



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 252

Date Received
203 MAY 27 PM 12:31
14-MAR-2003

Repository
Reference No.
10011838

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City CARMEL State CA Zip Code _____

Daytime Telephone Number _____
Evening Telephone Number _____
E-mail Address _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, NHTSA WILL NOT include your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 4/28/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1HGCD6688TA152821
Make HONDA Model ACCORD Model Year 1998
Date Purchased March 14th 99 Dealer's Name and Telephone Number CIVILAN HONDA
Original Owner Dealer's City 6700 CHEVY ST Gilroy State CA Zip Code 95020 Engine: No. Cylinders 4 Fuel Type: unleaded
Transmission Type Antilock Brakes Powertrain _____
 Cruise Control Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-MAR-2003 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 _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Fatality, 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).

THE ENGINE MADE A KNOCKING NOISE. *JB I WAS DRIVING ON THE FREEWAY 60 MILES MIDDLE LANE ALL OF A SUDDEN A LOUD KNOCKING NOISE FROM THE ENGINE THE CAR STARTED TO SLOW DOWN VERY FAST, IMMEDIATELY PUT MY EMERGENCY LIGHTS A WEEPER OFF THE FREEWAY... CALLED A TOW TRUCK AND WENT TO THE NEAREST SERVICE STATION, THAT TOLD ME MY ENGINE WAS RUINED, AND THAT THIS WAS AN ONGOING PROBLEM FOR HONDA ACCORD - and Honda takes care of it because they are aware of it. ->

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 responses 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.

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

When I wrote & talked to Honda, they said that the Balance Shaft update had expired since Jan 1st of which my incident had occurred on Jan 6th - I never received any notice of a recall for this problem or was not notified by my dealer when I purchased the car --- would sincerely appreciate some assistance on this matter. Honda also had me tow my car to one of their dealers at my expense for them to check it out, their cost for repair quoted to me was \$7000 - which Honda was willing to pay for - same diagnosis balance shaft broke. Many customers of Honda have had same problem & were reimbursed for it.

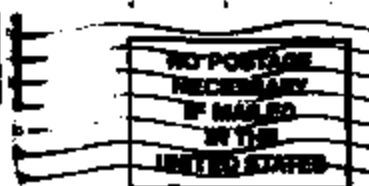
ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

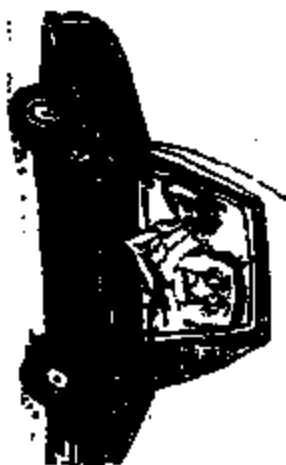
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
http://www.safercar.gov

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 763-2000

January 17, 2003

██████████
██████████
Richgrove, CA ██████████

Re: 1996 ACCORD
1HGCD5659TA152621

Dear ██████████,

Thank you for contacting American Honda Motor Co. We have received your request associated with the Balancer Shaft Product Update Campaign. We apologize for any inconvenience this matter has caused you.

The Balancer Shaft Product Update has expired as of January 1, 2003. We have made every effort to ensure that you have received proper notification that the Balancer Shaft Product Update would no longer be covered by American Honda after January 1, 2003. Notices were sent out in the Fall of 2000 and reminder notices were sent out in the Summer of 2002. Based upon the fact that the Product Update has expired, we will be unable to cover any Balancer Shaft Product Update charges.

Again we apologize for any inconvenience, but appreciate the opportunity to respond. Should you have any questions, please feel free to contact our office at (800) 999-1009, between the hours of 6:00 A.M. to 5:00 P.M. Pacific Standard Time, Monday through Friday.

Sincerely,

Service Operations
American Honda Motor Co., Inc.

Ahmad
Automobile Customer Service

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**