


DOT Auto Safety Hotline				FOR AGENCY USE ONLY 1367	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-CUT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received	Repository <input type="checkbox"/>
				2004 MAY 05 APR 2004 11:25	Reference No. 10066635
OWNER INFORMATION (Type or Print)					
Name	[REDACTED]		Daytime Telephone Number	[REDACTED]	
Address	[REDACTED]		Evening Telephone Number	[REDACTED]	
City	ASHEVILLE	State	NC	Zip Code	[REDACTED]
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO					
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.					
Signature of Owner				Date 4/3/04	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
5J6YH27664 [REDACTED]		HONDA	ELEMENT	2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
1/19/04	APPLE TREE HONDA 1 800 476 9411		No. Cylinders	GA-5	
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
			4		
Transmission Type	<input checked="" type="checkbox"/> Anti-lock Brakes	Powertrain		Vehicle Component Code	
STANDARD	<input checked="" type="checkbox"/> Cruise Control			*L31000 VISIBILITY:WINDSHIELD	
Multiple Failure: 3					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
04-FEB-2004	2000	0			
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 FRONT WINDSHIELD HAD TO BE REPLACED 3 TIMES BECAUSE OF STRESS CRACKS. THE CRACK ARE ON THE PILLAR ON THE DRIVER SIDE. THE CAUSE OF THE STRESS CRACK IS UNDETERMINED. *MR					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Agency 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.					

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

WINDSHIELD HAD STRESS CRACKS TWICE. NOW 3RD  
WINDSHIELD IS NOISY. HONDA REFUSE TO ADMIT  
IT A PROBLEM. LOOK AT THE UNDER ELEMENT WEB  
SITE. AVER 16 PAGES OF COMPLAINTS. HONDA  
IS SAYING THE CRACKS ARE DUE TO ROAD  
HAZARD. ALL THE CRACKS ARE PARTLY IDENTICAL.  
IF I HAVE ANOTHER CRACK I WILL HAVE TO  
USE THE LEAD "HAND" IN NC BECAUSE HONDA  
USA REFUSES TO REPLACE THE VEHICLE OR  
TELL ME IF IT WAS DAMAGE DURING SHIPMENT

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



**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

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(DASH) & DOT



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Administration  
<http://www.nhtsa.dot.gov/odiv>