

[Market Quality Information and Equivalent Information Handling Standard]

[Core]

1 General Provision

1.1 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.

1.2 Scope

This standard applies to market quality information, etc. on products, parts and accessories Honda manufactured (hereinafter referred to as “products”).

1.3 Terms and Definitions

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

| No. | Term | Definition |
|-----|---|---|
| 1 | QIC (Quality Improvement Correspondence) | An abbreviation for Quality Improvement Correspondence. A type of document such as QIC report, Market Quality Information [Communication Report], or equivalent. |
| 2 | Market quality information and equivalent information | Quality problem information (excludes information handled in G-HQS [In-house Quality Information Handling Standard]), found in market quality information and in-house with the possibility of being out into the market. |
| 3 | QIS | An abbreviation for Quality Improvement Sheet and is a form used to record the investigations and analyses of market problem causes, measures and the remedial actions to take for sold products. |
| 4 | Unsold product | Products that have been shipped out and are still under the control of a manufacturing facility. |

| No. | Term | Definition |
|-----|----------------------------|---|
| 5 | Market action | An action to take remedial action, such as recall or PUD, or to extend the warranty period for a sold product in the market. |
| 6 | Recurrence prevention | An act to take necessary measures to ensure problems of the same cause or symptom will not repeat. |
| 7 | Horizontal development | An act to prevent future problems of the same kind by sharing information about the results of market actions taken (problem cause, market action description and recurrence prevention) among all concerned parties as well as by verifying similar processes and structures. |
| 8 | Regional Quality committee | Regional Quality Committee is a regional primary decision making body through which market action proposals are discussed and evaluated to determine whether or not measures such as market actions are necessary for sold products (and their associated unsold products under Honda's control) in a certain area based on information obtained from investigations and analyses conducted on quality-related information both in-house and in the market. |
| 9 | Global Quality Committee | A meeting organized by Honda Motor Co., Ltd. at which the need for market action in global markets will be evaluated and a final decision on the action made. |

| No. | Term | Definition |
|-----|--|--|
| 10 | Person responsible for proposing market action | <p>Any of the following persons who initiate a request for the RQC or GQC and a proposal for a market action where it is deemed necessary from the results of investigations and analyses of market quality information.</p> <ul style="list-style-type: none">▪ Quality representative of the production facility of the product in question (Chief Inspecting Engineer)▪ General Manager of <u>Motorcycle Quality Assurance Division</u>▪ General Manager of <u>Automobile Quality Assurance Division</u>▪ General Manager of <u>Power Product Quality Assurance Division</u>▪ General Manager of Certification & Regulation Compliance Division▪ General Manager of the service section▪ General Manager of service parts supply section▪ The quality representatives of affiliate companies.▪ The head of a section responsible for the problem and heads of other related sections. |

2 Framework

2.1 Information Handling Process

The process for investigation and analysis of market quality information is in accordance with Attachment-1 “Market Quality Information Process Flow”.

2.2 Roles and Responsibilities

2.2.1 The person in charge of operations set out in Attachment -1 “Market Quality Information Process Flow” is the head of a section responsible for the operation.

The person responsible for investigation and analysis of importance rank A problems, however, is the quality representative. (For Japan, General Manager of Motorcycle Quality Assurance Division, Auto Quality Innovation Division, or Power Product Quality Assurance Division (hereinafter referred to as “each QAD”) of Honda Motor Co., Ltd. will serve as the person responsible for the investigation and analysis.)

2.2.2 The quality representative determines whether or not it is necessary to suspend shipment of products based on the results of investigations and analyses conducted, and directs action accordingly.

Suspension of shipments will be issued in accordance with G-HQS [In-House Quality Information Handling Standard.]

3 Importance Ranking Judgment

3.1 Judgment on the Importance Rankings of Information

3.1.1 The service section determines an importance ranking of problems actually occur in the market.

3.1.2 Based on “Judgment Criteria for Importance Ranking of Market Quality Information” below, the service section determines the importance ranking of a problem in reference to Attachment -2 “Examples for Rating Market Quality Information”.

Judgment Criteria for Importance Ranking of Market Quality Information

| Importance Ranking | Criteria |
|--------------------|---|
| A | <ol style="list-style-type: none"> 1 Those which result or may result in personal injury or accident, 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. |

3.1.3 The service section completes QIC with a predetermined rank of market quality information along with other necessary information, and sends it to the investigation and analysis section. For imports, QIC is sent to the investigation and analysis section through a service section of the exporting party.

4 Investigation, Analysis and Action

4.1 Decision on the Need for Investigation and Analysis

- 4.1.1 The head of the investigation and analysis section verifies information on QIC and determines whether or not it is necessary to conduct an investigation and analysis.
- 4.1.2 The head of the investigation and analysis section sets a target time frame for making a determination of whether or not to proceed with an investigation and analysis of problem reported through QIC as follows.
- (1) Information on importance rank A problem: within 24 hours of receipt of QIC.
 - (2) Information on importance rank B or C problems: within 7 days of receipt of affected item following receipt of QIC.

