



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 100222

Date Received

Repository

28-MAR-2005

2005 APR 25 AM 8:15
Reference No: 15
10116931

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City JERMYN State PA Zip Code _____

Daytime Telephone Number _____

E-mail Address _____

Evening Telephone Number
SAME

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 3/15/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
456CA5BWXW

Make HONDA Model PASSPORT Model Year 1998

Date Purchased 4/99 Dealer's Name and Telephone Number 301-1400
BORNE HONDA & SUN AUTO - 370 343 9661 Engine: No. Cylinders 6 Fuel Type: Gas

Original Owner Dealer's City SCRN. PA. State PA. Zip Code _____

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 136000 VISIBILITY:WINDSHIELD WIPER/WASHER Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-MAR-2005 Failure Mileage 105000 Failure Speed _____
WINDSHIELD WIPER DRIVER SIDE ARM CLIP BROKE
OFF PASSENGER SIDE ARM IN COWL AREA. NONE AVAILABLE

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).

WIPER CLEANING THE VEHICLE CONSUMER BROKE THE DRIVER SIDE WIPER BLADE AND THE ARM BROKE. CONSUMER MADE CONTACT WITH THE DEALER AND WAS INFORMED THE PART WAS ON BACK ORDER. ~~AND~~ CONSUMER TURNED WIPERS ON & DRIVER SIDE STOPPED MID WAY, WHILE PASSENGER WIPER KEPT WORKING GOING ON TOP OF STOPPED DRIVER SIDE WIPER. I STOPPED WIPERS, OPENED COWL AREA AT BOTTOM OF WINDSHIELD, & FOUND THAT THE CLIP BROKE OFF PASSENGER SIDE, WHICH DRIVER SIDE ATTACHES TO, TO OPERATE. CALLED DEALER, JUNKYARDS, AND AUTO PARTS SUPPLIERS. NO PARTS AVAILABLE, EVEN DEALER SAID THEY WERE ON "NATIONAL BACKORDER." MUST BE ALL BAD OFFSHORE.

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)

SINCE I COULD NOT FIND PARTS AVAILABLE, IT MAKES ME THINK THAT THIS IS HAPPENING ON ALL THESE HONDA + ISUZU VEHICLES. THIS IS A SAFETY HAZZARD, IF THIS HAPPENS IN A DRIVING RAIN OR SNOW STORM, ALL BECAUSE OF A CHEAP PLASTIC CLIP THEY USE TO CONNECT THESE PARTS, OR WIPERS TOGETHER, THE BAD PART IS THAT YOU CANNOT PURCHASE A NEW CLIP TO REPAIR THIS, THEY MAKE YOU PURCHASE THE ENTIRE WIPER ARMS, "TRANSMISSION ASSEMBLY" FOR BOTH WIPERS, ARMS + ALL, ALL BECAUSE OF A PLASTIC CLIP THEY USE. TO TOP IT ALL EVEN MORE, THAT COSTS ALOT MORE TO BUY PARTS, YOU DON'T EVEN NEED, + ALSO EVEN THEY, THE ENTIRE "TRANSMISSION ASSEMBLY" IS NOT AVAILABLE - ANYWHERE. HOPE IT DON'T RAIN!!

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

NO POSTAGE
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UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

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and dial toll free at

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