%RH
- Test load : Actual valve load connected to DIM circuit
- SW position : DIM Lo
- Vibration direction : Vertical direction
- SW installation angle : Actual use condition
- Harness installation method : Actual use condition
- Vibration frequency : 10 - 500Hz (sweep time 15mins)
- Acceleration : 19.6m/s<sup>2</sup>
- Vibration time : 70hr (1 cycle = vibrated for 10hr, then left for 24hr x 7 cycles)

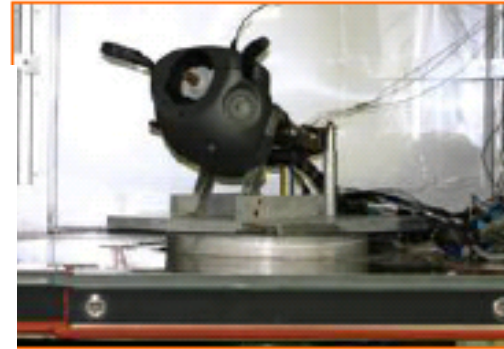
### <Test sample conditions>

- Combi SW

Current mass production SW (single part) exposed to ambient temperature of for 129hr.

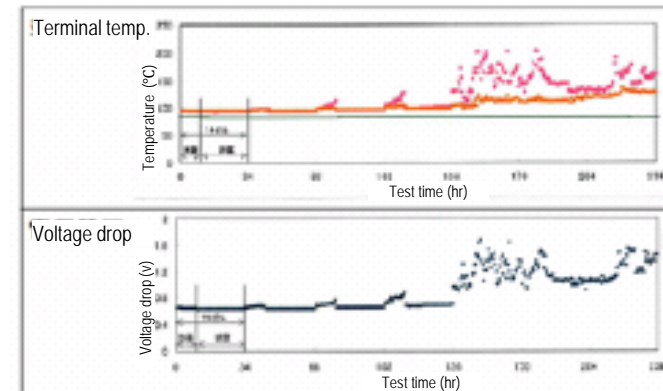
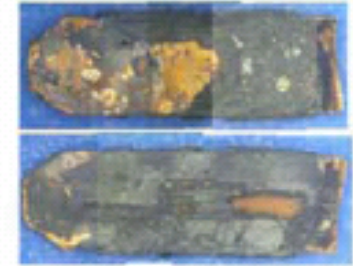
- Harness

NG contact pressure (1.5G) terminals used for lo terminal and GND terminal.



### Melted terminals

look like problem part form the market

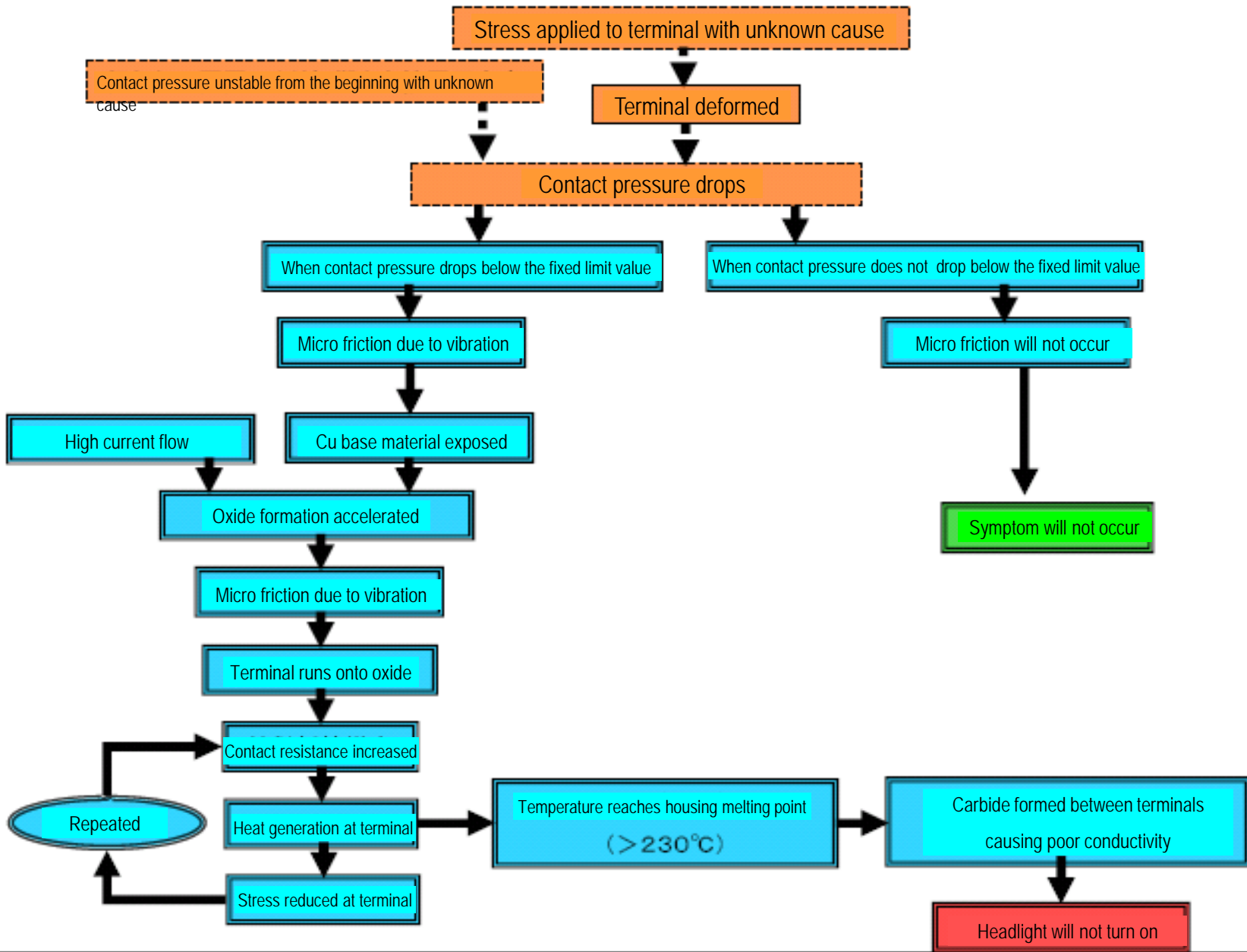


### < High temperature high humidity current test summary>

- ◆ No abnormality found when contact pressure is within mass production control value.
- ◆ Symptom reproduced at actual use vibration level when contact pressure was reduced to 1.5N and oxidation acceleration mode was added as accelerating factor.
- ◆ When evaluated with NG contact pressure terminal used for GND terminal only, slight drop in voltage was confirmed, but not resulted in melting. (Doubled the normal test cycles).
- ◆ When evaluated a sample with altered plating material, melting reproduced in Lo terminal with Ag plating.

⇒ It clearly shows the symptom occurs in Lo terminal only.

# Estimated occurrence mechanism



## Conclusion

---

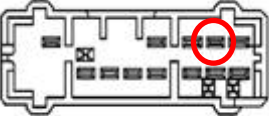

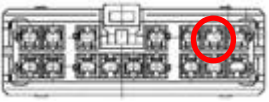

It is revealed through the analysis that drop in contact pressure is a trigger leading to this problem symptom. However,

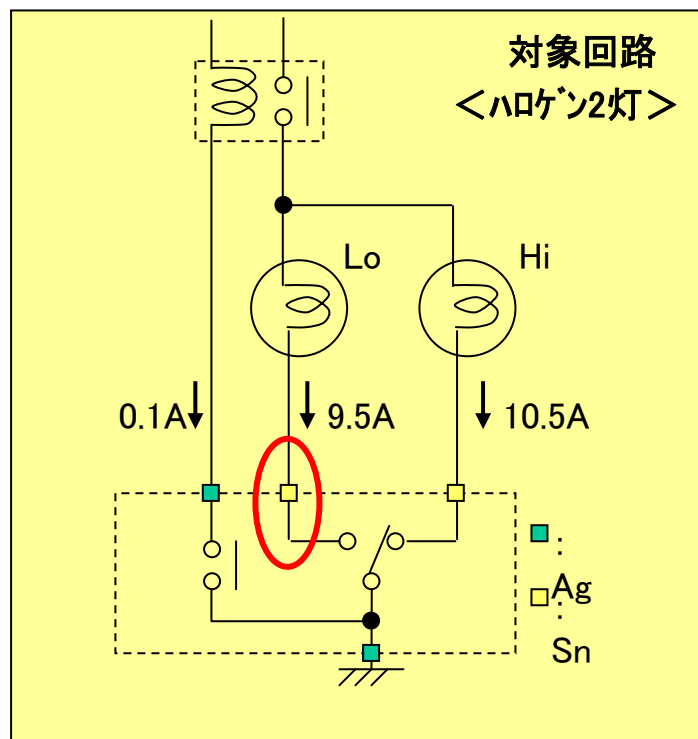
- ① When contact pressure is within the initial mass control value, the symptom cannot be reproduced even by bully durability test .
- ② By W/H process verification result, no problem found from which the cause can be identified.