4.2 Conducting Investigations and Analyses of Problems

- 4.2.1 The Investigation and analysis section completes QIS about a problem for which investigation and analysis are deemed necessary.
- 4.2.2 The investigation and analysis section designate a responsible section to perform investigation and analysis based on the nature of the cause of a problem and issues QIS to sections concerned.
- 4.2.3 The investigation and analysis section may request each QAD to conduct investigation and analysis of a market quality problem.
- For details of requesting investigation and analysis, it will be decided upon through discussion between the concerned sections.
- 4.2.4 In addition to a request for investigation and analysis to each QAD, the investigation and analysis section may request for making market action proposal, if the same market quality problem occurs in different regions or the same problem happens with products from different manufacturing facilities.
- 4.2.5 The investigation and analysis of problems are conducted as follows for each importance rank=:
- (1) Importance Rank A
 - The responsible person for conducting investigations and analyses is the quality representative of a facility.
 - The responsible person designates a person to facilitate the resolution of the problem and directs implementation of actions for sold and unsold products within a month from the initial receipt of QIC to the decision of actions to be taken.
 - The responsible person confirms implementation status of the action at an adequate frequency with the target deadline for completion while giving instructions on conforming to target dates based on the confirmed results.
 - A person designated to facilitate the resolution of the problem conducts investigations and analyses and records findings with the progress of the action in QIS.

(2) Importance Rank B

- The responsible person for conducting investigations and analyses is the head of the investigation and analysis section.
- The responsible person designates a person to facilitate the resolution of the problem and directs implementation of actions for sold and unsold products and within three months from the initial receipt of QIC to the decision of actions to be taken.
- The responsible person confirms implementation status of the action at least once a month while giving instructions on conforming to target dates based on the confirmed results.
- A person designated to facilitate the resolution of the problem conducts investigations and analyses and records findings with the progress of the action in QIS.

(3) Importance Rank C

- The responsible person for conducting investigations and analyses is the head of the investigation and analysis section.
- The responsible person designates a person to facilitate the resolution of the problem and directs implementation of actions for sold and unsold products within six months from the initial receipt of QIC to the decision of actions to be taken, while taking into consideration of the market needs and current market conditions such as customer nuisance level.
- The responsible person confirms implementation status of the action at least every other month while giving instructions on conforming to target dates based on the confirmed results.
- A person designated to facilitate the resolution of the problem conducts investigations and analyses and records findings with the progress of the action in QIS.

4.2.6 If confirmation of a nonconforming product and its occurrence conditions need to be confirmed when conducting investigation and analysis, the investigation and analysis section conducts on-site assessment in cooperation with the service section, Honda R&D, and other concerned parties, and if necessary, conducts investigation of products currently on the market.

4.3 Change Request of Importance Ranking

If it is determined from the results of investigations and analyses of a problem that its importance ranking needs to be changed to a higher rank, the investigation and analysis section prepares and submits a change request to the service section.

4.4 Approval and Close-out of Actions

4.4.1 After reviewing the results of investigations and analyses along with a description of the action to be taken to remedy the situation, the head of the investigation and analysis section approves the action.

For importance rank A problems, obtain approval from the quality representative.

4.4.2 The head of the investigation and analysis section closes out a QIS for which investigation and analysis is completed after receiving confirmation from the service section.

4.5 Actions to take when Market Action is Deemed Not Necessary.

Actions to be taken to rectify a market quality problem for which market action is determined not necessary are as follows.

- (1) Based on the information in QIS, the service section determines what action (such as issuing service bulletins) is appropriate to be taken on sold products (products that have been sold in the market).
- (2) Actions to be taken in regards to unsold products are determined in accordance with G-HQS [In-House Quality Information Handling Standard by concerned sections after mutual discussion and consent for necessary action.]

5 Regional Quality Committee

5.1 Proposal to Regional Quality Committee

- 5.1.1 The person responsible for proposing market action, for those which a market action is deemed to be necessary, requests the holding of a Regional Quality Committee of the concerned region to propose market action.

Regarding the received market action proposal and investigation and analysis from facilities, if the responsible person at each QAD of Honda Motor Co., Ltd judged market action is necessary, the responsible person informs the proposal measures to the quality representative of its own and those of other production facilities that have the possibility of the same problem occurring. If necessary, the responsible person requests to hold the Regional Quality Committee to propose a market action.

- 5.1.2 The investigation and analysis section prepares the material to present to the Regional Quality Committee for deliberation after consultation with related sections.

The material to be prepared includes following:

- (1) Findings from previous meetings (including reporting of outcomes through negotiation with the competent authority).
- (2) Overview
- (3) Background
- (4) Symptoms
- (5) Number of affected units
- (6) Analysis results (problem occurrence cause/ mechanism of problem, future prediction)
- (7) Description of action
- (8) Action proposal (scope, applicable units, type of action)
- (9) Cost of action
- (10) Implementation schedule
- (11) Recurrence prevention

- 5.1.3 Reporting to the Regional Quality Committee is done by the person responsible for proposing market action.

- 5.1.4 Deliberations by the Regional Quality Committee on whether or not market action is necessary are conducted in accordance with G-HQS [Regional Quality Committee Standard].

- 5.1.5 For concerns for which market action is deemed necessary by the Regional Quality Committee, the person responsible for proposing market action requests the holding of Global Quality Committee.

6 Global Quality Committee

6.1 Global Quality Committee

- 6.1.1 The person responsible for proposing market action makes a market action proposal to the Global Quality Committee regarding market quality concerns for which market action is deemed necessary by a Regional Quality Committee.
- 6.1.2 Deliberations by the Global Quality Committee on whether or not market action is needed are conducted in accordance with G-HQS [Global Quality Committee Standard].
- 6.1.3 Take market action against concerns for which market action is deemed necessary by the Global Quality Committee in accordance with G-HQS [Market Action Standard].

