



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 241

Date Received

Repository ☐

Reference No.
10117162

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ROYAL OAK State MI Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address AZAZULIA@sbciglobal.net

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 4/14/05 ☒ YES ☒ NO

VEHICLE INFORMATION

17 digit vehicle Identification Number Located at bottom of dashboard on driver's side
4SGDM58W5 [REDACTED] Make HONDA Model PASSPORT Model Year 2000

Date Purchased
11-MAY-00

Dealer's Name and Telephone Number
GRAND HONDA 630-883-7700

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
ELMHURST, IL

State IL Zip Code 60126

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
038000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 1 constant

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAR-2006 Failure Mileage 97000 Failure Speed 10
Brakes, ABS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
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).

WHEN APPLYING BRAKES ON DRY ROAD SURFACE ABS WOULD INTERMITTENTLY ENGAGE ITSELF FROM 10-0 MPH AND CAUSE THE BRAKES TO
MOMENTARY LOCK UP. VEHICLE HAS BEEN TO THE DEALER ON TWO SEPARATE OCCASIONS AND THEY WERE UNABLE TO DUPLICATE THE
PROBLEMS. CONSUMER WAS CONCERNED THAT THIS MAY CAUSE A VEHICLE CRASH IF THIS ISSUE CONTINUED. *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.

[REDACTED]
Royal Oak, Michigan [REDACTED]

April 14, 2005

In regards to: Reference Number 10117162

Mr. Michael J. Jordan
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Dear [REDACTED],

Thank you in advance for your prompt attention to my vehicle concerns. Enclosed on the *Vehicle Owner Questionnaire* I have made some corrections and highlighted them in green. I also filled out any missing information pertinent to this vehicle concern. Below you will find my description of the particular problems I am experiencing with my Honda Passport.

VIN: 4S6DM58W [REDACTED]

Initial Incident Date: March 1, 2005

Mileage: Approximately 97,000 miles

Failure Speed: Anywhere between 1 and 15 mph. No matter what cruising speed, when the brakes are applied, the problem occurs as the vehicles attempts to come to a complete stop.

This problem occurs consistently when on dry pavement and I am attempting to come to a stop at a stop light, stop sign or in an unexpected traffic back-up on the expressway. When decreasing the speed to about 15mph or lower the brake pedal begins to push back and tremble. At the same time there is a 'spring-like' noise which to me sounds much like ABS when they engage in winter driving conditions. With the above being stated, the vehicle then continues to move forward (even backwards if I am in reverse) at least 6-12 inches than normal.

I now have the vehicle in for the 3rd time to my local Honda dealer. I was able to recreate the problem for them and they were also able to recreate the problem in my presence. However, they have not been able to identify the exact cause of this defect. As they have told me; the ABS light is not on and the vehicle is not producing a 'code number' on the computer.

In general, this problem is very concerning to my husband and I as I use this vehicle for business travel as well as leisure. My travels are often approximately 600 miles per trip. With that type of distance, I am not comfortable driving this vehicle with the noted problem. I feel it not only unsafe to myself, but also any other incidentals that may occur during any driving period. The need to stop in the expected timeframe is crucial should a

child or animal run in front of the vehicle. It is simply not safe. Being said, we are very concerned that Troy Honda will tell us that they cannot fix the problem and I need to take the car home. I have told them that I do not feel safe driving the vehicle home more less continuing to use this vehicle for business and pleasure.

I am currently working with Dan Coniglio, Service Advisor at Troy Honda of Troy, Michigan to try to resolve this problem. They have now exhausted their options and are consulting with Isuzu in an attempt to fix this problem. *The number for Troy Honda is 248.649.0202.* In addition, I have placed a customer complaint with Honda Corporation as of April 13, 2005. My contact was 'Caroline' and I reached her at 800.999.1009. As a follow up to my conversation with her, I am expecting a case worker from Honda to contact me within the next few days to take this to the next level.

Please feel free to contact myself or my husband John Gorski if you have any additional questions or concerns. We look forward to hearing from you.

Regards,



Enclosures: Service History Report
3/11/05 Invoice and Problem Description
3/28/05 Invoice and Problem Description

