

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

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: 10454291  
**Date:** Thursday, April 19, 2012 10:41:18 AM  
**Attachments:** [EVOO EMAIL RESPONSE.doc](#)  
[10454291.pdf](#)  
[Repair Bill0001.pdf](#)

EQ-10454291-7657

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**Report Vehicle Safety Defects!**



[www.safercar.gov](http://www.safercar.gov)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Thursday, April 19, 2012 10:30 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: 10454291

Here is another questionnaire.

**From:** [REDACTED]  
**Sent:** Thursday, April 19, 2012 6:04 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fwd: FW: NHTSA: Follow up to ODI Complaint: 10454291

----- Forwarded message -----

**From:** <[EVOO@dot.gov](mailto:EVOO@dot.gov)>  
**Date:** Wed, Apr 18, 2012 at 8:41 AM  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10454291  
**To:** [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint. NHTSA/Office of Defects Investigation



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

05-APR-2012

Repository

Reference No.  
10454291

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City LEESBURG

State GA

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. 3, 2004).*

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5FNRL5H27CE [REDACTED]

Make  
HONDA

Model  
ODYSSEY

Model Year  
2012

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)

Cruise Control

08-MAR-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 140000 AIR BAGS, 150000 SEAT BELTS

Failure Mileage  
7758

Failure Speed  
60

**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 2012 HONDA ODYSSEY. WHILE DRIVING APPROXIMATELY 60 MPH, THE CONTACT CRASHED INTO A DEER THAT WAS POSITIONED IN THE MIDDLE OF THE ROAD. THE FRONT DRIVER'S SIDE AIR BAG FAILED TO DEPLOY UPON IMPACT. DURING THE CRASH, THE FRONT PASSENGER'S SEAT BELT DID NOT RETRACT PROPERLY TO SECURE THE OCCUPANT. THERE WAS NO PERSONAL INJURY. THE FRONT DRIVER'S SIDE OF THE VEHICLE SUSTAINED SEVERE DAMAGES. THE VEHICLE WAS TOWED TO A COLLISION CENTER AND REPAIRED. THE TECHNICIAN STATED THAT THE AIR BAG FAILURE WAS CONTRIBUTED TO THE WIRE CONNECTORS DISCONNECTING FROM THE AIR BAG SENSOR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 7,758.

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.



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



# TERRY LABONTE CHEVROLET

PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochevy.com



## Direct Lines

Sales (336) 335-1234  
 Service (336) 335-1250  
 Body Shop (336) 335-1280  
 Parts (336) 335-1270  
 Quick Lube (336) 335-1259

CUSTOMER NO. <b>207157</b>	ADVISOR <b>WILLIAM REID</b>	TAG NO. <b>1053 B390</b>	INVOICE DATE <b>03/21/12</b>	INVOICE NO. <b>CVCB632321</b>
[REDACTED] LEESBURG, GA [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>7,758</b>	COLOR <b>SILVER/</b>
	YEAR / MAKE / MODEL <b>12 / HONDA / ODESEY</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>5FNRL5H27CB [REDACTED]</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE <b>03/09/12</b>	PRODUCTION DATE

MO: 7758

WASHED AND CLEANED FOR B/SHOP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				25.00
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	PM	PAINT/MATERIAL		450.00
JOB # 4	TW	B/SHOP TRUCK WASH		-30.00
TOTAL - MISC				420.00

**Service Charge.** The Service Charge defrays dealer's overhead costs (such as shop supplies, safety measures and training) and/or costs associated with the handling and/or disposal of waste and may include Dealer profit. Not all transactions will cause dealer to incur all of the costs defrayed by the service charge. The service charge is not a governmental fee.

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$6694.83 (+TAX)

COMMENTS  
 USAA INSURANCE  
 CUSTOMER OWES \$500.00 DEDUCTIBLE

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

TOTAL LABOR	2298.16
TOTAL PARTS	3725.22
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	450.00
TOTAL MISC DISC	-30.00
TOTAL TAX	251.45

**TOTAL INVOICE \$ 6694.83**

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS  
 QUICK LUBE AND PARTS OPEN TIL 8:00 PM

[ ] CASH [ ] CREDIT CARD [ ] CHECK [ ] CHARGE

TYPE..... CK# .....  
 TYPE..... CK# .....