7 Monitoring Future Occurrences

7.1 Monitoring Future Occurrences

- 7.1.1 Based on predictions for future occurrences of nonconformities in the market, the investigation and analysis section monitors the occurrence of nonconformities thereafter.
- 7.1.2 If the counts of actual occurrence exceed the predicted occurrence counts, the investigation and analysis section, reexamine whether or not market action is required.

8 Horizontal Development

8.1 Horizontal Development of Market Action Items

- 8.1.1 The quality representative needs to be fully aware of market actions taken by other facilities, and if necessary, instructs concerned parties within its own facility for a horizontal development.
- 8.1.2 The concerned party compiles the results of verification and reports it to the quality representative.

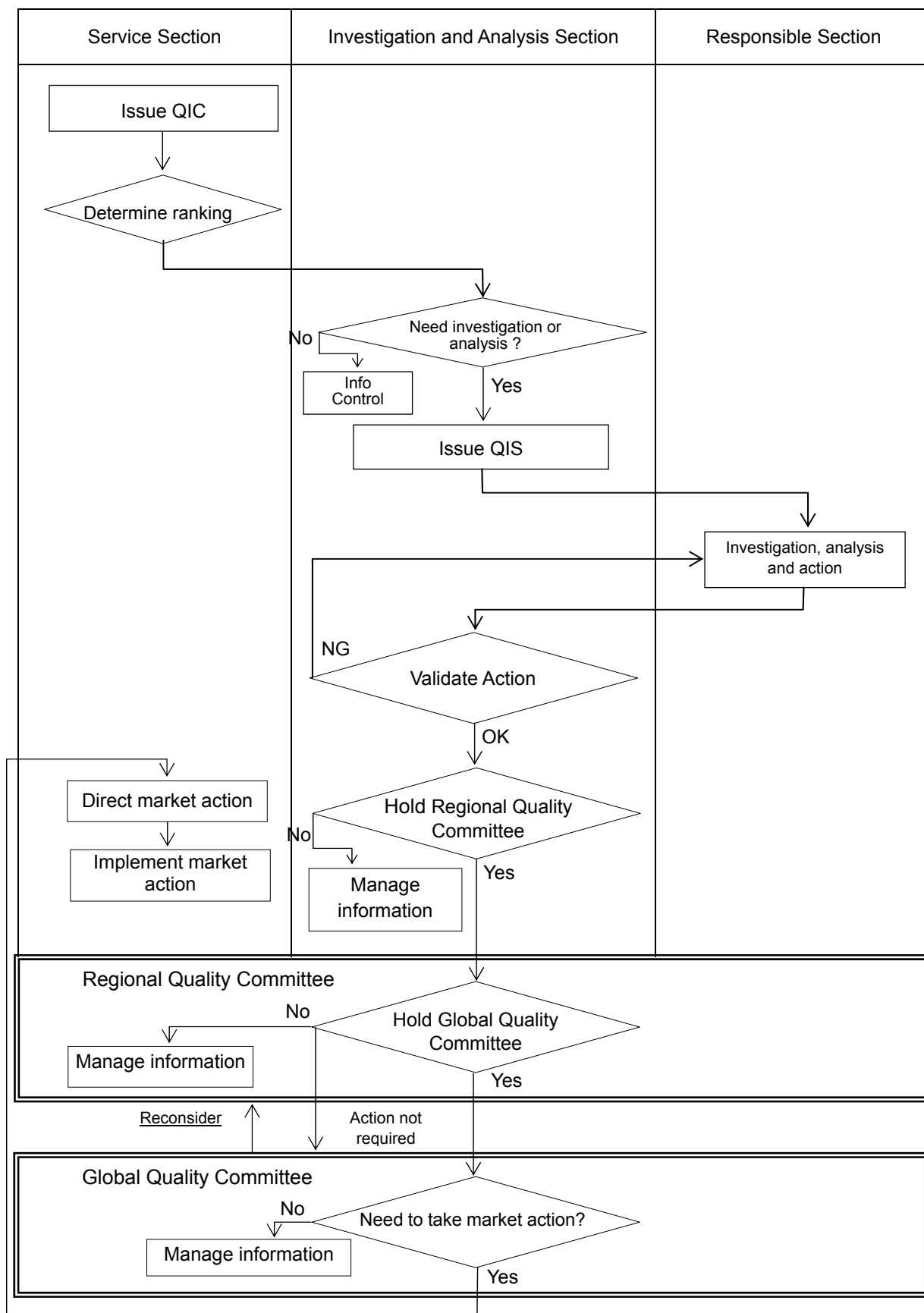
9 Supplementary Provision

9.1 Application

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

Attachment -1 (Paragraph 2.1)

Market Quality Information Process Flow



Attachment 2 (Paragraph 3.2.1)

