

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 05-APR-2011 APR 23 2011		Repository ☐
				Reference No. 10394272		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Name [REDACTED]				Evening Telephone Number [REDACTED]		
Address [REDACTED]						
City EASTCHESTER		State NY	Zip Code [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. 3, 2004).						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1HGCM66545A [REDACTED]				Make HONDA	Model ACCORD	Model Year 2005
Date Purchased 6/30/2005	Dealer's Name and Telephone Number WHITE PLAINS HONDA			Engine: No: Cylinders 6	Fuel Type:	
Original Owner ☒	Dealer's City WHITE PLAINS NY		State NY	Zip Code 10606		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 24-FEB-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION					Failure Mileage 61000	Failure Speed 55
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 2005 HONDA ACCORD. WHILE DRIVING APPROXIMATELY 55-60 MPH, THE VEHICLE BEGAN TO DECELERATE INDEPENDENTLY AND THEN SHIFTED BACK INTO GEAR. THE CONTACT STATED THAT THE FAILURE HAD BEEN ON-GOING SINCE FEBRUARY 2011. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC AND THEN TO A DEALER WHERE BOTH CONFIRMED THAT THE TRANSMISSION WOULD NEED TO BE REPLACED. THE CONTACT AUTHORIZED THE DEALER TO REPLACE THE TRANSMISSION. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED TO PAY HALF OF THE REPAIR COSTS. THE FAILURE MILEAGE WAS 61,000 AND THE CURRENT MILEAGE WAS 61,888.						
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.						

WHITE PLAINS HONDA



CUSTOMER #: 24573

270458

HONDA
WE MAKE IT SIMPLE

INVOICE

SERVICE & PARTS
(914) 948-3305
31 WESTMORELAND AVE.
WHITE PLAINS, NY 10606
www.whiteplainshonda.com
SERVICE HOURS
Monday - Friday 7:30 AM - 5:30 PM
Saturday 8:00 AM - 3:30 PM

SALES
(914) 428-0880
344 CENTRAL AVE.
WHITE PLAINS, NY 10606

EASTCHESTER, NY

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

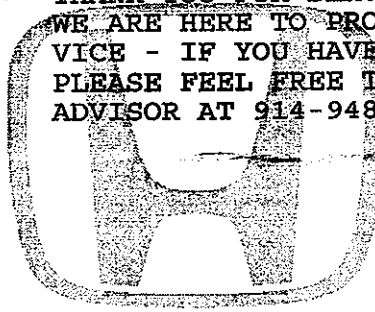
SERVICE ADVISOR: 5179 ANTHONY VALENTINE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
RED		05	HONDA ACCORD		1HGCM66545A		61339/63340		T4324
DEL DATE		PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	
30JUN05 DD				18:00 24FEB11		105.00	CASH	24FEB11	
R.O OPENED			READY		OPTIONS: STK:50808 DLR:207825 ENG:3.0_Liter				
07:28 24FEB11			08:18 24FEB11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	THERE IS A HESITATION WHEN YOU SHIFT INTO REVERSE OR DRIVE WHEN THE VEHICLE IS COLD	DIAG PERFORMED PGM TEST/ROAD TESTED AND CHERCKED	VEHICLE			
		8941	CH			63.00	63.00

NO PROBLEM FOUND.

THANK YOU FOR SERVICING AT WHITE PLAINS HONDA
WE ARE HERE TO PROVIDE YOU WITH EXCELLENT SERVICE - IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE FEEL FREE TO CONTACT YOUR SERVICE ADVISOR AT 914-948-3305.



HONDA

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY - LABOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. BY THE DEALER - PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, BY THE MANUFACTURER. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

A DAILY STORAGE FEE OR \$50.00 PER DAY WILL BE CHARGES 24 HRS. AFTER NOTIFICATION THAT WORK HAS BEEN COMPLETED.

We accept MasterCard, Visa, American Express and Discover cards. Any repairs over \$2,000.00 must be cash or certified check.