Based on the above, We conclude there is no cause for drop in contact pressure both from the SPEC and manufacturing.

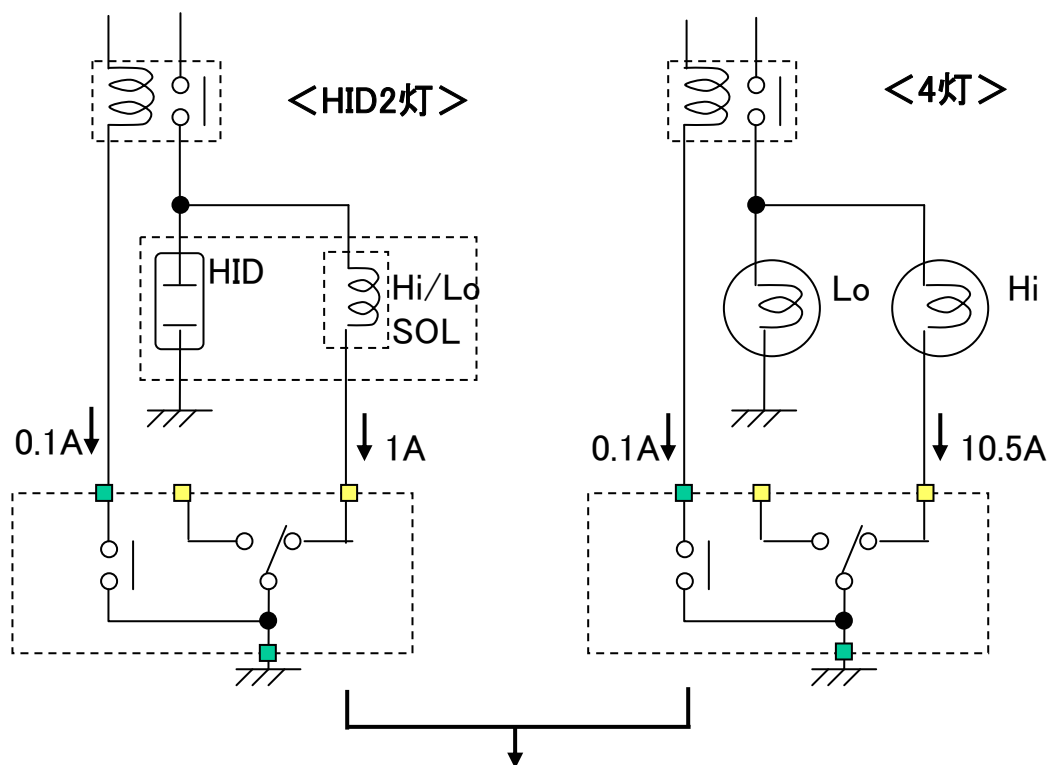
# 解析結果

## 対象回路

	コネクタ形状	端子形状	備考
SW側		M端子 	Hi、Lo含め 3端子がSnメッキ仕様、その他はAgメッキ SW生産：東洋電装(株)
ハーネス側		F端子 	全てSnメッキ ハーネス生産：住友電装(株)及び矢崎総業(株)



Loビームの電流がコンビSWを通過



LoビームはコンビSWを通過しない \*電流は参考値

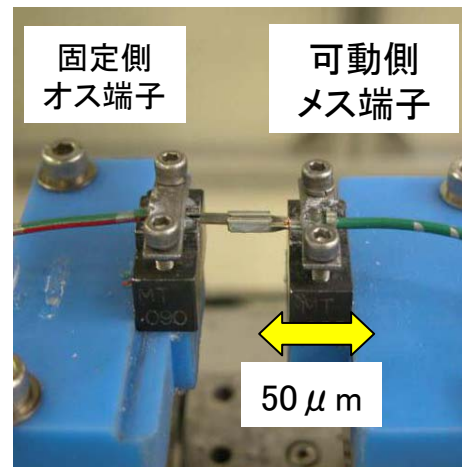
# 解析結果

## 再現試験 : 微摺動磨耗テスト

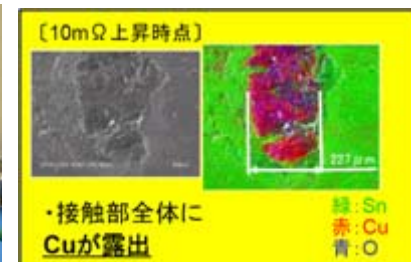
### <試料及び試験条件>

- ①接触荷重 : 1N ~ 8N(量産管理値下限)~10N
- ②めっき種類と電流の方向 : Sn⇒Cu、Sn⇒Sn、Ag⇒Sn、
- ③通電電流量 : 10A
- ④酸化促進 : 試験前 未嵌合で100°C×120h放置  
摺動サイクル 摺動1万回⇒24h停止を繰り返す

### <試験機概観>



### <表面観察>

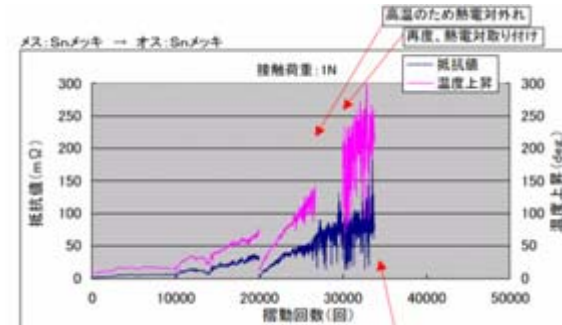


### <摺動試験 まとめ>

- ◆ 接触圧 量産管理値内(8N以上)では異常が認められない。
- ◆ GND(Ag-Sn)の仕様に優位性が見られることから、AgメッキがGND端子のタフネスアップの一つの要因である。(Cu-Sn、Sn-Sn:6N、Ag-Sn:4N)
- ◆ 抵抗値上昇の原因は、母材である銅の露出である。
- ◆ 接触荷重が高いと  
従来より確認されていた効果「酸化膜を破る」ことと  
今回の結果より「端子の摺動が抑えられ、メッキの磨耗が進みにくい」ことで、抵抗値は安定する。

⇒接触荷重の低下がメッキの磨耗を招き、発熱・溶損に至ることがわかった。

### <接圧 1N品>



# 解析結果

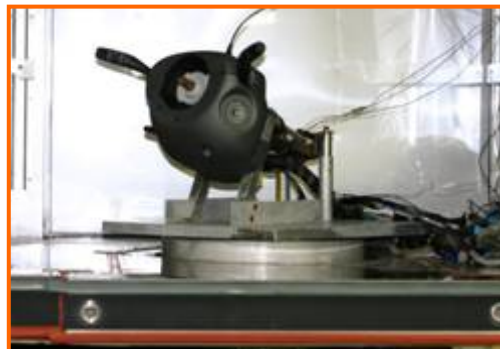
## 再現試験 : 高温高湿振動耐久テスト

### <試料及び試験条件>

- ・試験電圧 : 13.5V $\pm$ 0.5V
- ・温度、湿度 : 80 $^{\circ}$ C 90%RH
- ・試験負荷 : DIM回路に実機バルブ負荷接続
- ・SW位置 : DIM Lo
- ・振動方向 : 上下方向
- ・SW取り付け角度 : 実車相当
- ・ハーネス組み付け方法 : 実車相当
- ・振動周波数 : 10~500Hz(スイープ時間15Min)
- ・加速度 : 19.6m/s<sup>2</sup>
- ・振動時間 : 70Hr(10Hr加振後、24Hr放置を1サイクルとし7サイクル実施)

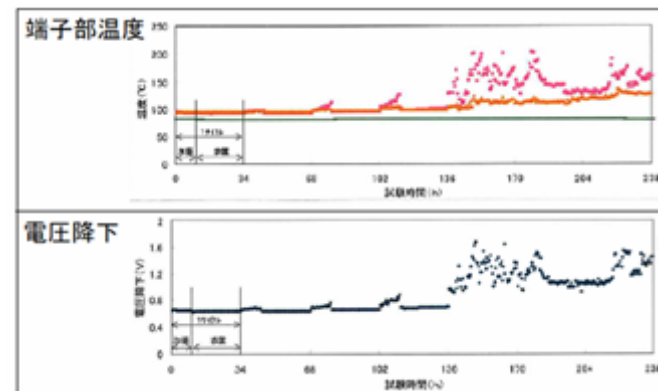
### <試験サンプル素性>

- ・コンビSW  
現行量産品に対し、SW単体にて120 $^{\circ}$ C雰囲気中に129Hr放置したもの。
- ・ハーネス  
端子接圧NG品(1.5N)をLo端子とGND端子に入れたもの