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

| 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 underImportance Rank A | * Those which do not fall in neither Importance Rank A or B. | |
| Steering system | < Cannot be operated > ■ Cannot be operated because steering power is not transferred securely · When steering power is not transferred · Cannot maintain the vehicle in its lane ■ Large shock (external factor) caused from bad road conditions, affecting the performance of wheel handling · Uncontrollable kickback causing to lose control of the steering wheel, which in worst case may lead to vehicle roll over ■ Cannot turn the steering wheel while driving | | | |
| | <Unstable steering> ■ Unstable steering wheel handling while driving · Cannot turn back the wheel · Vehicle does not turn despite the steering · Installed fixing bolt loosens and falls off · Steering wheel suddenly steers by itself without holding. | ■ Unstable steering while driving · Vehicle pull · Steering off center · Steering wheel steers by itself without holding. · Unsmooth turning back of the steering wheel | | |
| | < Power steering failure > ■ Increase in steering force when driving due to power steering failure · Steering wheel does not turn (high effort) · Sudden increase in steering force ■ Loss of power steering function | ■ Steering operational force increases due to power steering failure · Assist force of power steering is weaker than usual, but can steer · There are abnormal noise and then steering operational force increases, but steering wheel can be turned. · Steering wheel turns, but steering operational force gradually increases · Small increase in steering force, but barely affects assisting power ■ Realize before driving that power steering function has been lost ■ Steering wheel is heavy (but can be turned) | | |
| | <Steering lock failure> ■Cannot release steering lock due to failure · But engine can be started ■ Cannot engage lock due to steering lock failure | ■Cannot release steering lock due to failure · Engine does not start | | |
| | < Steering wheel vibration / abnormal noise, and others > ■ Substantial oil leakage (creating potential for road hazard or fire) · such as in amount of part breakage or falling off | ■ Vibration in steering wheel and abnormal noise while driving | ■ Have a bad sense when steering (but does not affect steering function) | |
| | | | | |
| | | | | |
| Brake system | < Inability to brake > ■ Pedal force (operational force) does not transfer, causing the brake not to work ■Cannot brake because hydraulic pressure is not produced ■ Brake does not work while driving · Brake pedal sinks when depressed · Cannot depress the brake pedal | | | |
| | <Decreased braking power> ■ Braking power drops during normal braking · Longer stopping distance than normal condition. ■ Braking performance deteriorates substantially when braked repeatedly | | | |
| | <Unexpected braking> ■Unmanipulated braking is activated while driving · Sudden braking is activated while driving · Braking activated, caused by broken parts · Unexpected braking performance brake is activated due to control failure ■ Braking is stronger than usual · Sudden braking caused by broken parts or control failure ■ Braking remains even after the brake pedal is released · Cannot run or causes fading phenomenon | | | |
| | <Brake assist system> ■ ABS does not work properly. · Causes normal braking system failure. · ABS warning lamp does not light up · ABS unexpected application, or no activation, both with no warning lamp ■ Booster does not work properly | ■ ABS does not work properly · Brake system malfunction lamp lights up, but the basic braking system works properly ■ Hill Start Assist system does not work | | |
| | <Vehicle stability> ■ Poor vehicle stability when braked · Steering function is impaired when braked ■ Steering function is lost when braked · Typically unbalanced braking · Suddenly locks | ■ Poor vehicle stability when braked · But vehicle can be controlled by the driver ■ Unbalanced braking (but vehicle can be controlled by the driver) | | |
| | <Brake fluid> ■ Damage, crack of piping, etc. and fluid leaks | ■ Brake fluid seeps out | | |
| | <Pad and lining> | ■ Fast wearing of pad and lining ■ Uneven pad wearing | | |
| <Parking brake failure> ■ Pedal and/or lever force (operational force) does not transfer, causing the parking brake not to work ■ Lever cannot be held in place at any latches causing the parking brake not to work ■ Parking brake force drops while the parking brake is on, causing the vehicle to move. ■ Parking brake force drops and required operational force (pedal/lever) increases. ■ Parking brake is released without manipulation while parked; or the vehicle moves ■ Parking brake cannot be released · But lever returns ■ Parking brake suddenly works when driving ■ Even cannot park on sloping road | ■ Cannot release parking brake · Lever does not return | | | |
| <Abnormal noises> | ■ Brake pedal travel is changed ■ Brake drags | ■ Abnormal noise, judders but there are no parts breakage ■ Have a bad sense on brake | | |

Attachment 2 (Paragraph 3.2.1)

| Criteria | Importance rank A | Importance rank B | Importance rank C |
|-------------|---|---|---|
| | <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 ■ 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 |
|-------------------------------------|--|---|--|
| | <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 | |
| Electrical system / lighting system | <ul style="list-style-type: none"> ■ 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 | | |
| | <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 ■ TPMS operation failure <ul style="list-style-type: none"> • <u>When TPMS malfunction indication lamp (MIL) does not light 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 | <ul style="list-style-type: none"> ■ Engine starting system failure ■ Power window does not work ■ Horn sounds when not manipulated and/or continuously ■ 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) | <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 ■ 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"> ■ Can switch HI and LO by reverse manipulation ■ 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><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 |

