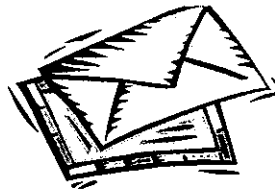


NHTSA ccmMercury Routing Slip



CL-10365679-2708

Printed: 11/24/2010

NHTSA #: ES10-007495

XREF #:

Delivery: FAX

Rec'd Date: 11/24/2010

Doc Type: CNG

Address To: NOA010

Referred By: NPO-011

Doc Date: 11/19/2010

Due Date: 12/23/2010

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER TO THE ADMINISTRATOR FROM SENATOR SNOWE ON BEHALF OF CONSTITUENT
[REDACTED] PROBLEMS WITH HIS 2000 HONDA PASSPORT AND THE HANDLING OF THE TOYOTA
RECALL; REPLY TO PORTLAND OFFICE**

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: STRICKLAND

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For

Cleared For

Closed Date:

Most Recent Comment:

EXECUTIVE SECRETARIAT
2010 NOV 24 PM 2:17
ES10-007495

Author:

The Honorable OLYMPIA J SNOWE
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/24/2010	12/23/2010	
NVS-010	INFORMATION	11/24/2010		11/24/2010
NIA-110	INFORMATION	11/24/2010		11/24/2010
NOA-010	INFORMATION	11/24/2010		11/24/2010
NOA02	INFORMATION	11/24/2010		11/24/2010

11/24/2010

MC
11/24/10
THW

OLYMPIA J. SNOWE
MAINE
154 RUSSELL SENATE OFFICE BUILDING
(202) 224-5344
Web Site: <http://snowe.senate.gov>
DEPUTY WHIP

United States Senate
WASHINGTON, DC 20510-1903

November 19, 2010

COMMITTEES:
COMMERCE, SCIENCE, AND
TRANSPORTATION
OCEANS, ATMOSPHERE, FISHERIES AND
COAST GUARD SUBCOMMITTEE
EXECUTIVE SECRETARIAT
INTELLIGENCE
2010 NOV 24 P 2:03
RANKING MEMBER, SMALL BUSINESS
RECEIVED - INTSA

David L. Strickland
Administrator
U.S. Department of Transportation
National Highways Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

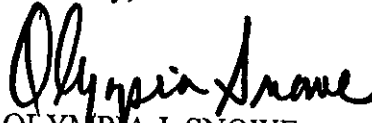
Dear David:

I am enclosing a copy of a letter that I recently received from [REDACTED] of
Scarborough, Maine. Would you please look into the situation as described by [REDACTED] and
forward your written response to my Portland office?

If you have questions or need additional information, please feel free to contact Bonnie
H. Ekelund of my Portland office at 207-874-0883.

Thank you for your time and efforts on behalf of [REDACTED]

Sincerely,



OLYMPIA J. SNOWE
United States Senator

OJS:bhe
Enclosure

AUBURN
TWO GREAT FALLS PLAZA
SUITE 7B
AUBURN, ME 04210
(207) 786-2451

AUGUSTA
40 WESTERN AVENUE, SUITE 408C
AUGUSTA, ME 04330
(207) 622-8292

BANGOR
ONE CUMBERLAND PLACE, SUITE 306
BANGOR, ME 04401
(207) 945-0432

BIDDEFORD
227 MAIN STREET
BIDDEFORD, ME 04005
(207) 282-4144

PORTLAND
3 CANAL PLAZA, SUITE 601
PORTLAND, ME 04101
(207) 874-0883
MAINE RELAY SERVICE
TDD 1-955-3323

PRESQUE ISLE
169 ACADEMY STREET, SUITE 3
PRESQUE ISLE, ME 04769
(207) 764-5124

ES10-007495



UNITED STATES SENATOR OLYMPIA J. SNOWE
PRIVACY ACT AUTHORIZATION FORM

(Please use pen)

DATE: November 19, 2010

Q#: _____
(Office use only)

TO WHOM IT MAY CONCERN:

In accordance with the requirements of the Privacy Act of 1974, which protects my confidential records from unauthorized release, I am taking this opportunity to give Senator Olympia J. Snowe and her staff permission to receive information in my records relative to her inquiry on my behalf.

PLEASE PRINT AND COMPLETE THIS FORM AS THE ITEMS APPLY TO YOU. THANK YOU.

NAME: [REDACTED]

ADDRESS: [REDACTED]

Scarborough, ME [REDACTED]

TELEPHONE NUMBER: [REDACTED] FAX NUMBER: _____

E-MAIL ADDRESS: [REDACTED]

SOCIAL SECURITY NUMBER: [REDACTED]

VETERANS CLAIM NUMBER: _____

WORKERS' COMP. NUMBER: _____

DATE OF BIRTH: [REDACTED]

SIGNATURE: (X) [REDACTED]

TO ALL VETERANS (please check one):

I authorize () do not authorize () the Department of Veterans Affairs to release or disclose any information or records relating to the diagnosis, treatment or other therapy for the condition(s) of drug abuse, alcoholism or alcohol abuse, infection with human immunodeficiency virus (HIV) or sickle cell anemia. Title 38 U.S.C. 7332. IF MY CONSENT TO THIS INFORMATION IS LIMITED, THE LIMITATION IS WRITTEN HERE:

November 16, 2010

[REDACTED]
Scarborough, ME [REDACTED]

The Honorable Olympia J. Snowe
United States Senate
3 Canal Plaza, Suite 601
Portland, ME 04101

Dear Senator Snowe:

I purchased a 2000 Honda Passport in December of 2009. The inspection sticker runs out this month. I brought my vehicle to VIP Parts, Tires & Service on Riverside Street in Portland on November 5th. The Inspector said my vehicle is 'near condemned' due to a hole in the frame (left rear) by shackle. VIP is not able to repair that type of damage to the frame. I was devastated as I still have a bank loan for \$4,700!

