



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 100147

Date Received  
2003 AUG 22 AM 9:22  
29-JUL-2003

Repository   
Reference No.  
10031322

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: EL DORADO HILLS State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]

E-mail Address: [Redacted]

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: 8/1/03

VEHICLE INFORMATION

17 Digit Vehicle Identification Number (VIN) (Do not include characters I, O, Q, U, or Z) \_\_\_\_\_  
4S6CK5BWB6W4424526  
Make: HONDA Model: PASSPORT Model Year: 1998  
Date Purchased: 01/13/98 Dealer's Name and Telephone Number: Honda of Yorba Linda  
Original Owner: [Redacted] Dealer's City: Yorba Linda State: CA Zip Code: 95687  
Engine: No. Cylinders: V-6 Fuel Type: unleaded  
Transmission Type: Automatic  Antilock Brakes Powertrain: 3.2 - DOHC 24 valve  
 Cruise Control Vehicle Component Code: 091200 FUEL SYSTEM, OTHER: STORAGE: FUEL GAUGE SYSTEM  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-JUN-2003  
Failure Mileage: 54,300  
Failure Speed: [Redacted]

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: DOTM15ABC036)  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: 0 Number of Deaths: 0 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 STATES THAT FUEL GAUGE DOES NOT WORK PROPERLY. DEALER NOTIFIED. \*AK

Fuel gauge never shows a full tank and when the level goes below half, registers an empty tank and fuel light comes on. This problem could lead to one running out of gas, which depending on the location this happens, could be a dangerous situation. I found a Honda Technical Service Bulletin #9-04 (attached) at your web site. It covers my vin number and indicates that the resistance cable at the fuel sending unit does not coincide with the fuel level in the tank." In the

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

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

Wards, the old fuel sending unit should be replaced with a unit with a higher resistance. "PCM software" should also be updated per service bulletin 99-015. I sent a letter to corporate Honda asking them to pay for this problem (attached). Since it was out of warranty, they refused (attached).

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.safercar.gov/hotline>



Applies To: 1998 Passport - Thru VIN 4S6C.56W.W4424533

September 14, 1999

**Fuel Gauge Reads Low**

(Supersedes 99-004, dated May 11, 1999)

**SYMPTOM**

The vehicle may have any of these conditions:

- With a full tank, the fuel gauge does not read full.
- After filling the tank, the fuel gauge drops below the 3/4 mark within 50 miles.
- After filling the tank, the fuel gauge drops below full, then rises back to full.
- The fuel gauge drops during braking and rises during acceleration.
- The fuel gauge reads empty with 5 or more gallons of fuel in the tank.

**PROBABLE CAUSE**

The resistance value at the fuel sending unit does not coincide with the fuel level in the tank.

**CORRECTIVE ACTION**Replace the 20-to-120-ohm fuel sending unit with an 80-to-290-ohm unit, and update the PCM software according to Service Bulletin 99-005, *Updating the Passport PCM*.**WARRANTY CLAIM INFORMATION**

In warranty: The normal warranty applies.

Operation number: 310135

Flat rate time: 1.5 hours (Includes sending unit replacement and PCM update)

Failed part: P/N 8-25166-688-0  
H/C 5504469

Defect code: 039

Contention code: B02

Template ID: 99-004A

Skill level: Repair Technician

Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

**PARTS INFORMATION****Fuel Sending Unit Kit:**

P/N 8-25325-201-0, H/C 6110357

Kit contents: Two 80-to-290-ohm sending units (one with a small pump connector, the other with a large pump connector), O-ring, black locking clip, and red locking clip.

You'll need the following clips only if you break them while removing or installing the fuel lines:

**Fuel Line Retaining Clip, 5/16":**

P/N 2-90442-800-0, H/C 6071153

**Fuel Line Retaining Clip, 3/8":**

P/N 2-90442-810-0, H/C 6071161

**REQUIRED TOOLS AND EQUIPMENT**

PGM Tester with SN902 or later software

For the tools and equipment you'll need to update the PCM software, see Service Bulletin 99-005, *Updating the Passport PCM*.**REQUIRED MATERIALS**

Non-Chlorinated Brake Cleaner:

P/N 08732-9001, H/C 4077756

(One can is enough for two vehicles.)

**DIAGNOSIS**Using the PGM Tester, retrieve the PCM broadcast code, and compare it to the codes on the list below. (From the Tester's *ENGINE* menu select *MISC TESTS*, and from *MISC TESTS*, select *BROADCAST CODE*.)

