

[MARKET QUALITY INFORMATION, ETC. TREATMENT STANDARD]

Chapter 1 General Provisions

Article 1. [Purpose]

The purpose of this standard is to ensure prompt and appropriate correspondence to customers by defining basic requirements to smoothly promote investigations and analyses of market quality information, etc., remedial action and horizontal development

Article 2. [Scope]

This Standard applies to the market quality information, etc. of the products manufactured and sold by Honda Motor Co., Ltd. (HM).

Fuel cell powered vehicles is excluded from this standard.

Article 3. [Terms]

The definition of terms used in this Standard are as follows:

No.	Term	Definition
1	Market quality information, etc.	Information of market quality and warranty claim
2	Market quality information and the like	Information obtained from market quality information and in-house test results, etc. (excludes the information processed based on HQS [In-house Quality Information Handling Standard])
3	Market quality information	Information collected based on HQS [Market Quality Information Collection Standard]
4	Warranty claim information	Information on defects in design or manufacturing of parts composing products that occurred within the warranty period, and is approved by the warranty service judge, etc. of HM
5	Service information	Following documents issued by the service section ・ Domestic; Market Quality Information [Quality Information (Monthly Report)] and Honda Service News ・ Overseas; Market Quality Information [Honda Technical Information] and Service Bulletin
6	Regional Quality Committee	Refers to a meeting body that determines proposal to the Global Quality Committee after deliberating the necessity of proposing market action of recalls, etc. for products that are already sold within the region, based on results of investigation and analysis of market quality information.
7	Investigation of in-use products	Investigation of occurrence of similar defects in marketed products and the status of occurrence to ensure treatment of market quality information properly.



N.B.: This English version serves as reference only. When arising a doubt about interpretation of the provisions, the correct interpretation shall be subject to the original Japanese version

8	Recurrence Prevention	To conduct a countermeasure (recurrence prevention contents, etc. submitted to Authority) in order to prevent the problem of the same cause and symptom in design or manufacture of products from occurring.
9	Horizontal development	To share results of market action (causes, countermeasure content and recurrence prevention) with the related section and verify a similar process or structure in order to prevent future problems.
10	Products yet to be sold	Products shipped to factory (send the product to the logistics section) and are within the stock of the dealer.

Chapter 2 System

Article 4. [Processing System]

1. The processing system from collection to investigation & analysis of market quality information, etc. and of market action is outlined in Attachment-1 "Market Quality Information, etc. Handling System."
2. The processing system for horizontal spreading is outlined in Attachment-2 "Horizontal Development System of Market Action Information."

Article 5. [Role and Responsibility]

The control section and the responsible person for each operation of the product is based on the processing system of Article 1.

No.	Control item		Product-by-product quality control section & responsible person			
			Automobile	Motorcycle	Power product	
					Outboard engine	Other than outboard engine
1	Judgment of Importance ranking for market quality information, etc.	Importance A	(Domestic) General Manager of Aftermarket Service Quality Division, (Overseas) General Manager of Global Quality Service Division	General Manager of Motorcycle Service Division	Manager of Power Product Service Division	
		Importance B, C,	(Domestic) B/L of Market Quality Information BL of Aftermarket Service Quality Division Department manager of Market Quality Administration Department of Automobile Technical Service Division, (Overseas) General Manager of Market Quality Information Department of Global Quality Service Division	B/L of Motorcycle Technical Service BL of Motorcycle Service Division	B/L of Power Product Technical Service BL of Power Product Service Division (*note1)	
2	Promotion of investigation, analysis, taking countermeasures	Importance A	(Domestic) Department manager of Market Quality Administration Department of Automobile Technical Service Division, (Overseas) Market Treatment Promotion Department of Global Quality Service Division	Manager of Motorcycle Quality Assurance Division	General Manager of Power Product Quality Assurance Division	
		Importance B, C	(Domestic) Department manager of Market Quality Administration Department of Automobile Technical Service Division, (Overseas) Market Treatment Promotion Department of Global Quality Service Division	B/L of Auto Quality Analysis B/L of Motorcycle Quality Assurance Division	B/L of Power Product Quality Analysis Analysis Hosoe BL of Power Product Quality Assurance Division	B/L of Power Product Quality Analysis Asakahigashi BL of Power Product Quality Assurance Division

3	Judgment of Necessity of holding deliberation meeting	Importance A, B, C,	(Domestic) Department manager of Market Quality Administration Department of Automobile Technical Service Division, (Oversea) Market Treatment Promotion Department of Global Quality Service Division	<u>B/L of the market quality control section of the factory concerned</u>	B/L of Auto Quality Analysis B/L, of Motorcycle Quality Assurance Division	B/L of Power Product Quality Analysis Hosoe BL of Power Product Quality Assurance Division	
		Importance A	Manager of Auto Quality Analysis Office of Auto Quality Innovation Division	<u>Chief Inspecting Engineer of the factory concerned</u>	Manager of Motorcycle Quality Innovation Division	Manager of Power Product Quality Innovation Division	B/L of Power Product Quality Analysis Asakahigashi BL of Power Product Quality Assurance Division

(Legend): B/L=Block, B/L=Block Leader, SMG and G/L=Group Leader

(note 1): Limited to co-generated products

Chapter 3 Determination of Importance

Article 6. [Judgment on the Importance Rankings and Input of Information]

1. The section that judges the importance ranking judges the importance ranking for the problem symptoms that actually occurred in the market.
2. Importance Ranking Judgment is based on the following “Judgment Criteria for Importance Ranking of Market Quality Information, etc.” and “Examples for Rating Market Quality Information” listed from Attachment 3 to 7.

Judgment Criteria for Importance of market quality information, etc.

Importance	Criteria
A	<ol style="list-style-type: none"> 1. Those which result or may result in personal injury, accident, fire or which involve or may involve fire or explosion 2. Those which do not comply within the regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities 3. Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function. 4. Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.
B	<ol style="list-style-type: none"> 1. Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A.
C	<ol style="list-style-type: none"> 1. Those which do not fall in neither Importance Rank A nor B.

3. Importance ranks of market quality information , etc., and other necessary items are to be inputted into the electronic data processing system.

Article 7. [Request for Change of Importance]

Investigation, analysis, countermeasure promotion section, if determines that previous importance ranking needs to be changed to higher ranking, requests to the section judging the importance rankings of market quality information, etc.

Chapter 4 Investigation & Analysis**Article 8. [Judgment on the Necessity for Investigation & Analysis]**

1. Target date for completing the judgment on the necessity for investigation and analysis of information problem are to be classified as follows according to the importance rank.
 - (1) Information judged as A are to be dealt within 24 hours from receipt of market quality information.
 - (2) Information judged as B and C are to be dealt within 1 week from receipt of market quality information and obtaining the problem parts
2. The investigation, analysis, countermeasure promotion section confirms that information, etc. determined to be processed is not duplicated, determines the necessity of investigation & analysis of problems, and inputs the judgment results in electronic information processing system.
Input the classification code defined in Attachment-8 "Category of Electronic Information Processing System" into the electronic information processing system.
3. The investigation, analysis, countermeasure promotion section, when making judgment, is to dispatch, etc. investigators to the site and investigate in-use products defined in Chapter 5, as necessary, when confirmation of the market quality information, etc. contents are request more in details, when making the judgment.
4. The investigation, analysis, countermeasure promotion section when judges necessary to investigate the occurrence trends, etc. based on the contents of market quality information, etc. summarizes per months of occurrence, manufacture and surpassed, acknowledges the trends and, as necessary, investigates the condition of similar problems occurred at dealers, sales offices, distributors, local offices for overseas, which do not provide information.

Article 9. [Instruction and Promotion of Problem Investigation & Analysis]

1. The investigation, analysis, countermeasure promotion section, regarding the market quality information, etc. requiring investigation and analysis, is to issue the market quality information (QIS) upon determining the section in charge of investigating and analyzing the problem, categorized per cause, based on the following table.

No.	Category of Cause	Section in charge of investigation & analysis and the method
1	Attributed to design	Auto Quality Analysis BL of Motorcycle Quality Assurance Division, Market Quality Administration Department of Automobile Technical Service Division, Market Treatment Promotion Department of Global Quality Service Division, Auto Quality Analysis BL of Power Product Quality Analysis Division or quality control section of factory is to promote investigation & analysis upon discussing with the related sections of Honda R&D Co., Ltd.
2	Attributed to in-house manufacturing process (including inspection process)	The market quality control section of factory is to promote investigation & analysis upon discussing with the in-house manufacturing section (including inspection section) and the sections related.
3	Attributed to supplier	Auto Quality Analysis BL of Motorcycle Quality Assurance Division, Market Quality Administration Department of Automobile Technical Service Division, Market Treatment Promotion Department of Global Quality Service Division, Auto Quality Analysis BL of Power

		Product Quality Analysis Division or quality control section of factory is to promote investigation & analysis upon discussing with the related sections of Honda R&D Co., Ltd.
4	Attributed to sales, servicing, customer care, etc.	The section in charge is to promote investigation & analysis upon discussing with the related sections.
5	Attributed to those other than the above	The section in charge is to promote investigation & analysis upon discussing with the related sections.

2. Promote investigation & analysis of problems based on the above paragraph for cases received from oversea facilities.
3. Promote investigation and analysis of problems per importance ranking as follows:
 - (1) Importance Rank A
 - (a) The responsible person is to designate a person to facilitate the resolution of the problem and directs implementation of actions for sold and unsold products within 1 month from the decision of actions to be taken for sold products and products yet to be sold
 - (b) The responsible person confirms the status of promoting countermeasure at an adequate frequency with the target deadline for completion and gives instructions based on confirmed results
 - (c) The person designated to facilitate the resolution of the problem inserts the investigated and analyzed results and the progress of promoting countermeasures in the market quality information (QIS)
 - (2) Importance Rank B
 - (a) The responsible person is to designate a person to facilitate the resolution of the problem and directs implementation of actions for sold and unsold products within 1 month from the decision of actions to be taken for sold products and products yet to be sold
 - (b) The responsible person confirms the status of promoting countermeasure at least once a month with the target deadline for completion and gives instructions based on confirmed results
 - (c) The person designated to facilitate the resolution of the problem inserts the investigated and analyzed results and the progress of promoting countermeasures in the market quality information (QIS)
 - (3) Importance Rank C
 - (a) The responsible person is to designate a person to facilitate the resolution of the problem and directs implementation of actions for sold and unsold products within 6 months from the decision of actions to be taken for sold products and products yet to be sold
 - (b) The responsible person confirms the status of promoting countermeasure at least once every 2 months with the target deadline for completion and gives instructions based on confirmed results
 - (c) The person designated to facilitate the resolution of the problem inserts the investigated and analyzed results and the progress of promoting countermeasures in the market quality information (QIS)
4. Information or problems are to be categorized in market quality information, etc. based on investigation and analysis results and are to be controlled upon inserting the categorization code of processing category in the electronic information processing system, based on Attachment-8 "Category of Electronic Information Processing System."
5. The investigation, analysis, countermeasure promotion section Confirm the contents of countermeasure, consider the necessity of market action and recurrence prevention based on investigated, analyzed results of the problem and consider the necessity of holding the market quality information meeting defined in Chapter 6.
Take into consideration of top symptoms and occurrence trends (months of occurrence, manufacture, surpassed) when considering the necessity of market action.
6. The investigation, analysis, countermeasure promotion section, for progress of market quality information, etc., holds the Market Quality Information Debriefing Session defined in Chapter 7 and report to the Director in charge of Quality.
7. The general manager of either Motorcycle Quality Assurance Division, Global Quality Service Division, or the Power Products Quality Assurance Division, when receives investigation, analysis request from

oversea facilities, is to promote the case and notify the requesting entity of investigated and analyzed results.