Attachment 2 (Paragraph 3.2.1)

| 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. |
|-------------------------|---|--|---|
| Engine / exhaust system | < Start-up failure > | <ul style="list-style-type: none"> ■ Engine failure or start-up failure ■ Cannot start ■ Takes time to start | |
| | <Engine stall> <ul style="list-style-type: none"> ■ Engine stalls while vehicle is idling or at the start of driving <ul style="list-style-type: none"> • Does not restart ■ Engine stalls while driving <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> ■ Engine stalls while vehicle is idling or at the start of driving <ul style="list-style-type: none"> • But engine does start ■ Engine stalls while driving <ul style="list-style-type: none"> • But able to coast and stop safely; engine easily restarts | |
| | <Abnormal engine speed> <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> • Damage in the linkage, etc. (vehicle does not drive) ■ Unexpected deceleration <ul style="list-style-type: none"> • When the deceleration is too sharp ■ Suddenly accelerates (sudden acceleration, runaway, engine rev-up) ■ Unexpected increase in engine speed <ul style="list-style-type: none"> • Vehicle suddenly starts | <ul style="list-style-type: none"> ■ No increase in engine speed when accelerator is depressed <ul style="list-style-type: none"> • When fail safe system, etc. is activated ■ Unexpected deceleration <ul style="list-style-type: none"> • But deceleration is not sharp ■ Unexpected increase in engine speed <ul style="list-style-type: none"> • But does not suddenly start ■ Abnormal idling ■ Stumbles, bad acceleration feeling | |
| | <Coolant leakage> <ul style="list-style-type: none"> ■ Radiator coolant leaks inside the passenger compartment <ul style="list-style-type: none"> • Obstructs the front view or causes burns ■ Engine coolant leaks outside the passenger compartment <ul style="list-style-type: none"> • When it leaks in large volumes at once | <ul style="list-style-type: none"> ■ Radiator coolant leaks outside the vehicle compartment <ul style="list-style-type: none"> • Leaks gradually (Able to predict through the water thermometer, malfunction lamp, etc.) | |
| | <Overheat / overcool> <ul style="list-style-type: none"> ■ Overheat (excludes engine coolant leakage) <ul style="list-style-type: none"> • When there are no warning indications from water thermometer, malfunction lamp, etc. | <ul style="list-style-type: none"> ■ Overheat (excludes radiator coolant leakage) <ul style="list-style-type: none"> • When notified by indicators of water thermometer, malfunction lamp, etc. ■ Overcool | |
| | <Fuel consumption> | <ul style="list-style-type: none"> ■ Poor fuel consumption <ul style="list-style-type: none"> • Needs part replacements | |
| | <Engine oil> <ul style="list-style-type: none"> ■ Engine oil leakage <ul style="list-style-type: none"> • When it suddenly leaks • Oil spews • Substantial amount of oil leakage • Oil leakage caused by broken system , part | <ul style="list-style-type: none"> ■ Engine oil leakage (excludes fire) <ul style="list-style-type: none"> • Gradually leaks ■ Engine oil seeps out ■ Large consumption of engine oil | |
| | | | |

| | Importance rank A | Importance rank B | Importance rank C |
|-------------------------|---|--|---|
| Engine / exhaust system | <Backfire / misfire> <ul style="list-style-type: none"> ■ Misfire <ul style="list-style-type: none"> • Catalytic converter is broken | <ul style="list-style-type: none"> ■ Backfire (excludes fire) ■ Misfire <ul style="list-style-type: none"> • But catalytic converter is not broken | |
| | <Fuel evaporative emission> <ul style="list-style-type: none"> ■ Fuel evaporative emission leakage | | |
| | <Overheating from electrical short circuit, exhaust system> <ul style="list-style-type: none"> ■ Burnout or melting due to abnormally high temperature of exhausting system ■ Abnormally high temperature of electrical short circuit, exhaust system resulting in overheating <ul style="list-style-type: none"> • Causing burn injuries, fires or those of such possibilities | | |
| | <Emission gas> <ul style="list-style-type: none"> ■ Emission control system is broken (resulting in emission of emission gas before purification) ■ Emissions leakage from upstream catalytic converter ■ Large volume of exhaust gas leakage ■ Small volume of exhaust gas leakage <ul style="list-style-type: none"> • When it leads to having secondary damage (Exhaust gas intruding into vehicle compartment, heat damage caused by exhaust gas) | <ul style="list-style-type: none"> ■ Small volume emissions leakage <ul style="list-style-type: none"> • But does not have secondary damage | |
| | < Exhaust noise> <ul style="list-style-type: none"> ■ Noise increase from breakage, falling-off, etc. | <ul style="list-style-type: none"> ■ Noise increase <ul style="list-style-type: none"> • But is not accompanied by breakage, falling off, etc. ■ Exhaust pipe is cracked | |
| | <Belts> <ul style="list-style-type: none"> ■ Belt is broken <ul style="list-style-type: none"> • Timing belt, power steering belt | <ul style="list-style-type: none"> ■ Belt is broken <ul style="list-style-type: none"> • Those other than timing belt, power steering belt | |
| | <Engine mount> <ul style="list-style-type: none"> ■ Engine mount is broken <ul style="list-style-type: none"> • Cannot run | <ul style="list-style-type: none"> ■ Engine mount is broken <ul style="list-style-type: none"> • But can run | |
| | <Auxiliary system> <ul style="list-style-type: none"> ■ Oil leakage from auxiliary system | <ul style="list-style-type: none"> ■ Oil leakage from auxiliary system <ul style="list-style-type: none"> • But does not affect other vehicles in terms of safety | |
| Fuel system | <Abnormal noise> <ul style="list-style-type: none"> ■ Engine is broken ■ Crankcase emission control system is broken | <ul style="list-style-type: none"> ■ Abnormal noise, vibration <ul style="list-style-type: none"> • Caused by damaged parts, etc. ■ IMA system does not work properly (vehicle can be driven by engine) ■ Check lamp lights up | <ul style="list-style-type: none"> ■ Abnormal noise from fuel system (but has no affect on function) ■ Vibration, booming noise from muffler (but has no affect on vehicle function) ■ <u>Knocking (but has no affect on vehicle function)</u> |
| | <Fuel leakage> <ul style="list-style-type: none"> ■ Fuel leakage of gasoline, liquefied gas <ul style="list-style-type: none"> • More serious than dripping ■ Large amount of fuel leakage (Leakage due to fuel system damage and breakage) ■ Fuel leakage of disel fuel <ul style="list-style-type: none"> • More serious than blowout | <ul style="list-style-type: none"> ■ Oozing of gasoline , liquified gas <ul style="list-style-type: none"> • Less than seeping out ■ Fuel leakage of diesel fuel <ul style="list-style-type: none"> • Less than dripping | |
| | <Fuel supply> <ul style="list-style-type: none"> ■ Insufficient fuel supply <ul style="list-style-type: none"> • But engine does not stall | | |
| | ■ If engine stalls due to insufficient fuel supply volume, make judgments based on the symptoms from "Engine." | | |
| | <Others> <ul style="list-style-type: none"> ■ Interference of fuel pipe, hose | | |

