



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 1367

Date Received: 2003 NOV 18 08:01:30  
Repository   
Reference No. 10042581

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LAGRANGE State: GA 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: [Redacted] Date: 10/29/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1HGCG5B42WA084407  
Make: HONDA Model: ACCORD Model Year: 1998

Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine: No. Cylinders: [Redacted] Fuel Type: [Redacted]  
Original Owner:  Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]

Transmission Type:  Antilock Brakes:  Cruise Control:  Powertrain: [Redacted] Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: 55000 Failure Speed: 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]  
DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), person(s), condition, and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] 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).

WHILE DRIVING HEARD NOISE AND VIBRATION FROM THE FRONT END OF THE VEHICLE. THE NOISE INCREASED AT 40 MPH AND HIGHER. DEALERSHIP REPLACED THE FRONT TIRES, BUT THE PROBLEM WORSENER. THE PROBLEM WAS CAUSED BY A DEFECTIVE AUTOMATIC TRANSMISSION CARRIER BEARING ASSEMBLY WHICH NEEDED REPLACEMENT. \*AK

\* DEALERSHIP DID NOT REPLACE FRONT TIRES. I REPLACED ALL 4 TIRES  
\*\* SEE ATTACHMENT

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 condensed summary thereof, may be used in support of the agency's action.

[REDACTED]  
OCT. 29, 2003

IN JANUARY 1998, I PURCHASED A NEW HONDA ACCORD LX, ALONG WITH AN EXTENDED WARRANTY - GOLD, FOR 5 YEARS OR 75,000 MILES, WHICHEVER COMES FIRST, FOR \$1,145.00. THE FIVE YEARS WAS UP THIS PAST JANUARY. I HAVE 55,777 MILES ON THE CAR.

THE LATER PART OF SEPTEMBER, I NOTICED A SLIGHT VIBRATION, IN THE CAR, AS I DROVE IT TO MY MOTHER'S HOME. THINKING IT WAS A TIRE, I HAD THEM CHECKED & ROTATED AT FRYER'S TIRE CENTER WHERE I HAD PURCHASED THEM. CHECKED OUT FINE.

AFTER DRIVING THE CAR A FEW MORE TIMES, HERE IN TOWN, THE VIBRATION WAS BECOMING WORST, AND I HEARD SOME KIND OF NOISE.

STILL THINKING IT WAS THE TIRES, ON MONDAY OCT 6, 2003, I ORDERED 4 NEW MITCHELL TIRES. THE NEXT DAY, TUES. OCT 7, I HAD THE NEW TIRES PUT ON BY DARRA TIRE CO. NEEDLESS TO SAY, THIS DID NOT CURE THE PROBLEM. IT BECAME WORST.

AFTER DRIVING THE CAR FOR A FEW MILES AROUND TOWN, I PROCEEDED TO PATTON HONDA WHERE I HAD PURCHASED AND SERVICED MY HONDA. I EXPLAINED THE PROBLEM TO THE ASSISTANT SERVICE MANAGER, AND HE THOUGHT IT TO BE TIRE RELATED. I THEN INFORMED HIM THAT I HAD JUST REPLACED ALL 4 TIRES. HE THEN TOOK THE ACCORD OUT AND DROVE IT. WHEN HE RETURNED, HE SAID THAT SOMETHING WAS WRONG, BUT DIDN'T KNOW WHAT. BRING IT BACK AT 8AM THE NEXT MORNING.

WEDNESDAY MORNING, OCT 8, I RETURNED TO THE HONDA DEALERSHIP. ALMOST THREE HOURS LATER, I WAS TOLD THAT THE TRANSMISSION WAS

HAD A PROBLEM - CARRIER BEARING IN TRANSMISSION ASSEMBLY BAD. NEEDLESS TO SAY, I WAS NOT A HAPPY CAMPER! HOW CAN A CAR THAT IS NOT ABUSED, 5 YEARS OLD, AND ONLY HAS 55,114 MILES ON IT HAVE TRANSMISSION PROBLEMS? I AM THE SOLE DRIVER OF THE CAR, EXCEPT FOR THE PEOPLE WHO SERVICE IT.