The quality representative of the facility and of production facility that may have the possibility of which problems of the same kind may occur is notified of the correspondence proposal if the requested case is judged as necessary to take market action.

8. The investigation, analysis, countermeasure promotion section, as a result of confirming the specification change contents based on HQS [Specification Changed Control Standard], handles problems that develops or may develop into market quality problems, such as recalls, within one month from specification notice issuance to determining the necessity of market actions at Global Quality Committee in regards to the target deadline for completion.
9. Applicable scope of processing market quality information is outlined in "Processing Criteria for Specifying Items Involved in Market Quality Problem."
10. Processing of problem parts relating to market quality information is outlined in HQS [Market Quality Problem Parts Handling Standard].

Article 10. [Action to Take on Marketed Products and Stock Products]

1. Processing of market quality problem which may be the subject of recall, etc. is outlined in QS [Recall, etc. Handling Standard].
2. Processing of market quality problems, which recalls, etc. has been judged unnecessary is as follows:
 - (1) Action to be taken on sold products
 - (a) The service section determines the market action to be taken based on Market Quality Information [Communication Report] and Market Quality Information [QIS].
 - (b) The service section, through Service Information, instruct distributors, dealers, etc. at the service conference.
Honda service bulletin is issued when prevention, etc. for misunderstanding of techniques, usage method is determined necessary through action guide, service policy guide, recommendation guide, etc.
 - (c) The overseas service section is to, present the market action to each local office, etc., based on Service Information.
 - (2) Take action for stock products (including unsold products shipped from the factory in charge) in accordance with the HQS [In-house Quality Information treatment Standard] after consultation with the sections related.
The investigation, analysis, countermeasure promotion section monitors the problem occurrence status of those which recalls, etc. were determined unnecessary, based on future prospect of problem occurrence in markets based on Quality Information [Communication Report] and Market Quality Information [QIS], and reconsiders market action if the occurrence surpasses the prospect.
3. Correction of products yet to be sold are as follows:
 - (1) The quality control section applies implementation of improvement to the logistics section of applicable products via completion quality section or selling company and distributor, etc. via service section using the Quality Level [In-house Quality Communication Report].
 - (2) The Chief Inspecting Engineer determines the section implementing improvement upon negotiating with service section, etc.
 - (3) The section implementing improvement records the corrected results based on Quality Level [In-house Quality Communication Report].
 - (4) The completion quality section appropriately controls records of implementation date, implementation place, implementation section, serial number of subject product, inspection results, etc.

Chapter 5 In-use Products Investigation

Article 11. [Implementation of investigation]

1. Investigation of in-use product relating to market quality information, etc. is implemented on subject product cannot be specified or those of which cannot determine the cause.
2. Investigation is conducted through sampling the product of the same manufacturing lot or a product of similar type in peripheral lots.
3. When it is presumed that the defect is caused by environmental conditions, investigate a product that fulfills the product environmental conditions for a product of the said type or a product of the same construction.
 - (1) When it is presumed that the problem is caused by weather conditions (snow, rain, wind, temperature, etc.)
 - (2) When it is presumed that the problem is caused by geographical conditions (coastal area, mountainous district, road conditions, etc.)

Chapter 6 Market Quality Information Progress Liaison Meeting

Article 12. [Holding of Meeting]

1. The Market Quality Information Progress Liaison Meeting (hereinafter referred to as "Progress Liaison Meeting"(hereinafter referred to as "Progress Liaison Meeting") is organized by the investigation, analysis and countermeasure promotion section and is held upon convening the related section.
2. When two or more sections need to investigate and analyze the cause and promote the countermeasure action, the investigation & analysis instructing and promoting section manager shall organize and call a progress liaison meeting of the sections related.

Article 13. [Operation of Progress Liaison Meeting]

The Progress Liaison Meeting is to implement the following operations:

- (1) judge the holding of market quality information meeting
- (2) propose the actions to take for sold products and products yet to be sold

Article 14. [Record of Progress Liaison Meeting]

The meeting organizer is to store the minutes of the Progress Liaison Meeting specifying the reporting material, decided matters, instructions, etc.

Chapter 7 Market Quality Information Debriefing Session

Article 15. [Managing and Holding of Meeting]

1. The investigation, analysis countermeasure promotion section is to manage the Market Quality Information Debriefing Session (hereinafter referred to as "debriefing session"), upon accurately acknowledging the progress of market quality information, etc. in order to promptly and effectively take action.
2. The debriefing session is regularly held by the responsible person of investigation, analysis countermeasure promotion section and is organized upon convening the related sections.

Article 16. [Reporting and Instruction]

1. The director in charge of Quality is to receive a report on the progress of the below from the related sections.
 - (1) Status of occurrence of market quality information, etc.

- (2) Result of investigation & analysis
- (3) Others
- 2. The director in charge of Quality is to give instructions concerning orientation of promotion of countermeasure action in regards to the reported contents, as necessary

Chapter 8 Market Quality Information Review Meeting

Article 17. [Horizontal Development of Market Action Items]

- 1. The Motorcycle Quality Assurance Division, Global Quality Service Division or Power Product Quality Assurance Division is to notify the quality representative of the related section and the Chief Inspecting Engineer of the related factory the reasons and recurrence prevention contents regarding the items decide to take market action at the Global Quality Committee Meeting.
- 2. The Chief Inspecting Engineer is to instruct horizontal development to the subject sections regarding the items relating to manufacturing and confirms the verification result.
The receiving quality section is to communicate the information to the subject suppliers based on the instructions from Chief Inspecting Engineer and reports to the Chief Inspection Engineer after confirming the results.
- 3. The applicable section (Honda R&D Co., Ltd., service section, etc.) is to implement the horizontal development for items not related to manufacturing (product specification, service related, etc.).

Chapter 9 Horizontal Development

Article 18. [Criteria]

The criteria used in this standard is as follows:

- (1) F1703-1 Market Quality Information Treatment Criteria
- (2) F1703-2 Market Action Judgment Operational Criteria
- (3) F1703-3 Treatment Criteria for Specifying Items Involved in Market Quality Problem

Article 19. [Specifying of Company Control Forms]

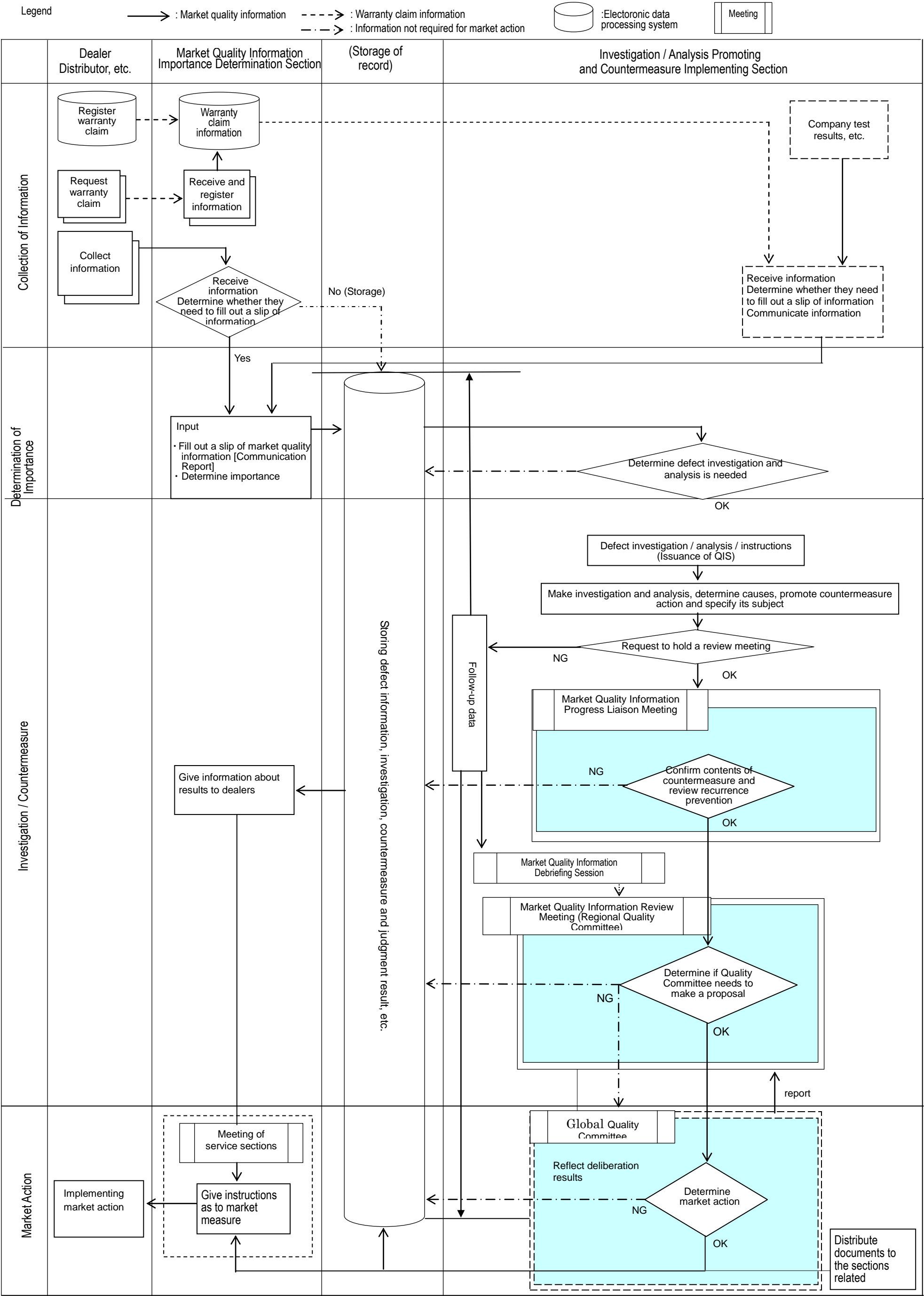
The forms to use based on this standard are to be those specified as company control forms

- (1) Market Quality Information [Control Log]
- (2) Market Quality Information [Communication Report]
- (3) Market Quality Information [Analysis, Countermeasure Request]
- (4) Market Quality Information [QIS]
- (5) Honda Service News
- (6) Market Quality Information [Quality Information (Monthly)]
- (7) Market Quality Information [Honda Technical Information]
- (8) Countermeasure request [Countermeasure Request Form]
- (9) Market Quality Information [List of Items Involved in Market Quality Problem]
- (10) Quality Level [In-house Quality Communication Report]