Next, I brought it to my mechanic at Priced Right Auto Sales in Saco. He researched the issue and found a Honda related recall and contacted them on my behalf. The current recall does not apply to my vehicle; but, Honda indicated to my mechanic and to me, in a separate phone call, that my vehicle may be included in a future recall, but that will only address one aspect of my problem. The overall issue is that the frames were not properly treated for the winter road deicing conditions present in the northeast region. In the current recall, Honda admits "*vehicles that have experienced sustained exposure to highly corrosive materials used in some jurisdictions for road deicing purposes may experience excessive corrosion...prior to the time that such corrosion would normally be expected.*" However, the current and potential future recall only addresses two areas on the vehicle where the corrosion is excessive and not the overall rot of the frame.

According to my research this is similar to the problem Toyota faced and they eventually were forced to replace or compensate owners for the rotted frames. Apparently Congress was critical of the National Highway Traffic Safety Administration for their handling of the Toyota recall. I'm afraid it may be déjà vu as the NHTSA told me in a November 15th phone conversation that there is no pending investigation or recall relative to Honda and rotted frames. According to NHTSA's own website, my make, model, and year of vehicle have 80 complaints lodged against it, many in calendar year 2010 for the same safety issue as mine. That is rather troubling and I would think Senators in the other New England states have been hearing similar horror stories from their constituents as suggested by the various consumer watchdog forums I've found online. NHTSA should be held accountable as much for actions they take as for actions they fail to take.

Consequently, I'm asking for your help in protecting Maine and the northeast region by ensuring proper Congressional oversight of the NHTSA. If you have any questions or need additional information please feel free to call me at [REDACTED] or by e-mail at [REDACTED]. I look forward to your reply.

Sincerely,

[REDACTED]
[REDACTED]
Enclosures

Additional Resources and Information

Video and Article:

"I don't think I can't say that they're not because of NHTSA," he says. "I think it's more to the recent troubles with
 Toyota, he has concerns about the agency quickly dealing with the problems Team 4 has discovered.
 "I don't think I can't say that they're not because of NHTSA," he says. "I think it's more to the recent troubles with
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 "I don't think I can't say that they're not because of NHTSA," he says. "I think it's more to the recent troubles with
 Toyota, he has concerns about the agency quickly dealing with the problems Team 4 has discovered.

Team 4 WTAE. "Team 4: Vehicles Out Of Control After Rear Ends Break Loose - Pittsburgh News Story -

WTAE Pittsburgh." *Pittsburgh News, Pittsburgh, Pennsylvania News, Weather & Sports - WTAE*

Pittsburgh's Channel 4. 12 July 2010. Web. 17 Nov. 2010.

<<http://www.thepittsburghchannel.com/r/24228073/detail.html>>.

Facebook Group:

Briggs, Heather. "Recall Isuzu Rodeo and Honda Passports | Facebook." *Welcome to Facebook*. Web. 17 Nov.

2010. <<http://www.facebook.com/group.php?gid=187031801231&v=info&ref=search>>.

Complaints to NHTSA:

"ODI - Office of Defects Investigation." *Vehicle Owners | Safercar -- National Highway Traffic Safety*

Administration (NHTSA). Web. 17 Nov. 2010. <<http://www-odi.nhtsa.dot.gov/complaints/results.cfm>>.



OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 16, 2010 at 09:57 AM

ODI Numbers Searched : 10365679

Make : HONDA

Model : PASSPORT

Year : 2000

Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10365679

Number of Deaths: 0

Date of Failure: November 1, 2010

VIN : 4S6DM58W8Y4...

Component: STRUCTURE:FRAME AND MEMBERS

Summary:

TL-THE CONTACT OWNS A 2000 HONDA PASSPORT. WHILE HAVING THE VEHICLE SERVICED FOR ROUTINE MAINTENANCE BY AN INDEPENDENT REPAIR SHOP HE WAS INFORMED THE SUB FRAME WAS ROTTED THROUGH NEAR THE DRIVERS SIDE REAR TIRE. THE MANUFACTURER WAS NOTIFIED AND HE WAS INFORMED HIS VEHICLE WAS NOT INCLUDED IN THE RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER 10V436000, SUSPENSION:REAR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 97,200. SM.

OLYMPIA J. SNOWE
UNITED STATES SENATOR
MAINE

3 Canal Plaza, Suite 601, Portland, Maine 04101
Telephone: (207) 874-0883
Facsimile: (207) 874-7631

TO: David L. Strickland, NHTSA

FAX: 202-493-2929

FROM: Bonnie H. Eklund

DATE: 11-19-10

RE: [REDACTED]

PAGES: 6 including cover sheet

NOTES:

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