### 溶損端子

市場不具合品と同じ顔つき

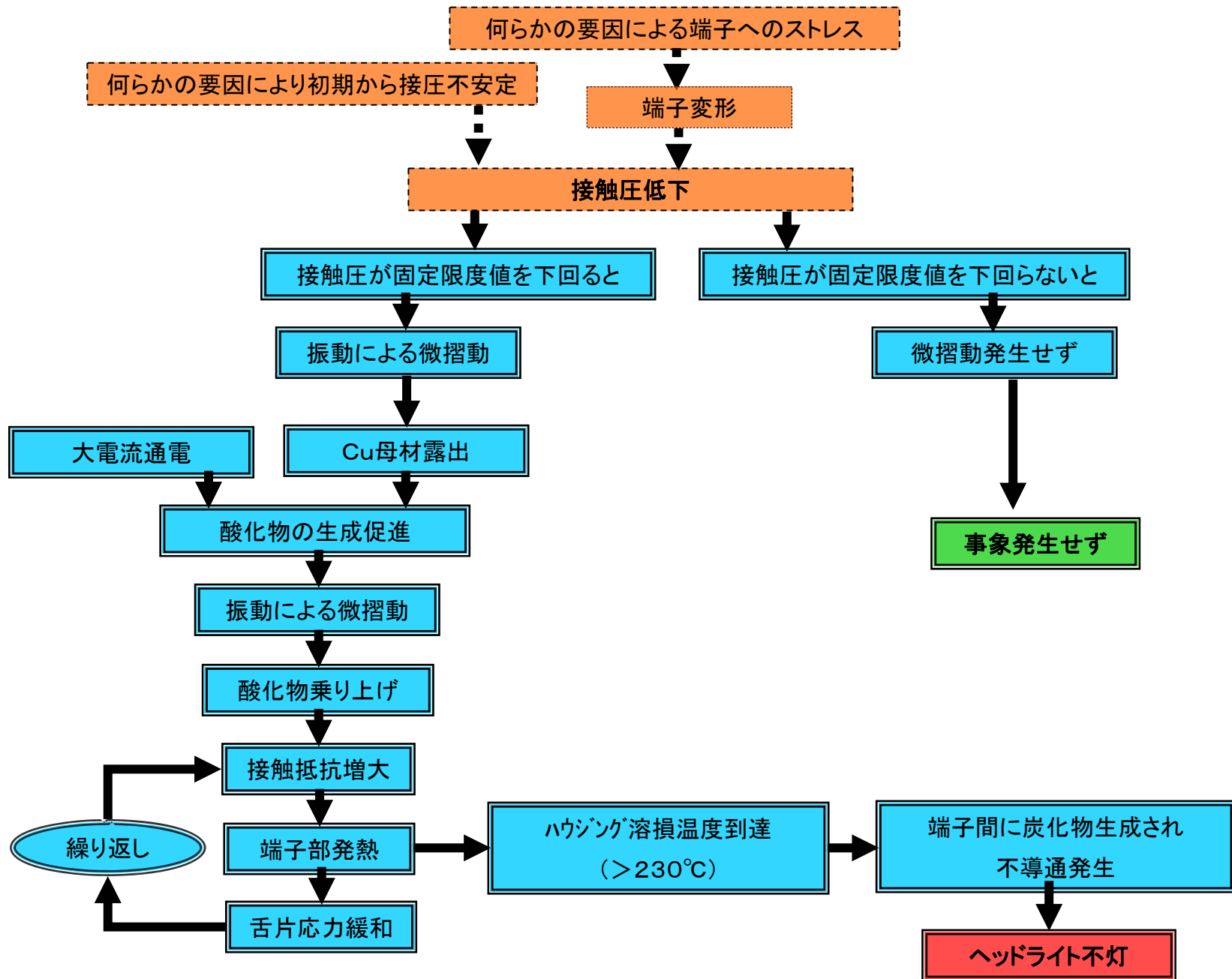


### <高温高湿通電試験 まとめ>

- ◆接触圧、量産管理値内では異常が認められない。
- ◆接触圧1.5Nまで落とし、酸化を促進させるモードを加速要因として入れると、実車振動相当で事象再現した。
- ◆GND端子のみ接圧NG品を組み込み評価したが、若干の電圧降下が確認出来たのみで、溶損には至らなかった。(通常の倍のサイクル数実施)
- ◆メッキ材質を入れ替えたサンプルで評価したが、AgメッキのLo端子で溶損が再現。

⇒Lo端子にのみ発生する事象であるということが明確になった。

# 推定発生メカニズム





# まとめ

今までの解析を通じ、接圧低下が本不具合事象に至るトリガーであることまでを解明できたものの

- ①初期量産管理値内であれば、意地悪耐久テストでも再現できない。
- ②W/H工程検証結果からも、要因を特定できるような不具合も見出だせない。

以上より、仕様上、製造上両面から接圧低下要因は無いものとする。

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 6

QIS MV20060425175556

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE

COUNTERMEASURE REQUEST
------------------------

ADDRESSEE	AQAO	RECEPTION	/		
		RECEPTION	/		

RANK
A

DATE:		
APPROVAL	CHECK	CREATOR

RECEPTION
Q 4Rin Hinshitsu Kai Junko Kawakami
2006/04/25

MODEL CODE YM/MODEL NAME	TITLE	QIS CONTROL #
RD6 04/CR-V	CRV 2002 to 2005 COMBI PIN 6 HIGH RESISTANCE 35255-S5A-A02 QAH1537	MV20060425175556

INFORMATION INVESTIGATION
Q 4Rin Hinkai Godo Takashi Tanimoto
2006/04/25

OCCURRENCE DESCRIPTION
Headlamp low beams will not turn on

INVESTIGATION AND ANALYSIS
Q 4Rin Hinkai Godo Masayuki Kawamura
2006/04/28

REPLY	REPLY TO	Q 4Rin Hinkai Godo	VIA	BY	May 15
-------	----------	--------------------	-----	----	--------

COUNTERMEASURE REQUEST
Q 4Rin Hinkai Godo Masayuki Kawamura
2006/04/28

INVESTIGATION AND ANALYSIS RESULTS
<input type="checkbox"/> Returned parts -Lighting switch -Combination sub cord  <Lighting SW> -Lighting SW coupler L0 circuit terminal have discoloured from heat. -Plastic at the base of L0 circuit terminal have melted from heat.  <Combination sub cord> -Combination sub cord lighting SW coupler L0 circuit terminal have discoloured from heat, and coupler have melted.  *Detailed analysis will be requested to the supplier -Lighting SW: Toyo Denso -Combination sub cord: Sumitomo  <input type="checkbox"/> Supplier analysis results <Lighting SW> 1. Parts confirmation results 1) Visual confirmation -No damage or dents etc confirmed visually on the lighting SW -Discolouration and contamination can be confirmed on the Lo terminal inside the coupler -Based on the appearance of the returned part, this is a plating countermeasure part -Alignment inside the coupler meet spec, and the clearance do not show differences from initial parts, so no problems. 2. Contact resistance confirmation results 1) Lo terminal confirmation -Resistance of the Lo terminal surface is high overall when compared to production part. We have also confirmed that resistance of the contact on the tab end is very high. 2) Hi terminal confirmation results -Resistance of the Hi terminal surface was confirmed to be at the same level as production parts. 3. Lo terminal surface confirmation results 1) Observation of terminal surface -Lo terminal have discoloured all over -Contamination found on the contact area on the tab end, and at the base 2) FT-IR analysis results -Analysis of the contaminant on Lo terminal surface found that all of the contaminant had coupler resin component. 3) EDX analysis results -Contact area on the tab end on Lo terminal was analyzed with EDX, and confirmed that resin component (C, O) and component from mating terminal (Zn) adhered. Also confirmed plating (Sn) left on terminal surface.  *We suspect overheating near contact area of the Lo terminal.