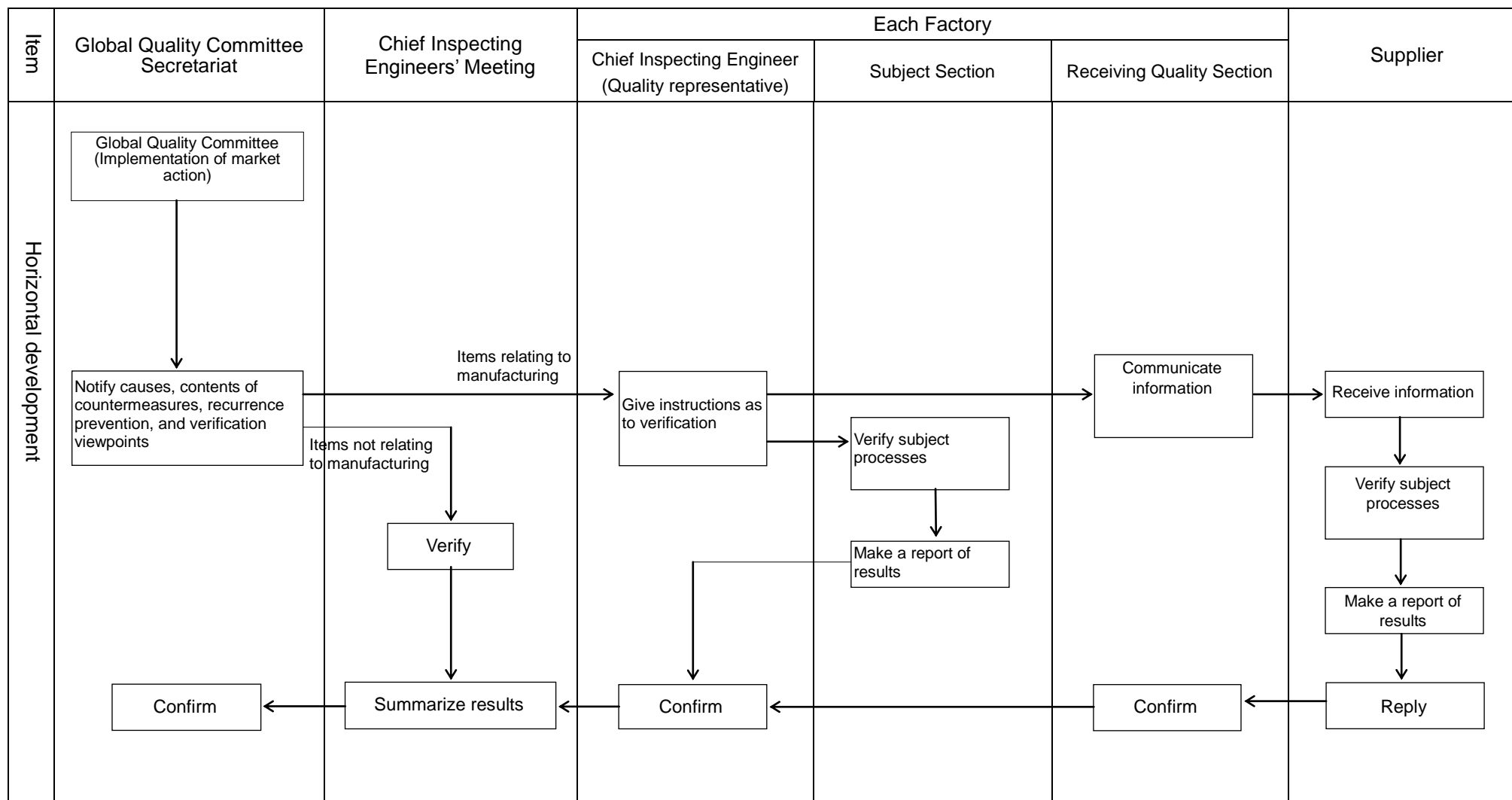
Article 20. [Application of the Standard]

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

Market Quality Information, etc. Handling System



Market Action Information Horizontal Development System (Manufacturing Defects)



Examples for Rating Market Quality Information [Automobile] 1/5

Attachment-3-1 (Related to Article 6)

	Importance rank A	Importance rank B	Importance rank C
Criteria	<p>*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion.</p> <p>*Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities.</p> <p>*Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function.</p> <p>*Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.</p>	<p>* Functional failures that affect or may affect vehicles or completed products other than those falling underImportance Rank A</p>	<p>* Those which do not fall in neither Importance Rank A or B.</p>
Steering system	<p>< Cannot be operated ></p> <p>■ Cannot be operated because steering power is not transferred securely</p> <p>• When steering power is not transferred</p> <p>• Cannot maintain the vehicle in its lane</p> <p>■ Large shock (external factor) caused from bad road conditions, affecting the performance of wheel handling</p> <p>• Uncontrollable kickback causing to lose control of the steering wheel, which in worst case may lead to vehicle roll over</p> <p>■ Cannot turn the steering wheel while driving</p>		
	<p><Unstable steering></p> <p>■ Unstable steering wheel handling while driving</p> <p>• Cannot turn back the wheel</p> <p>• Vehicle does not turn despite the steering</p> <p>• Installed fixing bolt loosens and falls off</p> <p>■Steering wheel suddenly steers by itself without holding</p> <p>• Difference when turning left and right</p> <p>■ Vehicle pull due to nonconformity of side slip</p> <p>• skidding of over 5 mm for every 1 m of driving, when measured using the side slip tester.</p>	<p>■ Unstable steering while driving</p> <p>• Steering wheel steers by itself without holding.</p> <p>• Unsmooth turning back of the steering wheel</p>	
	<p><Power steering failure></p> <p>■ Increase in steering force when driving due to power steering failure</p> <p>• Steering wheel does not turn (high effort)</p> <p>• Sudden increase in steering force</p> <p>■ Loss of power steering function</p>	<p>■ Steering operational force increases due to power steering failure</p> <p>• Assist force of power steering is weaker than usual, but can steer</p> <p>• There are abnormal noise and then steering operational force increases, but steering wheel can be turned.</p> <p>• Steering wheel turns, but steering operational force gradually increases</p> <p>• Small increase in steering force, but barely affects assisting power</p> <p>■ Steering wheel is heavy (but can be turned)</p>	
	<p><Steering lock failure></p> <p>■Cannot release steering lock due to failure</p> <p>• But engine can be started</p> <p>■ Cannot engage lock due to steering lock failure</p>	<p>■Cannot release steering lock due to failure</p> <p>• Engine does not start</p>	
	<p>< Steering wheel vibration / abnormal noise, and others ></p> <p>■ Substantial oil leakage (creating potential for road hazard or fire)</p> <p>• such as in amount of part breakage or falling off</p>	<p>■ Vibration in steering wheel and abnormal noise while driving</p>	<p>■ Have a bad sense when steering (but does not affect steering function)</p>
Brake system	<p>< Inability to brake ></p> <p>■ Pedal force (operational force) does not transfer, causing the brake not to work</p> <p>■Cannot brake because hydraulic pressure is not produced</p> <p>■ Brake does not work while driving</p> <p>• Brake pedal sinks when depressed</p> <p>• Cannot depress the brake pedal</p>		
	<p><Decreased braking power></p> <p>■ Braking power drops during normal braking</p> <p>• Longer stopping distance than normal condition.</p> <p>■ Braking performance deteriorates substantially when braked repeatedly</p>		
	<p><Unexpected braking></p> <p>■Unmanipulated braking is activated while driving</p> <p>• Sudden braking is activated while driving</p> <p>• Braking activated, caused by broken parts</p> <p>• Unexpected braking performance brake is activated due to control failure</p> <p>■ Braking is stronger than usual</p> <p>• Sudden braking caused by broken parts or control failure</p> <p>■ Braking remains even after the brake pedal is released</p> <p>• Cannot run or causes fading phenomenon</p>		
	<p><Brake assist system></p> <p>■ ABS does not work properly.</p> <p>• Causes normal braking system failure.</p> <p>• ABS warning lamp does not light up</p> <p>• ABS unexpected application, or no activation, both with no warning lamp</p> <p>■ Booster does not work properly</p>	<p>■ ABS does not work properly</p> <p>• Brake system malfunction lamp lights up, but the basic braking system works properly</p> <p>■ Hill Start Assist system does not work</p>	
	<p><Vehicle stability></p> <p>■ Poor vehicle stability when braked</p> <p>• Steering function is impaired when braked</p> <p>■ Steering function is lost when braked</p> <p>• Typically unbalanced braking</p> <p>• Suddenly locks</p> <p>■ Only one side of the brake works</p> <p>• Braking power estimated to be more than 8%</p> <p>• Steering wheel control is lost when brake is stepped on</p>	<p>■ Poor vehicle stability when braked</p> <p>• But vehicle can be controlled by the driver</p>	
	<p><Brake fluid></p> <p>■ Damage, crack of piping, etc. and fluid leaks</p>	<p>■ Brake fluid seeps out</p>	
	<p><Pad and lining></p>	<p>■ Fast wearing of pad and lining</p> <p>■ Uneven pad wearing</p>	
	<p><Parking brake failure></p> <p>■ Pedal and/or lever force (operational force) does not transfer, causing the parking brake not to work</p> <p>■ Lever cannot be held in place at any latches causing the parking brake not to work</p> <p>■ Parking brake force drops while the parking brake is on, causing the vehicle to move.</p> <p>■ Parking brake force drops and required operational force (pedal/lever) increases.</p> <p>■ Parking brake is released without manipulation while parked; or the vehicle moves</p> <p>■ Parking brake cannot be released</p> <p>■ Parking brake suddenly works when driving</p> <p>■ Even cannot park on sloping road</p>	<p>■ Cannot release parking brake</p> <p>• Lever does not return</p>	
	<p><Abnormal noises></p> <p>■ Brake drags</p>	<p>■ Brake pedal travel is changed</p>	<p>■ Abnormal noise, judders but there are no parts breakage</p> <p>■ Have a bad sense on brake</p>

Examples for Rating Market Quality Information [Automobile] 2/5

Attachment 3-2 (Related to Article 6)

	Importance rank A	Importance rank B	Importance rank C
Criteria	<p>*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion.</p> <p>*Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities.</p> <p>*Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function</p> <p>*Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.</p>	<p>* Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A</p>	<p>* Those which do not fall in neither Importance Rank A or B.</p>
Power train	<p><Shift transmission / shift failure></p> <ul style="list-style-type: none">■ There is a difference between the indicator and the actual position■ Moves forward,backwards differently from the shift indicated■ Cannot shift gears when driving<ul style="list-style-type: none">• Vehicle cannot be stopped safely■ Cannot shift gears while vehicle is stopped<ul style="list-style-type: none">• Cannot start to drive■ Does not park lock<ul style="list-style-type: none">• Cannot not engage into the “P” position■ Clutch slips when driving (loss of function)<ul style="list-style-type: none">• Cannot go up a slope• Lose control of vehicle	<ul style="list-style-type: none">■ Cannot shift gears when driving<ul style="list-style-type: none">• But the vehicle can be stopped safely■ Cannot shift gears while vehicle is stopped<ul style="list-style-type: none">• Intermittent failures when starting the vehicle, but vehicle can start■ Cannot shift gears due to activation of fail safe function■ Clutch slips when driving<ul style="list-style-type: none">• Function declines but does not result in loss■ Hard to shift gears■ Revs us when changing gears■ Gear slips out	<ul style="list-style-type: none">■ Bad sense when shifting gears
	<p><Cannot run ></p> <ul style="list-style-type: none">■ Cannot run due to no power transmission■ Cannot start the vehicle once it has been stopped■ Suddenly stops■ Suddenly decelerates■ Cannot run due to oil leakage■ Propeller shaft breaks and falls off when driving■ Drive shaft falls off■ Drive shaft breaks■ Transmission case breaks and falls off while running■ Vehicle is locked while running	<ul style="list-style-type: none">■ Vehicle does not start in areas other than roads■ Decelerates	<ul style="list-style-type: none">■ Bad sense of acceleration
	<p><Fluid oil></p> <ul style="list-style-type: none">■ Sudden leakage of fluid, oil■ Substantial oil leakage	<ul style="list-style-type: none">■ Fluid, oil gradually leaks■ Transmission oil seeps out	
	<p>< Abnormal noise / shift shock ></p>	<ul style="list-style-type: none">■ Shift shock■ Abnormal noise<ul style="list-style-type: none">• When there is a possibility that the inside of transmission is damaged	<ul style="list-style-type: none">■ Abnormal noise<ul style="list-style-type: none">• There are abnormal noises from power train but has no effect when driving
	<p>< Others ></p> <ul style="list-style-type: none">■ Suddenly accelerates■ Suddenly starts■ Any user complaints relating to sudden start of AT vehicles<ul style="list-style-type: none">• When the vehicle suddenly moves forward or backwards• Suddenly accelerates while driving■ Device, part breaks and falls off■ Time lag at startup (3000 rpm or more for over 5 sec.)■ Vehicle moves when engaged in “P” position	<ul style="list-style-type: none">■ Judders when starting the vehicle■ Time lag when starting (3000 rpm or less, for 5 sec. or less)	