Attachment 2 (Paragraph 3.2.1)

| | 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> | * 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 | <p><Wheel, tire></p> <ul style="list-style-type: none"> ■ 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 | <ul style="list-style-type: none"> ■ Wheel is damaged but can run ■ Tire breakage but can run ■ Air gradually leaks (other than punctured tire) | |
| | <p><Spare tire></p> <ul style="list-style-type: none"> ■ Spare tire is unusable | | |
| | <p><Others></p> <ul style="list-style-type: none"> ■ 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 | <ul style="list-style-type: none"> ■ Drifts ■ Uneven, stepped wear of tire | <ul style="list-style-type: none"> ■ 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 | <p>< Vehicle stability></p> <ul style="list-style-type: none"> ■ 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 | | |
| | <p><Suspension function declines></p> | <ul style="list-style-type: none"> ■ Suspension function declines but can run ■ Gas leakage from dumper or stiffly pulled | |
| | <p><Vehicle height></p> | <ul style="list-style-type: none"> ■ For vehicles with air suspension system, the lift control speed is slow | <ul style="list-style-type: none"> ■ There is a difference in vehicle height |
| | <p><Abnormal noise, others></p> | <ul style="list-style-type: none"> ■ Abnormal noise from suspension system · Accompanied by part breakage, looseness ■ Oil leakage from suspension system ■ Rust on parts of suspension system (exclude surface corrosion) | <ul style="list-style-type: none"> ■ Vibration, abnormal noise but no part breakage |

| | Importance rank A | Importance rank B | Importance rank C |
|-------------------------|---|--|---|
| Vehicle body | <p><Frame></p> <ul style="list-style-type: none"> ■ Crack in the frame, which is related to body structure strength | | |
| | <p><Roof-rack, roof-visor></p> <ul style="list-style-type: none"> ■ Exterior parts of vehicle body falls off when driving · Roof-rack, roof-visor, etc. falls off when driving | | |
| | <p><Back door></p> <ul style="list-style-type: none"> ■ Back door, trunk comes down when opening · Unexpectedly comes down | <ul style="list-style-type: none"> ■ Back door, trunk drops when opening · Gradually comes down ■ Back door, trunk cannot be closed | |
| | <p><Hood></p> <ul style="list-style-type: none"> ■ Hood separates from the vehicle when crashes ■ Hood opens when driving | <ul style="list-style-type: none"> ■ Hood does not close · But auxiliary lock works | <ul style="list-style-type: none"> ■ Hard to close the hood |
| | <p><Door glass / glass hatch></p> | <ul style="list-style-type: none"> ■ 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 | |
| Passenger accommodation | <p><Spare tire career></p> <ul style="list-style-type: none"> ■ Spare tire career broke while driving | | |
| | <p><Rust / abnormal noise, etc.></p> <ul style="list-style-type: none"> ■ 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 | <ul style="list-style-type: none"> ■ Front windshield glass is distorted (within the wiping area) | <ul style="list-style-type: none"> ■ 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) |
| | <p><Seat belt></p> <ul style="list-style-type: none"> ■ 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 | <ul style="list-style-type: none"> ■ Hard to unfasten seat belt | <ul style="list-style-type: none"> ■ Hard to buckle seat belt (but can be used properly) ■ Weak seat belt retraction but can be retracted. |
| | <p><Seat></p> <ul style="list-style-type: none"> ■ Sitting posture cannot be maintained · Seat collapses while running · Seat rail is broken ■ Head rest falls off | <ul style="list-style-type: none"> ■ Operation failure of electrovotive lift while ascending or descending ■ Seat (seat rail) cannot be adjusted ■ Head rest rattles | <ul style="list-style-type: none"> ■ Seat (including seat rail, seat back) rattles |
| | <p><Entrance , exit></p> <ul style="list-style-type: none"> ■ 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 | <ul style="list-style-type: none"> ■ Gate opens too fast ■ Defective locking and/or unlocking of the door ■ Door does not open from outside ■ Hard to close the door | <ul style="list-style-type: none"> ■ Opening and closing of door is not smooth |
| | <p><Others></p> <ul style="list-style-type: none"> ■ Rearview and door mirrors fall off | <ul style="list-style-type: none"> ■ Rearview and door mirrors are not adjustable. | |

Attachment 2 (Paragraph 3.2.1)