INTERMEDIATE REPLY
--------------------

COUNTERMEASURE REPLY
AQAO Masayuki Kawamura
2007/07/02

COUNTERMEASURE ISSUED
-----------------------

COUNTERMEASURE APPLICATION
----------------------------

COMPLETED
Q 4Rin Hinkai Godo Masayuki Kawamura
2007/09/14

RECEPTION DATE
/

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR
07/02	AQAO			Masayuki

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR

DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR

CAUSE ANALYSIS	We have confirmed that if the terminal contact pressure is within spec, this failure do not occur. We suspect that some factor caused terminal contact pressure to drop, however factor investigation of production process could not identify root cause.
	True cause in unknown. No countermeare.
COUNTERMEASURE	
TREATMENT FOR STOCK & SOLD UNITS & PARTS	Although there have been 10 warranty cases similar to this problem, there has not been any since Sep 2006. So it was determined that no continuous occurrence is expected. NO treatment.
COUNTERMEASURE EFFECTIVENESS	
FEED BACK TO THE SOURCE	

COUNTERMEASURE APPLICATION INFORMATION					
DATE	MODEL CODE (MODEL NAME)	YM	DEST.	CATEGORY	PRODUCT #

QUALITY IMPROVEMENT SHEET [ Q I S ]

ISSUED BY
Q 4Rin Hinkai Godo

OCCURRENCE MARKET	
REPORT #	AHOS2006042402-00
FRAME #	JHLRD68414C010002
ENGINE #	
TRANSMISSION #	
TRANSMISSION CATEGORY	4AT
MILEAGE OR HOURS	30822 Mile
REGISTRATION DATE	2004/04/16
OCCURRENCE DATE	2006/03/17
PRODUCT DATE	2004/02/18

SERVICE PART #	
MAIN CAUSAL PART #	35255-S5A-A02
CAUSAL PART SYMPTOM CODE AND DESCRIPTION	
MODEL CODE	
CAUSE CATEGORY	Unknown
RES. DEPARTMENT	
SUPPLIER	TOYO DENSO CO. LTD. CODE 4533
COUNTERMEASURE CATEGORY	No Action
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION	4105 no action
OCCURRENCE FORECAST	Free-of Secondary
COUNTERMEASURE PART AVAILABILITY	No
REVISED ITEM	DRAWING OPERATION STANDARD

△						
△						
△						
△	2007/09/14	FINISH	Junichi Kam			Masayuki Ka
△	2006/04/28	NEW	Junichi Kam			Takashi Tan
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR

**ANALYSIS RESULTS**

<Combination sub cord>

1) Measuring contamination component from connector area: see attachment 3 for details

Clear liquid adhered around the cavity area. Clear substance also found adhered inside the cavity next to melted area

Only able to detect mainly C, with small amount of O, so we suspect that this is different substance to what was detected above from terminal which include Cl and S.

IR measurements detected mainly hydrocarbon.

2) Female terminal confirmation results

(1) Outer dimensions, gap dimension of the female terminal

(2) Gap of terminal inside combi SW connector (all terminals and F/B end, Lo, Hi circuit)

(3) Confirmation of deformation by using X-ray on female terminal tab area (Lo, Hi, GND and F/B end Lo circuit)

(4) confirmation of F/B end Lo terminal (die number, contact area)

Terminal (Lo) gap of the melted area was largely open, but for other areas, no gaps were confirmed.

\*Micro-frictional wear tests: friction width: 50um (terminal contact pressure: 1.5~10N low limit of contact pressure control range: 8N).

Confirmation of changes in resistance during micro friction movement

-No changes in resistance or temperature confirmed at low limit of contact pressure control value of 8N.

-At low contact pressure of 3.5N, resistance was confirmed to fluctuate.

\*High temperature high humidity vibration testing simulating the vehicle condition (80C 95% 10~500Hz 15min 19.6m/s<sup>2</sup> expose for 24hr, 70hr)

-No changes in resistance or temperature confirmed at low limit of contact pressure control value of 8N.

-At low contact pressure of 1.5N, resistance confirmed to fluctuate.

-Surface analysis after resistance started to fluctuate found that copper, mother material of the frictional area, was exposed.

\*Friction/sliding tests (vibration width: 50um)

-Yazaki terminal slides at equal width to input (50um) regardless of contact pressure.

-Other terminal stops sliding at over 6N. (terminal sags absorbing the friction).

\*Vibration testing using different plating and different terminal positions inside the coupler.

-GND circuit terminal to low contact pressure terminal at 1.5N did not show any significant increase in resistance.

-For parts with different plating on Lo and GND circuits showed increased resistance only on Lo circuit terminal.

\*Comparison of frictional width by different sequence inside the coupler (confirmation on healthy vehicle)

-Frictional width tend to be bigger on terminal on the outer side of the coupler, on the upper row.

\*Abnormalities do not occur within terminal contact pressure control range

(contact pressure is high and this can remove oxides, so increase in resistance can be prevented).

At low contact pressure, it rides over oxides, so resistance increase.

\*Investigation into factors which reduce contact pressure

-No factors could be confirmed as a result of verifications of terminal production, and harness Assy processes.

\*Suspected occurrence mechanism

-Due to extremely low contact pressure of a terminal, mother material, copper, exposed. Resistance increased as this copper oxidized and terminal rode over this, generating heat and loosening contact pressure repeatedly, resulting in melting.

イベント
担当部門氏名
完了年月日

受付
Q四輪品質改革
川上 順子
2006/04/25

情報調査
Q四輪品改合同
谷本 孝
2006/04/25

調査解析
Q四輪品改合同
川村 将之
2006/04/28

対策要求
Q四輪品改合同
川村 将之
2006/04/28

中間回答

対策回答
四輪品改合同
川村 将之
2007/07/02

出図

対策実施

完了
Q四輪品改合同
川村 将之
2007/09/14

対策要求

型式/YM・通称名	件 名	推 進 No.
RD6	<QAH1537> コンビネーションスイッチ6ピン高抵抗	MV20060425175556
04/CR-V		
発生状況	ヘッドライトランプのロービームが点灯しない	

回 答 5月15日 までに 経由 Q四輪品改合同 宛に回答願います。

調 査	●返却現品 ・ライティングスイッチ ・コンビネーションサブコート
・	<ライティング SW> ・ライティング SWカバー部のL0回路端子が熱により、変色している。 ・L0回路端子の根本の樹脂が熱により、溶融している。
解	<コンビネーションサブコート> ・コンビネーションサブコートのライティング SW接続カバー内のL0回路端子が熱の為、変色し、カバーが溶融している。
析	※取引先に詳細解析を依頼する。 ・ライティングスイッチ：東洋電装 ・コンビネーションサブコート：住友電装
結	○取引先詳細解析結果 <ライティングスイッチ> 1. 現品確認結果 1) 外観確認結果 ・ライティング SW外観に傷、打痕等の異常なし。 ・カバー内部、L0端子に変色及び付着物が確認できる。 ・端子外観より返却された現品は、対策品である。 ・カバー内、アライメントについて規格を満足しており、クリアランスについても初期品と差はない為、問題なし。 2. 接触抵抗確認結果 1) Lo端子確認結果 ・Lo端子表面の抵抗値は量産品と比較すると全体的に高く、特に舌片側接触部の抵抗が非常に高いことが確認できた。 2) Hi端子確認結果 ・Hi端子表面の抵抗値は全体的に量産品と変わらないことが確認できた。 3. Lo端子確認結果 1) 端子表面観察結果 ・Lo端子全体が変色している。 ・舌片側接触部及び根元部分に付着物が確認できる。 2) FT-IR分析結果 ・Lo端子表面の付着物を分析したところ、どの付着物もカバー樹脂成分であることが確認できた。 3) EDX分析結果 ・Lo端子舌片側接触部をEDXにて分析したところ、樹脂成分(C, O)及び相手側端子成分(Zn)が付着していることが確認できた。 また、端子表面にめっき(Sn)が残っていることが確認できた。
果	※Lo端子接触部近傍での発熱を推測される。
	<コンビネーションサブコート> (1) コネクタ部付着物成分測定結果・・・詳細は別紙3ご参照願います。

月日	回答部門(所内)	承認	確認	作成
07/02	四輪品改合同			川村 将

重要度	年 月 日
A	承認 確認 作成

月日	回答部門(所内)	承認	確認	作成

原 因	○端子接圧管理値以内であれば、本不具合の発生はないことを確認した。何らかの要因により、端子接圧が低下されたものがあったと推測されるが、製造、仕様上の要因調査を行なったが、真の原因の特定には至らず。
-----	--

対 策	○真の原因が不明の為、対策せず。
-----	------------------

既販車及び在庫品の処置	対策適用号機					
	年月日	型式 (通称名)	年 式	仕 向 地	区 分	号 機

対策効果確認	
--------	--

源流へのフィードバック	
-------------	--

月日	回答部門(所外)	承認	確認	作成

市場品質情報 [ Q I S ]

