



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 108147

Date Received: 2003 MAY 27
Repository:
Reference No.: 10026200

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ALBUQUERQUE State: NM Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized agent, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 5/13/03 YES NO

VEHICLE INFORMATION

Make: HONDA Model: ACCORD Model Year: 1997
Date Purchased: 12/02 Dealer's Name and Telephone Number: GARCIA HONDA
Original Owner: Dealer's City: ALBUQUERQUE State: NM Zip Code: 87112
Engine: No. Cylinders: 4 Fuel Type: Unleaded Gasoline
Transmission Type: Automatic Antilock Brakes Powertrain: Cruise Control
Vehicle Component Code: 010000 STEERING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 02-MAY-2003 Failure Mileage: 107,000 Failure Speed: ALL

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), 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).

WHEN THE CONSUMER ATTEMPTED TO TURN THE STEERING WHEEL, IT MADE A NOISE AND THEN BECAME DIFFICULT TO TURN. ~~drove~~ drove over bumps in the road a thump sound came from the front end. Some noise occurred when stopping car in forward and reverse. My mechanic replaced the front lower ball joints (2ea.) and the sound went away. Honda denied responsibility under recall NHTSA#99V069006, due to VIN # range. See attached letters.

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.

March 24, 2003

American Honda Motor Co.
PO Box 2964
Torrance CA 90509,
Fax: 909-664-9009

RE: Honda recall for front suspension, lower ball joints, on 1997 Honda Accord,
VIN# 1HGCD5609VA095330, at 107,475 mi.

Dear Honda Safety ~~Executive~~ Customer Service,

I am a recent Honda driver convert, after owning several American designed cars. I had heard and read several comments which remarked about how well Honda's are built, their economy and their safety. I had also heard that Honda stands behind what they build. I was then surprised to learn that a front suspension problem on my 1997 Accord was not covered by the general recall referenced by the NHTSA #99V069000. I was told this by my Albuquerque Honda Dealership and the phone representative for the American Honda Motor Co. in Torrance, CA. I was told that indeed this has been a known problem and the target of a Honda recall to fix the problem, but that my VIN number was not included in those for the recall.

I have taken my Honda to an ASE Certified Master Mechanic (see attached repair cost statement). He advised me that the lower ball joints are indeed prematurely worn to the point that they are now a safety hazard. My observation of the problem includes seeing significant play in the ball joints and very annoying metallic thump sounds while driving over even the smallest bumps.

I am requesting that Honda pay me \$360.52 for the repair cost required to replace the defective front, lower ball joints. I would also like you to consider including other Accords within my VIN number range for future recalls to fix this problem.

I look forward to you timely response.

Sincerely,



XC: NHTSA

2 page FAX

HONDA

American Honda Motor Co., Inc.
1818 Torrance Boulevard
Torrance, CA 90501-2796
Phone (310) 783-2000

May 16, 2003

[REDACTED]
Albuquerque, NM

Re: 1997 Honda Accord
VIN: 1HGCD5609VA095330

Dear Mr. [REDACTED]

This is in response to you contacting Honda Automobile Customer Service office in March 2003 regarding your ball joints.

The Honda Automobile Customer Service office is set up to review individual customer concerns on a case-by-case basis. Under the terms of your Honda New Car Limited Warranty, the Honda Automobile Division will repair or replace, at our option, any factory-installed part that is defective in manufacturing materials and/or manufacturing workmanship. The limits of your Honda New Car Limited Warranty were 3 years/36,000 miles, whichever occurred first. Under the Honda Warranty your car has exceeded that warranty.

This matter has been reviewed by all pertinent personnel and it was determined we will be unable to offer any assistance. While Honda, the manufacturer makes every effort to review customer concerns on a case-by-case basis, at some point we must turn over the responsibility for repairs to the owner of the vehicle. There will be no warranty or goodwill assistance on this issue.

We recognize repairs are unwelcome at any time and apologize for the frustration and inconvenience involved with this matter.

We trust this confirms our position on this issue.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.


Jared Vann
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).**