



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: 20-JUN-2008
Repository:
Reference No.: 10231815

2008 JUL 28 PM 2:36

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LYNCHBURG State: VA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/7/08 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1HCGG5647WA [Redacted]
Make: HONDA Model: ACCORD Model Year: 1998

Date Purchased: Aug. 29 2002 Dealer's Name and Telephone Number: Oak Ridge Toyota (434) 528-3202
Original Owner: Dealer's City: State: Zip Code: Engine: No: 4 Cylinders Fuel Type: REG.

Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-JUN-2008 Failure Mileage: 154112 Failure Speed: 0
RIGHT LOWER BALL JOINT ON RIGHT SIDE OF VEH.

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 ACCORD. AFTER PLACING FUEL IN THE VEHICLE AND SHIFTING IT INTO GEAR, THE VEHICLE COLLAPSED. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC'S SHOP. THE MECHANIC INSTALLED A TEMPORARY LOWER BALL JOINT SO THAT THE CONTACT COULD DRIVE TO A LOCAL DEALER. ONCE AT THE DEALER, THE CONTACT WAS INFORMED THAT THE BALL JOINT SEPARATED FROM THE FRAME. A RECALL RELATED TO THE FAILURE WAS FOUND, BUT THE DEALER STATED THAT THE VIN WAS NOT INCLUDED. THE DEALER REPAIRED THE BALL JOINTS ON THE PASSENGER SIDE OF THE VEHICLE. THE RECALL NUMBER WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 154,112.

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)

*LOWER RIGHT SIDE BALL JOINT ON RIGHT SIDE OF VEHICLE BROKE, Vehicle
Right tire collapsed as a result. See INFORMATION ON THIS MATRNL
with write up.*

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

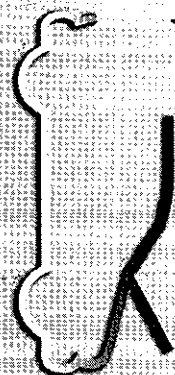
POSTAGE WILL BE PAID BY ADDRESSEE

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

65.



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



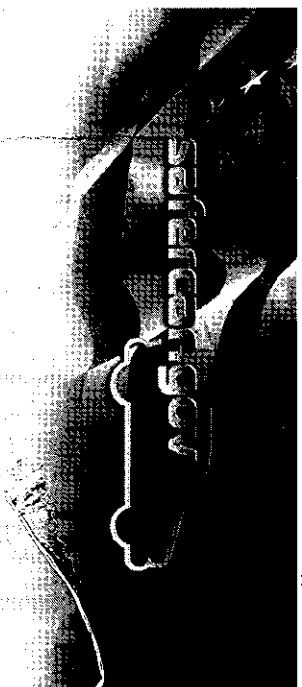
**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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

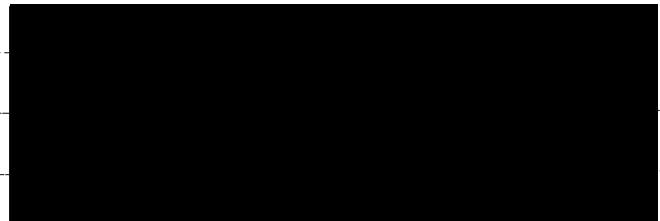


7-7-08

TO WHOM IT MAY CONCERN:

IN THE NARRATIVE DESCRIPTION OF INCIDENTS, IT WAS REPORTED THAT THE RECALL NUMBER WAS UNKNOWN. HOWEVER, THIS ISN'T TRUE. I HAD THE RECALL NUMBER WHEN I REPORTED THIS INCIDENT. I WAS TOLD I DID NOT NEED THE RECALL NUMBER AT THIS TIME WHEN I MADE THE CALL. THE RECALL NO. IS 99V069000:
LOWER BALL JOINT REPLACEMENT, 1998
HONDA ACCORD - COUPE L4-2254CC 2.3L
SOHC (VTEC) MFI.

I HAVE ALSO INCLUDED THE WRACKER SERVICE INVOICE AND THE INVOICE FROM HONDA, WHERE THEY ONLY REPLACED THE RIGHT SIDE, I WONDER IF THE LEFT SIDE IS NEXT. THANK GOD I WAS NOT GOING HIGHWAY SPEED WHEN THIS HAPPENED.