	Importance rank A	Importance rank B	Importance rank C
Electrical system / lighting system	<p><Electrical wiring, parts and battery-related matters></p>	<ul style="list-style-type: none">■ Burnout, electrical short circuit damage of wiring harness and melted coverings of electrical wiring, but does not affect vehicle functions■ Only the single electrical part(s) is burned out, internal short circuit, smoke, and/or damages but does not affect vehicle safety or functions■ Inadequate battery charging but does not affect vehicle functions■ Short life of battery	
	<p>■ Importance Rank for the following electrical system failures are to be determined by the severity of potential problem for each equipment</p> <ul style="list-style-type: none">• Burns, shorts, dissolution or damage of electrical wiring that affect vehicle functions• Disconnection of electrical wiring• Burns, internal shorts, smoke, heat, damages of electrical parts that affect vehicle functions• Inadequate battery charging affecting vehicle functions		
	<p>< Fuse ></p>	<ul style="list-style-type: none">■ Fuse capacity is not appropriate	
	<p><Other electrical system excluding lighting system></p> <ul style="list-style-type: none">■ Engine stalls while driving, and cannot restart the engine■ Low and high mode of front windshield wiper does not work■ Front windshield washer fluid does not squirt■ Horn does not sound■ Horn sounds when not manipulated and/or continuously■ TPMS operation failure<ul style="list-style-type: none">• <u>When TPMS malfunction indication lamp (MIL) lights up</u>■ Ignition key comes out excluding P-range■ Seat belt reminder does not work■ SRS indicator failure and does not light up■ Brake failure indicator does not light up■ Blower motor does not work■ Idling stop does not release<ul style="list-style-type: none">• cannot start even when operated with ignition	<ul style="list-style-type: none">■ Engine starting system failure■ Power window does not work■ TPMS operation failure<ul style="list-style-type: none">• <u>But TPMS malfunction indication lamp (MIL) lights up</u>■ Incorrect meter indication (fuel gauge indicates lower amount than actual, water temperature gauge shows higher temperature than actual)■ Idling stop does not release<ul style="list-style-type: none">• but can start when operated with ignition	<ul style="list-style-type: none">■ INT mode wiper lose function■ INT mode wiper works unnecessarily, or does not work properly■ Rear windshield wiper does not work properly■ INT mode wiper lose function■ Navigation system, audio does not work■ Smart key does not work properly■ Keyless entry system does not work properly■ Door actuator does not work but can unlock, lock the door manually■ Cannot automatically close and lock the sliding door but can manually■ Incorrect meter indication (those other than speedometer, fuel gauge, water temperature gauge)■ Illumination does not light up (excludes combination meter)
	<p><Headlight></p> <ul style="list-style-type: none">■ Does not light up when driving■ Cannot switch from HI to LO■ Can switch between HI and LO by reverse manipulation■ Luminosity is too low or too high<ul style="list-style-type: none">• Those that do not comply with regulations■ Optical axis is astray<ul style="list-style-type: none">• Astraying that does not comply with regulations■ Flickering light■ Water intrusion	<ul style="list-style-type: none">■ Headlight flickers■ Cannot adjust beam axis	<ul style="list-style-type: none">■ Optical axis is astray<ul style="list-style-type: none">• But complies with regulations
	<p><License plate light></p> <ul style="list-style-type: none">■ Does not light up■ Does not work with the headlights		
	<p><Brake lamp></p> <ul style="list-style-type: none">■ Always lighted even when not braking■ Does not light up when braked		
	<p><Auxiliary brake lamp></p> <ul style="list-style-type: none">■ Always lighted even when not braked■ Does not light up when braked		
	<p><Hazard warning flashing lamp></p> <ul style="list-style-type: none">■ Does not flash		
	<p><Brake lamp></p> <ul style="list-style-type: none">■ Always lighted even when not braking■ Does not light up when braked		
	<p><Other lighting devices></p> <ul style="list-style-type: none">■ Tail light does not light up■ Turn signal light does not blink■ Position lamp, side marker light does not light up■ Lens of lighting devices breaks		<ul style="list-style-type: none">■ Natural dew condensation of lighting devices (but lighting function operates properly)■ Fog lamp does not light up, lens crack, water intrudes■ Apperance damage, stain

Examples for Rating Market Quality Information [Automobile] 3/5

Attachment 3-3 (Related to Article 6)

Criteria	Importance rank A	Importance rank B	Importance rank C
	*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	* Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	* Those which do not fall in neither Importance Rank A or B.
Engine / exhaust system	<Start-up failure> ■Does not start	■ Takes time to start	
	<Engine stall> ■ Engine stalls while vehicle is idling or at the start of driving • Does not restart ■ Engine stalls while driving • Able to coast and stop safely, but cannot restart the vehicle • Able to coast and stop safely, but takes time to restart the engine ■ Engine locks when driving ■ Brake is suddenly activated	■ Engine stalls while vehicle is idling or at the start of driving • But engine does start ■ Engine stalls while driving • But able to coast and stop safely; engine easily restarts	
	<Abnormal engine speed> ■ Engine speed does not decrease when accelerator is released ■ No increase in engine speed when accelerator is depressed ■ Accelerator is depressed but no increase in engine speed • Damage in the linkage, etc. (vehicle does not drive) ■ Unexpected deceleration • When the deceleration is too sharp ■ Suddenly accelerates (sudden acceleration, runaway, engine rev-up) ■ Unexpected increase in engine speed • Vehicle suddenly starts	■ No increase in engine speed when accelerator is depressed • When fail safe system, etc. is activated ■ Unexpected deceleration • But deceleration is not sharp ■ Unexpected increase in engine speed • But does not suddenly start ■ Abnormal idling ■ Stumbles, bad acceleration feeling	
	<Coolant leakage> ■ Radiator coolant leaks inside the passenger compartment • Obstructs the front view or causes burns ■ Engine coolant leaks outside the passenger compartment • When it leaks in large volumes at once	■ Radiator coolant leaks outside the vehicle compartment • Leaks gradually (Able to predict through the water thermometer, malfunction lamp, etc.)	
	<Overheat / overcool> ■ Overheat (excludes engine coolant leakage) • When there are no warning indications from water thermometer, malfunction lamp, etc.	■ Overheat (excludes radiator coolant leakage) • When notified by indicators of water thermometer, malfunction lamp, etc. ■ Overcool	
	<Fuel consumption>	■ Poor fuel consumption • Needs part replacements	
	<Engine oil> ■ Engine oil leakage • When it suddenly leaks • Oil spews • Substantial amount of oil leakage • Oil leakage caused by broken system , part	■ Engine oil leakage (excludes fire) • Gradually leaks ■ Engine oil seeps out ■ Large consumption of engine oil	

	Importance rank A	Importance rank B	Importance rank C
	<Backfire / misfire> ■ Misfire • Catalytic converter is broken	■ Backfire (excludes fire) ■ Misfire • But catalytic converter is not broken	
Engine / exhaust system	<Fuel evaporative emission> ■ Fuel evaporative emission leakage		
	<Overheating from electrical short circuit, exhaust system> ■ Burnout or melting due to abnormally high temperature of exhausting system ■ Abnormally high temperature of electrical short circuit, exhaust system resulting in overheating • Causing burn injuries, fires or those of such possibilities		
	<Emission gas> ■emissions leakage	■ Small volume emissions leakage • But does not have secondary damage	
	< Exhaust noise> ■ Noise increase from breakage, falling-off, etc. ■ Exhaust pipe is cracked	■ Noise increase • But is not accompanied by breakage, falling off, etc.	
	<Belts> ■ Belt is broken • Timing belt, power steering belt	■ Belt is broken • Those other than timing belt, power steering belt	
	<Engine mount> ■ Engine mount is broken • Cannot run	■ Engine mount is broken • But can run	
	<Auxiliary system> ■ Oil leakage from auxiliary system	■ Oil leakage from auxiliary system • But does not affect other vehicles in terms of safety	
	<Abnormal noise> ■ Engine is broken ■ Crankcase emission control system is broken ■Abnormal noise, vibration due to breakage of parts, etc.	■ IMA system does not work properly (vehicle can be driven by engine) ■ Check lamp lights up	■ Abnormal noise from fuel system (but has no affect on function) ■ Abnormal noise from fule supplied parts ■ Vibration, booming noise from muffler (but has no affect on vehicle function) ■ <u>Knocking</u>
Fuel system	<Fuel leakage> ■ Fuel leakage of gasoline, liquefied gas • More serious than dripping ■ Large amount of fuel leakage (Leakage due to fuel system damage and breakage)	■ Oozing of gasoline , liquified gas • Less than seeping out ■ Fuel leakage of diesel fuel • Less than dripping	
	<Fuel supply>	■ Insufficient fuel supply • But engine does not stall	
	■If engine stalls due to insufficient fuel supply volume, make judgments based on the symptoms from "Engine."		
	<Others> ■ Interference of fuel pipe, hose		

Attachment 3-4 (Related to Article 6)

Examples for Rating Market Quality Information [Automobile] 4/5

	Importance rank A	Importance rank B	Importance rank C
Criteria	*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	* Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	* Those which do not fall in neither Importance Rank A or B.
Driving system	<Wheel, tire> ■ Cannot run due to wheel damage ■ Wheels came off while driving ■ Cannot run due to tire breakage ■ Tire burst while driving ■ Air leaks rapidly other than punctuated tire	■ Wheel is damaged but can run ■ Tire breakage but can run ■ Air gradually leaks (other than punctured tire)	
	<Spare tire> ■ Spare tire is unusable		
	<Others> ■ Wheels locked while driving ■ Axle broke ■ Parts relating to driving system rattles, falls off, breaks ■ Loose or crack in the wheel ■ Interference of vehicle body and tire	■ Drifts ■ Uneven, stepped wear of tire	■ Abnormal noise (but has no affect on vehicle function) ■ Have a bad sense when driving (but has no affect on vehicle function) ■ Vibration (but has no affect on vehicle function)
Suspension system	< Vehicle stability > ■ Vehicle stability is lost and cannot continue to drive ■ Cannot drive, steer ■ Suspension system broke, falls off ■ Sudden tug of steering wheel when driving ■ Cannot steer,brake when driving		
	<Suspension function declines>	■ Suspension function declines but can run ■ Gas leakage from dumper or stiffly pulled	
	<Vehicle height>	■ For vehicles with air suspension system, the lift control speed is slow	■ There is a difference in vehicle height
	<Abnormal noise, others>	■Abnormal noise from suspension system · Accompanied by part breakage, looseness ■ Oil leakage from suspension system ■ Rust on parts of suspension system (exclude surface corrosion)	■ Vibration, abnormal noise but no part breakage

	Importance rank A	Importance rank B	Importance rank C
Vehicle body	<Frame> ■ Crack in the frame, which is related to body structure strength		
	<Roof-rack, roof-visor> ■ Exterior parts of vehicle body falls off when driving · Roof-rack, roof-visor, etc. falls off when driving		
	<Back door> ■ Back door, trunk comes down when opening · Unexpectedly comes down	■ Back door, trunk drops when opening · Gradually comes down ■ Back door, trunk cannot be closed	
	<Hood> ■ Hood separates from the vehicle when crashes ■ Hood opens when driving	■ Hood does not close · But auxiliary lock works	■ Hard to close the hood
	<Door glass / glass hatch>	■ Door window does not ascend and/or descend ■ Side window glass does not open and/or close ■ Glass hatch comes off when opening and closing	
	<Spare tire career> ■ Spare tire career broke while driving		
Passenger accommodation	<Rust / abnormal noise, etc.> ■ Defective suspension mounting area due to rust or breakage of body frame. ■ Injury to human body caused by poor machining of the vehicle ■ Crack in the front windshield glass	■ Front windshield glass is distorted (within the wiping area)	■ Rust · But has no effect when driving as usual ■ Vehicle corrosion ■ Abnormal noise (but has no affect on vehicle function) ■ Front windshield glass is scratched ■ Front windshield glass is distorted (areas not within the wiping area)
	<Seat belt> ■ Cannot extend and/or retract seat belt ■ Cannot fasten and/or unfasten seat belt · Cannot unfasten buckle · Cannot fasten ■ Inadequate strength of seat belt installation device · Rattling or cracked anchor · Loose belt ■ Weak shock absorption · Belt is damaged, or ravel, etc. ■ Seat belt reminder does not work	■Hard to unfasten seat belt	■ Hard to buckle seat belt (but can be used properly) ■ Weak seat belt retraction but can be retracted.
	<Seat> ■ Sitting posture cannot be maintained · Seat collapses while running · Seat rail is broken ■ Head rest falls off	■ Operation failure of electrovotive lift while ascending or descending ■ Seat (seat rail) cannot be adjusted ■ Head rest rattles	■ Seat (including seat rail, seat back) rattles
	<Entrance , exit> ■ Back door unexpectedly opens when driving ■ Door does not open from the inside ■ Door opens when driving ■ Door opens when the vehicle collides ■ Door does not close ■Cannot close the tailgate	■ Gate opens too fast ■ Defective locking and/or unlocking of the door ■ Door does not open from outside ■ Hard to close the door	■ Opening and closing of door is not smooth
	<Others> ■ Rearview and door mirrors fall off	■ Rearview and door mirrors are not adjustable.	