STATEMENT OF DISCLAIMER
THE MANUFACTURER'S WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF REPLACEMENT PARTS WHICH ARE SOLD AND INSTALLED BY WHITE PLAINS HONDA. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY FOR 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 PART/PARTS AND/OR LABOR.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	63.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	63.00
LESS INSURANCE	0.00
SALES TAX	5.28
PLEASE PAY THIS AMOUNT	68.28

NYS RLS #7052209

CUSTOMER COPY

CUSTOMER #: 24573

272094

WHITE PLAINS HONDA



HONDA

WE MAKE IT SIMPLE

SERVICE & PARTS

 (914) 948-3305
 31 WESTMORELAND AVE.
 WHITE PLAINS, NY 10606

SALES

 (914) 428-0880
 344 CENTRAL AVE.
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www.whiteplainshonda.com

 SERVICE HOURS Monday - Friday 7:30 AM - 5:30 PM
 Saturday 8:00 AM - 3:00 PM

INVOICE

PAGE 1

SERVICE ADVISOR: 5179 ANTHONY VALENTINE

EASTCHESTER, NY

HOME

CONT:N/A

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	05	HONDA ACCORD	1HGCM66545A		61870/61871	T5412	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30JUN05 DD			18:00 28MAR11		105.00	CASH	28MAR11
H.O. OPENED		READY	OPTIONS: STK:50808 DLR:207825 ENG:3.0 Liter				

07:32 28MAR11 10:31 28MAR11

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A C/S AT TIMES VEHICLE LOOSES POWER WHEN DRIVING

DIAG PERFORMED PGM TEST AND TROUBLESHOOT

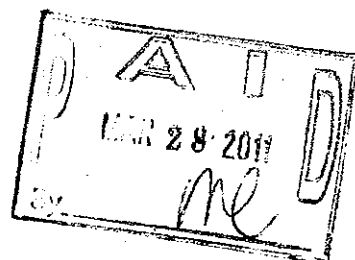
DIAGNOSTICS

22 CH

105.00 105.00

CODES WERE CLEARED BY CUSTOMERS REPAIR SHOP. DID HAVE PRINTOUT AND
 TROUBLESHOT CODES GIVEN BY CUSTOMER-IF CORRECT VEHICLE WILL NEED
 TRASNSMISSION \$3707.84+ TAX. ALSO FOUND TRANSMISSION FLUID BURNT. AALSO
 HEARD HUM NOISE FROM TRANSMISSION UPON ROAD TEST

THANK YOU FOR SERVICING AT WHITE PLAINS HONDA
 WE ARE HERE TO PROVIDE YOU WITH EXCELLENT SER
 VICE - IF YOU HAVE ANY QUESTIONS OR CONCERNS
 PLEASE FEEL FREE TO CONTACT YOUR SERVICE
 ADVISOR AT 914-948-3305.



THESE REPAIRS ARE COVERED BY A LIMITED
 WARRANTY - LABOR 90 DAYS OR 4,000 MILES,
 WHICHEVER COMES FIRST. BY THE DEALER - PARTS 90
 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, BY
 THE MANUFACTURER. THE DEALER HEREBY LIMITS
 ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

A DAILY STORAGE FEE OR \$50.00 PER DAY WILL BE
 CHARGES 24 HRS. AFTER NOTIFICATION THAT WORK
 HAS BEEN COMPLETED.

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 Discover cards. Any repairs over \$2,000.00 must be cash
 or certified check.

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 STITUTES ALL OF THE WARRANTIES WITH
 RESPECT TO THE SALE OF REPLACEMENT
 PARTS WHICH ARE SOLD AND INSTALLED BY
 WHITE PLAINS HONDA. THE SELLER HEREBY
 EXPRESSLY DISCLAIMS ALL WARRANTIES,
 EITHER EXPRESS OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTY OF MERCHANTABILITY
 FOR 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 PART/PARTS AND/OR LABOR.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.00
LESS INSURANCE	0.00
SALES TAX	8.79
PLEASE PAY THIS AMOUNT	113.79

NYS RLS #7052209

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WHITE PLAINS HONDA



CUSTOMER #: 24573

272219

HONDA

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INVOICE

SERVICE & PARTS

(914) 948-3306

31 WESTMORELAND AVE.

WHITE PLAINS, NY 10606

www.whiteplainshonda.com

SERVICE HOURS

Monday - Friday 7:30 AM - 5:30 PM

Saturday 8:00 AM - 3:30 PM

SALES

(914) 428-0880

344 CENTRAL AVE.

WHITE PLAINS, NY 10606

EASTCHESTER NY

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5179 ANTHONY VALENTINE

805: CASH:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	05	HONDA ACCORD	1HGCM66545A		61888/61890	T5522	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD			18:00 29MAR11		105.00	CASH	09APR11
R.O. OPENED		READY	OPTIONS: STK:50808 DLR:207825 ENG:3.0_Liter				