発行部門
Q四輪品改合同

発生場所	
フレーム No.	JHLRD68414C010002
エンジン No.	
ミッション No.	
ミッション区分	4AT
走行距離、時間	30822 Mile
登録年月日	2004/04/16
発生年月日	2006/03/17

新部品番号	

主部品番号	35255-S5A-A02
症状コード	
EDP KEY 型式名	
原因区分	不明

責任区	部 門			
	取引先名	東洋電装(株)	コードNo.	4533

対策区分	せず
対策内容コード	4105 対策せず

発生予測	続発性なし
対策パーツ	無

見直し項目	図面	作業標準
-------	----	------

△						
△						
△						
△	1	2007/09/14	完了発行	鎌田淳一		川村将之
△	0	2006/04/28	新規	鎌田淳一		谷本孝
発行	年月日	記事	承認	確認	確認	作成

受付月日
/

## 解析結果

キャビティ部周辺に透明液体が付着している。又、溶損部の隣のキャビティ内部にも透明の付着物が付着していた。  
Cをメインに微量のOを検出するのみであり、上記端子から検出されたClやSを含むものとは異なるものと推察します。  
IR測定の結果、炭化水素がメインに検出されました。

### (2) 端子結果結果

#### ① 端子の外形寸法・ギャップ寸法

② コンビSWコネクタ内の端子ギャップ測定(全端子及びF/B側 Lo、Hi回路)

③ 端子舌片X線による変形確認(Lo、Hi、GRD及びF/B側 Lo回路)

④ F/B側Lo端子の確認(型番・接触部)

溶損部の端子(Lo)ギャップは大きく開いているものの、その他の部位については、ギャップ開き等は見受けられませんでした。

○微摺動磨耗試験 摺動幅：50 $\mu$ m(端子接圧：1.5~10N 接圧管理下限値：8N) 微摺動時の抵抗変動確認

- ・接圧管理下限値：8Nでは抵抗値、温度の変動は観られず。
- ・低接圧：3.5Nにおいて、抵抗の変動が観られた。

○実車相当高温高湿振動試験 (80°C95% 10~500Hz 15Min 19.6m/s<sup>2</sup> 24hr放置 70hr)

- ・接圧管理下限値：8Nでは抵抗値、温度の変動は観られず。
- ・低接圧：1.5Nにおいて、抵抗の変動が観られた。
- ・抵抗変動時の表面分析により、摺動部の母材の銅が露出し酸化している。

○矯正摺動試験 (摺動幅：50 $\mu$ m)

- ・矢崎端子は接圧に関係なく、入力(50 $\mu$ m)に対し、同等幅摺動している。
- ・他社の端子では6N以上で摺動しなくなる(端子がたわみ摺動分を吸収している。)

○カブラ内端子位置違い、メッキ違いによる振動試験

- ・GND回路端子に1.5Nの低接圧端子では過度の抵抗増大は観られず。
- ・LO回路(銅+錫メッキ)とGND回路(銅+銀メッキ)の端子メッキを入れ替え品ではLO回路端子のみ抵抗の増大が観られる。

○カブラ内配列別摺動幅比較 (健康車での確認)

- ・カブラの外側且つ、上段側の摺動幅が大きい傾向にある。

※端子接圧管理内では異常は発生しない。

(接圧が高く、酸化物を除去できる為、抵抗上昇は抑えられる。)

低接圧時は酸化物に乗り上げる為、抵抗が上昇する。

○接圧低下要因調査

- ・端子製造、ハネASSY工程検証結果 接圧低下要因は見出せず。

○推定発生メカニズム

- ・何らかの原因で接圧が低下した端子が振動による微摺動で母材の銅が露出酸化し、乗り上げる事で抵抗が上昇 発熱し、接圧が減少することを繰り返し溶損に至ると推測する。

PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 6

US CRV similar Warranty

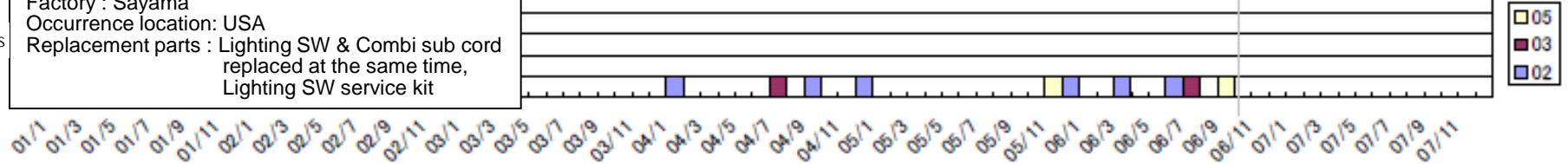
07913

Warranty search criteria  
 Model : CRV  
 MY : 02-07M  
 Factory : Sayama  
 Occurrence location: USA  
 Replacement parts : Lighting SW & Combi sub cord replaced at the same time, Lighting SW service kit

US market CRV Lo terminal melting, suspected similar warranty  
 (by occurrence month)

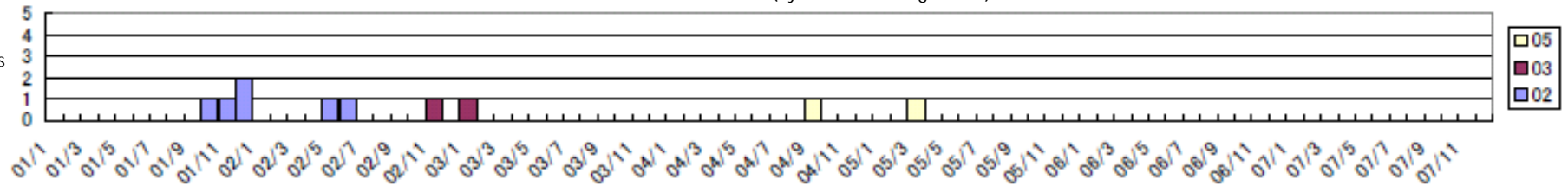
⇒ No occurrence after September 2006

Cases



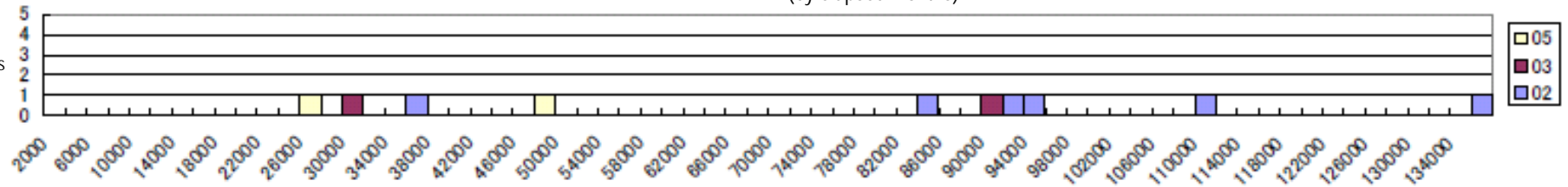
US market CRV Lo terminal melting, suspected similar warranty  
 (by manufacturing month)

Cases



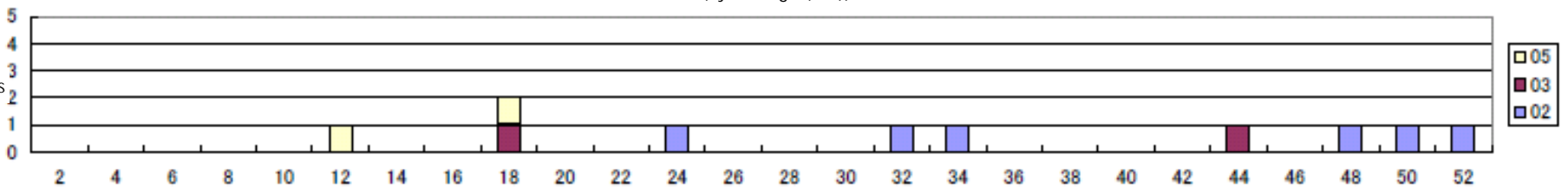
US market CRV Lo terminal melting, suspected similar warranty  
 (by elapsed months)

