

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

07-MAR-2011
INFORMATION Redacted Pursuant TO THE FREEDOM OF
INFORMATION ACT 10386752 U.S.C. 552(b)(6)

MAY 20 2011

OWNER INFORMATION (Type or Print)

Name

Address

City ROSEVILLE

State MI

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
4S6DM58W61

Make
HONDA

Model
PASSPORT

Model Year
2001

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)
15-JAN-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

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

Failure Mileage
79000

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 2001 HONDA PASSPORT. THE CONTACT STATED THAT THE ENTIRE FRAME WAS RUSTED. THE DEALER STATED THAT EVEN IF THEY REPAIRED THE VEHICLE ACCORDING TO NHTSA CAMPAIGN ID NUMBER: 10V436000 (SUSPENSION:REAR), THE VEHICLE WOULD STILL NOT BE SAFE TO DRIVE. THE MANUFACTURER WAS NOT CONTACTED AND THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS APPROXIMATELY 80,000 AND THE FAILURE MILEAGE WAS APPROXIMATELY 79,000.

Recall Brackets were installed on 3/16/11. Even though the dealership said the vehicle was severely corroded. The car would still be unsafe to drive due to the deep corrosion and the rear frame hanging. Honda refused to offer Buy Back

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.

MAY 1 6 2011

May 10th, 2011

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

RE: Recall 1998-2002 Honda Passport and Isuzu Rodeo lower link trailing brackets. Reference number #10386752 VIN# 4S6DM58W614 [REDACTED]

Dear Mr. Randy Reid,

I am returning the questionnaire for the rusted frame issue on my 2001 Honda Passport. The Honda dealership informed the corporate office that my vehicle should not be repaired due to the deep corrosion. Corporate office told them to install trailing link brackets on 03/16/11. Enclosed please find copies of the repair invoice. There you will see that Jeffrey Honda put their professional opinion that the vehicle is still unsafe to drive due to heavy and deep corrosion to rear trailing arms and that the rear frame is hanging, not even bolted to the frame of the vehicle. The fuel Tank housing is also rusted and halfway portions as well. I will never understand why there has not been a recall for the frame portion of these vehicles. The Isuzu Rodeo and Honda Passport all have the same rusted frame issue from 1998-2002.

Even vehicles in the southern states are having this rusted frame problem and they are told it must be an "isolated incident". Salt isn't used on the roads of Southern states so what's their excuse now? Isuzu Rodeo has been buying back most vehicles but Honda is not caring about their customers. Honda Corporate refuses to give me a buy back offer even though my vehicle can never be driven again. I still have to pay 2 more years on a loan and full coverage insurance and no one cares. I am not responsible for the defective steel they used on these vehicles. Everyone who has bought one of these vehicles should get a notice to have the frame inspected. Only 22 states were included in this recall while the others have no idea what danger lies beneath their car. Many didn't even receive a recall notice, it was only after an accident or the frame cracked that they found out about the recall.

There has been loss of life and many accidents due to the frame cracking or sway bars breaking off while driving on the freeway.

How many people will have to die before they do a recall on these rusted frames? I will give you one horrible example of how Honda is handling these recall brackets. [REDACTED]

[REDACTED] from Kalamazoo, Michigan took his 2001 Honda Passport in for the inspection. They told him that they would have to order him a whole new frame and it would take a few weeks. When he picked up his 2001 Honda Passport, he discovered that they lied to him. They only covered up the rusted frame with corrosion paste and paint. They only installed the recall brackets per the recall. In addition to that corruption, they refused to give him any invoice or paperwork detailing what was done to his vehicle. They assured him that they would mail him his invoice. He has yet to receive that invoice. [REDACTED]



Complaints - Search Results

2 Record(s) Displayed.

Report Date : March 30, 2011 at 06:42 PM

ODI Numbers Searched : 10386752

Make : HONDA **Model :** PASSPORT **Year :** 2001
Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10386752 **Number of Deaths:** 0
Date of Failure: January 15, 2011
VIN : 4S6DM58W614...
Component: STRUCTURE:FRAME AND MEMBERS

Summary:
TL* THE CONTACT OWNS A 2001 HONDA PASSPORT. THE CONTACT STATED THAT THE ENTIRE FRAME WAS RUSTED. THE DEALER STATED THAT EVEN IF THEY REPAIRED THE VEHICLE ACCORDING TO NHTSA CAMPAIGN ID NUMBER: 10V436000 (SUSPENSION:REAR), THE VEHICLE WOULD STILL NOT BE SAFE TO DRIVE. THE MANUFACTURER WAS NOT CONTACTED AND THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS APPROXIMATELY 80,000 AND THE FAILURE MILEAGE WAS APPROXIMATELY 79,000.