GLENN TRENT

Tire & Wrecker Company
 12th & Kemper Street • P.O. Box 11735
 Lynchburg, Virginia 24506
 (434) 846-1383
 Fax: (434) 845-6629



DATE <u>6-16-08</u>	TIME	A.M. P.M.	REFLECTED BY
LOCATION OF VEHICLE <u>Shell station Timberlake & Graves Mill Rd.</u>			
NAME		PHONE	
ADDRESS		ZIP	
MILEAGE	SERVICE TIME	EXTRA PERSON	
FINISH _____	FINISH _____	FINISH _____	
START _____	START _____	START _____	
TOTAL _____	TOTAL _____	TOTAL _____	
YEAR <u>1998</u>	MAKE/MODEL/COLOR <u>Honda Accord (Tan)</u>	DRIVER	
STATE <u>Va</u>	LIC NO.	VEHICLE ID. NO. <u>1H6CG5647NA</u>	
<input type="checkbox"/> SLING/HOIST TOW	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> SINGLE LINE WINCHING	
<input type="checkbox"/> WHEEL LIFT	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> DUAL LINE WINCHING	
<input checked="" type="checkbox"/> FLAT BED/RAMP	<input type="checkbox"/> WRECK	<input type="checkbox"/> SNATCH BLOCKS	
<input type="checkbox"/> START	<input type="checkbox"/> RECOVERY	<input type="checkbox"/> SCOTCH BLOCKS	
<input type="checkbox"/> LOCK OUT	<input type="checkbox"/> _____	<input type="checkbox"/> DOLLY	
VEHICLE TOWED TO <u>Expert Auto (12th St)</u>		SPECIAL EQUIPMENT	
REMARKS <u>Paid 55.00 cash</u>		MILEAGE CHARGE	
		TOWING CHARGE	<u>55.00</u>
		LABOR CHARGE	
		STORAGE CHARGE	
		TOTAL	
OPERATORS SIGNATURE <u>D. Brown #44</u>		AUTHORIZED SIGNATURE	

TOW SERVICE

1175

VILLAGE MOTORS, INC. T BILLY CRAFT HONDA
 3914 OLD FOREST ROAD
 LYNCHBURG, VIRGINIA 24501
 434-385-6045
 www.billycrafthonda.com



LYNCHBURG, VA

SERVICE ADVISOR **K. MOTLEY 455-5274**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
18JUN08	20JUN08		1HGCG5647WA	2391345			20JUN08	226140
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
		98	HONDA ACCORD LX 4D		0.00	01JAN98	328	386
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
149385	149385							

TECH	TYPE	HOURS	LIST PART	NET AMT	TOTAL
A ADVISE ON TRANS OPERATION, C/S IT MAKES A GRINDING NOISE WHEN IN GEAR. TRANS WAS ALREADY REPLACED					
SR94 TROUBLESHOOT & DIAGNOSE					
	18	CPH	0.60	47.40	47.40
149385 TRANS HAS A LEAK					
D REPLACE SOP RIGHT FRONT KNUCKLE					
CH REPLACE BALL JOINT					
	18	CPH	1.00	79.00	79.00
	1		51210-S84-305		
			KNUCKLE, R- FR-	424.07	424.07
	1		90363-SF1-000 NUT,		
			CASTLE (12MM)	5.52	5.52
E REPLACE RIGHT FRONT WHEEL BEARING WITH KNUCKLE					
CH REPLACE BEARING AND KNUCKLE					
	18	CPH	1.00	79.00	79.00
	1		44300-S84-A02		
			BEARING, FR- HUB	84.48	84.48

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	205.40
PARTS AMOUNT	514.07
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	719.47
LESS INSURANCE	0.00
SALES TAX	25.70
PLEASE PAY THIS AMOUNT	745.17

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

PAID
 Thank-You
 CASH CHECK CHARGE

WELCOME TO BILLY CRAFT HONDA
 SERVICE AND PARTS CENTER OPEN MON. THRU FRI.
 7:30AM - 5:30PM AND SATURDAY 8:00AM - NOON
 EXPRESS SERVICE NOW OPEN TO MEET YOUR NEEDS!

