


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0088

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received <b>MAY 15 2012</b> 11-APR-2012</p>		<p>Repository <input type="checkbox"/></p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>Reference No. 10454827</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City NORTHPORT</p>		<p>State AL</p>		<p>Zip Code [REDACTED]</p>	
<p>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).</p>					
<p align="center"><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1HGCG5648WA [REDACTED]</p>		<p>Make HONDA</p>		<p>Model ACCORD</p>	
<p>Model Year 1998</p>		<p>Date Purchased 4/2002 or 4/2004</p>		<p>Dealer's Name and Telephone Number: Locklear's Dodge City Inc (888)895-0618</p>	
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City Tuscaloosa</p>		<p>Engine: No: Cylinders 4</p>	
<p>State AL Zip Code 35401</p>		<p>Fuel Type: Regular Unleaded Grade 89</p>		<p>Incident Date(s) 29-MAR-2012</p>	
<p>Transmission Type <input type="checkbox"/> Antilock brakes <input type="checkbox"/> Powertrain <input type="checkbox"/> Cruise Control <input checked="" type="checkbox"/></p>		<p>Multiple Failure:</p>		<p>Incident Date(s) 29-MAR-2012</p>	
<p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p>				<p>Failure Mileage 170000</p>	
				<p>Failure Speed 45</p>	
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/55R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p align="center"><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>	
				<p>Number of Deaths 0</p>	
				<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 1998 HONDA ACCORD. THE CONTACT WAS DRIVING 45 MPH WHEN SMOKE WAS SEEN COMING FROM THE STEERING COLUMN. THE CONTACT MERGED INTO A PARKING AREA WHERE THE VEHICLE WAS TOWED TO THE MECHANIC. THE MECHANIC INSPECTED THE VEHICLE AND INFORMED THE CONTACT THAT THE IGNITION SWITCH HAD BURNED. THE DEALER WAS NOTIFIED OF THE FAILURE AND THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 02V120000 (ELECTRICAL SYSTEM: IGNITION: SWITCH). THE DEALER ADVISED THE CONTACT THAT THEY HAD PREVIOUSLY MADE REPAIRS TO THE VEHICLE UNDER THE RECALL AND THEY WOULD NOT REPAIR THE FAILURE A SECOND TIME UNLESS IT WAS AT THE CONTACT'S EXPENSE. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT STATED THAT THE MECHANIC WOULD REPAIR THE VEHICLE. THE FAILURE MILEAGE WAS 170,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

4/24/2012

U.S. Department of Transportation

Thank you for acknowledging my complaint. I own a 1998 Honda Accord. March of 2012 my car would randomly die while driving. The first few time I didn't think much about it, then it began happening more frequently. I work 10 hr. days, my car never cut off in the early morning hours (4:30am) it only cut off in the evening hours. I took my car to my mechanic he could not find a problem.

3/21/2012. Car still dies while driving. I went on-line (Honda's forum) to see if anyone else was experiencing the problem(s) as me. I found a recall for "Electrical System: Ignition:Switch". I then called NHTSA and inquired about the time frame of the recall. Then I called American Honda. I spoke with a representative and was advised to take car to local dealership and have a diagnostic test done. If the test proved to be the Ignition Switch, dealer should honor recall. If not I would be responsible for cost of diagnostic test. I called and took my car to Townsend Honda (local dealership) and explained the recall and the Service Manager. He informed me that the recall had been done already and he doubt very seriously that they would repair it again. A diagnostic test was done. I was told the diagnosis was "Catalytic Converter". I then went to AutoZone and purchased a new Catalytic Converter and had it installed. Car doing good at this point.

4/9/2012. I was driving about 40-45mph over the Black Warrior Bridge (in the flow of traffic) I smelled and seen smoke coming from the steering column. I merged off the bridge into a parking area and had the car towed to mechanic. In the meantime I call my mechanic and told him what happened. He inspected the car and told me that the Ignition Switch has burned out. My mechanic went forward with making the repair.

4/11/2012. About 10:30-10:39 am I called Townsend Honda (local dealership) and asked to speak with Service Manager. I was not able to speak with him. I left a voice mail with my name and contact number, still no response.

I bought my car Used and have had it for several years. I honestly can't/don't remember taking my car in for an "Ignition Switch" recall.

I would like to ask one question. If it is found that the recall was honored the first time by a Honda Dealership, why not a second time, seeing that the problem has occurred again.

Thank You for Your Help,  
[REDACTED]



**Townsend Honda**  
 3121 Skyland Blvd East  
 Tuscaloosa, AL 35405  
 (205) 556-0191  
 www.townsendhonda.com



[REDACTED]		VEHICLE IDENTIFICATION		WARRANTY	DATE GOT	INVOICE NO.
[REDACTED]		1HGCG5648WA [REDACTED]		169976	03/21/12	46122
NORTHPORT AL [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
		98	HONDA	ACCORD LX	TAN	02985
CHST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
		- -	[REDACTED]		00/00/00	291
CUST LABOR RATE	DELIV DATE	DELIV MILES	RELEASE IN	DATE IN	IN SERV DATE	TERMS
80.00	00/00/00		169976	03/21/12	00/00/00	2.4 LITER 4 CYLINDER

YOUR COMPLETE SATISFACTION IS OUR MISSION!  
 FEEL FREE TO CONTACT US AT 205-556-0191 BY PHONE  
 OR ON LINE AT SERVICE@TOWNSENDHONDA.COM