Make : HONDA **Model :** PASSPORT **Year :** 2001
Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10386752 **Number of Deaths:** 0
Date of Failure: January 15, 2011
VIN : 4S6DM58W614...
Component: SUSPENSION:REAR

Summary:
TL* THE CONTACT OWNS A 2001 HONDA PASSPORT. THE CONTACT STATED THAT THE ENTIRE FRAME WAS RUSTED. THE DEALER STATED THAT EVEN IF THEY REPAIRED THE VEHICLE ACCORDING TO NHTSA CAMPAIGN ID NUMBER: 10V436000 (SUSPENSION:REAR), THE VEHICLE WOULD STILL NOT BE SAFE TO DRIVE. THE MANUFACTURER WAS NOT CONTACTED AND THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS APPROXIMATELY 80,000 AND THE FAILURE MILEAGE WAS APPROXIMATELY 79,000.

calls them everyday for his repair invoice and is put through to voice mail every time. None of his phone calls have been returned. The mechanic that fixed his vehicle told him it was safe to drive but couldn't and wouldn't give him any paperwork to back up that statement. This young man has 3 children under the age of 4 and I pray everyday he and his family gets home safe.

It is illegal in the State of Michigan to not provide paperwork after repairs have been completed. He also asked for copies of the pictures of the frame prior the repairs. Suffice to say he did not receive the photographs either. Now he is hearing noises from underneath the car that didn't even exist before the alleged "repair". He also has a rusted frame, so why and how are they letting him drive this death trap when they know the severe risks involved?

I have sincere loss of confidence in the rules and regulations that are put in place to protect the consumer. The big corporations always have the upper hand and protection. The customer is left out in the cold with no one to turn to for help. Without loyal customers, such as myself, big corporations would cease to even exist. For some of us, including myself, this is our only form of transportation. Our lively hood is being sabotaged and those who to continue to drive these death traps are not only endangering their lives, but other innocent people on the road. To be treated like this is such a disgrace to humanity and a travesty. Honda has said that they make these types of decisions on a case-by-case basis regarding who will get a buy back offer. I don't believe that statement.

The dealership that inspected my car advised Honda that my vehicle should not be repaired because it was severely corroded and falling apart. We need help to have the recall re-opened to include the rusted frames. 99% of these vehicles are affected and need to be taken off the road. Many people are still driving these unsafe cars either unaware that it would collapse at a moments notice or are left without a choice because their lively hood depends on it.

Please Help [REDACTED] Somebody needs to care and I am sincerely asking you to be that person to. I can't get anywhere with Honda. When I try to talk to someone else besides my case manager Simon, they have him call me back only to give me the same answer. What Honda is doing is unethical and quite frankly a disgrace to those who trusted their company.

I want to know how someone in MA got \$6237.00 for a 1999 Honda Passport with 250,000 miles as a buy back offer and my car is far worse than hers. My 2001 Passport only had 80,000 miles and they will not give me a buy back offer. Honda refuses to let me talk to anyone else about my vehicle. All letters I have addressed to CEO's and anyone else in the position of authority have been forwarded to Simon the caseworker and I return to square one.

They put the lower link trailing brackets right on top of the rusted frame. That is like putting a band aid on a broken leg. Honda does not car about customer safety regardless of what their mission statement claims!

From 1998-2002 they used defective steel to manufacture the frames on the Honda Passport and the Isuzu Rodeo. Not take responsibility for their mistake is a true injustice. No one should have to fight this hard to prove their mistake in using compromised materials to make frames. We already have had people that have lost their life. Some have had accidents that left them disabled for life. Isn't that enough to get these vehicles off the road. They give me my vehicle back and then tell me not to ever drive the car because it could cause a fatal accident. THIS RECALL SHOULD BE REOPENED AND INCLUDE THE FRAMES BECAUSE THEY ARE ALL RUSTED.