Examples of Importance Judgment on Market Quality Information [Automobile] 5/5

| Criteria | Importance rank A | Importance rank B | Importance rank C |
|----------|---|--|--|
| | <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> |
| Others | <p><Air bag></p> <ul style="list-style-type: none">■ Does not inflate<ul style="list-style-type: none">• Warning lamp does not light up■ Takes time to inflate air bag■ Air bag inflates when not necessary<ul style="list-style-type: none">• When driving• When vehicle is parked | <ul style="list-style-type: none">■ Does not inflate<ul style="list-style-type: none">• Failure warning lamp lights up■ Bag inflates when it is not supposed to<ul style="list-style-type: none">• Even when the collision is minor (based on customer's point of view) | |
| | <p><Air conditioner></p> <ul style="list-style-type: none">■ Defroster does not work<ul style="list-style-type: none">• Cannot promptly defog front windshield glass | <ul style="list-style-type: none">■ Air conditioner compressor is locked■ Air conditioner does not work | <ul style="list-style-type: none">■ Abnormal noise from air conditioner compressor (but has no function failure)■ Air conditioner does not maintain adequate room temperature■ Does not work |
| | <p><Jack, winch></p> <ul style="list-style-type: none">■ Jack failure<ul style="list-style-type: none">• Jack-up position does not stay and comes down | | <ul style="list-style-type: none">■ Winch does not work |
| | <p><Speedometer></p> <ul style="list-style-type: none">■ Does not work<ul style="list-style-type: none">• When driving■ Poor visibility<ul style="list-style-type: none">• When driving | <ul style="list-style-type: none">■ Hard to read the speedometer<ul style="list-style-type: none">• When starting the vehicle | |
| | <p>< Injury ></p> <ul style="list-style-type: none">■ Injury caused by door handle■ Injury when adjusting seat■ Injury caused by air bag■ Treated for the injury, burn injury, etc. at the hospital | | |
| | <p><Car navigation / TV / refrigerator></p> | | <ul style="list-style-type: none">■ Car navigation / TV does not work properly■ Refrigerator does not remain cool |
| | <p><Others></p> <ul style="list-style-type: none">■ Vehicle fire, explosion, burnout<ul style="list-style-type: none">• Causing burnouts on vehicle body and its surroundings■ Activities requiring fire extinguishing■ Part falls off■ Antitheft device does not work | <ul style="list-style-type: none">■ Single part burnt (Fire is extinguished by itself)<ul style="list-style-type: none">• Only internal part is burnt or only the wire covering is melted and damaged■ Smoke emerge■ Wiper chattering, wiping left over | <ul style="list-style-type: none">■ Wiper makes noise when in motion |
| | <p><Serviceability></p> <ul style="list-style-type: none">■ 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) | | |

Attachment 2 (Paragraph 3.2.1)

Examples of Importance Judgment on Market Quality Information [Motorcycle] 1/3

| Criteria | Importance rank A | Importance rank B | Importance rank C | | Importance rank A | Importance rank B | Importance rank C |
|-----------------|---|--|--|-------------------|---|---|--|
| | <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 <ul style="list-style-type: none"> When steering power is not transferred Cannot maintain the vehicle in its lane | | | Brake system | <p>< Inability to brake ></p> <ul style="list-style-type: none"> Brake does not work when driving <ul style="list-style-type: none"> 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><Unstable steering></p> <ul style="list-style-type: none"> Unstable steering wheel handling while driving <ul style="list-style-type: none"> Roll over, or has the possibility of roll over | <ul style="list-style-type: none"> Unable steering while running <ul style="list-style-type: none"> Steering wheel rattles while steering Parts breakage, looseness Steering wheel is heavy | | | <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><Steering lock failure></p> <ul style="list-style-type: none"> Cannot engage steering lock Cannot release steering lock <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Cannot start the engine | | | <p><Unexpected brake force></p> <ul style="list-style-type: none"> Sudden braking is activated while driving <ul style="list-style-type: none"> Unmanipulated braking is suddenly activated while driving Braking suddenly activated, caused by broken parts Emergency brake is activated when usual braking is manipulated <ul style="list-style-type: none"> 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><Steering wheel vibration / abnormal noise and others></p> | <ul style="list-style-type: none"> Steering vibration, abnormal noise , parts breakage and looseness that impair driving | <ul style="list-style-type: none"> Steering vibration, abnormal noise but does not impair driving Power steering (if equipped) does not work when starting Have a bad sense when steering | | <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 <ul style="list-style-type: none"> Impairs steering function | <ul style="list-style-type: none"> Poor vehicle stability when braked <ul style="list-style-type: none"> But vehicle position can be maintained when by the driver | |
| 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: | <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 <ul style="list-style-type: none"> Affects driving Gear slips out | <ul style="list-style-type: none"> Judders when starting the vehicle Bad sense when shifting gears Hard to change gears | Suspension system | <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 |
| | <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><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 <ul style="list-style-type: none"> But lever returns | <p>* When the following applies to certified parking brake system</p> <ul style="list-style-type: none"> Cannot release parking brake <ul style="list-style-type: none"> Lever does not return | |
| | <p><Fluid oil></p> <ul style="list-style-type: none"> Sudden leakage of fluid oil | <ul style="list-style-type: none"> Fluid oil gradually leaks | <ul style="list-style-type: none"> Transmission oil seeps out | | <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><Abnormal noise / shift shock></p> | <ul style="list-style-type: none"> Abnormal noise, shift shock <ul style="list-style-type: none"> 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><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><Others></p> | <ul style="list-style-type: none"> Decelerates | <ul style="list-style-type: none"> Have a bad sense of acceleration | | <p><Abnormal noise, others></p> | <ul style="list-style-type: none"> Cannot drive properly due to abnormal noise from suspension system <ul style="list-style-type: none"> Accompanied by part breakage, looseness | <ul style="list-style-type: none"> Oil seeps out Abnormal noise from suspension system but does not impair driving |