 TAKE A MINUTE WE WANT TO HEAR FROM YOU! GO TO
<http://www.craftauto.net/svcsurvey.htm>

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

BILLY CRAFT HONDA
3914 OLD FORREST RD
LYNCHBURG, VA. 24501

TERMINAL I.D.: 0031948510030905697202

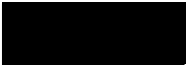
MERCHANT #:

VISA

SALE

RECORD #: 001 INV: 000001
DATE: JUN 21, 08 AUTH: 01538A
TIME: 08:09

TOTAL \$745.17


I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, OAK RIDGE TOYOTA (transferor's name, Print)

68239

state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE HOND	MODEL ACCORD	BODY TYPE SD
VEHICLE IDENTIFICATION NUMBER 1HGCG5647		YEAR 1998

PRINT

TRANSFEROR'S ADDRESS (STREET)
LYNCHBURG, VA

CITY **29 AUG 2002**

STATE

ZIP CODE

DATE OF STATEMENT

TRANSFEREE'S SIGNATURE

PRINTED NAME

TRANSFEREE'S NAME

TRANSFEREE'S ADDRESS (STREET)
LYNCHBURG

VA

CITY

STATE

ZIP CODE

RECEIPT OF COPY ACKNOWLEDGED

08-29-02

TRANSFEREE'S SIGNATURE—BUYER

DATE

PRINTED NAME OF PERSON SIGNING

DATE

BUYERS ORDER



3000 Wards Rd.
Lynchburg, VA 24502
(804) 528-3202

STOCK NO. DX422A
DATE OF SALE 08/29/02

PURCHASER'S NAME (PRINT OR TYPE)		HOME ADDRESS	
CO/PURCHASER NAME (PRINT OR TYPE)		CITY, STATE, ZIP LYNCHBURG VA	
PLEASE ENTER MY ORDER FOR THE FOLLOWING: <input type="checkbox"/> NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DEMO		COUNTY	
YEAR 98 MAKE HONDA MODEL ACCORD TYPE/DOORS SD COLOR BEIGE		HOME PHONE	
MILEAGE 68239 VIN 1HGA5647		BUS. PHONE	
PRICE INCLUDING FREIGHT, HANDLING & DELIVERY		IN SERVICE DATE	
		11500	
		11500	
		TOTAL PURCHASE PRICE 350	
		3% VA. TITLE TAX 23	
		DEALER'S BUSINESS LICENSE TAX 189	
SERVICE CONTRACT CO.		PROCESSING FEE	
TIME PERIOD MILEAGE LIMIT (WHICHEVER FIRST)			
N/A		28.50 10.00	
DEDUCTIBLE		LICENSE FEE TITLE FEE	
		12101	
CONDITION OF SALE/DEPOSIT INT'L		TOTAL DELIVERED PRICE	
SINCE THIS VEHICLE IS NO LONGER AVAILABLE FOR SALE AND IS DESIGNATED FOR DELIVERY TO ME, THIS ORDER IS NONCANCELLABLE AND MY DEPOSIT NONREFUNDABLE.		N/A	
LESS BALANCE OWING TO - N/A		APPROXIMATELY N/A	
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #16 ON REVERSE SIDE)		EQUITY ON TRADE-IN (2) 601	
DATE SIGNATURE		ADDITIONAL DOWN PAYMENT ON DELIVERY (3)	
DESCRIPTION OF TRADE-IN		TAX OF (4)	
YEAR MAKE MODEL COLOR TYPE/DOORS	TOTAL DOWN PAYMENT (1+2+3+4) 601		
MILEAGE USED VIN TAG NO.	EXTENDED SERVICE CONTRACT INCLUDING N/A		
INS. CO. TRAVELERS	BALANCE DUE ON DELIVERY 11500		
POLICY NO.	AGENT/ADDRESS W.D. CAMPBELL	PHONE	
EFFECTIVE DATE			

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE.

By executing this Order, Purchaser acknowledges he has read all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financing is obtained on terms satisfactory to the parties, and the credit terms disclosure statement set out above is fully completed. Until made effective, this order is not binding and purchaser may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:

This sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer. If your proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and your down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within two (2) business days of your written or oral notice to you of the credit denial.

231669864

LIEN:
BREWER, SAMUEL

Signed (1) Purchaser Social Security

(2) Purchaser Social Security

Salesperson

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

29 AUG 2002

7/7/08

CALL SHANE @ EXPERT
AUTO REPAIR TO GET
A COPY OF RECEIPT OF
LOWER BALL JOINT REPLACEMENT
AND INVOICE FOR TEMP.
BALL JOINT'S

