



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

10-JAN-2011

Repository ☐

Reference No.
10375366

OWNER INFORMATION (Type or Print)

Name

Address

City

KINGSVILLE

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
4S6DM58W7Y4

Make
HONDA

Model
PASSPORT

Model Year
2000

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
29-DEC-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 022000 SUSPENSION: REAR, 161000 STRUCTURE: FRAME AND MEMBERS, 162000 STRUCTURE: BODY

Failure Mileage
108000

Failure Speed

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 2000 HONDA PASSPORT. THE CONTACT STATED THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER 10V436000 (SUSPENSION: REAR). THE VEHICLE WAS TAKEN TO TWO AUTHORIZED DEALERS WHERE THE CONTACT WAS TOLD THAT THE ENTIRE FRAME WAS RUSTED BEYOND THE REPAIR LISTED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 108,000.

(See attached)
updated 2/22/11

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.

[REDACTED]
Kingsville, MD [REDACTED]
February 22, 2011

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS210)
1200 New Jersey Avenue, SE – West Building
Washington, DC 20590

RE: Reference No. 10375366
Update

To Whom It May Concern:

Attached is a copy of our original complaint dated 1/10/11 **to which I have attached an update.**
Also attached are two (2) service invoices from Honda.

I ask you please to investigate the issue with 1998-2002 Honda Passports and Isuzu Rodeos for severe frame rust.

Thank you.

Very truly yours,
[REDACTED]

Attachments

MAR 07 2011

REFERENCE NO. 10375366

UPDATE

Attached are 2 Invoices from Honda. One invoice is from Bel Air Honda and the other from Heritage Honda concerning the recall (NHTSA Campaign ID #10V436000).

Honda replaced the lower link bracket in the recall, which they were only able to do by jury-rigging a support on the frame because the frame in that area was so badly rusted. This correction is unacceptable because Honda only did what they had to in order to get the lower link bracket replaced. We are concerned that our vehicle remains unsafe. ADDITIONALLY, the corrosion on our 2000 Honda Passport goes well beyond the lower link bracket that was recalled. There are many like complaints on your web-site concerning the 1998-2002 Honda Passports and Isuzu Rodeos (same vehicle).

On January 31, 2010 I spoke with the Product Concern Department to explain that the corrosion on the frame goes well beyond the lower end link ; that there is extensive rust on the driver side and back of the vehicle; that our hitch was removed and not reinstalled because the frame was rusted through extensively where the hitch attaches; and to ask them to buy back our vehicle as was done by Toyota for their 1995-2000 vehicles with this same frame rust issue.

Mike Fenner at American Honda, Product Concern Supervisor, in California informed me on February 7, 2010 that my request for them to buy-back our vehicle was denied and that they were only obligated to replace the recall item. He was unwilling to pursue further.

2/22/11

CUSTOMER #: 5926102

562647

Bel Air Honda

1800 A Belair Rd.

Fallston, MD 21047

Main (410) 893-0600

www.belair-honda.com

INVOICE

PAGE 1

KINGSVILLE, MD

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3183 DAVID FOLEY

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
SILVER	00	HONDA PASSPORT		4S6DM58W7Y4			108748/108748		T802
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
04MAR00 DD			19:00 29DEC10				CASH	29DEC10	
R.O. OPENED		READY		OPTIONS: DLR:208197 ENG:3.2 Liter DOHC					

09:33 29DEC10 15:09 29DEC10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A 27 POINT MAINTENANCE INSPECTION

27 27 POINT MAINTENANCE INSPECTION

2931 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B INSPECT THE TRAILING LINK FRONT BRACKETS.

MISC CHECKED FRAME FOR RUST, FOUND STAGE 4 ON
DRIVER SIDE. MUST GO TO FACILITY WITH BODY
SHOP.