Examples for Rating Market Quality Information [Automobile] 5/5

Attachment 3-5 (Related to Article 6)

Criteria	Importance rank A *Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	Importance rank B * Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	Importance rank C * Those which do not fall in neither Importance Rank A or B.
Others	<Air bag> ■ Does not inflate • Warning lamp does not light up ■ Takes time to inflate air bag ■ Air bag inflates when not necessary • When driving • When vehicle is parked	■ Does not inflate • But SRS warning lights up prior to accident	
	<Air conditioner> ■ Defroster does not work • Cannot promptly defog front windshield glass	■ Air conditioner compressor is locked ■ Air conditioner does not work	■ Abnormal noise from air conditioner compressor (but has no function failure) ■ Air conditioner does not maintain adequate room temperature ■ Does not work
	<Jack, winch> ■ Jack failure • Jack-up position does not stay and comes down		■ Winch does not work
	<Speedometer> ■ Does not work • When driving ■ Poor visibility • When driving	■ Hard to read the speedometer • When starting the vehicle	
	<Injury> ■ Injury caused by door handle ■ Injury when adjusting seat ■ Injury caused by air bag ■ Treated for the injury, burn injury, etc. at the hospital		
	<Car navigation / TV / refrigerator>		■ Car navigation / TV does not work properly ■ Refrigerator does not remain cool
	<Others> ■ Vehicle fire, explosion, burnout • Causing burnouts on vehicle body and its surroundings ■ Activities requiring fire extinguishing ■ Part falls off ■ Antitheft device does not work ■ Cannot fix the wheelchair ■ Wiper chattering, leaves unwiped areas that obstructs the view	■ Single part burnt (Fire is extinguished by itself) • Only internal part is burnt or only the wire covering is melted and damaged ■ Smoke emerge ■ Cannot raise the wheelchair ■ Wiper chattering, leaves unwiped areas that obstructs the view	■ Wiper makes noise when in motion
	<Serviceability> ■ Any problems caused due to serviceability (Importance Rank is determined depending on the seriousness for each equipment) ■ Errors, omissions, misdescriptions, wrong installation on the model plate or in the maintenance note (Importance Rank is determined depending on the seriousness for each equipment)		

Examples for Rating Market Quality Information [Motorcycle] 1/3

Attachment 4-1 (Related to Article 6)

	Importance rank A	Importance rank B	Importance rank C
Criteria	<p>*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion.</p> <p>*Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities.</p> <p>*Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function</p> <p>*Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.</p>	<p>* Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A</p>	<p>* Those which do not fall in neither Importance Rank A or B.</p>
Steering system	<p><Cannot be operated></p> <ul style="list-style-type: none"> ■ Overturns or has the possibility of overturning • When steering power is not transferred • Cannot maintain the vehicle in its lane 		
	<p><Unstable steering></p> <ul style="list-style-type: none"> ■ Unstable steering wheel handling while driving • Roll over, or has the possibility of roll over • Parts breakage, looseness 	<ul style="list-style-type: none"> ■ Unable steering while running • Steering wheel rattles while steering ■ Steering wheel is heavy 	
	<p><Steering lock failure></p> <ul style="list-style-type: none"> ■ Cannot engage steering lock ■ Cannot release steering lock • Steering lock key turns and engine starts, but cannot turn back the lock pin 	<ul style="list-style-type: none"> ■ Cannot release the steering lock • Cannot start the engine 	<ul style="list-style-type: none"> ■ Cannot lock, unlock the lock (motorcycle)
	<p><Steering wheel vibration / abnormal noise and others></p> <ul style="list-style-type: none"> ■ Handle vibrates, abnormal noise • Parts breakage, looseness 	<ul style="list-style-type: none"> ■ Steering vibration, abnormal noise , parts breakage and looseness that impair driving 	<ul style="list-style-type: none"> ■ Have a bad sense when steering
Power train	<p>< Gear shifting failure></p> <ul style="list-style-type: none"> ■ Cannot shift gears when driving, and cannot stop the vehicle safely ■ Clutch slips when driving, and lose control of vehicle ■ Hard to change gear • disrupts the driving 	<ul style="list-style-type: none"> ■ Cannot shift gears when driving, but can stop the vehicle safely ■ Cannot engage in change when vehicle is stopped ■ Clutch function declines when driving ■ Hard to shift gears • Affects driving ■ Gear slips out 	<ul style="list-style-type: none"> ■ Judders when starting the vehicle ■ Hard to change gears
	<p>< Cannot drive ></p> <ul style="list-style-type: none"> ■ Wheels lock when driving ■ Rapidly decelerates ■ Suddenly accelerates ■ Starts suddenly ■ Drive shaft, chain, etc. breaks and falls off when driving 		
	<p><Fluid oil></p> <ul style="list-style-type: none"> ■ Sudden leakage of fluid oil ■ Substantial oil leakage 	<ul style="list-style-type: none"> ■ Fluid oil gradually leaks 	<ul style="list-style-type: none"> ■ Transmission oil seeps out
	<p><Abnormal noise / shift shock></p>	<ul style="list-style-type: none"> ■ Abnormal noise, shift shock • Accompanied by part breakage, looseness 	<ul style="list-style-type: none"> ■ There are abnormal noises from power train, but has no effect when driving
	<p><Others></p>	<ul style="list-style-type: none"> ■ Decelerates 	<ul style="list-style-type: none"> ■ Have a bad sense of acceleration

	Importance rank A	Importance rank B	Importance rank C
Brake system	<p>< Inability to brake ></p> <ul style="list-style-type: none"> ■ Brake does not work when driving • Pedal and/or lever force (operational force) does not transfer, causing the brake not to work • Cannot brake because hydraulic pressure is not produced 		
	<p><Braking performance declines ></p> <ul style="list-style-type: none"> ■ Braking performance deteriorates when braked as usual ■ Braking performance deteriorates substantially when repeatedly braked (Fading) 	<ul style="list-style-type: none"> ■ Braking is weaker than usual 	
	<p><Unexpected brake force></p> <ul style="list-style-type: none"> ■ Sudden braking is activated while driving • Unmanipulated braking is suddenly activated while driving • Braking suddenly activated, caused by broken parts ■ Emergency brake is activated when usual braking is manipulated • Sudden braking caused by broken parts or control failure ■ Cannot drive due to prolonged braking even after the brake pedal is released or fading phenomenon occurs 		
	<p>< Antilock Brake System ></p> <ul style="list-style-type: none"> ■ ABS does not work and brake system malfunction lamp does not light up 	<ul style="list-style-type: none"> ■ ABS does not work and brake system malfunction lamp lights up, but the basic braking system works properly 	
	<p><Vehicle stability></p> <ul style="list-style-type: none"> ■ Poor vehicle stability when braked • Impairs steering function 	<ul style="list-style-type: none"> ■ Poor vehicle stability when braked • But vehicle position can be maintained when by the driver 	
	<p><Brake fluid></p>	<ul style="list-style-type: none"> ■ Brake fluid seeps out 	<ul style="list-style-type: none"> ■ Stain of brake fluid oil (not from leakage, seeping) ■ Brake fluid seeps out from master cylinder cap
Suspension system	<p><Parking brake failure></p> <p>* When the following applies to certified parking brake system</p> <ul style="list-style-type: none"> ■ Pedal and/or lever force (operational force) does not transfer, causing the brake not to work ■ Lever cannot be held in place at any latches, causing the parking brake not to work ■ Vehicle is parked but moves due to decline in parking brake power ■ Parking brake force drops and required operational force (pedal/Lever) increases ■ Parking brake cannot be released • But lever returns 	<p>* When the following applies to certified parking brake system</p> <ul style="list-style-type: none"> ■ Cannot release parking brake • Lever does not return 	
	<p><Others></p>	<ul style="list-style-type: none"> ■ Brake drags 	<ul style="list-style-type: none"> ■ Abnormal noise, judders ■ Have a bad sense when parking
	<p><Driving stability></p> <ul style="list-style-type: none"> ■ Vehicle stability is lost and cannot continue to drive ■ Sudden tug of steering wheel when driving ■ Cannot steer , brake when driving 		
	<p><Suspension function declines></p>	<ul style="list-style-type: none"> ■ Suspension function declines but can run 	<ul style="list-style-type: none"> ■ Large vibration ■ Have a bad sense of suspension
	<p><Abnormal noise, others></p> <ul style="list-style-type: none"> ■ Abnormal noise from suspension system • Parts breakage, looseness ■ Substantial oil leakage 	<ul style="list-style-type: none"> ■ Cannot drive properly due to abnormal noise from suspension system • Accompanied by part breakage, looseness 	<ul style="list-style-type: none"> ■ Oil seeps out ■ Abnormal noise from suspension system but does not impair driving

Examples for Rating Market Quality Information [Motorcycle] 2/3

Attachment 4-2 (Related to Article 6)