Cases

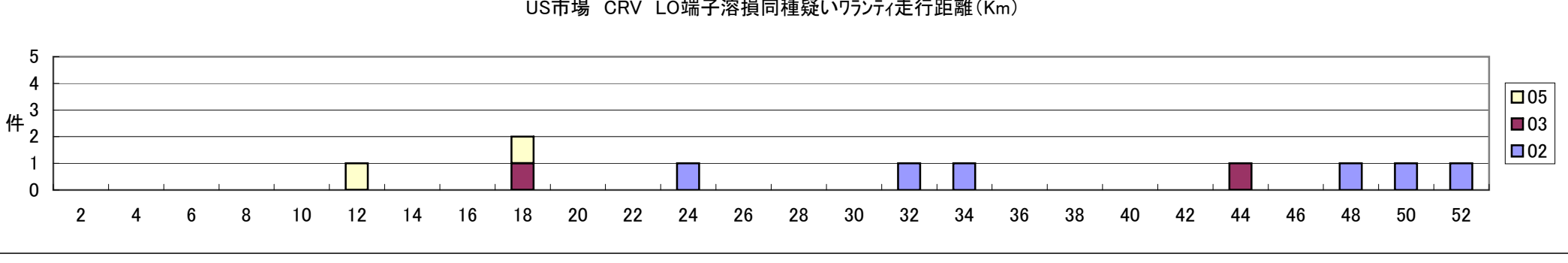
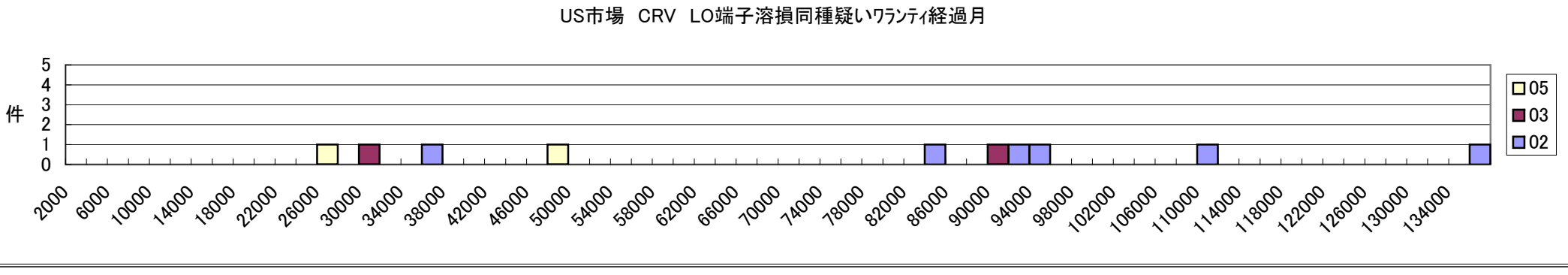
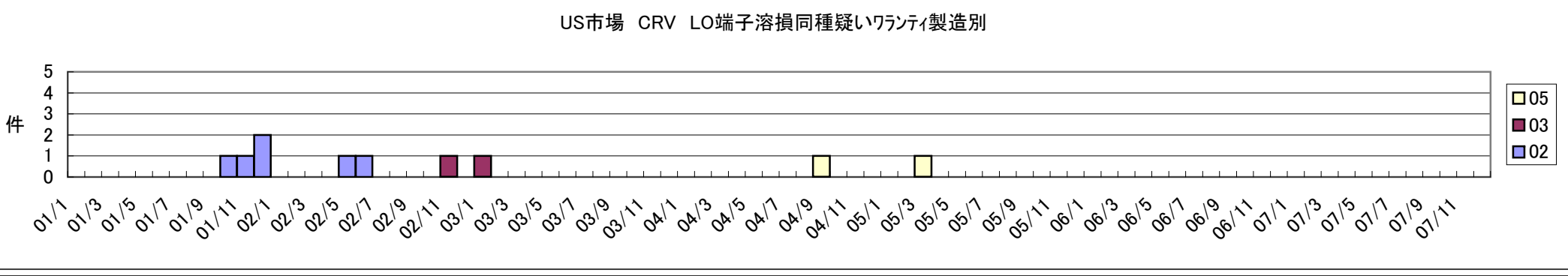
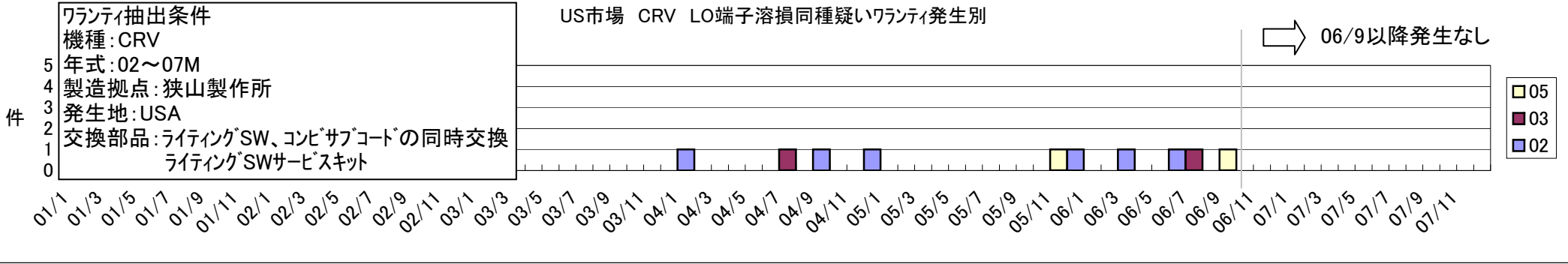


US market CRV Lo terminal melting, suspected similar warranty  
 (by mileage (Km))

Cases







PE11-017

HONDA

9/8/2011

ATTACHMENT Q9

DOCUMENT 7

QIS MV20110530104500

EVENT FLOW
RESPONSIBLE DEPARTMENT AND PERSON
COMPLETION DATE

RECEPTION
QAuto Quality Analys Tadayoshi Fujio
2011/05/16

INFORMATION INVESTIGATION
QAuto Quality Analys Hirotugu Karahi
2011/05/30

INVESTIGATION AND ANALYSIS
QAuto Quality Analys Akihiro Hatatani
2011/05/20

COUNTERMEASURE REQUEST
QAuto Quality Analys Akihiro Hatatani
2011/05/23

INTERMEDIATE REPLY

COUNTERMEASURE REPLY

COUNTERMEASURE ISSUED

COUNTERMEASURE APPLICATION

COMPLETED

COUNTERMEASURE REQUEST
------------------------

MODEL CODE YM/MODEL NAME	TITLE	QIS CONTROL #
RD6	02-06 CR-V Headlight Switch Inop <QAH3982>	MV20110530104500
04/CR-V		
OCCURRENCE DESCRIPTION	Customer contentions for "headlights don't work", "headlights work intermittently", "burning smell from steering wheel"	

REPLY	REPLY TO	QAuto Quality Analys	VIA	BY	May 2
-------	----------	----------------------	-----	----	-------

INVESTIGATION AND ANALYSIS RESULTS	<p>Market returned lighting SW, and combination sub code outer inspection</p> <ol style="list-style-type: none"> <li>lighting SW: Terminals for low beam in the coupler are melting.</li> <li>Instrument wire harness: Terminals for low beam in the coupler are melting.</li> </ol> <p>Lighting SW detail analysis</p> <ol style="list-style-type: none"> <li>Outer: Terminals for low beam in the coupler are discolored, and melting</li> <li>Coupler inside dimension, and low beam terminal board thickness: within the specification.</li> <li>Disassemble confirmation <ul style="list-style-type: none"> <li>The low beam terminals in both curled, and tongue sides are discolored.</li> </ul> </li> <li>Case side outer adhesion component analysis <ul style="list-style-type: none"> <li>Grease was adhered on the case side. This is used for SW. Other element was not found.</li> </ul> </li> <li>Low beam terminal component analysis <ul style="list-style-type: none"> <li>Only terminal components, which are Cu, Sn, C, O, and aluminum are precipitated. No abnormal element was not found.</li> </ul> </li> </ol> <p>Combination sub code detail analysis</p> <ol style="list-style-type: none"> <li>Connector appearance <ul style="list-style-type: none"> <li>The area around the terminals for low beam in the coupler are discolored, and melting</li> </ul> </li> <li>Terminal <ul style="list-style-type: none"> <li>The gap between the terminal, and tongue plate is .65mm, which is wider than/or same as the male tab thickness. Therefore, the tongue connection pressure has been decreased.</li> <li>Melted resin is adhered on the tongue edge, the male, and female connection area, and it looks discolored.</li> <li>The tongue curved area is not cracked due to stress.</li> <li>Component analysis shows that Cu, Sn, C, O, and aluminum are found. No abnormal element was found.</li> </ul> </li> </ol>
------------------------------------	--

DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (IN-HOUSE)	APPROVAL	CHECK	CREATOR	DATE	REPLY DEPARTMENT (OUTSIDE)	APPROVAL	CHECK	CREATOR

