

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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<br><b>AUG 27 2010</b><br><small>06-JUL-2010</small> | Repository <input type="checkbox"/> |
|   | Reference No.<br>10341568           |

**OWNER INFORMATION (Type or Print)**

|          |            |       |    |
|----------|------------|-------|----|
| Name     | [REDACTED] |       |    |
| Address  | [REDACTED] |       |    |
| City     | MEDFIELD   | State | MA |
| Zip Code | [REDACTED] |       |    |

|                          |            |                |
|--------------------------|------------|----------------|
| Daytime Telephone Number | [REDACTED] | E-mail Address |
| Evening Telephone Number | [REDACTED] |                |

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

|   |   |               |                                       |                                 |
|---|---|---------------|---------------------------------------|---------------------------------|
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>1HGCG2248WA [REDACTED] |   | Make<br>HONDA | Model<br>ACCORD                       | Model Year<br>1998              |
| Date Purchased<br>4/4/98  | Dealer's Name and Telephone Number<br>HERB CHAMBER HONDA (508)336-7100                                    |               | Engine: 202<br>No: Cylinders 6        | Fuel Type:<br>REGULAR           |
| Original Owner<br><input checked="" type="checkbox"/>   | Dealer's City<br>SEEKONK  | State<br>MA   | Zip Code<br>02771                     |                                 |
| Transmission Type<br>AUTOMATIC  | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control | Powertrain    | Multiple Failure:<br>WINDSHIELD WIPER | Incident Date(s)<br>16-SEP-2001 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|  |                          |                     |
|--|--------------------------|---------------------|
| Vehicle Component Codes: 130000 VISIBILITY, 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM | Failure Mileage<br>30000 | Failure Speed<br>25 |
|--|--------------------------|---------------------|

**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: DOTM9ABC036) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>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. WHILE THE CONTACT WAS DRIVING APPROXIMATELY 25-30 MPH, THE WINDSHIELD BECAME EXTREMELY FOGGY MAKING IT DIFFICULT TO SEE. THE DEFROSTER WAS ACTIVATED WHICH FAILED TO EFFECTIVELY CORRECT THE FAILURE. THE FAILURE OCCURRED WHENEVER THE VEHICLE WAS IN OPERATION. THE WINDSHIELD WAS REPLACED ON TWO OCCASIONS BY AN INDEPENDENT AUTO GLASS COMPANY. THE FAILURE MILEAGE WAS APPROXIMATELY 30,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE REPLACED THE WINDSHIELD 3 TIMES THE FIRST IN SEPT. 01 AND THE SECOND & THIRD TIME THE POST APRIL & MAY 2010 THE PROBLEM IS THE GLASS IS TOO THICK, AND THE PLASTIC REPAIR PIECE THAT FITS ON THE BOTTOM OF THE WINDSHIELD IS NOT FLUSH WHICH CAUSES AIR TO GET INTO THE INTERIOR OF THE WINDSHIELD. THE WINDSHIELD CO. HAS CONTACTED ME ABOUT THIS PROBLEM, AND THEY WILL TRY TO CORRECT THE PROBLEM. THE DEFENDER WORKS BUT DOES NOT CLEAN THE FILM FROM THE INTERIOR OF THE WINDSHIELD.

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

BROOKTON MA 01501

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 Avenue SE. Washington, D.C. 20077-9382



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 Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration

