



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received **RECEIVED**

Repository ☐

23 DEC 2002

Reference No.  
10001441

DEFECTS OFFICE

Daytime Telephone Number

Evening Address

Evening Telephone Number

**OWNER INFORMATION (Type or Print)**

Name

Address

City

LIVERMORE

State CA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JHMRA1879TC004819

Make

HONDA

Model

ODYSSEY

Model Year

1996

Date Purchased

7-11-96

Dealer's Name and Telephone number

DUBLIN HONDA

925 828 8030

Engine

No. Cylinders

4

Fuel Type

87

Original Owner

☒ YES

Dealer's City

DUBLIN, CA

State

CA

Zip Code

94568

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AUTO

Vehicle Component Code

141200 AIR BAGS:FRONTAL:DRIVER SIDE INFLATOR MODULE

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

Failure Mileage

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

The Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation Systems

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER CALLED COMPLAINING ABOUT THE AIR BAG CONTROL MODULE FAILURE, LIGHT PANE INDICATING PROBLEMS. CONSUMER CANT AFFORD REPAIR. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

"This is a letter that I sent to the Bureau of Automotive. We have a third vehicle and do not plan on using the Honda car until we hear from someone about the problem. I feel that the air bag problem is as important as the seat belt problem that they are fixing.

December 30, 2002

I own a 1996 Honda Odyssey Vin # JHMRA1879TC004819 with 63,000 miles. Recently the ABS light came on and I took the car to the car to Unical Honda in Indio CA, while I was in the desert. They said that the modulator could be reset but there was no guarantee that it would not come back on, to replace the modular was costly. When I got home, I called my independent Honda repair shop 925-447-0722 and they reset it for me at no cost. Within 12 miles the light came back on. I took the car to our local dealer, Livermore Honda (CA) at 925-447-1100 and they said that they could replace the unit at somewhere between \$800 and \$900. They said I should call Honda Motor Co at 1-800-999-1009 and complain. I called Honda and they said, at this time they were not offering a fix for the modulator. Both Honda dealers and the independent repair shop said they have had several other customers with the same problem. It is my understanding that the Air Bags are a safety feature required by law. At the present time Honda is replacing seat belts that are not operating correctly. They should also be required to fix the ABS modulator. I also plan on filing a claim with the National Highway Safety Board at 1-800-424-9393.

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400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



# **BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 75175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



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TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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