RECEPTION DATE

ADDRESSEE		RECEPTION			

RANK
A

DATE:		
APPROVAL	CHECK	CREATOR

CAUSE ANALYSIS																																																																
COUNTERMEASURE																																																																
TREATMENT FOR STOCK & SOLD UNITS & PARTS	<table border="1"> <thead> <tr> <th colspan="7">COUNTERMEASURE APPLICATION INFORMATION</th> </tr> <tr> <th>DATE</th> <th>MODEL CODE (MODEL NAME)</th> <th>YM</th> <th>DEST.</th> <th>CATEGORY</th> <th colspan="2">PRODUCT #</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	COUNTERMEASURE APPLICATION INFORMATION							DATE	MODEL CODE (MODEL NAME)	YM	DEST.	CATEGORY	PRODUCT #																																																		
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COUNTERMEASURE EFFECTIVENESS																																																																
FEED BACK TO THE SOURCE																																																																

## QUALITY IMPROVEMENT SHEET [ Q I S ]

ISSUED BY
QAuto Quality Analys

OCCURRENCE MARKET	
REPORT #	AHOS2011051201-00
FRAME #	JHLRD68464C018385
ENGINE #	
TRANSMISSION #	
TRANSMISSION CATEGORY	4AT
MILEAGE OR HOURS	133000 Mile
REGISTRATION DATE	2004/08/07
OCCURRENCE DATE	2011/02/09
PRODUCT DATE	2004/06/03

SERVICE PART #		
MAIN CAUSAL PART #	35255-S5A-A02	
CAUSAL PART SYMPTOM CODE AND DESCRIPTION		
MODEL CODE		
CAUSE CATEGORY	Unknown	
RESP.	DEPARTMENT	
	SUPPLIER	TOYO DENSO CO.LTD. CODE 4533
COUNTERMEASURE CATEGORY	No Action	
COUNTERMEASURE PART SYMPTOM CODE AND DESCRIPTION	4105	no action
OCCURRENCE FORECAST	Sporadic	
COUNTERMEASURE PART AVAILABILITY		No
REVISED ITEM	DRAWING	
	OPERATION STANDARD	

0	2011/05/30	NEW	Toru Aridom			Hirotugu K
ISSUE	DATE	VERSION	APPROVAL	CHECK	CHECK	CREATOR

イベント
担当部門氏名
完了年月日

受付
Q四輪品改合同
藤尾 忠義
2011/05/16

情報調査
Q四輪品改合同
唐樋 浩胤
2011/05/30

調査解析
Q四輪品改合同
畑谷 彰宏
2011/05/20

対策要求
Q四輪品改合同
畑谷 彰宏
2011/05/23

中間回答

対策回答

出図

対策実施

完了

対策要求

型式/YM・通称名	件 名	推 進 No.
RD6 04/CR-V	02-06 CR-V ヘッドライトスイッチ作動不良 <QAH3982>	MV20110530104500
発生状況	お客様訴え内容：「ヘッドライトが作動しない」「ヘッドライトが時々途切れながら作動する」「焼けた臭いがステアリング付近からする」	

回 答      5月2日   までに      経由   Q四輪品改合同      宛に回答願います。

調 査 結 果	<p>■返却現品のライティングスイッチとコンビネーションランプコードの確認</p> <p>①ライティングスイッチ(取引先：東洋電装)の外観確認  カウ内部のロービーム端子部が溶融している事を確認</p> <p>②インストルメントワイヤハーネス(取引先：住友電装)の外観確認  カウのロービーム端子部が溶融している事を確認</p> <p>以上、ロービーム端子の接触部近傍からの発熱と推測されるため、詳細解析を各取引先に依頼</p> <p>■ライティングスイッチの詳細解析</p> <p>①外観確認  カウ内部のロービーム端子が変色し溶損していることを確認</p> <p>②カウ内寸、ロービーム端子板厚の確認  規格値内で異常はなし</p> <p>③分解確認  ロービーム端子のカール側、舌片側共に端子の一部が変色していることを確認</p> <p>④ケース側面の付着物の成分分析  ケース側面にスイッチで使用しているガラスが付着しているのみで異質な成分は検出されず</p> <p>⑤ロービーム端子の成分分析  端子成分の銅、錫とスイッチ樹脂成分の炭素、酸素、アルミニウムが検出されるのみで異質な成分は検出されず</p> <p>■コンビネーションランプコードの詳細解析</p> <p>①コネクタ外観確認  ロービーム端子部の周辺が溶損、変形していることを確認</p> <p>②端子部の確認  ・端子のギャップ寸法が0.65mmで、メタ板厚以上となっており、舌片接圧が低下した状態であることを確認</p> <p>・舌片先端とメタ板接触部に樹脂溶融物付着と変色を確認</p> <p>・舌片曲げ部位には、クラックは見られず応力腐食割れはなし</p> <p>・成分分析にて、端子構成物質である銅、錫、亜鉛が検出され、樹脂溶融物である炭素が検出されるのみで、異質な成分は検出されず</p> <p>現在、解析結果精査中！</p>
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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

宛先	経由殿	受付	/		

重要度
A

年	月	日
承認	確認	作成

原 因																																																																							
対 策																																																																							
既 販 車 及 び 在 庫 品 の 処 置	<table border="1"> <tr> <th colspan="7">対策適用号機</th> </tr> <tr> <th>年月日</th> <th>型式(通称名)</th> <th>年式</th> <th>仕向地</th> <th>区分</th> <th colspan="2">号機</th> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td colspan="2"> </td></tr> </table>	対策適用号機							年月日	型式(通称名)	年式	仕向地	区分	号機																																																									
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市場品質情報  
[ Q I S ]

発行部門
Q四輪品改合同

発生場所	
フレーム No.	JHLRD68464C018385
エンジン No.	
ミッション No.	
ミッション区分	4AT
走行距離、時間	133000 Mile
登録年月日	2004/08/07
発生年月日	2011/02/09

新部品番号			
主部品番号	35255-S5A-A02		
症状コード			
EDP KEY 型式名			
原因区分	不明		
責任区	部門		
取引先名	東洋電装(株)	コードNo.	4533
対策区分	せず		
対策内容コード	4105	対策せず	
発生予測	あり(散発)		
対策パーツ		無	
見直し項目	図面	作業標準	

0	2011/05/30	新規	有富徹				唐樋浩胤
発行	年月日	記事	承認	確認	確認	確認	作成

PE11-017

HONDA

9/8/2011

Q10

Change-point 1 English





**01-02 CIVIC AND 03 PILOT COMBINATION LIGHT SWITCH REPLACED CLAIMS V PARTS SHIPPED**

2000-2003 CIVIC NGV PILOT INCL DEMOS FILES: MYR WARRANTY CAMPAIGN VSC (DTL)

US/PR ONLY CREATED ON 30JUN2011 USER=Linda Turner FACTORIES: ALL claim has RPNs starting with 35012-S5A-307

REIMBURSE\$ &gt;= \$1

2001 CIVIC ALL E 2001 2002 CIVIC 2DR EM2 2002 L 000001-024169 2002 CIVIC 4DR ES1 2002 L 000001-024203

2002 CIVIC 4DR ES2 2002 L 000001-028089 2002 CIVIC 4DR ES 2002 H 500001-530552

2002 CIVIC 4DR ES1 2002 S 000001-004507 2002 CIVIC 4DR ES2 2002 S 000001-002838

2002 CIVIC NGV EN 2002 L 000001-000181 03 PILOT ALL YF1 2003 H

**C/M CLAIM/SALES RATIOS BY MODEL YEAR**

CM	MODEL YEAR	CLAIMS	CUM CLAIMS	SALES	CUM SALES	DEFECT%	CUM DEFECT%
03 PILOT ALL	2003	89	89	122,829	122,829	0.0725	0.0725
2001 CIVIC ALL	2001	238,757	238,757	342,520	342,520	69.7060	69.7060
2002 CIVIC 2DR	2002	16,153	16,153	24,123	24,123	66.9610	66.9610
2002 CIVIC 4DR	2002	44,657	44,657	63,332	63,332	70.5125	70.5125
2002 CIVIC NGV	2002	124	124	181	181	68.5083	68.5083



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**CLAIM/SALES RATIOS BY MODEL YEAR****MODEL=CIVIC**

MODEL YEAR	CLAIMS	CUM CLAIMS	SALES	CUM SALES	DEFECT%	CUM DEFECT%
2000	1	1	340,085	340,085	0.0003	0.0003
2001	238,072	238,073	341,734	681,819	69.6659	34.9173
2002	60,933	299,006	318,003	999,822	19.1611	29.9059
2003	70	299,076	259,069	1,258,891	0.0270	23.7571

