



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defect
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

Repository ☐

35
01-SEP-2004

Reference No.
10090180

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City OCALA State FL Zip Code 34476

Business Telephone Number _____ E-mail Address _____

Evening Telephone Number _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, you will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: ZHKRL18582F Make HONDA Model ODYSSEY Model Year 2002
Date Purchased 10-18-01 Dealer's Name and Telephone Number CLASSIC HONDA Engine: _____ Fuel Type: Gas
Original Owner ☒ Dealer's City ORLANDO WINTER PARK State FL Zip Code 32790 No. Cylinders 6 UNLEADED
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain UNKNOWN Vehicle Component Code 061100 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-AUG-2004 Failure Mileage 82000 Failure Speed _____

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).

VEHICLE WAS SERVICED FOR AN OIL LEAK AT THE DEALER. WHILE SITTING IN THE VEHICLE A FRIEND NOTICED FUEL LEAKING FROM THE VEHICLE. THE DEALER SERVICED THE VEHICLE, AND TOLD CONSUMER IT WAS NORMAL TO SMELL GAS. *AK

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.

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

On 08/10/04 I took my car in to Buchanan Jenkins Honda in San Antonio, TX. I RECEIVED THE CAR BACK ON 08/10/04. ON 08/10/04 I took my van back to BE SERVICES, BUT SINCE I CONTINUED TO SMELL FUEL, I WAS TOLD THAT I NEEDED A NEW GAS CAP, AND IT WAS NORMAL TO SMELL A LITTLE FUEL IN ALL VEHICLES. ME AND MY TWO YEAR OLD TWINS RIDE AROUND ALL DAY SMELLING FUEL. I HAVE EXPERIENCE WITH HEADACHES, DIZZY SPELLS, AND MENORACHES. MY MOTHER WAS RUNNING WITH ME AND WE HAD TO STOP DUE TO THE FUEL SMELL. MY DRIVEWAY IS COVERED IN FUEL. THE FUEL SMELL IS WORSE WHEN IT IS VERY HOT OUTSIDE. WHEN I TURN ON THE HEATER, OR TRY TO COOL THE CAR, BY LETTING THE CAR RUN WITH THE AIR CONDITIONER ON, MY HUSBAND IS VERY CONCERNED ABOUT ME AND MY TWO YEAR OLD TWINS SAFETY. I AM AFRAID THAT THE CAR MIGHT CATCH ON FIRE WHILE WE ARE IN THE VAN. I HAVE VOICED MY CONCERNS TO THE HONDA CUSTOMER SERVICE HOTLINE, AND TO THE MAINTENANCE DEPARTMENT AT BUCHANAN JENKINS HONDA. I HAVE ALSO ASKED TO SPEAK TO MANAGERS, BUT I AM TOLD THEY ARE NOT IN. I AM REALLY CONCERNED FOR ME AND MY FAMILY'S SAFETY. I OWN THE VEHICLE, SO I DO NOT HAVE THE FUNDS TO TRADE IT IN. ATTN: 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 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATION. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety
Office of Defects Investigation
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



1-888-DASH-2-DOT



1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT

DASH2DOT

and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

VEHICLE
OWNER'S



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



HONDA

Customer Service Satisfaction Survey

Name, Address, Vehicle ID Number (VIN) Correction:

OCALA, FL
2HKRL18582
W15-2835
T07548

N032004-07-0101333

City State Zip
OCALA, FL

Vehicle Identification Number (VIN)

Dear

You recently contacted American Honda's Customer Service office to request our assistance. Your satisfaction with our products and the services of our personnel are important to American Honda. We would appreciate your taking a few minutes to complete this survey and tell us how we did. We depend on your answers to guide our future decisions as we strive to improve our products and services.

Once you have completed the questionnaire, please return it in the pre-addressed, postage-paid envelope that we have provided.

Thank you for taking the time to let Honda know how we are doing. Remember, your opinion counts!

Sincerely,

Sherry Hayes
Manager, Automobile Customer Service

INITIAL CONTACT AND REPRESENTATIVE PERFORMANCE

1. Please rate your initial contact on the following:		Excellent	Very Good	Good	Fair	Poor	Not Applicable
a.	Ability to get Customer Service phone number	☒	☐	☐	☐	☐	☐
b.	Initial amount of time on hold	☐	☐	☐	☐	☐	☐
c.	How long was your initial time on hold? <u>3</u> minutes <u></u> seconds	☐	☐	☐	☐	☐	☐
2. Please rate your customer service representative on the following:		Excellent	Very Good	Good	Fair	Poor	Not Applicable
a.	Courtesy	☐	☐	☐	☐	☒	☐
b.	Professionalism	☐	☐	☐	☐	☒	☐
c.	Understanding of your request	☐	☐	☐	☐	☒	☐
d.	Helpfulness	☐	☐	☐	☐	☒	☐
e.	Timeliness	☐	☐	☐	☐	☒	☐
f.	Knowledge	☐	☐	☐	☐	☒	☐
g.	Spent adequate time with you	☐	☐	☐	☐	☒	☐
h.	Kept you informed	☐	☐	☐	☐	☒	☐
i.	Kept commitments	☐	☐	☐	☐	☒	☐
j.	Encouraged you to contact office again	☐	☐	☐	☐	☒	☐
k.	Representative's overall support	☐	☐	☐	☐	☒	☐
3.	Did you contact the Customer Service office by phone?	☒ Yes	☐ No (SKIP TO QUESTION 5 ON BACK)				
4.	After you first got through to the Customer Service Representative:						
a.	Were you placed on hold by the Customer Service Representative?	☐ Yes		☒ No (SKIP TO QUESTION 5 ON BACK)			
b.	How many times were you placed on hold?	☐ 1		☐ 2		☒ 3 or more	
c.	How much time did you spend on hold?	<u>6</u> minutes					