Attachment 2 (Paragraph 3.2.1)

Examples of Importance Judgment on Market Quality Information [Motorcycle] 2/3

| | 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> ■ Damaged or broken tires, wheel that cannot run ■ Tire locked, burst while running | ■ Damaged or broken tires, wheel but can run | |
| | <Others> ■ Wheel comes off and axle breaks while driving | ■ Tug of steering wheel | ■ Abnormal noise ■ Have a bad sense when driving ■ Vibration |
| Electrical system / lighting system | <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 | | |
| | <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> ■ Tail light does not light up ■ <u>Turn signal light does not blink</u> | ■ Lighting devices sometimes does not light up | ■ Abnormal noise ■ Position lamp does not light up |

| | Importance rank A | Importance rank B | Importance rank C |
|---------------------------------------|--|--|--|
| 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 ■ 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) • No increase in engine speed even though the driver opens the throttle (no increase in engine speed from a certain level) • Abnormal idling, stumbling, poor acceleration feeling (Impairs driving) ■ 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) | ■ Radiator coolant leakage • Leaks gradually | ■ Radiator coolant seeps out |
| | <Fuel consumption> | ■ Poor fuel consumption • Accompanied by part failures | |
| | <Engine oil> ■ Engine oil suddenly leaks | ■ 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 catalytic converter is not broken | ■ After burn • But there are no part failures |
| | <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 | |
| | <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 of engine • Worn bearing, tensioner, etc. |

Examples of Importance Judgment on Market Quality Information [Motorcycle] 3/3

Attachment 2 (Paragraph 3.2.1)

| 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. |
|--|---|--|---|
| 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) | | |

Examples of Importance Judgment on Market Quality Information [Passenger /cutting tool products (farm tractor / snowplow / lawnmower / trimmer (brush cutter), etc.) and others]

Attachment 2 (Paragraph 3.2.1)

| 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 | | |

| | 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 system | ■ 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 accommodation | ■ 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) | |

Examples of Importance Judgment on Market Quality Information [Marine engine]

Attachment 2 (Paragraph 3.2.1)

| | 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 | <ul style="list-style-type: none"> Cannot be operated when sailing | <ul style="list-style-type: none"> Steering is heavy Unstable steering wheel operation Unstable sailing | <ul style="list-style-type: none"> Have a bad sense of steering Steering vibration, abnormal noise |
| Driving / suspension / exterior system | <ul style="list-style-type: none"> Engine falls off due to broken suspension system Cannot shift gears Sails in a direction contrary to the operator's will Runaway | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Have a bad sense when changing gears Bad acceleration Abnormal noise Splash Gear oil case becomes clouded |
| Electrical system | <ul style="list-style-type: none"> Suddenly accelerates, contrary to the operator's will Cannot reduce speed Runaway Emergency SW does not work | <ul style="list-style-type: none"> Poor engine speed Smoke emerge Warning lamp does not work | <ul style="list-style-type: none"> Water intrusion Corrosion |
| Engine / exhaust system / fuel system | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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) |
| | <ul style="list-style-type: none"> Leakage and seeping out due to fuel system breakage and separation | <ul style="list-style-type: none"> Overflow from carburetor | |
| Others | <ul style="list-style-type: none"> Drifts, requires towing, capsizes, runaway, collides Sinks due to loss of product function Injuries, burns, etc. treated at hospital Activities requiring extinguishing fire | <ul style="list-style-type: none"> Smoke emerge Requires towing (only in North America) Burnt part (only for fire that is naturally extinguished) | |

| | 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 | <ul style="list-style-type: none"> In-use equipment is damaged due to abnormal output (circuit breaker does not function, etc.) Electric leak, electric shock | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Exhaust gas leakage at inside installation (cogeneration) | <ul style="list-style-type: none"> Sudden output stop Poor engine performance (Accompanied by noticeable hunting) Unsmooth return of throttle Engine speed changes while working Does not start Oil leaks | <ul style="list-style-type: none"> Does not accelerate Abnormal engine noise Smoke emerge Clouded engine oil Poor engine performance (Poor startability) |
| | <ul style="list-style-type: none"> Leakage and seeping out due to fuel system breakage and separation | <ul style="list-style-type: none"> Overflow from carburetor | |
| Others | <ul style="list-style-type: none"> Engine, etc. falls off (power sprayer) Fluid leaks from tank (power sprayer) Module falls off from frame (solar) | <ul style="list-style-type: none"> Mount rubber breaks Module breaks | <ul style="list-style-type: none"> Chattering noise of machine's body |
| | <ul style="list-style-type: none"> Overturns Any injuries, burns, etc. treated at hospital Activities requiring fire extinguishing | <ul style="list-style-type: none"> Smoke emerge Part burnt out (only for fire that is naturally extinguished) Part of product is melted | |

[illegible]