**MODEL=NGV**

MODEL YEAR	CLAIMS	CUM CLAIMS	SALES	CUM SALES	DEFECT%	CUM DEFECT%
2000	0	0	720	720	0.0000	0.0000
2001	685	685	786	1,506	87.1501	45.4847
2002	124	809	721	2,227	17.1983	36.3269
2003	1	810	450	2,677	0.2222	30.2578

**MODEL=PILOT**

MODEL YEAR	CLAIMS	CUM CLAIMS	SALES	CUM SALES	DEFECT%	CUM DEFECT%
2003	89	89	122,829	122,829	0.0725	0.0725

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**REIMBURSE\$ >= \$1**

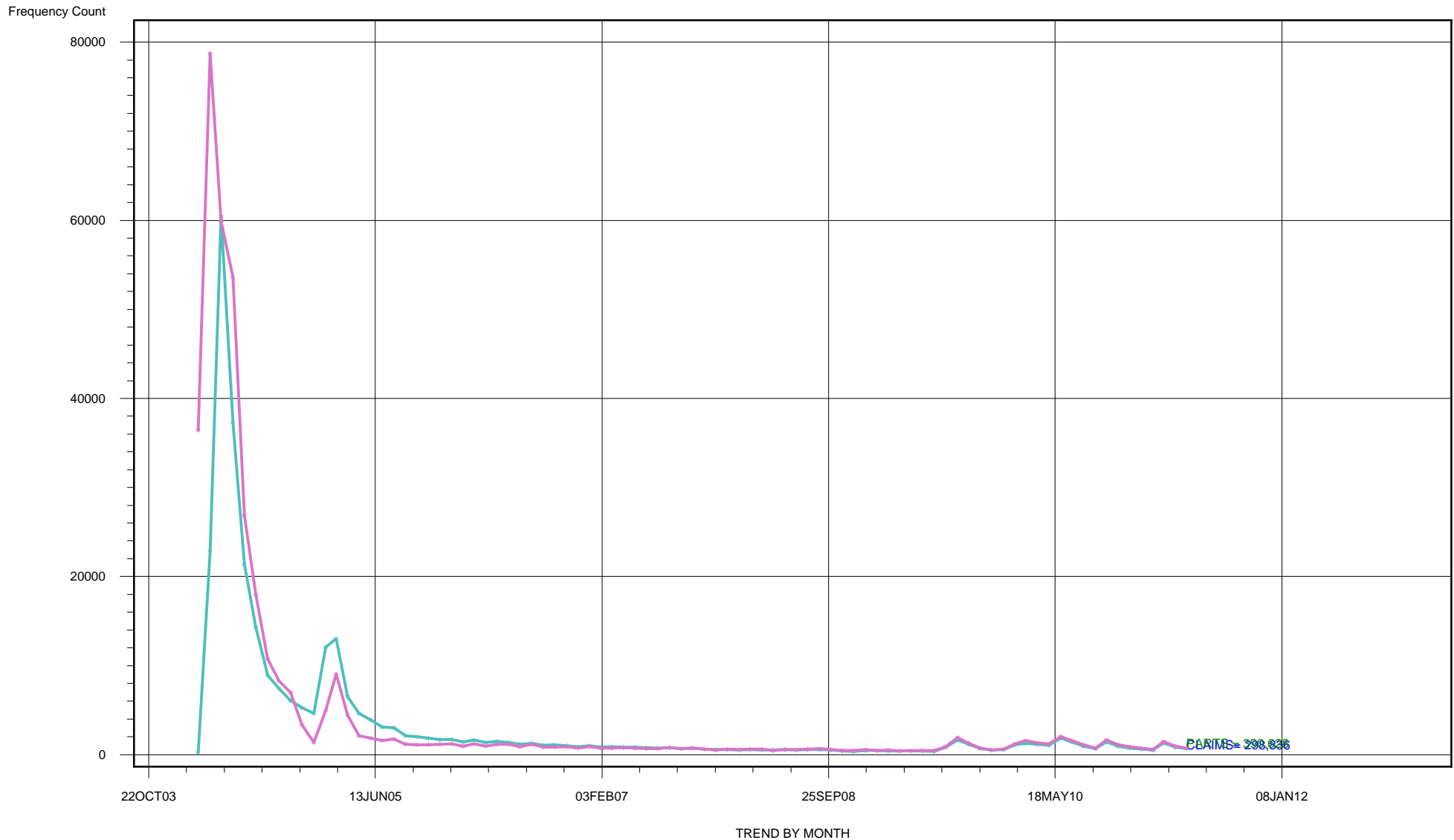
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**WARRANTY CLAIMS VS PARTS SHIPPED BY MONTH -- TREND ANALYSIS**



**PARTS SHIPPED CRITERIA: '35012-S5A-307'**

**01-02 CIVIC AND 03 PILOT COMBINATION LIGHT SWITCH REPLACED CLAIMS V PARTS SHIPPED**

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**WARRANTY CLAIMS VS PARTS BY MONTH**

MONTH	WARRANTY CLAIMS	PARTS SHIPPED	BACK ORDERED
MAR2004	239	36,444	0
APR2004	22,866	78,739	0
MAY2004	60,436	59,934	0
JUN2004	37,294	53,632	0
JUL2004	21,418	26,900	0
AUG2004	14,301	17,964	0
SEP2004	8,886	10,748	0
OCT2004	7,439	8,242	0
NOV2004	6,053	7,007	0
DEC2004	5,263	3,351	0
JAN2005	4,632	1,354	0
FEB2005	12,087	4,947	0
MAR2005	13,021	9,043	0
APR2005	6,522	4,447	0
MAY2005	4,612	2,136	0
JUN2005	3,908	1,848	0
JUL2005	3,092	1,602	0
AUG2005	3,025	1,777	0
SEP2005	2,099	1,188	0
OCT2005	2,016	1,121	0
NOV2005	1,870	1,137	0
DEC2005	1,701	1,176	0

PARTS SHIPPED CRITERIA: '35012-S5A-307'

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**WARRANTY CLAIMS VS PARTS BY MONTH**

MONTH	WARRANTY CLAIMS	PARTS SHIPPED	BACK ORDERED
JAN2006	1,720	1,205	0
FEB2006	1,417	948	0
MAR2006	1,632	1,210	0
APR2006	1,353	975	0
MAY2006	1,500	1,143	0
JUN2006	1,367	1,152	0
JUL2006	1,181	900	0
AUG2006	1,275	1,158	0
SEP2006	1,056	827	0
OCT2006	1,108	857	0
NOV2006	1,017	904	0
DEC2006	895	750	0
JAN2007	1,014	911	0
FEB2007	860	721	0
MAR2007	896	761	0
APR2007	851	795	0
MAY2007	837	739	0
JUN2007	767	675	0
JUL2007	730	685	0
AUG2007	800	792	0
SEP2007	658	672	0
OCT2007	731	740	0

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**WARRANTY CLAIMS VS PARTS BY MONTH**

MONTH	WARRANTY CLAIMS	PARTS SHIPPED	BACK ORDERED
NOV2007	621	626	0
DEC2007	581	512	0
JAN2008	561	611	0
FEB2008	548	589	0
MAR2008	568	608	0
APR2008	541	605	0
MAY2008	534	474	0
JUN2008	559	595	0
JUL2008	519	563	0
AUG2008	581	631	0
SEP2008	564	679	0
OCT2008	509	600	0
NOV2008	438	494	0
DEC2008	373	446	0
JAN2009	456	566	0
FEB2009	449	458	0
MAR2009	424	540	0
APR2009	391	425	0
MAY2009	393	443	0
JUN2009	425	493	0
JUL2009	384	466	0
AUG2009	819	915	0

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**WARRANTY CLAIMS VS PARTS BY MONTH**

MONTH	WARRANTY CLAIMS	PARTS SHIPPED	BACK ORDERED
SEP2009	1,628	1,931	0
OCT2009	1,138	1,297	0
NOV2009	668	731	0
DEC2009	517	534	0
JAN2010	553	615	0
FEB2010	1,134	1,215	0
MAR2010	1,282	1,566	0
APR2010	1,167	1,318	0
MAY2010	1,038	1,213	0
JUN2010	1,832	2,045	0
JUL2010	1,448	1,587	0
AUG2010	960	1,086	0
SEP2010	675	730	0
OCT2010	1,439	1,664	0
NOV2010	951	1,126	0
DEC2010	740	875	0
JAN2011	644	734	0
FEB2011	520	589	0
MAR2011	1,319	1,477	0
APR2011	842	957	0
MAY2011	658	742	0
	<b>298,836</b>	<b>390,628</b>	