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	Repository
AUG 13 2010 10-AUG-2010	☐
	Reference No. 10348564

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City CARMICHAEL	State CA	Zip Code [redacted]	

Daytime Telephone Number	E-mail Address
[redacted]	[redacted]
Evening Telephone Number SAME	

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	Make	Model	Model Year
2HKRL1866YH[redacted]	HONDA	ODYSSEY	2000

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
7/15/06	CARMICHAEL HONDA - 916-723-6151			V6	GAS
Original Owner ☐	Dealer's City CARMICHAEL	State CA	Zip Code 95621		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
MANUAL	☒ Antilock Brakes ☒ Cruise Control	3.5 LITER VTEC AUTOMATIC F WD	ALWAYS	15-JUL-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH	Failure Mileage	Failure Speed
	106000	0

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2000 HONDA ODYSSEY. WHILE PARKING THE VEHICLE SHE REMOVED THE KEYS FROM THE IGNITION AND THE VEHICLE BEGAN ROLLING BACKWARDS. SHE ENGAGED THE BRAKES AND REALIZED THAT SHE HAD NOT SHIFTED INTO PARK. DURING ROUTINE MAINTENANCE CHECKS WITH THE DEALER SHE ADVISED THEM OF THE FAILURE AND THEY OFFERED NO ASSISTANCE. THE VEHICLE WAS PREVIOUSLY OWNED AND WAS PURCHASED IN 2006. THE CONTACT STATED THAT THE FAILURE WAS CONSTANT. SHE TALKED TO THE DEALER AT LEAST TEN TIMES ABOUT THE FAILURE AND THEY HAVE NOT DIAGNOSED THE FAILURE. THE FAILURE MILEAGE WAS 106,000 AND THE CURRENT MILEAGE WAS 130,868.

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)

The dealer right from the start would never acknowledge that the car had a problem. Even though I pointed it out to them several times. Then I saw on T.V that several Honda brands were being recalled for this problem. That the keys could be taken out of the ignition while the car was not in park and then the car would roll if the Emergency brake not engaged. I call Honda motor Hedquarters and they said that some 1999 Honda Odysseys were being recalled but not the 2000. I said maybe my car got caught in that batch.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9362

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

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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

NHTSA
www.nhtsa.gov

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

[redacted]
CARMICHAEL, CA [redacted]
Ref# 10348564

National Highway
Traffic Safety
Administration

When I first bought this car I noticed that I could pull out the keys when it was not in park. I did not think much of it at the time because I was always taught to put the emergency brake on at any time I parked the car. The first time, a couple of weeks later, I really questioned it because I almost ran myself over I got out of the car without putting on the emergency brake and the car started rolling back and almost ran my self and my son over. The doors were open so I reached in and set the emergency brake. Thats when I really called into question whether you should be able to take the keys out of the ignition without it being in park. I talked to several car repair people and they said no you should not be able to. But every time I took it into my Honda shop and asked them about it they just kind of ignored me. If anything it should have been under the extended warranty. But they just ignored me. Everytime I get into that car I wonder and worry is this the time my car is going to wander off by itself because I have forgot to set the emergency brake? Or put it into park? Because I can get the keys out without it being in park? Honda is recalling 1999 Honda Odysseys but not 2000.