

Enforcement

10115322

P.S. Please provide the information by completing the VOQ on NHTSA's Web Site.

From: [REDACTED]

Comments:

Respected Sir or Madame,

OCT 12 2004

I had been in the market to purchase a new vehicle for about 2 months. I visited the showroom of Banskton Honda of Lewisville, in Texas. After my test drive of the 2004 Honda Accord LX, I went on to purchase it that same day, October 20, 2004. While my paperwork was being processed, my father and I went around the showroom to check other models.

The 2004 Honda Element was one of those vehicles that we sat inside of and were looking to purchase it in the near future. Much to our surprise, there is a MAJOR FLAW that we had discovered while seated inside. This flaw may result in the entrapment of the occupants inside the vehicle and perhaps even fatalities. Which in turn, would result in lawsuits against Honda Automobiles Company. Please contact me at your earliest convenience to discuss this matter.

Sincerely,

[REDACTED]

From NHTSA Web Site.

ALJ  
10/12/04

**Jimenez, Alberto**

**From:** Jimenez, Alberto  
**Sent:** Monday, March 07, 2005 10:30 AM  
**To:** [REDACTED]  
**Subject:** 2004 Honda Element

<b>Type:</b>	Customer E-mail
<b>From:</b>	[REDACTED]
<b>To:</b>	"Webmaster <NHTSA>" <Webmaster@nhtsa.dot.gov>
<b>Subject:</b>	Major (Deadly) flaw in 2004 Honda Element

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter, however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at [www.nhtsa.dot.gov/ivog](http://www.nhtsa.dot.gov/ivog). Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems). For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation