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Form Approved: O.M.B. No. 2127-0008



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
JAN 19 2011
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Repository ☐

Reference No.
10359266

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **BRIGHTON** State **MA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
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. 9, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4S5CM58W0X4 Make **HONDA** Model **PASSPORT** Model Year **1999**
Date Purchased **APRIL 2000** Dealer's Name and Telephone Number **HERB CHAMBERS HONDA - 617-730-5595** Engine: No: Cylinders **6** Fuel Type:
Original Owner ☐ Dealer's City **ALLSTON** State **MA** Zip Code **02134**
Transmission Type **AUTOMATIC** ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) **15-MAY-2010**
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 022000 SUSPENSION: REAR Failure Mileage **68600** Failure Speed **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: 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 Number of Deaths 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 1999 HONDA PASSPORT. WHILE CONDUCTING ROUTINE MAINTENANCE HE FOUND THE FRONT AND REAR SUSPENSION WAS CORRODED AND COVERED WITH RUST. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THERE WERE NO RECALLS FOR THIS FAILURE. THERE WAS A RELATED RECALL BUT THE MANUFACTURER HAD NOT PROVIDED AN OWNER NOTIFICATION SCHEDULE; NHTSA RECALL#10V436000; SUSPENSION: REAR. THE MANUFACTURER WAS NOTIFIED BUT INFORMED HIM THAT THEY ARE AWARE OF THE RECALL BUT HAVE NOT MADE A DECISION ON HOW TO HANDLE IT. THE FAILURE MILEAGE WAS 68,600.

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.



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., P.O. Box 2215
Torrance, CA 90509-9870

December 2010

IMPORTANT SAFETY RECALL NOTICE

Dear Passport Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 1998-2002 model year Passport vehicles. In areas where road salt is extensively used, the forward mounting bracket for the left or right rear suspension lower link may suffer excessive corrosion, which may cause the lower link bracket to become detached from the frame, affecting vehicle handling and increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle inspected to determine the amount of corrosion your vehicle has sustained in the mounting bracket area of the frame. If little or no corrosion is observed, then the mounting bracket area will be treated with an anti-corrosion compound. If corrosion has damaged the bracket area, then reinforcement brackets will be installed to address existing damage. This work will be done free of charge. Please plan to leave your vehicle for at least half a day to allow the dealer flexibility in scheduling; vehicles that require bracket installation will take longer. Your dealer will be able to provide you with more specific repair information once the inspection is completed.

Please note that because your vehicle was originally purchased more than ten (10) years before September 22, 2010, which is the date that the National Highway Traffic Safety Administration was notified of this recall, Honda is not required to provide a remedy at no charge. However, as a courtesy, if you bring your vehicle to a Honda dealership no later than twelve (12) months from the date of this letter, Honda will provide this remedy at no charge. If you obtain the remedy more than twelve (12) months after the date of this letter, you will pay for the necessary parts and labor. The current Manufacturer's Suggested Retail Price (MSRP) of the anti-corrosion compound is between approximately \$27.00 and approximately \$54.00, depending on how many cans of the compound are required. However, if your vehicle requires reinforcement brackets, the MSRP of the bracket kits plus the required anti-corrosion compound is currently approximately \$210.00 or approximately \$407.00, depending on which type of bracket is required. Labor charges will be in addition to the cost of the required parts.

Please note that the brackets may not be available until the middle of January 2011. If your vehicle needs new brackets, the dealership will contact you when the parts are available to schedule an appointment.

If your vehicle is not drivable due to corrosion in the bracket area, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4, to arrange to have your vehicle transported to a Honda dealership to be inspected and to receive an appropriate remedy.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).