

[Market Quality Information Collection Standard]

[Core]

1 General

1.1 Purpose

The purpose of this standard is to ensure market quality information is communicated in a timely and appropriate manner by defining the basic requirements for collecting market quality information.

1.2 Scope

This standard applies to market quality information about products that are produced or sold by Honda.

1.3 Terms and Definitions

The definitions of terms used in this standard are as follows:

No.	Term	Definition
1	QIC	An abbreviation for Quality Improvement Correspondence and is a type of document, such as QIC report, Market Quality Information or their equivalents containing market quality information set out in paragraph 3.2.1, prepared based on information about product quality in the market obtained from sources such as warranty claim reports, Techline, field reports, or CR (customer relations).
2	Warranty claim	A claim for which coverage is provided under a product's warranty policy.
3	Service section	A section which performs services in markets, collects market quality information and issues QIC.
4	Investigation and analysis section	A section which investigates, analyzes, and takes appropriate action on what is reported on QIC.

2 System

2.1 Information Collection Process

The process such as collection is in accordance with Attachment-1 "Collection and Distribution Process of Market Quality Information."

2.2 Roles and Responsibilities

The person in charge of operations set out in Attachment-1 "Collection and Distribution Process of Market Quality Information" is the head of a section responsible for the operation.

3 Collection of Market Quality Information

3.1 Collection of Quality Information from Markets

The service section develops a system to collect the following information from dealers and obtains market quality information.

This is also applies to those occurring after warranty periods.

- (1) Information on problem which may seriously threaten the safety and the prevention of environmental pollution.
- (2) Information on problem which requires immediate action for sales reasons.
- (3) Information on problem which is peculiar to the product.
- (4) Information on problem which has never been experienced by the dealer before.
- (5) Information on problem which needs to be provided even if it is not the first time.
- (6) Other information (requests from customers, dealers, etc.)

3.2 Request for Investigation and Analysis to the Inspection and Analysis Section

3.2.1 Of the information collected in paragraph 3.1, if it meets the following criteria, the service section completes the QIC as market quality information and sends it to investigation and analysis section.

- (1) Information about a problem which may threaten the safety and the prevention of environmental pollution.
- (2) Information about a problem which does not or may not comply with applicable laws and regulations.
- (3) Information about a problem occurring for the first time in market, products of a certain model or model year.
- (4) Information about a problem which occurred in a fixed product (if it is determined that remedial action taken is not fully satisfactory).
- (5) Information about a problem which needs to be reported, even if it occurred before.
- (6) Information about a problem which needs to be reported, although the cause of the problem

did not arise from the product.

- (7) Information about a problem other than those listed above, and determined by the head of the section that further investigation and analysis is necessary.

3.2.2 The service section establishes procedures for monitoring warranty claims and criteria for issuing QICs, and for those that fall within the scope of market quality information, completes and issues a QIC to the investigation and analysis section.,

3.3 Collection of Products with Quality Problem

The service section develops a system that allows warranty-claimed parts to be collected from dealers and subsequently sent to the investigation and analysis section as needed.

For problems in products with expired warranty, the service section collect them as much as possible on an as-needed basis upon request from the investigation and analysis section.

If it is necessary to conduct investigation and analysis with the nonconforming unit (actual vehicle), the service section provides assistance in obtaining the needed actual products (actual vehicles) with the nonconformity in question.

3.4 On-site Investigation

If additional information collection is determined necessary, the service section conducts on-site investigations.

The service section develops a system to implement investigations and analyses in collaboration with the investigation and analysis section or Honda R&D as necessary.

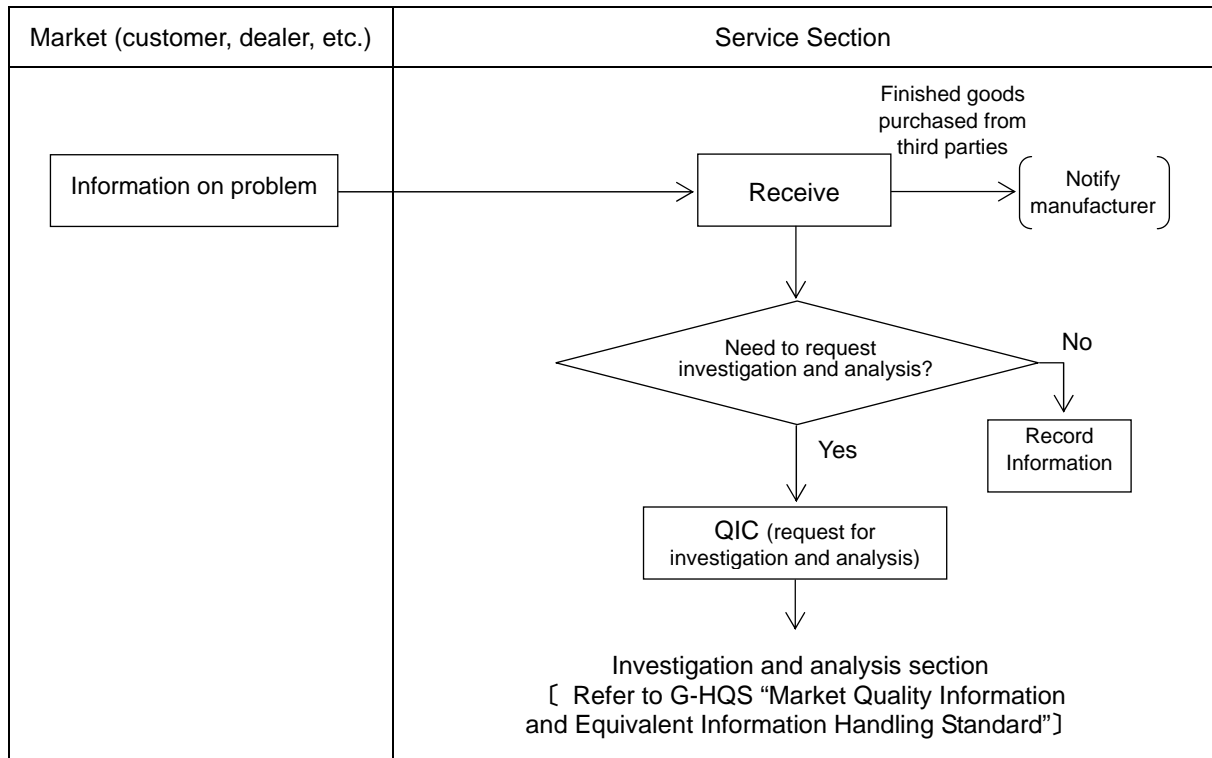
4 Supplementary Provision

4.1 Application

Matters relating to the establishment, revision or implementation of this standard are outlined in G-HQS [Quality Management Standards Control Standard].

Attachment-1 (Paragraph 2.1)

Basic flowchart Collection and Distribution Process of Market Quality Information



[illegible]