

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW: Case Escalation
Date: Friday, May 07, 2010 8:51:12 AM
Importance: High

From: hotline-inquiries, NHTSA (NHTSA)
Sent: Thursday, May 06, 2010 9:02 AM
To: Reid, Randy (NHTSA)
Subject: FW: Case Escalation
Importance: High

From: NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]
Sent: Wednesday, May 05, 2010 7:45 PM
To: hotline-inquiries, NHTSA (NHTSA)
Subject: Case Escalation
Importance: High

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: Revised Complaint Number: 10327619
Case Number: 259749

Escalation: NHTSA **Status:** Closed
Date: 2010-05-05 **Time:** 19:45:22
Creation Date: 2010-05-04 **Creation Time:** 13:05:10

Description:

Entered on 05/05/2010 at 19:45:20 EDT (GMT-0400) by BOL:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response,

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051110
TGW

please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 05/04/2010 at 13:05:09 EDT (GMT-0400) by odiwebuser@www-odi.nhtsa.dot.gov:

FULL NAME: [REDACTED]
EMAIL : [REDACTED]
SUBJECT : Revised Complaint Number: 10327619

WEB USER COMMENTS:

Make: HONDA

Model: ACCORD

Year: 1997

Complaint Number: 10327619

Summary:

HONDA RECOMMENDS REPLACING THE TIMING BELT, BALANCER BELT AND WATER PUMP AT 7 YEARS OR 105,000 MILES ON THE 1997 ACCORD.

I HAD THE DEALER REPLACE THEM ALL AT 7 YEARS AND 36,139 MILES, IN 2004. THE REPLACEMENT WATER PUMP FAILED PREMATURELY IN JUST OVER FIVE YEARS AND 39,618 MILES LATER.

EARLIER THIS YEAR I KEPT SEEING COOLANT UNDER THE CAR. THE DEALER INSTALLED A NEW WATER PUMP AND NEW BELTS. THE NEW WATER PUMP FAILED RIGHT AFTER IT WAS INSTALLED, SPILLING COOLANT ON THE NEW BELTS.

SO, THE DEALER REMOVED THE NEW BELTS, INSTALLED ANOTHER NEW WATER PUMP AND THEN REINSTALLED THE SAME BELTS.

I DON'T KNOW HOW THIS WILL AFFECT THE LONGEVITY OF THE BELTS.

MY MAIN CONCERN IS THAT THE TIMING BELT IS DRIVING THE WATER PUMP, AND THE WHOLE ASSEMBLY IS BURRIED UNDER A COVER. IF THE WATER PUMPS STARTS LEAKIG, HOT COOLANT WILL SPLASH ON THE TIMING AND BALANCER BELTS CAUSING THEM TO WEAKEN OVER TIME, AND THEY CAN EITHER SLIP OR BREAK CAUSING A CATASTROPHIC ENGINE FAILURE AND AN ACCIDENT. PLEASE SEE PHOTOS ON URL: <http://www.honda-tech.com/showthread.php?t=1908944>

I BELIEVE THIS IS A POOR DESIGN THAT CAN CAUSE THE ENGINE TO FAIL SUDDENLY. IT SEEMS THAT HONDAS FROM 1990 TO 2002 USE THE SAME CONCEALED PUMP DESIGN.

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

Contact Information:

Last Name: [REDACTED] First Name: [REDACTED]
Email Address: [REDACTED] NHTSA ID: 216483
ODI #: 10327619