



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

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Reference No.

10214039

OWNER INFORMATION (Type or Print)

Name, Address, City (DOWNEY), State (CA), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (1HGG5646...), Make (HONDA), Model (ACCORD), Model Year (1998), Date Purchased (1998), Dealer's Name (NORM REEVES - HUNTINGTON BEACH), Engine (4 cylinders), Fuel Type (Gas), Transmission Type (AUTOMATIC), Antilock Brakes, Cruise Control, Powertrain (FRONT WHEEL DRIVE), Vehicle Component Code (116100 ELECTRICAL SYSTEM:IGNITION:SWITCH), Multiple Failure (2)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (21-SEP-2002), Failure Mileage (124068), Failure Speed (0), Ignition Switch

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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 (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).

TL*THE CONTACT OWNS A 1998 HONDA ACCORD. THE CONTACT STATED THAT THE IGNITION SWITCH WAS DEFECTIVE AND WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER 02V120000 (ELECTRICAL SYSTEM:IGNITION:SWITCH). THE ENGINE WOULD OCCASIONALLY SHUT OFF WHEN THE VEHICLE WAS STOPPED. THE DEALER INSPECTED THE VEHICLE AND CONFIRMED THAT THE CAUSE WAS THE IGINATION SWITCH. THE CONTACT HAD THE VEHICLE REPAIRED PREVIOUSLY, BUT IT FAILED AGAIN. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 246,000 AND FAILURE MILEAGE WAS 124,068.

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 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.

1/18/08

I am writing to inform you that the ignition switch on my 1998 Honda LX Accord has failed twice now. There was a recall on this ignition switch, recall **Notice Recall ID # 02V120000**.

The first time the ignition switch failed was in September 02. The switch was replaced free of charge by Norm Reeves Honda of Cerritos due to this recall notice. This ignition switch failed again in December 07. I went back to Norm Reeves Honda of Cerritos, since they installed the ignition switch before, they refused to replace this under warranty telling me because they replaced it before under the recall notice, I would have to pay for replacement. Norm Reeves did not even want to do a Goodwill repair (I would pay for the labor and Honda pay for the part or vise a versa; they refused to work with me in any way.)

I only went back to Norm Reeves Honda of Cerritos because they had replaced the ignition switch originally. I use to be a very good customer with Norm Reeves, I bought all my Hondas there and did all my services there. I do not go there anymore because every time I took my car for service, my car was returned with something broken. (Example broken door handle, broken dip stick, broken lug nut). They had the decency of handing my car over to me with the broken part hoping I would not notice. The car was there for only for a service that did not involve any of these broken items.

I then went to my repair shop that specializes in Hondas and Acuras, and they told me the recall was still open. They called Buena Park Honda, and said they would replace the ignition switch under warranty. Buena Park did replace the ignition switch under warranty, after inspecting the ignition switch they found that the contacts were worn as well as broken contacts inside.

Now this should not happen. The problem with this failure is that if the car is in motion, everything shuts off and you can get in serious accident. Especially on a freeway, I must take the freeway to work because I work 25 miles away from my home. My car shutoff twice while in motion, lucky I was on surface streets and not traveling to fast and there was no other cars around. This is a very serious problem that a second ignition switch failed and the car may shut off completely.

I still have the original recall notice stating that Honda will not reimburse for any losses or that are caused by the ignition switch failure. This is a very serious problem and I am very concerned about how many other ignition switches have failed.

Please investigate; this is a very serious recall on this ignition switch failure; to have two ignition switches fail on me is a very big concern because this failure could have caused a very serious accident.

Thank You,

[REDACTED]

[REDACTED]

Work direct



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

Summer 2002

Important Safety Recall Notice: Accord Ignition Switch

Dear Accord Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has determined that a defect relating to motor vehicle safety exists in the ignition switch on certain 1997-99 Accords.

Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, if your engine stalls while driving in traffic or at highway speeds, you're at risk of being involved in a crash. Difficulties starting the engine (for example, hard-to-start, stalls immediately after starting, etc.) may indicate that the ignition switch is failing.

What should you do?

Call any authorized Honda automobile dealer and make an appointment to have your car repaired. The dealer will install an improved ignition switch, free of charge. Please plan to leave your car for at least half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your car, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Auto Safety Hotline at (888) 327-4236. ✓

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 1997-99 Accord involved in this recall. If this is not the case, or if the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you paid to have a defective ignition switch replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have any questions about this notice, or need assistance with contacting a Honda dealer, please call Automobile Customer Service at (800) 999-1009. *American Honda, Customer Care*

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



Instructions for Reimbursement

Reimbursement eligibility

You may be eligible for reimbursement if you previously paid for repairs for the replacement of the electrical portion of the ignition switch.

- You must have had your vehicle repaired before receiving this notice.
- You must have owned the vehicle at the time of repair. You are still eligible if you no longer own the vehicle.
- You must return the vehicle to an authorized Honda dealer to have the recall completed, free of charge, even though you had the ignition switch replaced previously.

NOTE: Any incidental expense or inconvenience you may have suffered due to the loss of use of your vehicle is not reimbursable.

To apply for reimbursement

- Complete the attached *Request for Reimbursement* form.
- Include a copy of the repair receipt or invoice for the previous ignition switch repair. This should show your vehicle's model, Vehicle Identification Number (VIN), license number, the name and address of the facility that did the repair, the cost of the repair (parts and labor), and the date the work was completed.
- Include a copy of the cancelled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- Include a copy of the repair invoice from an authorized Honda dealer showing the completion of the Ignition Switch recall.
- Mail the completed *Request for Reimbursement* form and copies of the receipts and invoices to:

American Honda Motor Co., Inc.
 Automobile Customer Service
 P.O. Box 2964 1919 Torrance Blvd.
 Torrance, CA 90501-2964

(310) 783-3785 FAX.

Please allow six to eight weeks for reimbursement.

Request For Reimbursement

Fill in the following blanks. Please print clearly, and provide complete information.

Name _____ () _____
 Daytime telephone number

Current Address _____ Apt. No. _____

City _____ State _____ Zip Code _____

IHGCG5646 [redacted] L55 _____ \$ _____
 Vehicle Identification Number (VIN) Mileage at time of repair Total amount requested

Was the vehicle towed in for repair? Yes No

If yes, what towing charges are you requesting? \$ _____

Name of facility that did the repair _____

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).