Criteria	Importance rank A	Importance rank B	Importance rank C
	*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	* Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	* Those which do not fall in neither Importance Rank A or B.
Engine, exhaust system, fuel system	< Poor start-up >	■ Does not start ■ Takes time to start	
	<Engine stall> ■ Engine stalls while driving · Able to coast but engine locks and is in a dangerous condition (Occurs suddenly when driving) ■ Suddenly stops	■Engine stalls while vehicle is idling or at the start of driving ■ Engine stalls while driving · But able to coast and stop safely	
	<Abnormal engine speed > ■ Abnormal engine speed · Driver cannot decrease the engine speed · There is a lag in engine speed decline after returning the throttle · No increase in engine speed even though the driver opens the throttle and does not drive · Abnormal idling, bad acceleration (impairs driving) ■ Unexpectedly decelerates · Rapidly decelerates · Engine brake is rapidly activated all of a sudden ■ Vehicle suddenly starts from unexpected engine speed increase ■ Suddenly accelerates (runaway, abrupt engine rev-up)	■ Abnormal engine speed · Driver operates throttle, and engine speed decrease (poor self return) ■ Unexpectedly decelerates · Does not decelerate rapidly ■ Unexpected increase in engine speed · Does not accelerate suddenly	■ Abnormal idling, stumbling, poor acceleration feeling (Does not impair driving) ■ Engine failure · Engine stops, but can restart
	<Radiator coolant leakage> ■ Sudden leakage of radiator coolant in large volumes (for those that applies) ■ Coolant leakage from burnt	■Radiator coolant leakage · Leaks gradually	■Radiator coolant seeps out
	<Overheating> ■ Overheat (excludes coolant leakage) · with no notice of water temperature, lighting, etc.	■ Overheat (excludes coolant leakage) · with notice of water temperature, lighting, etc.	
	<Fuel consumption>	■ Poor fuel consumption · Accompanied by part failures	
	<Engine oil> ■ Engine oil suddenly leaks · suddenly leaks · oil spews out · signification oil leakage · oil leakage due to breakage of components, parts	■ Engine oil leaks gradually ■Large consumption of engine oil · Part failure	■ Engine oil seeps out
	<Backfire / misfire> ■ Catalytic converter is broken	■Backfires (excludes fire) · Accompanied by parts failure ■ Misfire · but no breakage of catalytic converter	■ Afterburn · Not accompanied by damaged parts
	<Overheating from electrical short circuit , exhaust system> ■Overheating due to abnormally high temperature of electrical short circuit, exhaust system · Causing burn injuries, fires or those of such possibilities		
	<Emission gas> ■ Abnormal emission gas · Abnormal smoke emerge ■ Emissions leakage · Emissions leakage before purification due to broken exhaust pipe, etc. (For those with emission laws)	■Unusual emission gas, emissions leakage, noise increase · Other than importance rank A	
	<Increased noise> ■ Significant noise increase due to breakage, falling off of muffler	■ Noise increase · Those other than in importance rank A	

Electrical system / lighting system	<Fuel leakage> ■ Fuel leaks, seeps out		
	<Abnormal noise, vibration, and others> ■ Abnormal noise, vibration of engine · Bearing is broken and cracked, tensioner is broken , etc. ■ Overheat	■ Abnormal noise, vibration (engine) · Not accompanied by damaged parts	■ Abnormal noise of engine · Worn bearing, tensioner, etc.
	<Electrical wiring, parts and battery-related matters>	■Burnout, electrical short circuit, melted and/or damaged electrical wiring that does not affect vehicle functions ■Burnout, internal short circuit, smoke, and/or damages of electrical parts that does not affect vehicle functions ■Inadequate battery charging that does not affect vehicle functions ■Short life of battery	
	■ Importance Rank for the following electrical system failures are to be determined by the severity of potential problem for each equipment · Burns, shorts, dissolution or damage of electrical wiring that affect vehicle functions · Disconnection of electrical wiring · Burns, internal shorts, smoke, heat, damages of electrical parts that affect vehicle functions · Inadequate battery charging affecting vehicle functions		
	<Fuse>	■ Fuse capacity is not appropriate	
	<Other electrical system excluding lighting system> ■ Horn does not sound		■ Fuel meter does not work ■ No functional failure even if warning lamp is lighted
	<Headlight> ■ Does not light up when driving ■ Cannot switch from HI to LO ■ Is too dark or too bright ■Optical axis is astray	■ Can switch HI and LO by reverse manipulation	
	<License plate light> ■ Does not light up ■ Does not light up with thefront headlights		
	<Brake lamp / auxiliary brake lamp> ■ Always lighted even when not braked ■ Does not light up when braked	■ Auxiliary brake lamp does not light up when braked	
	<Other lighting devices> ■ lights do not sometimes light up (includes flickering) ■ Tail light does not light up ■ Turn signal light does not flash blink ■ tun signal indication in the meter does not light up ■ neutral lamp does not work	■ Lighting devices sometimes does not light up	■ Abnormal noise ■ Position lamp does not light up

Attachment 4-3 (Related to Article 6) Examples for Rating Market Quality Information [Motorcycle] 3/3

Criteria	Importance rank A *Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	Importance rank B * Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	Importance rank C * Those which do not fall in neither Importance Rank A or B.
Driving system	<Wheel, tire> ■ Damaged or broken tires, wheel that cannot run ■ Tires lock, burst while driving ■ Wheel comes off during driving, fram breaks ■ Excessive air leakage not due to puncture ■ Wheel gutters ■ Interference between frame and tire	■ Damaged or broken tires, wheels but can run ■ Steering wheel control is lost ■ Gradual air leakage not due to puncture ■ Cannot adjust the air pressure	■ Abnormal noise not accompanied by parts breakage ■ Have a bad sense when driving ■ Vibration
Vehicle body / , passenger accommodation	<Frame> ■ Cannot drive due crack in the frame	■ Frame cracked when driving · But can drive	
	<Engine mount> ■ Engine mount is broken · Does not run	■ Engine mount is broken · But can drive	
	<Seat> ■ Separates, breaks, falls off when driving ■ Passenger grip falls off		■ Seat rattles ■ Have a bad sense when driving
	<Step> ■ Foot step comes off		
	<Others> ■ Rearview mirror falls off		■ Rust, corrosion (vehicle body) · But has no effect when driving as usual
Others	<Parking stand> ■ Parking stand falls off · Has the possibility of affecting safety	■ Parking stand falls off · There is no possibility of reducing safety	
	<Speedometer> ■ Speedometer does not work when driving	■ Unclear display of speedometer · when starting	■ Odometer does not work
	<Others> ■ Vehicle fire , explosion · Causing burnouts on vehicle body and its surroundings ■ Activities requiring fire extinguishing ■ Air bag does not inflate ■ Air bag inflates when not necessary	■ Only a part is burnt out (only for naturally extinguished fire) · Only internal part is burntout or only wire covering is melted and damaged	
	<Serviceability, etc.> ■ Problems caused during difficult maintenance (Importance Rank determined by the severity of potential problem for each equipment) ■ Errors, omissions or misdescriptions on the model plate or in the maintenance note. Wrong installation (Importance Rank determined by the severity of potential problem for each equipment)		

Attachment 5-1 (Related to Article 6)

Examples for Rating Market Quality Information 【Mini-sized special vehicle】 1/2

Criteria	Importance rank A * Information on personal injury, accident, fire or explosion, and that may result in this situation * Information on nonconformity to Regulations concerning safety / environmental pollution (Safety Regulations, applicable laws and regulations in the country, etc.), and that may result in this situation * Information on critical failure in safety or environmental pollution prevention function of a vehicle or completed product, and may result in this * Information for which the head of service section determines that urgent measures need to be taken considering customer nuisance and effect extent in the market	Importance rank B * Information on failure in function not included in Importance A which affects the vehicle or completed product, and that may result in this situation	Importance C * Information not included in neither Importance A nor B
Steering system	<Cannot be operated> ■ Cannot be operated because steering power is not transmitted securely • Steering power is not transmitted • Vehicle cannot stay in one lane		
	<Unstable steering>	■ Unstable steering due to steering wheel excessive free play while running • Steering wheel can be turned	
	<Power steering failure>	■ Power steering / assisting performance is lost • Steering wheel can be turned	
	<Steering wheel vibration / abnormal noise, and others>	■ Excessive steering wheel vibration while running	■ Abnormal noise from steering wheel ■ Bad operation feeling
Power train	<Shift failure> ■ Discrepancy between actual position and display ■ No shift change while running (excluding P range) • Vehicle cannot be stopped safely ■ Cannot shift gears while vehicle is stopped • Poor start-up at normal times ■ Clutch slips while running • Large slip when going up a slope due to lost function, or vehicle control is lost	■ No shift change while running (excluding P range) • Vehicle can be stopped safely ■ Cannot shift gears while vehicle is stopped • Start-up possible • Provisional start-up failure ■ Fail safe function works, and does not shift gears (excluding P range) ■ Clutch slips while running • Does not result in lost function (defective function) ■ Difficult to shift gears, slips out	■ Bad gear shifting feeling
	<Running function> ■ Cannot run because power transmission not possible ■ Propeller shaft breaks and falls off while running ■ Drive shaft breaks and falls off while running ■ Clutch housing breaks and falls off while running ■ Vehicle is locked while running		■ Bad acceleration feeling ■ Does not increase speed
	<Fluid oil> ■ Fluid oil leaks suddenly	■ Fluid oil leaks gradually	■ Gear oil seeps out
	<Abnormal noise / shift shock>	■ Abnormal noise / shift shock • Parts breakage and looseness	
	<Others> ■ Start suddenly or start reversely ■ Accelerates suddenly while running ■ P range engaged while stopped, and vehicle moves		

	Importance rank A	Importance rank B	Importance rank C
Electrical system / lighting system	<Electrical wiring, parts and battery-related matters>	■ Burnout / electrical short circuit / melted and damaged wire coverings of electrical wiring (Does not affect vehicle functions) ■ Burnout / internal short circuit / smoke / damages of electrical parts (Does not affect vehicle functions) ■ Inadequate battery charging (Does not affect vehicle functions) ■ Battery service life is decreased more than usually	
	■ To determine failure in electrical system listed below, refer to respective failure modes. • Burnout / electrical short circuit / melted and damaged wire coverings of electrical wiring (Affects vehicle functions) • Disconnection of electrical wiring • Burnout / internal short circuit / smoke / heat / damage of electrical parts (Affects vehicle functions) • Inadequate battery charging (Affects vehicle function)		
	<Fuse>	■ Inadequate fuse capacity	
	<Headlight / brake lamp> ■ Headlight does not light up while running ■ Headlight cannot switch between HI and LO ■ Beam axis off-set ■ Brake lamp is always lighted while not braking ■ Brake lamp does not light up while braking		
Brake system	<Cannot brake> ■ Brake becomes ineffective while running • Cannot brake because pedal force / operational force is not transmitted • Cannot brake because hydraulic pressure is not produced		
	<Decreased braking power> ■ Braking power drops unusually during normal braking		
	<Unexpected brake force> ■ There is sudden braking action while running even though the brake was not manipulated • Brake is activated due to broken parts ■ Braking action remains even after the brake pedal is released • Cannot run, or fading phenomenon		
	<Vehicle stability> ■ Vehicle stability is poor while braking • Steering performance is impaired while braking	■ Vehicle stability is poor while braking • Vehicle position can be manipulated by operating the steering wheel	
	<Brake fluid>	■ Brake fluid seeps out	
	<Pad and lining>	■ Early wear of pad and lining	
	<Parking brake failure> ■ Pedal force / operating force is not transmitted, and parking brake cannot work ■ Lever cannot be latched, and parking brake cannot work ■ Brake force drops while vehicle is parked, and vehicle moves • Component part is damaged ■ Parking brake force drops, and pedal force / operating force increases unusually ■ Parking brake cannot be released • Lever returns	■ Parking brake cannot be released • Lever does not return	
	<Abnormal noise, and others> ■ Brake drags	■ Abnormal noise when braking ■ One-sided braking	

Attachment 5-2 (Related to Article 6)