[REDACTED]

CC: CNN
CC: ABC NEWS
CC: 20/20

[REDACTED]

[REDACTED]

Roseville MI [REDACTED]

CUSTOMER NO. 74058	ADVISOR RYAN SEIDLER	TAG NO. 41 3252	INVOICE DATE 03/16/11	INVOICE NO. HOC5732493
ROSEVILLE, MI	LABOR RATE	LICENSE NO.	MILEAGE 80,213	COLOR
	YEAR / MAKE / MODEL 01/HONDA/PASSPORT/4WD LX AT			DELIVERY DATE
	VEHICLE I.D. NO. 4 S 6 D M 5 8 W 6 1 4			DELIVERY MILES
	R.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 03/03/11	PRODUCTION DATE

LABOR & PARTS

J# 1 19HOZ

POLICY

UNITS: 1.40 TECH(S):570

WARRANTY

BRACKET INSP
4195A4 1.4 R4800 5XZ00
8-97366-503-0
PERFORM INSPECTION...
TECHLINE REF NO. 3125572...SPOKE TO TOM...
SENT PICTURES OVER TO AHM TECHLINE VIA EMAIL...
SENT EMAIL TO STEVE WALTERS, DPSM AND SIMON FROM AHM
CUSTOMER RELATIONS...SENT EMAILS STATING THAT IS
JEFFREY HONDA'S PROFESSIONAL OPINION THAT EVEN IF
WE COMPLETED STAGE 3 REPAIRS, AS INSTRUCTED BY
AHM TECHLINE, THAT THE VEHICLE WOULD BE UNSAFE TO
DRIVE...DUE THE FACT THE VEHICLE HAS DEEP CORROSION
IN OTHER PORTIONS OF THE VEHICLE AS WELL...
CALLED AHM TECHLINE BACK...TOM FROM AHM TECHLINE
STATED THAT WE ARE STILL TO PERFORM THE STAGE 3
REPAIRS...SIMON FROM AHM, AND STEVE WALTERS FROM AHM,
BOTH CONFERRED TO AHM TECHLINE AND STATED THAT WE
AT JEFFREY HONDA WERE STILL TO PERFORM THE STAGE 3
REPAIRS, AS THE OTHER CORROSION AREAS DO NOT APPLY TO
THE CURRENT CAMPAIGN...
STAGE 3 KIT COMPLETED AS COMMANDED BY AHM, TOM
AHM TECHLINE, SIMON AHM CUSTOMER RELATIONS, AND
STEVE WALTERS, DPSM.
NOTE: IT IS JEFFREY HONDA'S PROFESSIONAL OPINION
THAT THE VEHICLE REMAINS UNSAFE TO DRIVE DUE TO
HEAVY, AND DEEP CORROSION TO REAR TRAILING ARMS,
REAR FRAME HANGING...NOT BOLTED TOGETHER...
FUEL TANK HOUSING RUSTED...AND HALF WAY PORTIONS
AS WELL...CUSTOMER HAS BEEN FULLY INFORMED ON
MULTIPLE TIMES...WILL PURSUE HONDA FURTHER ON HER OWN
AND HAS REQUESTED PHOTOS TO PURSUE...CUSTOMER WILL HAVE
VEHICLE TOWED OUT AT HER EXPENSE AS PER PHONE CONVERSATION
WITH SVC. MGR. ON 3-16-11, AT APPROX 11:37AM

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X _____
AUTHORIZED REPRESENTATIVE

ALL PARTS NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED.