09:50 29MAR11 07:14 09APR11

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THE VEHICLE LOOSES POWER WHEN DRIVING

CAUSE: 03406 VERIFIED CUSTOMER CONCERN/CHECKED AND FOUND TRANSMISSION NO GOOD

218102 TRANSMISSION ANDTORQUE CONVERTER -
EXCHANGE. S/B# 01-014 S/B# 01-019 S/B#
98-061

311 WH

1 06200-RAY-A54RM WARRANTY A/T KIT

6 08200-9008 FLUID(ATF DW-1)

1 FR FREIGHT

1 OL999-9011 COOLANT (TYP2 BLUE)

218102B TO CHECK OF ADJUST ALIGNMENT ADD. USE
ONLY WITH A/T REBUILD PROGRAM. FLUSH COOLER
& LINES WITH KENT-MOORE TOOL

311 WH

218102K CLEAN RADIATOR TRANSMISSION COOLER

311 WH

FC: 584

PART#: 06200-RAY-A54RM

COUNT: 1

CLAIM TYPE: WH

AUTH CODE:

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

R AND R TRANSMISSION/RESET SYSTEMA DN RECHECKED-OK NOW. 50% OF
REPAIR IS COVERED UNDER GOODWILL WARRANTY FROM AMAERICAN HONDA AUTH#
12236

B REPLACE TRANSMISSION UNDER 50/50 SPLIT

M REPLACED TRANSMISSION

311 CH

1 06200-RAY-A54RM WARRANTY A/T KIT

6 08200-9008 FLUID(ATF DW-1)

1 FR FREIGHT

1 OL999-9011 COOLANT (TYP2 BLUE)

	378.00	378.00
2690.20	1345.10	1345.10
7.97	3.99	23.94
53.92	53.92	53.92
19.23	9.62	9.62

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
We accept MasterCard, Visa, American Express and Discover cards. Any repairs over \$2,000.00 must be cash or certified check.	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

NYS RLS #7052209

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WHITE PLAINS HONDA



CUSTOMER #: 24573

272219

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EASTCHESTER, NY

HOME: CONT:N/A

BUS: CELL:

PAGE 2

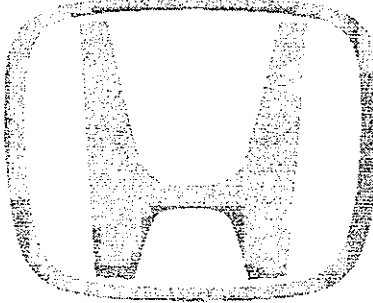
SERVICE ADVISOR: 5179 ANTHONY VALENTINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	05	HONDA ACCORD	1HGCM66545A		61888/61890	T5522	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DI			18:00 29MAR11		105.00	CASH	09APR11
R.O. OPENED		READY	OPTIONS: STK:50808 DLR:207825 ENG:3.0 Liter				

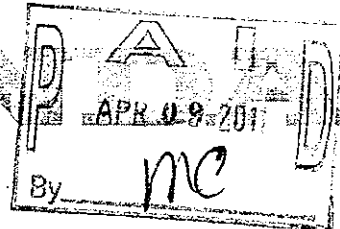
09:50 29MAR11 07:14 09APR11

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
M				INTERNAL STRAIGHT TIME			
				311 IP			(N/C)

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PLEASE FEEL FREE TO CONTACT YOUR SERVICE
ADVISOR AT 914-948-3305.



IMPORTANT
YOU MAY RECEIVE A
QUESTIONNAIRE FROM
AMERICAN HONDA MOTORS IN THE
NEXT FEW WEEKS. THIS IS OUR
REPORT CARD. IF, FOR ANY REASON YOU
ARE NOT "VERY SATISFIED"
PLEASE CONTACT OUR SERVICE DEPT.
IMMEDIATELY. YOUR SATISFACTION IS
OUR NO. 1 CONCERN.
THANK YOU.
WHITE PLAINS HONDA
(914) 948-3305



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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	378.00
PARTS AMOUNT	1432.58
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1810.58
LESS INSURANCE	0.00
SALES TAX	151.64
PLEASE PAY THIS AMOUNT	1962.22

NYS RLS #7052209

CUSTOMER COPY

STCHE NY

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