RESOLUTION OF YOUR ISSUE

5. Did your Customer Service Representative need to involve anyone else? ☒ Yes ☐ No (SKIP TO QUESTION 6)
- a. Who else was involved? ☒ Other American Honda personnel ☒ Dealer ☐ Other: _____
6. Has your issue been resolved? ☐ Yes ☒ No (SKIP TO QUESTION 9)
7. From the time of your initial contact with American Honda, how long did it take in total to resolve your issue?
 _____ minutes _____ hours _____ days
8. How many contacts did it take to resolve your issue? ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5 or more
9. What was the main issue involved in your contact with American Honda's Customer Service office? (Select only one)
- | | | |
|--|---|--|
| ☐ Sales | ☐ AHFC (Finance) | ☐ Website/Internet problems |
| ☒ Service | ☐ Accessories | ☐ Product → Please describe: _____ |
| ☐ Parts | ☐ Advertised Promotion | |
| ☒ Warranty | ☐ General Information (e.g., literature, dealer location) | ☐ Other: _____ |
| ☒ Campaign/Recall | | |

SUMMING IT ALL UP

- | | | | | | |
|--|-----------|-----------|------|------|------|
| | Excellent | Very Good | Good | Fair | Poor |
|--|-----------|-----------|------|------|------|
10. How would you rate the final outcome of your issue or request? ☐ Excellent ☐ Very Good ☐ Good ☐ Fair ☒ Poor
- a. Why do you feel this way?
- I had a bad luck on my 2007 Honda Odyssey. I asked the customer service representative why with my 2007 Honda Odyssey have a fuel leak, and why it wasn't under warranty, if there was no fuel leak I could go to the dealer to get the fuel leak fixed. She told me that if I did not pay for the fuel leak they would tow the car back to my house. I tried to call, and she told me that they already helped me once with my transmission, so I should be fine. I never knew one after only 1 1/2 years of owning my new Honda Odyssey. So she told me that I would have to pay for the fuel leak. I asked her if there was anyone higher than her I could talk to, and she informed me that there is no one higher than her. She was very rude to me.*
11. If you were to purchase another automobile, how likely are you to purchase another Honda?
- | | | |
|---------------------------------------|--|---|
| ☐ Definitely will | ☒ Probably will not | → Why not? <i>I and my dad and bought my vehicle because I thought that it would be safe for me and my twins.</i> |
| ☐ Probably will | ☐ Definitely will not | |
12. If you were to purchase another automobile, how likely are you to purchase it from the dealer who was involved in this issue?
- | | | |
|---------------------------------------|--|--|
| ☐ Definitely will | ☐ Probably will not | → Why not? <i>They are rude! I have to go to Orlando, 50 miles away to buy my vehicle.</i> |
| ☐ Probably will | ☒ Definitely will not | |
| | ☐ N/A - No dealer involvement | |

GENERAL COMMENTS

13. Please provide any comments or suggestions for improving service at American Honda's Customer Service Office:
- I bought my Honda Odyssey brand new in Orlando FL, 50 miles from my home. Because the staff at the Honda in Orlando is very rude to me, my transmission went out, and I had a fuel leak, so the service department paid for the transmission, and I paid for labor. When the recall on transmission was sent out I sent paperwork in to receive my money back, and was refused over the phone. The lady from customer service told me that she could call the dealer and get my money back. She told me that I could not pay for the transmission. I told the customer service rep that I needed the refusal in writing, and she told me that she would send it, but I had not received the letter (3 weeks ago). I tried to go to the dealer with a service manager, and he told me that all I paid for the transmission was \$25, and the transmission cost \$200, and that I should not complain. I told him that there was a recall and I deserve my money. He told me that he would get back with me after he talked to Gary. I have not received a phone call back. I have bought 5 Hondas and 1 Acura, but this is the first time I have had problems.*

THANK YOU FOR YOUR VALUABLE INPUT!

Please return the survey in the enclosed postage-paid envelope which is addressed to:

American Honda Survey Processing Center

PO BOX 1149, Cypress CA 90630-9947

THANK YOU!

Request For Reimbursement
Honda Automatic Transmission Second Gear Inspection

Fill in the following blanks. Please print clearly, and provide complete information.

Daytime telephone number _____
Current Address _____
City Ocala State FL Zip Code N/A

Was the vehicle towed in for repair? Yes No

2HKRL18582H509781 P30

Vehicle Identification Number (VIN) (Required)

55,960

Mileage at time of repair

\$ 535.00

Total amount requested

Name of facility that did the repair

Buchanan/Jenkins Honda 1100 SW College Rd
Ocala, FL 34474

**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).**