A YEAR AFTER I HAD PURCHASED MY ACCORD, I WAS TOLD THAT HONDA'S HAD TRANSMISSION PROBLEMS. I MENTIONED THIS TO THE ASS. SERVICE MANAGER, AND HE INFORMED ME, THAT ACCORD'S DID NOT HAVE PROBLEMS, ONLY THE OTHER HONDA'S.

THE OPTIONS THAT WERE GIVEN TO ME ARE AS FOLLOWS:

- 1) HONDA REMAN (REBUILD) - \$4,509.86 + LABOR + TAX
- 2) HOWARD'S TRANS. — — \$3,250.00 + LABOR + TAX
- 3) USED (JUNK YARD) 4/60K mi - \$2,150.00 + LABOR + TAX
- 4) TAKE TO SOMEONE ELSE - CHEAPER (THIS OPTION WAS VERBAL - NOT WRITTEN DOWN ON SERVICE SHEET)

I TOOK MY KEYS, PAID THE \$40.98 BILL THAT THEY CHARGED ME AND LEFT.

UNBEKNOWNST TO ME, MY SON HAD E-MAILED THE AMERICAN HONDA CUSTOMER SERVICE, AND I DID RECEIVE A PHONE CALL FROM THEM ON WED. OCT. 9<sup>th</sup> IN THE AFTERNOON. THIS GENTLEMAN ASKED ME QUESTIONS ABOUT WHAT HAD HAPPENED AND ASKED ME WHAT PRICE I HAD BEEN QUOTED ON THE TRANSMISSION. HE THEN OFFERED TO PAY HALF ON THE PRICE OF THE TRANSMISSION, WHICH WOULD HAVE BEEN \$2,505.00, AND I WOULD BE RESPONSIBLE FOR THE OTHER HALF - PLUS LABOR AND TAX.

THIS GENTLEMAN ASKED ME IF MY CAR WAS STILL AT THE DEALERSHIP, AND I TOLD HIM NO. HE ASKED ME THAT QUESTION TWICE. I TOLD THIS MAN THAT I HAD TAKEN IT TO SOMEONE

ELSE, CHOOSE OPTION #4, AND HE INFORMED ME THAT THEY COULD NOT BE RESPONSIBLE IF SOMEONE ELSE TOUCHED IT.

HE ALSO ASKED ME, IF THIS OTHER PLACE SAID WHAT THE PROBLEM WAS. ALSO, HE ASKED ME WHAT THE COST WAS ON REPAIR, AND AT THAT TIME, I WASN'T SURE. DEPENDING UPON WHAT THEY FOUND.

THIS CAR IS MY ONLY MEANS OF TRANSPORTATION. AND SINCE I LIVE BY MYSELF, I HAD TO HAVE IT REPAIRED.

I TOOK THE HONDA TO COTTONS TRANSMISSION INC. THEY HAD IT FOR 8 DAYS. A GENTLEMAN THERE, TOLD ME THAT IT WAS THE CARRIER THAT WAS BAD, NOT THE BEARINGS. HE ALSO TOLD ME THAT SLIVERS OF METAL HAD GONE THROUGH THE TRANSMISSION AND IT ALL HAD TO BE REBUILT.

I THOUGH I HAD PURCHASED A WELL BUILT CAR, NOT ONE THAT WOULD FALL APART AT 55,000 MILES. I FEEL ANGRY AND VERY HURT. I ALSO BELIEVE THAT HONDA NEEDS TO EVALUATE THEIR PROBLEMS WITH THESE TRANSMISSIONS.

I TOLD THE ASS. SERVICE MANAGER, AT THE DEALERSHIP, AND THE GENTLEMAN WITH AMERICAN CUB. SERVICE, THAT THIS WAS MY FIRST HONDA AND THIS WILL BE MY LAST.

THANK YOU,

[REDACTED]

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**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).**