Examples for Rating Market Quality Information 【Mini-sized special vehicle】 2/2

Criteria	Importance rank A * Information on personal injury, accident, fire or explosion, and that may result in this situation * Information on nonconformity to Regulations concerning safety / environmental pollution (Safety Regulations, applicable laws and regulations in the country, etc.), and that may result in this situation * Information on critical failure in safety or environmental pollution prevention function of a vehicle or completed product, and may result in this * Information for which the head of service section determines that urgent measures need to be taken considering customer nuisance and effect extent in the market	Importance rank B * Information on failure in function not included in Importance A which affects the vehicle or completed product, and that may result in this situation	Importance C * Information not included in neither Importance A nor B
Engine / exhaust system	<Poor start-up>	■ Cannot start	
	<Engine stall> ■ Engine stalls while vehicle is stopped or started • Cannot be restarted ■ Engine stalls while running • Engine locks while running • Can coast and make a stop safely, but vehicle cannot be restarted or it takes time to restart the engine	■ Engine stalls while vehicle is stopped or started • Can be restarted	
	<Abnormal engine revolutions> ■ Engine revolves unusually • Even though the accelerator is returned, there is no decrease in revolutions • Even though the accelerator is depressed, there is no increase in revolutions • Unexpected increase in revolution ■ Accelerates suddenly ■ Starts suddenly	■ Unexpected deceleration ■ Stumble, bad acceleration feeling	
	<Coolant leakage> ■ Coolant leakage inside vehicle compartment • Obstruction of front view or scalding ■ Sudden large volumes of coolant leakage outside vehicle compartment	■ Coolant leakage outside vehicle compartment • Leaks gradually (Alarm by water thermometer and warning lamp)	
	<Overheat> ■ Overheat (excluding coolant leakage) • No alarm by water thermometer and warning lamp	■ Overheat (excluding coolant leakage) • Alarm by water thermometer and warning lamp	
	<Engine oil> ■ Sudden leakage of engine oil	■ Gradual leakage	
	<Overheating by electrical short circuit / exhaust system> ■ Overheating by electrical short circuit / exhaust system		
	<Emission gas > ■ Abnormal emission gas • Abnormal smoke		
	<Increased noise> ■ Noise increases because exhaust pipe breaks, falls off, etc.		
	<Belts> ■ Belt is broken		
	<Engine mount> ■ Engine mount is broken • Failure increases	■ Engine mount is broken • Failure increases	
	<Abnormal noise / vibration, and others>	■ Abnormal noise, vibration • Parts breakage	
	<Fuel leakage> ■ Leakage and seeping out due to fuel system breakage and separation		
Fuel system			

	Importance rank A	Importance rank B	Importance rank C
Running system	<Wheel tire> ■ Cannot run due to wheel damage ■ Cannot run due to tire breakage • Tire bursted while running	■ Cannot run due to wheel damage	
	<Others> ■ Running system falls off ■ Axle is broken ■ Tire locks while running ■ Wheel is separated while running		■ Abnormal noise, vibration ■ Bad running feeling ■ Air leakage (excluding punctured tire)
Suspension system	<Decline in suspension function, and others> ■ Cannot be operated ■ Suspension system falls off ■ Steering wheel is pulled suddenly while running ■ Cannot steer / brake while running	■ Difficult to be operated (Unstability) ■ Interference due to decline in suspension function	■ Abnormal vibration ■ Bad operation feeling
Vehicle body / passenger accommodation	<Door> ■ Door opens while running		
	<Hood> ■ Hood opens while running • No front visibility • Hood falls off	■ Hood opens while running • Cannot be fully opened	
	<Seat belt> ■ Cannot pull out / retract seat belt • Buckle cannot be removed • Cannot be attached ■ Inadequate strength of seat belt installation device		
	<Seat> ■ Seat collapses while running		
	<Entrance / exit> ■ Entrance / exit door does not open • Cannot get out from all doors	■ Entrance / exit door does not open • Can get out from any one of doors ■ Defective locking / unlocking the door	
	<Others> ■ Back mirror falls off		
Others	<Injury, others> ■ Runaway, collision, Overturning ■ Vehicle fire / explosion • Vehicle body and surrounding area ■ Fire fighting ■ Treated for the injury, burn injury, etc. at the hospital ■ Defective working device faffects running on the road	■ Part burnt out (natural fire extinguishment only) • Burnout inside parts or melted and damaged wire harness protective coating ■ Smoke ■ Defective working device does not affect running on the road	
	<Serviceability> ■ Failure caused by serviceability (determined by failure mode)		

Attachment-6 (Related to Article 6) Examples for Rating Market Quality Information [Riding power products /cutting tool products (farm tractor / snowplow / lawnmower / trimmer (brush cutter), etc.) and others]

Criteria	Importance rank A	Importance rank B	Importance rank C
	*Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	* Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	* Those which do not fall in neither Importance Rank A or B.
	Steering wheel		
	Power train		
	Electrical system / lighting system		
	Driving system		
	■ Cannot steer ■ Steering wheel broke ■ Steering wheel is separated ■ Cannot easily turn the steering wheel	■ Steering wheel is unstable when manipulated ■ Steering wheel is heavy (applies to riding lawn mower) ■ Unstable working (applies to riding lawn mower)	■ Abnormal vibration ■ Abnormal noise ■ Have a bad sense when steering
	■ Cannot disengage the clutch ■ Suddenly stops (applies to riding products) ■ Suddenly decelerates (applies to farm tractor) ■ Clutch engages or disengages contrary to driver's intention ■ Rotates, reverse runs contrary to driver's intention ■ Does not stop even if accelerator lever is released ■ Rapidly accelerates ■ There is a difference between the indicator and the actual position ■ Clutch slips when operating · Lose function and dangerously slips when going up a slope; or lose vehicle control	■ Clutch is does not or sometimes does not engage ■ Cannot shift ■ Leakage of transmission oil ■ Does not shift gears when driving ■ Clutch slips when driving · But function is not lost (function decline)	■ Have a bad sense when accelerating ■ Abnormal noise, judders when starting ■ Hard to shift gears ■ Have a bad sense when shifting gears ■ Hard to change gear ■ Gear oil seeps out ■ Cannot speed up
	■ Seat SW does not work (passenger lawn mower) ■ Emergency SW does not work ■ Headlight constantly blinks or suddenly goes out (passenger product) ■ Suddenly moves contrary to driver's intention	■ Engine does not stop even though engine stop SW is not turned off ■ Smoke emerge ■ Horn does not sound	■ Oil alert does not work
	■ Running system falls off ■ Breakage of tire, wheel, etc. ■ Axle breakage ■ Tire locks when operating, wheel separates, tire separates entirely from the car	■ Axle breakage (excludes cultivator) ■ Drifts ■ Crawler is separated	■ Abnormal noise ■ Have a bad sense when driving ■ Abnormal vibration ■ <u>Air leakage (excludes punctured tire)</u>

	Importance A	Importance B	Importance C
Brake system	■ Brake does not work ■ Sudden braking is activated contrary to operator's will ■ Parking brake does not work	■ Brake does not work, drags ■ Only one-side of the brake works ■ Brake lever, pedal is heavy	■ Abnormal noise
Suspension system	■ Driving functions completely do not work ■ Suspension system falls off ■ Sudden tug of steering when driving ■ Cannot steer, brake when operating	■ Hard to control, steer (unstable) ■ Interference due to decline in suspension function	■ Abnormal vibration ■ Have a bad sense of suspension
Engine / exhaust system / fuel sysrm	■ Engine locks when operating (passenger vehicle) ■ Suddenly accelerates ■ Suddenly starts ■ Engine speed does not decrease (string trimmer) ■ Burnout ■ Unexpected sharp deceleration	■ No decrease in engine speed (excludes string trimmer) ■ Governor does not function ■ Oil leaks ■ Smoke emerge ■ Engine does not start	■ Abnormal engine noise ■ Poor engine performance (poor startability)
	■ Leakage and seeping out due to breakage or separation of fuel system	■ Overflow from carburetor	
Vehicle body / passenger accomodation	■ Frame pipe comes off or brakes during operation (string trimmer) ■ Engine falls off during operation ■ Safety cover and rear shield falls off	■ A part of product melts ■ Smoke emerge (excludes smoking)	
Cutting tool	■ Cannot stop the cutting tool ■ Cutting tool comes off ■ Cutting tool breaks and chips ■ Blade tightening bolt breaks	■ Abnormal vibration	
Others	■ Runaway, collision, overturns ■ Any Injuries such as burns, etc. treated at the hospital ■ Activities requiring extinguishing fire	■ Smoke emerge ■ Burnt part (only for fire that is naturally extinguished)	

Attachment -7(paragraph 3.2.2)

Examples *for Rating* Market Quality Information [Marine engine]

Criteria	Importance rank A *Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	Importance rank B * Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	Importance rank C * Those which do not fall in neither Importance Rank A or B.
Steering system	■ Cannot be operated when sailing	■ Steering is heavy ■ Unstable steering wheel operation ■ Unstable sailing	■ Have a bad sense of steering ■ Steering vibration, abnormal noise
Driving / suspension / exterior system	■ Engine falls off due to broken suspension system ■ Cannot shift gears ■ Sails in a direction contrary to the operator's will ■ Runaway	■ Abnormal noise (gear case) ■ Hard to shift gears, change gears ■ Product function is damaged due to corrosion, electrical corrosion, etc. ■ Oil leakage of gear case	■ Have a bad sense when changing gears ■ Bad acceleration ■ Abnormal noise ■ Splash ■ Gear oil case becomes clouded
Electrical system	■ Suddenly accelerates, contrary to the operator's will ■ Cannot reduce speed ■ Runaway ■ Emergency SW does not work	■ Poor engine speed ■ Smoke emerge ■ Warning lamp does not work	■ Water intrusion ■ Corrosion
Engine / exhaust system / fuel system	■ Cannot sail rapidly (engine stops, cannot restart) ■ Cannot reduce speed ■ Does not start on the ocean (cannot restart) ■ Rapidly decelerates ■ Suddenly accelerates (runaway, abrupt engine rev-up) ■ Suddenly starts ■ Runaway ■ Scatters outside the engine cover of parts such as rotation body, etc. ■ Oil leaks in large volume	■ Clouded engine oil ■ Output shortage ■ Poor starting of vehicle ■ Significantly abnormal noise ■ Damaged function due to corrosion, electrical corrosion, etc. ■ Smoke emerge ■ Engine stops while sailing (but can be restarted) ■ Oil leaks	■ Abnormal noise (interference, chattering, etc.) ■ Abnormal vibration ■ Exterior parts breakage (No functional symptom) ■ Large amount of oil consumption, smoking ■ Oil dilution ■ Poor engine performance (poor startability)
	■ Leakage and seeping out due to fuel system breakage and separation	■ Overflow from carburetor	
Others	■ Drifts, requires towing, capsizes, runaway, collides ■ Sinks due to loss of product function ■ Injuries, burns, etc. treated at hospital ■ Activities requiring extinguishing fire	■ Smoke emerge ■ Requires towing (only in North America) ■ Burnt part (only for fire that is naturally extinguished)	

Examples *for Rating* Market Quality Information [Stationary product (Generator, Pump, etc.)]

