



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 2004 SEP 28 AM 11:50
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received
20-AUG-2004
Repository
Reference No.
10089402

OWNER INFORMATION (Type or Print)

Name
Address
City SALT LAKE CITY State UT 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/4/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1HGCD5538TA
Make HONDA Model ACCORD Model Year 1998
Date Purchased Dealer's Name and Telephone Number
Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City State Zip Code
Transmission Type MAMIAL Antilock Brakes Powertrain FRONT WHEEL DRIVE
 Cruise Control Vehicle Component Code 353600 EQUIPMENT:ELECTRICAL:AIR CONDITIONER
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-AUG-2004
Failure Mileage
Failure Speed 65

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: DOTM18A8C038) 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).

~~WHILE DRIVING AT 65 MPH CONSUMER HEARD NOISE COMING FROM FRONT END. CONSUMER PULLED OFF THE ROAD, AND SAUNNOTING WAS HEARD. STARED AGAIN AND HEARD NOISES. AIR CONDITIONER, RADIO, AND HORN WERENT WORKING. DEALER WAS NOTIFIED. NO CORRECTING & ADDITIONAL:~~
I WAS DRIVING 65 MPH, NOT 70 MPH. I TOOK VEHICLE TO MECHANIC, WHO NOTICED SMOKE & SPARKS COMING FROM UNDER THE HOOD. ADDITIONALLY, HE NOTICED THAT THE LINING OVER ONE OF THE WHEELS HAD FALLEN OFF & THE WHEELS WERE EXPOSED, TOUCHING THE TIRE. THE PARTS SUPPLIER TOLD THE MECHANIC THAT THIS WAS A COMMON PROBLEM W/ HONDA ACCORDS AND ALSO A SERIOUS FIRE HAZARD FOR THE CAR OCCUPANT. I HEARD OF A RECALL CAMPAIGN (08V231000) THAT SUPPOSEDLY COVERS THE ELECTRICAL SYSTEM COMPONENTS OF HONDA ACCORDS. THE SYMPTOMS IN MY CASE WERE EXACTLY THE SAME, CAUSING DAMAGE TO THE AIR CONDITIONER, KILLING THE BATTERY, ETC.

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

The Privacy Act of 1974-Public Law 93-578 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.

September 4, 2004

Mr. Takao Fukui
President and CEO
Honda Motor Co., Ltd
2-1-1 Minami Aoyama
Minato-ku Tokyo 107-8556,
Japan

Dear Mr. Fukui:

I am sorry to write directly to you, but attempts to resolve my problem locally have been fruitless and very frustrating. I am a young university student trying to finish my education and don't have a lot of surplus funds.

On August 13 the wires under the hood of my Honda Accord short circuited, raising my air conditioner, killing my battery, damaging the CD player, blinkers, lights, blowing several fuses, and causing additional damage to the electrical systems in the car. My mechanic at Hansen Services Inc. said that the sparks and smoke coming from under the hood could have caused the entire car to catch fire and that I was lucky that nothing serious happened to me.

Having heard of an NHTSA recall campaign that describes this exact problem, I contacted Larry Miller Honda in Murray, Utah. Mr. Ron Knapp told me there were no safety bulletins or recall notices for my vehicle. Trusting him, I went ahead with repairs expecting that the problem would be fixed. I was charged for a new battery and other services but my horn, air conditioning, CD player, power locks, and cruise control are still not working, and they worked perfectly prior to this incident.

I found out later that there is, indeed, a recall for this problem. The NHTSA recall states that "the factory installed the air conditioner wire harness improperly, allowing wires to rub against each other, resulting in blown fuses and a dead battery." Jonathan White, chief of the NHTSA's Office of Defects Investigation and Safety Assurance also states that "Honda is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership."

One of my greatest frustrations is the way I was handled by both the dealer and American Honda. First of all, Mr. Ron Knapp, at the dealership, misrepresented himself when he told me there was no recall. Secondly, Mr. Gayse Williams of American Honda treated me extremely rudely by failing to return repeated phone calls, not bothering to look over faxes I sent to him more than a week prior, and refusing to allow me talk to his superiors. He was offensive, patronizing, and unprofessional.

I realize that my car is not new, but the recall by Honda and the Safety Administration recognizes the dangers that could result from a failure to correct this factory defect that existed since the car was brand new.

I am appealing for your intercession and help in the name of fairness and thank you in advance for your kind attention.

Respectfully,

[Redacted Signature]