



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 100218

Date Received

132055-2004-5

Repository

Reference No.
10103670

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CINCINNATI State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 [REDACTED] signature or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5J6YH28644L [REDACTED]
Make: HONDA Model: ELEMENT Model Year: 2004
Date Purchased: 5-8-04 Dealer's Name and Telephone Number: Honda East 528-8000 Engine: No. Cylinders: 4 Fuel Type:
Original Owner: Dealer's City: Cincinnati State: OH Zip Code: 45245
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: [REDACTED]
Vehicle Component Code: 131000 VISIBILITY: WINDSHIELD
Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-OCT-2004 Failure Mileage: [REDACTED] Failure Speed: 10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R16): [REDACTED]
DOT No. (Example: DOTM1ABBC038): [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), 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).

WHILE DRIVING 10 MPH CONSUMER NOTICED THAT THE WINDSHIELD WAS CRACKED. THIS CAUSED POOR VISIBILITY. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC REPLACED THE WINDSHIELD TWICE. HOWEVER, THE PROBLEM RECURRED. *AK

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

The Privacy Act of 1974 (Public Law 93-502) 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)

When we were researching the car prior to buying it, we read about TSB# 03-028 saying the windshields in the '03 Elements had a tendency to crack in the corners but the problem was fixed for '04 elements. Bought our car, EN of October - windshield cracked in the corner - took car to Deryl Waltrip Honda in Nashville TN - they had TSB# of everything and they said it was not under warranty. Had windshield replaced on 11-16 - I paid on 12-12 - got to car in the morning & noticed a new crack just like the old one but a little higher up. Took to Honda East in Cincinnati where I purchased the car & they are replacing windshield, said it was a problem and the waltrip should have replaced it in the first place. Honda 1-800 # was no help. I know I am not the only element owner to have this problem. Both cracks went through my line of vision.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 7th Street, 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-218 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

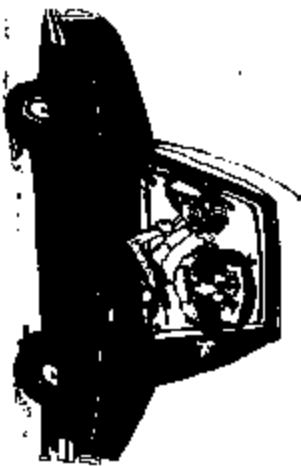
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT 1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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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).**