



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 ☐

Reference No.  
10216669

2008 MAR - 6 PM 3:24  
01-FEB-2008

OWNER INFORMATION (Type or Print)

Name

Address

City MARSHALL

State NC

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 2/19/08

VEHICLE INFORMATION

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

4S6CM58W

Make

HONDA

Model

PASSPORT

Model Year

1998

Date Purchased  
01-OCT-98

Dealer's Name and Telephone Number  
ITHICA OF HONDA

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner  
☒

Dealer's City  
ITHICA

State  
NY

Zip Code

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code

161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
09-JAN-2008

Failure Mileage  
120000

Failure Speed

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

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 PASSPORT. WHILE PULLING INTO THE SERVICE GARAGE AT AN UNKNOWN SPEED, THE MECHANIC NOTICED THAT THE FRONT FRAME OF THE VEHICLE WAS SEVERELY ERODED, WHICH RESULTED IN CRACKING AND BREAKING. THE DEALER AND MANUFACTURER HAVE NOT YET DETERMINED THE CAUSE OF THE FAILURE. THEY STATED THAT THEY WILL NOT PERFORM A DIAGNOSTIC TO DETERMINE IF THEY ARE AT FAULT. THE FAILURE AND CURRENT MILEAGES WERE 120,000.

\* while driving vehicle the steering became unmanageable + then my husband pulled into a garage that was right in immediate area - when put on lift it was then noted that 1/2 of the frame was rusted w/ corrosion cracks

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)**

ON January 9, 2008 my husband was  
on his way to work when the steering  
became unmanageable - he pulled into a local garage  
when they put it on a lift it was noted that  
the frame was rusted with corrosion and had  
cracked, on the opposite side of frame it  
was rusted, corrosive, with tiny pitted holes  
which was stated that it would also crack  
any time - I reported this to Honda Customer  
service + they insisted I had to pay for towing &  
diagnostics at a Honda Dealer + maybe all repairs

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**safercar.gov**

**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

## HP All-in-One



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[REDACTED]  
[REDACTED]  
Marshall, NC [REDACTED]  
[REDACTED]  
[REDACTED]

February 19, 2008

Dear Sir,

I have purchased two Honda Passports brand new from a Honda Dealership, the second one was not quite 10 years old when my husband was driving it to work when all of a sudden the steering failed, luckily there a local garage that he was able to pull into, and thank God he was off our mountain roads when this happened. The vehicle was then put on a lift and come to find out half of the frame was rusted, corroded, and had broke. The other side of that portion of frame was also rusted and pitted to where you could see light through it and was also about to crack. I called Honda Customer Relations and was assigned a case # and a representative to supposedly help me. The representative only spoke with me 2-3 times, all other calls were messages left on my answering machine even though I left him the times I would be at home or at work. I also gave him the name of the body shop, phone number and location where I had to have it towed. He insisted that I have the vehicle towed to the nearest "Honda" dealer (1 1/2 hrs. away) at my cost and have a diagnostic completed at my cost, I felt this was very unfair, I had already had to pay for storage fees at the place it broke down by, then towing fees to take it to the next nearest body shop for an estimate for repairs and a rental car fee so my husband could get back and forth to work. I have never had a vehicles' frame rust out and brake on me and I have had plenty of used cars through my lifetime, this was a NEW vehicle when purchased, my second NEW vehicle from Honda and the help and cooperation was useless from your customer service department. I have turned this over to the US Dept. Of Transportation and Safety Administration, and will also be sending a copy of this letter, and pictures to the following: Better Business Bureau, The State Attorney General, The Center for Auto Safety, and any other Agency I can to see if Honda is responsible for the repairs to the vehicle. I was to use that vehicle 3 days later while my other one was being taken for routine service, had I been driving it with my two granddaughters (ages 8 & 9 months) where I live in the mountains (elevation 2300ft) and the steering went on me, it would have been a fatal accident as it is very barren in this part of the mountains with very few guard rails. I would appreciate it very much if you would look into this matter and see if Honda Corporation is willing to settle this issue I have, if not hopefully one of the contacts I mentioned will hopefully be able to help me. I have a very different opinion of Honda now and would never trust their vehicles' or customer services again"

Sincerely,

[REDACTED]  
Case [REDACTED]

Representative's Name: Jessie Cinceroes