: Please do not contact me as provided above.

CUSTOMER SIGNATURE

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.

This Reynolds and Reynolds Company Formative Company EFM1411111VE 022680555 0. (01/11)

# TERRY LABONTE CHEVROLET

PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

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Sales (336) 335-1234  
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 Parts (336) 335-1270  
 Quick Lube (336) 335-1259

CUSTOMER NO. <b>207157</b>	ADVISOR <b>WILLIAM REID</b>	TAG NO. <b>1053 B390</b>	INVOICE DATE <b>03/21/12</b>	INVOICE NO. <b>CVCB632321</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>7,758</b>	COLOR <b>SILVER/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>12/HONDA/ODESEY</b>			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. <b>5FNRL5H27CB</b>			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/09/12</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 7758

LABOR & PARTS	UNITS:	TECH(S):	PRICE
J# 1 52CVZ BODY WORK REPAIR PER ESTIMATE REPAIRS COMPLETED		303	1454.16
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
JOB # 1 1 TIRES			159.16
JOB # 1 1 04711TK8A90ZZ			437.42
JOB # 1 1 71108TK8A00			8.95
JOB # 1 1 71198TK8A00			10.53
JOB # 1 1 71145TK8A00			17.68
JOB # 1 1 75102TK8A00			59.87
JOB # 1 1 71125TK8A00			21.22
JOB # 1 1 33150TK8A01			208.39
JOB # 1 1 74151TK8A00			107.25
JOB # 1 1 04609TK8A00ZZ			39.47
JOB # 1 1 04684TK8A00ZZ			175.10
JOB # 1 1 17230RVOA00			12.77
JOB # 1 1 44733TK8D01			48.62
JOB # 1 1 77960TK8D01			587.85
JOB # 1 1 77970SZTA11			118.70
JOB # 1 1 77970SZTA11			118.70
JOB # 1 1 60260TK8A90ZZ			265.22
JOB # 1 1 04813TK8A00ZA			67.17
JOB # 1 1 04816TK8A00ZA			67.17
JOB # 1 1 75103TK8A01			73.28
JOB # 1 1 04818TK8A00ZF			203.28
JOB # 1 1 77820TK8A81ZB			622.31
JOB # 1 1 04818TK8A00ZF			203.28
JOB # 1 1 041144TK8A00			91.83
JOB # 1 TOTAL PARTS			3725.22
JOB # 1 TOTAL LABOR & PARTS			5179.38

**Service Charge.** The Service Charge defrays dealer's overhead costs (such as shop supplies, safety measures and training) and/or costs associated with the handling and/or disposal of waste and may include Dealer profit. Not all transactions will cause dealer to incur all of the costs defrayed by the service charge. The service charge is not a governmental fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

: Please do not contact me as provided above.

J# 2 53CVZ REFINISH PER EST REFINISH PER ESTIMATE REPAIRS COMPLETED	UNITS: 18.50	TECH(S): 699 828	777.00
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
JOB # 2 TOTAL PARTS			0.00
JOB # 2 TOTAL LABOR & PARTS			777.00
J# 3 52CVZ4 BDY MECH REPAIR 2 WHEEL ALIGN	UNITS: 1.00	TECH(S): 376	42.00
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
JOB # 3 TOTAL PARTS			0.00
JOB # 3 TOTAL LABOR & PARTS			42.00

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.

J# 4+70CVZB/SHOP WASH AND CLEAN Added Operation (TLCWREID @ 03/21/2012 08:00) WASH AND CLEAN VEHICLE CLEAN FOR B/SHOP	UNITS: 1.00	TECH(S): 1062	25.00
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The Reynolds and Reynolds Company FRMANTIVE (C068555.G, 01/11)