WITH ANY PROBLEMS OR QUESTIONS!  
 OUR RETAIL LABOR RATE IS \$80.00 PER PLAT RATE HR

LINE	CR CODE	PLAT CR	TRCH	HOURE/QUY	TYPE	PERCENT
A						
Com CHECK ENG. LIGHT ON AND ADVISE::::: VEHICLE STALLED OUT 4 TIMES IN 2 WEEKS, HAPPENS UNDER NORMAL DRIVING CONDITIONS; NOTICED ONE TIME ALL GAGES WENT ERRATIC.JUST BEFORE COMING TO A STOP UPON SLOWING DOWN AND ALMOST TO A STOP CAR DIED. ON TRYING TO RESTART THE CAR SEEMED TO TRY TO START BRIEFLY AND SHUT BACK OFF.						
Cor DIAGNOSIS COMPLETED						
	CELO		A28	1.00	C	80.00
Line Total.....						80.00

Labor 80.00  
 Shop Charge 4.80  
 TOTAL-CUST-CASH 84.80

*Visa*  
*[Signature]*

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER  
 I AUTHORIZE THE RETRIEVAL OF ON-BOARD DATA AS NEEDED TO FACILITATE VEHICLE REPAIR, AS WELL AS SHARING OF THAT DATA WITH THE MANUFACTURER ONLY FOR DIAGNOSTIC AND RESEARCH PURPOSES

\_\_\_\_\_  
 CUSTOMER SIGNATURE

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

TOWNSEND IMPORTS-HONDA  
3121 SKYLAND BLVD E  
TUSCALOOSA, AL 36406  
205-556-0151

Merchant ID: 6000

Ref #: 0020

**Sale**

XXXXXXXXXX

VISA

Entry Method: Swiped

Total: \$ 84.00

03/21/12 14:00:40

Inv #: 046122 Appr Code: 206376

Apprvd: Online Batch#: 000156

Customer Copy

THANK YOU!

Autozone 2347  
3500 GREENSBORO AV  
TUSCALOOSA, AL  
(205) 758-8351

#274853 16370 181.99  
16370  
SILVERADO 2500 4DR 2DR, GA  
TOTAL TAX & FEES 16.38  
TOTAL 198.37  
XXXXXXXXXXXXXXXXXXXX  
APR 15 2012 198.37  
003993

REG #10 CSR #08 RECEIPT #007338  
STR. TRANS #142910  
STOR. #0000  
DATE 03/27/2012 15:48

# OF ITEMS SOLD



PERSONAL WARRANTY INFORMATION  
WARRANTY # [REDACTED]  
35472

NO VEHICLE GIVEN  
Item: 274853 16370 MANIFOLD CONVERTER  
5 YEAR/50 K/MTL WARRANTY PERIOD

Limited Warranty

If a part fails during the warranty period shown on this receipt, bring the part to any Autozone store and you will receive a replacement or refund.

Warranty excludes damage caused by misuse, abuse, other faulty parts, improper installation or off-road, commercial or marine use. Warranties on replacement parts cover the unused portion of the original warranty or

CATALYTIC CONVERTER LIMITED WARRANTY REGISTRATION

VEHICLE OWNER:

[REDACTED]  
Name [REDACTED]

Street Address

Northport

City

AL

ZIP

Customer telephone No.

Check box if State is Arizona or California

PURCHASED AT/ INSTALLED BY: Mr. William Hutchinson (Bill)

Autozone

Name

3500 Greensboro Avenue

Street Address

Tuscaloosa

City

AL

35401  
ZIP

VEHICLE INFORMATION:

1998 Honda Accord LX 2.4 liter 4 cylinder 169970 16390  
Year Make Model Engine Size Mileage Converter Part No.  
3/21/2012 007338  
Date Purchased Customer Invoice No.

THIS FORM MUST BE COMPLETELY FILLED IN BY INSTALLER

CUSTOMER - RETAIN FOR YOUR RECORDS

WARRANTIES EXPIRE WHEN YOU SELL YOUR  
vehicle.

THIS LIMITED WARRANTY REPRESENTS THE  
TOTAL LIABILITY OF AUTOZONE, FOR ANY  
PART OR PRODUCT. AUTOZONE MAKES NO  
OTHER WARRANTIES, EXPRESS OR IMPLIED,  
INCLUDING THE IMPLIED WARRANTIES OF  
MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE.

AUTOZONE SHALL NOT BE LIABLE FOR  
ANY INDIRECT, SPECIAL, INCIDENTAL, OR  
CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on  
how long an implied warranty lasts, or  
exclusion or limitation on incidental or  
consequential damages, so the above  
limitations may not apply to you. This  
warranty gives you specific legal  
rights, and you may also have other  
rights which vary from state to state.

Take a survey for a

chance to win \$10000

at [www.autozonecares.com](http://www.autozonecares.com)  
or by calling 1-800-598-8943.  
No purchase necessary. Ends 5/31/12.  
Subject to full official rules  
at [www.autozonecares.com](http://www.autozonecares.com)

Ref No:

2347-142960-120321-3

DCHRMCM

May 15 12 04:32a

847359

*Lilly Towing*

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE				
		<i>4/19/12</i>				
NAME						
ADDRESS						
CITY, STATE, ZIP						
<i>Northport AL</i>						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE RETD.	PAID OUT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2	<i>Pick up Rice mine Rd</i>		
3	<i>To Frank's Auto</i>		
4			
5	<i>98 Honda</i>		
6			
7	<i>Tag</i>		
8	<i>Fee</i>		<i>65.00</i>
9			
10	<i>Driver Checkin Bill</i>		
11			
12	<i>Phone</i>		
13			
14			
15			
16			
17			
18			

RECEIVED BY

A-2803  
T-49320/46380

KEEP THIS SLIP FOR REFERENCE

01-11