2931 IDP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C 27 POINT MAINTENANCE INSPECTION

27 27 POINT MAINTENANCE INSPECTION

2931 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CREATED 2010-12-28 02:46:00PM

THANK YOU FOR ALLOWING US
TO SERVICE YOUR VEHICLE

Maryland House Bill 1057

THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. ONE YEAR OR 12,000 MILES ON MANUFACTURER'S PARTS WHICHEVER OCCURS FIRST.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



Now you drive:

www.mileone.com

Heritage Honda Service Center
725 York Road
Towson, Maryland 21204
(410) 823-9000



CUSTOMER NO. 207560	ADVISOR JOHN DONOVAN	TAG NO. 7316 8532	INVOICE DATE 01/28/11	INVOICE NO. SHCS505052
KINGSVILLE, MD	LABOR RATE	LICENSE NO.	MILEAGE 108,774	COLOR SILVER/
	YEAR/MAKE/MODEL 00/HONDA/PASSPORT/4WD EX AT			DELIVERY DATE
	VEHICLE I.D. NO. 4 S 6 D M 5 8 W 7 Y 4			DELIVERY MILES
	F.T.E. NO.			PRODUCTION DATE
RES.	P.O. NO.		S.O. DATE 01/24/11	
COMMENTS				

JOB# 1 CHARGES

LABOR

J# 1 86HTZUPDATE2 RECALL/UPDATE TECH(S):49
VEHICLE TRANSFERRED FROM HERITAGE HONDA PARKVILLE
DEALER #208210 TO DEALER # 240010
FOR COMPLETION OF STAGE 4 FRAME REPAIR.
SAFETY RECALL #10-079 (Corrosion on Lower Frailing Link
Front Brackets)
Completed stage 4 of bulletin #10-079
Road test vehicle for 20 minutes and vehicle is working
fine at this time.
4195A5 10.0 HOURS
P/N 8-97366-503-0 Defect Code 5XZ00
Symptom Code: R4800

During the completion of bulletin #10-079, we observe other
areas of the rear frame with rust. We did inform the vehicle
owners at which time the owners came into the service center
and viewed the effective areas. The owners are fully aware
of the condition of the vehicle. We informed the owners that
this vehicle shouldn't be used for towing. We don't
re-install the customers towing hitch but we did return the
hitch to the customer.
Large amount of rust at location of mounting bolts for hitch
Honda and owners had pictures of frame rust.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		8-98181-814-0	SERVICE K	
	2		2-9005D-000-0	NOX 700	
	1		2-9005D-100-0	NOX 300	
	1		90308-SB2-013	NUT 5MM 90200	
	3		90139-SE0-003	SCREW-WAS 90100	

TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX SHCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR

J# 2+93HTZ09 RENTAL CAR-SUBLET TECH(S):49
Rental vehicle
No charge to customer

SUBLET	PC#	VEND	INV#	INV DATE	DESCRIPTION
	1828008			01/28/11	RENTAL CAR

TOTAL - SUBLET

WARRANTY
0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX SHCS JOB# 2 TOTAL

0.00

**MANUFACTURER SPECIAL POLICY
ADJUSTMENT PROGRAMS**

Federal law requires manufacturers to
furnish the National Highway Traffic
Safety Administration (N.H.T.S.A.) with
bulletins describing any defects in their
vehicles. You may obtain copies of these
bulletins from either the manufacturer or
N.H.T.S.A. In addition, certain consumer
publications or organizations publish this
information which may be available for a
fee or for free.

LOSS / DAMAGE DISCLAIMER

Under certain circumstances such as fire,
theft or other cause out of their control,
Mile One may not be responsible for loss
or damage to motor vehicle or articles left
in the vehicle housed at a Mile One
facility. You have a right to ask a Mile One
representative about the extent of its
responsibility, including the extent of the
insurance coverage of the automotive
repair facility. Mile One is not responsible
for valuables left in the vehicle including
money, tapes, CDs, cell phones, radar
detectors, CB radios, etc.

"Claims for work performed must be
made within 12 months or 12,000 miles
from date of work."

Kingsville, MD



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1200 New Jersey Avenue SE - West Building
Washington, DC 20590