- If the code you retrieve is on the list, go to **REPAIR PROCEDURE**.
- If the code is not in the list, the PCM has already been recalibrated and the repair has been completed. Use the 1998 Passport Service Manual, the ETM, and the PGM Tester to diagnose other causes of a low fuel gauge reading.

**PCM Broadcast Codes (for 20-to-120 ohm fuel sending units):**

BXBB, BXBC, BXBD, BXBF

CKMA, CKMB

CMWZ, CMXA, CMXB, CMXC, CMZA, CMZB, CMZC

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

July 21, 2003

[REDACTED]  
El Dorado Hills, CA [REDACTED]

American Honda Motor Company  
Honda Automobile Customer Service  
1919 Torrance Boulevard  
Mail Stop: 500-2N-7D  
Torrance, CA 90501-2746

To whom it may concern:

This letter is to complain about the lack of service I recently received when speaking to a customer service representative. I purchased my Passport in August of 1998. Since it was purchased, my rear beverage holder failed to stay closed. The dealer stated that, "it is just the way it was designed." The strike plate seems to fail to make proper contact with the magnet. On numerous occasions, my three-year old daughter has tripped upon this beverage holder. Last year, my fuel gauge started to work intermittently, not reading full when full, dropping to empty when the tank was full, and finally, not moving off of empty. As a matter of fact, I brought my car into my local dealer to have my air conditioning system checked and the technician mentioned to me that he couldn't take my car for as long of a test drive as intended because my "tank was empty." I told the technician ahead of time that the fuel gauge didn't work.

I came across two Honda Technical Service Bulletins that cover these problems. The first, Bulletin 98-027 was issued on May 11, 1999 and covers all 1998 Passports. It describes the symptom that I am experiencing - one or both of the magnetic latches do not hold the rear beverage holder closed. In addition, it describes the corrective action as replacing the rear console cover. If discovered during the warranty period, the bulletin allows the repair to be made for free. If discovered outside of warranty, the bulletin requires the District Service Manager or Zone Office to give consideration before work is to begin. The second, Technical Service Bulletin 99-004, was issued on September 14, 1999 and covers cars through VIN number 4S6C.58W.W4424533. My VIN number is 4S6CK58W6W4424526, so this bulletin covers my car. It too describes the symptoms I've experienced and states that the probable cause is "the resistance value at the fuel sending unit does not coincide with the fuel level in the tank." It goes on to state that the old fuel sending unit should be replaced with a new fuel sending unit with a higher resistance. In addition, the bulletin says that the PCM software should be updated according to Service Bulletin 99-005. These bulletins also require the intervention of the District Service Manager or Zone Manager to receive goodwill.

I brought these technical service bulletins to the attention of my local dealer, Shingle Springs Honda, and they recommended contacting Honda Customer Service. Customer Service told me that only recalls are free and that they the customer is always notified of recalls. I told the customer service representative that the technical service bulletins

clearly state that Honda was aware of the problems with these two components in 1999 and I requested goodwill from Honda. The customer service representative stated that since I received goodwill from Honda once, related to another technical service bulletin, I could not receive another.

I am again asking that Honda take responsibility for its mistakes and extend me goodwill. I am including the two technical service bulletins mentioned as well as a complaint that I have lodged with the Better Business Bureau. Thank you for your consideration in this matter.

Sincerely,



attachments

July 31, 2003



[REDACTED]  
El Dorado Hills, CA [REDACTED]

Re: 1998 Honda Passport  
VIN 4S6CK58W6W4424526

Dear [REDACTED]

This is in response to your contact to our office regarding your recent request for assistance with repair on your referenced Honda vehicle.

The Honda Customer Service office is set up to review individual customer concerns on a case-by-case basis. Under the terms of your Honda New Vehicle Limited Warranty and Honda Parts 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 during the warranty period. The limits of your Honda New Vehicle Limited Warranty period were 3 years/36,000 miles, whichever occurred first. The limits of the Honda Parts Warranty period were 12 months/12,000 miles.

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, we are certain that you must appreciate that there is a point at which any necessary repairs become the responsibility of the owner of the vehicle. There will be no 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.

A handwritten signature in black ink, appearing to read 'Brian Philbin', written in a cursive style.

Brian Philbin  
Automobile Customer Service

Honda Automobile Division