



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 100148

Date Received

Repository ☐

2005 SEP -9 AM 4:32
05-AUG-2005

Reference No.
10131679

OWNER INFORMATION (Type or Print)

Name

Address

City DEERFIELD

State IL

Zip Code

Daytime 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/19/05

VEHICLE INFORMATION

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

5FNRL1865

5FNRL186

Make HONDA

Model ODYSSEY

Model Year 2004

Date Purchased
27-SEP-04

Dealer's Name and Telephone Number
MULLER HONDA 847-831-4200

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
HIGHLAND PARK

State IL

Zip Code 60035

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
222000 SEATS:MID/REAR ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-AUG-2005

Failure Mileage
about 5200

Failure Speed
? WAS on the brake making a sudden stop.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM18ABC036)

☐ 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), condition(s), and injury(s).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

DT: 2004 HONDA ODYSSEY. THE SECOND ROW SEAT DISLODGED FROM THE VEHICLE AND TIPPED FORWARD WITH CONSUMER'S DAUGHTER IN A CHILD SAFETY SEAT. THIS HAPPENED WHEN THE CONSUMER HAD TO MAKE A SUDDEN STOP. THIS SEAT HAD BEEN IN THIS SPOT FOR MONTHS. THE DEALERSHIP STATED IT WAS NOT LATCHED CORRECTLY AND THEY SECURED IT. THE DEALERSHIP SHOWED CONSUMER HOW TO DO THIS. SHE TRIED TO LATCH THE SEAT AND COULD NOT GET IT IN. SHE THEN TOOK THE VEHICLE BACK TO THE DEALERSHIP, AND THE SERVICE DEPARTMENT AGREED THAT IT WOULD NOT GO IN. THEN THEY LOOKED AT ANOTHER VEHICLE AND FOUND THE SAME PROBLEM. THE SEAT HAD TO BE DROPPED DOWN VERY HARD INTO PLACE TO MAKE IT LATCH; THIS WAS NOT INDICATED IN THE OWNER'S MANUAL. THE DEALERSHIP ORIGINALLY STATED COULD VISUALIZE THAT IT WAS LATCHED, BUT UPON FURTHER INSPECTION, THERE WAS NO WAY TO TELL. *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.

8/5/05 0800 Called Honda and opened a case # N012005-08-05-00004. Told them what happened and that I want it recalled and them to buy the car back. Seat dislodged yesterday with 2 yr old in it upon sudden stop. Totally unsafe. Came completely off the floor of the car. It does not latch according to the directions. Another Odyssey vehicle at the dealer did the same when tested. Did not latch correctly. Michael Beesch tested it. The rear left latch does not latch correctly and the seat is unstable. Inspected by Michael Beesch 8/4/05 twice. Brought van in when it happened and then again the same day after testing myself.

8/5/05 0830 called Muller Honda and requested a call from someone with decision making ability. I want them to buy back the van. Spoke with Rich Corbett. Explained everything above to him.

8/5/05 0947 left a detailed message for Carl Bash controller at Muller Honda requesting a call back. Stated what occurred yesterday.

8/5/05 1001 Left voice mail with IL Attorney General's office (312) 814-3000.

8/5/05 1006 spoke with Carl Bash at Muller. He forwarded my message to Joe Ovigan who handles these issues. To call me within 10 minutes per Carl Bash.

8/5/05 1030 filed complaint with the Vehicle Safety Hotline
<http://www-odi.nhtsa.dot.gov/ivoq/> Spoke with Kim. Complaint # 10131679

8/5/05 1050 Spoke with Joe Ovigan who stated there is no way they will buy back the car and it can be repaired.

8/5/05 1451 Left message at American Honda for a call back. Stated it was an emergency.

8/5/05 1615 Spoke with Christina Griffin at American Honda and told her everything that happened and stated I want Honda to purchase back the vehicle. Ext. 118130

8/19/05 1353 Spoke with American Honda who stated my request for them to buy back the van was denied.



8/19/05

**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).**