Criteria	Importance rank A *Those which result or may result in personal injury or accident, or which involve or may involve fire or explosion. *Those which do not comply with regulatory requirements (applicable laws and regulations of the concerned country) for safety and prevention of environmental pollution or those with such possibilities. *Vehicles or completed products resulting in or may result in critical failure of safety function or environmental pollution prevention function *Those which the head of the service section determines immediate action is needed, taking into consideration of possible customer nuisance level and adverse effect on the market.	Importance rank B * Functional failures that affect or may affect vehicles or completed products other than those falling under Importance Rank A	Importance rank C * Those which do not fall in neither Importance Rank A or B.
Electric system	■ In-use equipment is damaged due to abnormal output (circuit breaker does not function, etc.) ■ Electric leak, electric shock	■ Engine does not stop even if engine stop SW is turned off ■ Generated output (amount) is small ■ Does not restore driving function after driving is once stopped (even if restoration operation is implemented) ■ Battery, etc. is damaged due to overcharging	
Engine / exhaust system / fuel system	■ Exhaust gas leakage at inside installation (cogeneration)	■ Sudden output stop ■ Poor engine performance (Accompanied by noticeable hunting) ■ Unsmooth return of throttle ■ Engine speed changes while working ■ Does not start ■ Oil leaks	■ Does not accelerate ■ Abnormal engine noise ■ Smoke emerge ■ Clouded engine oil ■ Poor engine performance (Poor startability)
	■ Leakage and seeping out due to fuel system breakage and separation	■ Overflow from carburetor	
Others	■ Engine, etc. falls off (power sprayer) ■ Fluid leaks from tank (power sprayer) ■ Module falls off from frame (solar)	■ Mount rubber breaks ■ Module breaks	■ Chattering noise of machine's body
	■ Overturns ■ Any injuries, burns, etc. treated at hospital ■ Activities requiring fire extinguishing	■ Smoke emerge ■ Part burnt out (only for fire that is naturally extinguished) ■ Part of product is melted	

Attachment-8 (Article 9, related to paragraph 4)

Category of Electronic Information Processing System

Processing category	Category code	Contents
Promote countermeasure	00	Issue market quality information [QIS] and promote countermeasure
Waiting for process judgment	D1	Judge after confirming whether other sections are promoting
	D2	Judge after confirming problem product
	D3	Judge after investigating on-site
	D4	Judge after reviewing the line
	D5	Waiting for process judgment
Monitoring	E1	Wait for investigation results of marketed products
	E2	Currently monitoring in order to acknowledge trends of occurrence amount
	E3	Currently monitoring in order to determine cause of occurrence
	E5	Currently monitoring
Complete	A1	Duplicates with processing information
	A2	Duplicates with information that completed processing
	C1	Complaints from certain users
	C2	Requests
	C3	Models that completed production and those which do not require market action
	F1	No problem as a result of problem analysis result
	F2	Attributed to user handling
	F3	Maintenance problem
	F4	No recurrence of problem even after re-testing
	F5	Causes are clear and does not require countermeasure
	G1	Corrected but cannot analyze
	G2	Cannot analyze for not being able to obtain the problem of in-use product
	G3	Causes are unclear as a result of on-site investigation
	G4	Reference information other than the problem

Date of Establishment, Revision or Enactment (MM/DD/YYYY)			Establishment and Revision Description (MM/DD/YYYY)	Approved by:
0	Estab. Enact	08/01/1968 08/01/1968	First issue. This document becomes effective as of 08/01/1968	Yoshida
1	Rev. Enact.	09/01/1970 09/01/1970	Enacted upon revising aligned with the establishment of "Recal Processing, etc. Standard."	Yoshida
2	Rev. Enact.	05/01/1971 05/01/1971	Enacted upon revising for correct wordings, as of 05/01/1971.	Yoshida
3	Rev. Enact.	06/01/1973 06/01/1973	Enacted upon revising to align with organization change, as of 06/01/1973.	Yoshida
4	Rev. Enact.	09/10/1974 09/10/1974	Enacted upon revising to align with organization change, as of 09/10/1974.	Mabuchi
5	Rev. Enact.	08/01/1977 08/01/1977	Enacted upon revising based on audit results of designated automobile manufacturer, as of 08/01/1977.	Suzuki
6	Rev. Enact.	05/15/1978 05/15/1978	Enacted upon revising to align with organization change, as of 05/15/1978.	Yoshida
7	Rev. Enact.	11/01/1978 11/01/1978	Enacted upon revising for correct wordings, as of 11/01/1978.	Yoshida
8	Rev. Enact.	08/01/1980 08/01/1980	Enacted upon revising based on Ministry of Transport Notification (Automobile Article No.281, Jiko No. 86, July 4, 1980), as of 08/01/1980.	Yoshida
9	Rev. Enact.	06/01/1982 06/01/1982	Enacted upon revising to align with organization change, as of 06/01/1982.	Mori
10	Rev. Enact.	07/01/1984 07/01/1984	Enacted upon revising to align with Honda Service Co., Ltd., as of 07/01/1984	Nakajima
11	Rev. Enact.	04/01/1985 04/01/1985	Enacted upon revising to align with organization change, as of 04/01/1974.	Kano
12	Rev. Enact.	07/01/1985 07/01/1985	Enacted upon revising based on audit results relating to processing of vehicle defect of 1984, as of 07/01/1985	Kano
13	Rev. Enact.	10/01/1986 10/01/1986	Enacted upon revising to align with organization change for correct wordings and phrases, as of 10/01/1986.	Kano

Date of Establishment, Revision or Enactment (MM/DD/YYYY)			Description (MM/DD/YYYY)	Approved by:
14	Rev. Enact.	01/06/1987 01/06/1987	Enacted upon revising to align with the change os system of Honda Service Co., Ltd. as of 01/06/1987.	Kano
15	Rev. Enact.	01/10/1988 01/10/1988	Enacted upon revising to align with organization change, as of 01/10/1988.	Oyama
16	Rev. Enact.	06/12/1989 06/12/1989	Enacted upon clarifying methods, etc. of handling imported vehicles, as of 06/12/1989.	Takagi
17	Rev. Enact.	11/01/1989 11/01/1989	1. Enacted upon clarifying the roles of Headquarters responsible service section relating to processing of market quality information, based on advices in regards to the audit results of processing of vehicle defect of 1989, as of 11/01/1989 . 2. Enacted upon revising to align with separation, independence of Customer Relations Office of domestic Service Division.	Takagi
18	Rev. Enact.	03/15/1991 03/15/1991	Enacted upon revising to align with organization change such as changing roles in charge of, reflecting the section to establish and revise the standard.	Takagi
19	Rev. Enact.	06/01/1991 06/01/1991	Enacted upon revising based on start of operations of market quality control of motorcycle, automobile, power products, as of 06/01/1991.	Takagi
20	Rev. Enact.	12/01/1999 12/01/1999	1. Enacted upon clarifying procedures, etc. of importance ranking, based on audit results of processing system of vehicle defect of 1991 2. Enacted upon organizing Market Quality Information Importance Ranking Manual, Market Vehicle Investigation Manual and Market Quality Information Promotion Notification Meeting.	Takagi
21	Rev. Enact.	09/23/1992 10/01/1992	Enacted upon revising names of designated forms and related standard names.	Takagi
22	Rev. Enact.	05/01/1993 05/01/01993	Enacted upon revising for correct wordings of Importance Judgment Criteria.	Miki
23	Rev. Enact.	06/29/1993 06/29/1993	Enacted upon revising to align with organization change, as of 06/29/1993.	Miki
24	Rev. Enact.	11/22/1993 12/01/1993	Enacted upon adding the procurement section to the contact for Importance A.	Miki
25	Rev. Enact.	04/01/1994 04/01/1994	Enacted upon changing the roles, responsibilities, as of 04/01/1994.	Miki
26	Rev. Enact.	05/06/1998 05/06/1998	Enacted upon clarifying the issuance criteria of Honda Service News and service meetings, etc.	Miyazaki

Date of Establishment, Revision or Enactment (MM/DD/YYYY)			Description (MM/DD/YYYY)	Approved by:
27	Rev. Enact.	12/10/1999 02/28/2000	Enacted upon changing the importance judgment section, judgment criteria and definitions, introducing electronic information processing organization and revising for correct wordings.	Koori
28	Rev. Enact.	06/21/2000 06/21/2000	Enacted upon changing the process route of information.	Satsuma
29	Rev. Enact.	12/25/2000 01/06/2001	Enacted upon revising to align with overall inspection result reflection of Notification (Notification from MLIT No. 1280, 9/20/2000) and revising for correct wordings.	Satsuma
30	Rev. Enact.	06/01/2001 06/01/2001	Enacted upon adding analysis section to align with organization change of 04/01/2001.	Kishida
31	Rev. Enact.	05/23/2002 05/23/2002	Enacted upon revising to align with the organization change of Power Products Assurance Office of 04/01/2002.	Kishida
32	Rev. Enact.	07/23/2002 07/23/2002	Enacted upon revising organizational change of Automobile Quality Analysis Department, coordinating with other standards and revising for correct wordings.	Kishida
33	Rev. Enact.	02/20/2003 03/01/2003	Enacted upon adding names of criteria matters and revising for correct wordings.	Kishida
34	Rev. Enact.	05/15/2003 05/15/2003	Enacted upon revising organizational change of Quality Reform Center and revising for correct wordings	Kishida
35	Rev. Enact.	05/25/2004 05/25/2004	Enacted upon adding the the names of related criteria matters and changing the roles in charge of operating automobile transmission to align with the organization change of 04/01/2004.	Kishida
36	Rev. Enact.	12/21/2004 01/24/2005	Enacted upon reflecting the deliberated results of Japan-North American market action negotiation regarding the processing system of defect vehicles.	Kishida
37	Rev. Enact.	04/12/2005 04/12/2005	Enacted upon revising to align with organizational change of service section and revising for correct wordings	Kishida
38	Rev. Enact.	12/19/2005 05/01/2006	1. Enacted upon changing the roles and responsibilities of market quality information processing relating to automobile transmission. 2. Enacted upon clarifying that the market quality information for fuel cell powered vehicles have been newly established in a separate standard and therefore, is excluded from this standard.	Kishida
39	Rev. Enact.	09/25/2006 11/01/2006	Enacted upon clarifying the key points of recurrence prevention for market quality problems and reflecting the system for horizontal development.	Kishida

Date of Establishment, Revision or Enactment (MM/DD/YYYY)			Description (MM/DD/YYYY)	Approved by:
40	Rev. Enact.	04/20/2007 04/20/2007	Enacted upon revising to align with organization changes of Customer Service Operations of 04/01/2007.	Kishida
41	Rev. Enact.	09/26/2007 11/01/2007	Enacted upon revising the importance ranking judgment criteria and judgment examples of market quality information based on audit results of processing system of vehicle defects, instructions from MLIT, clarifying the completion target, revising for correct wordings.	Kishida
42	Rev. Enact.	04/16/2008 06/01/2008	1. Enacted upon revising to align with the organization change of Headquarters quality section of 04/01/2008. 2. Enacted upon changing the roles and responsibilities in charge of market quality information processing operations relating to automobile transmission.	Otobe
43	Rev. Enact.	04/27/2009 04/27/2009	Enacted upon revising to align with the organization change of Japan Sales Operations and divisional change of Motorcycle Quality Innovation Division of 04/1/2009..	Otobe
44	Rev. Enact.	04/16/2010 04/16/2010	Enacted upon revising to align with the organization change of Motorcycle Operations of 04/04/2010.	Sonoda
45	Rev. Enact.	10/08/2010 12/01/2010	Enacted upon revising to align with transfer of one of the functions for system to handle automobile market quality problems.	Sonoda
46	Rev. Enact.	02/10/2011 04/01/2011	Enacted upon revising to align with prompt correspondence of market quality defects.	Sonoda
47	Rev. Enact.	04/19/2011 04/19/2011	Enacted upon revising to align with the organization change of Automobile Quality Innovation Division.	Sonoda
48	Rev. Enact.	10/12/2011 11/01/2011	1. Enacted upon revising to align with revisions of relating notification of MLIT recall system for consumer committee meeting, and reflecting clarifications, etc. of operations. 2. Enacted upon clarifying, etc. of processing methods of cases that received investigation, analysis requests from overseas facilities 3. Separated the contents into HQS B 0208 [Market Quality Information Deliberation Meeting into order to clarify it.	Sonoda
49	Rev. Enact.	04/26/2012 04/23/2012	Enacted upon revising to align with the organization change, etc. of quality section, etc. of 04/01/2012	Sonoda
50	Rev. Enact.	01/09/2013 01/09/2013	Enacted upon reflecting the operations of horizontal development operations of market action items.	Sonoda
51	Rev. Enact.	03/13/2013 03/25/2013	Enacted upon reviewing how information is collected, legitimacy of system to determine the actions to take, based on clarifying the need to store meeting records, based in instructions from MLIT regarding the audit of processing system for defect vehicles.	Sonoda
52	Rev. Enact.	04/22/2013 04/22/2013	Enacted upon revising to align with the organization change of Automobile Quality Assurance Division, etc. of 04/01/2013.	Sonoda