Jeffrey



30800 Gratiot Ave. • Roseville, Michigan 48066
PHONE: (586) 296-1300 • FAX: (586) 296-7630
www.jeffreyauto.com

SERVICE HOURS:

MONDAY & THURSDAY - 7:00 AM - 7:00 PM
TUES - WED - FRI - 7:00 AM - 6:00 PM

JEFFREY HONDA STATE REG. # F-147250

STATE REG. # F-125984

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8-98181-813-0	SERVICE KIT A2		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 00HOZZCVI			MULTI-POINT INSPECT UNITS: 0.00 TECH(S):570		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00



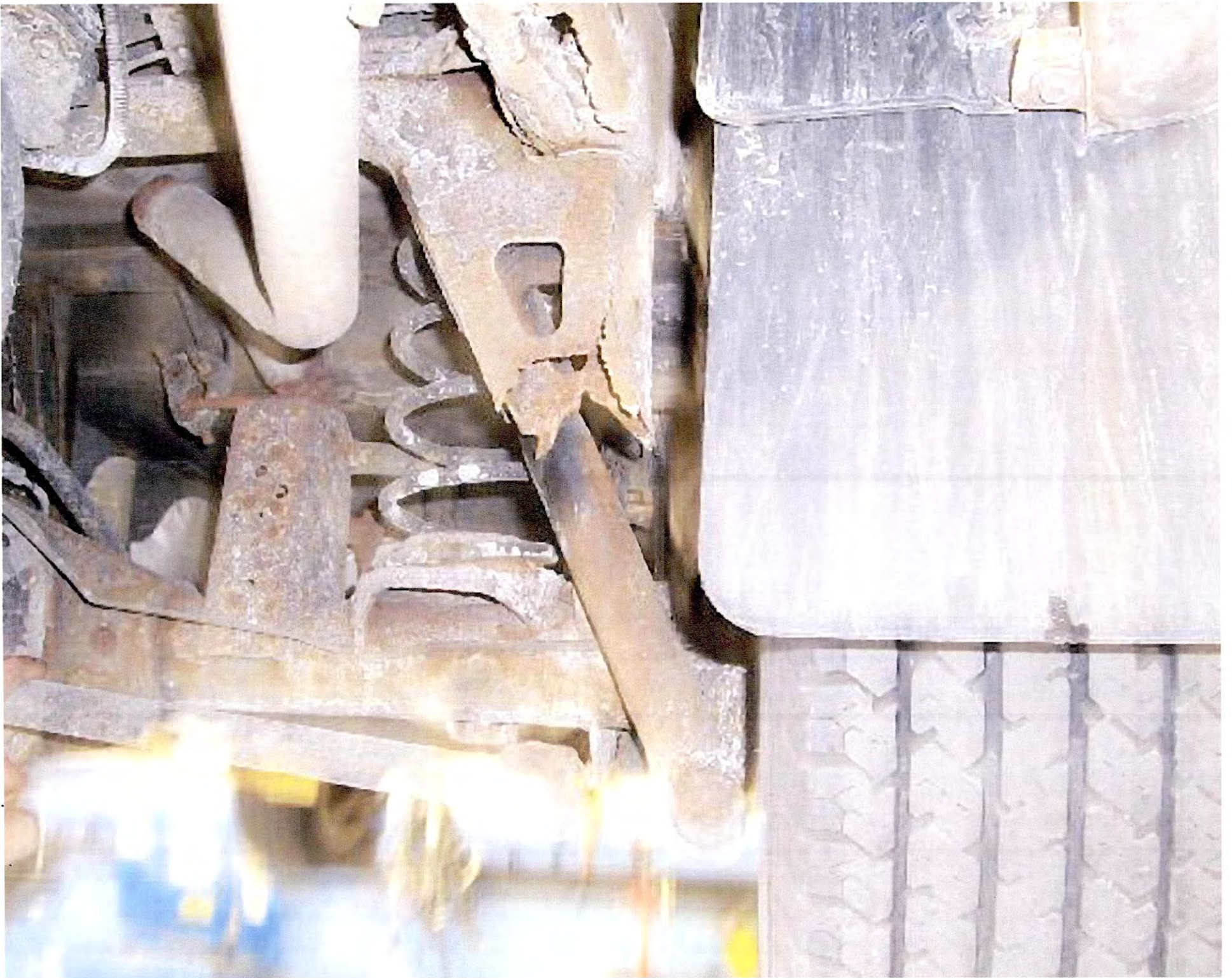




















US Department of Transportation
National Highway Traffic Safety
Administration
1200 New Jersey SE
Washington DC

20590

Attn: Randy Reid
Derek Fineland