

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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received SEP 20 2012 06-AUG-2012	Repository ☐ Reference No. 10469384
OWNER INFORMATION (Type or Print)		Daytime Telephone Number [REDACTED]	E-mail Address N/A
Name [REDACTED]	Address [REDACTED]	Evening Telephone Number SAME	
City NORTH KINGSVILLE	State OH	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 1HGCP3F80CA [REDACTED]		Make HONDA	Model ACCORD
		Model Year 2012	
Date Purchased 3-9-12	Dealer's Name and Telephone Number Bianchi Honda 1-800-541-4571		Engine: No: Cylinders
Original Owner ☒	Dealer's City ERIE	State PA.	Fuel Type: REG.
Zip Code 16508		6	
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 05-JUL-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 35	Failure Speed 65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make Michelin	Tire Model (Name or Number)	Tire Size (Example P215/65R15) 225/50R17	
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 0	Number of Deaths 0
		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 ACCORD. WHILE DRIVING APPROXIMATELY 65 MPH, THE CONTACT NOTICED SHAKING IN THE STEERING WHEEL. THE VEHICLE WAS TAKEN TO THE DEALER FOR A DIAGNOSTIC TEST. THE TECHNICIAN BALANCED THE FRONT TIRES BUT THE FAILURE CONTINUED. THE CONTACT TOOK THE VEHICLE TO THE DEALER THREE MORE TIMES. THE TECHNICIAN BALANCED ALL FOUR TIRES AND REPLACED THE FRONT DRIVER'S TIRE. THE LAST TIME THE VEHICLE WAS TAKEN IN THE TECHNICIAN STATED THAT HE WOULD REPLACE ALL FOUR TIRES. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 35. Replacement tires YOKOHAMA Honda part #646 all four tires were replaced did not help			
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 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.			

Bianchi Honda has been working to solve this problem but cannot fix it. The service manager has been wonderful about it. On 8-20-12 he called me saying they have no idea on what to do with it.

I have called American Honda case # NO12012080602930 & talked with Kang San Kim 2 or 3 times. He called me on 8-22-12 after the tire replacement I told him I have the same problem & the service manager has no idea on what to do. He said he would call him & get back to me on 8-27-12.

If you have any questions please call me [REDACTED]

Thank you

8-26-12 [REDACTED]

On 8-27-12 American Honda called me & said there is nothing ^{they} can do, they feel it is the characteristic of the car. I said that is a totally unacceptable answer. I said my next step was to call the Federal Trade Comm. He said he would make note of that.

On 8-28-12 the service manager at Bianchi Honda called and said they want to check the runout on the wheels & rebalance the tires. This will be done on 9-7-12.

BIANCHI HONDA
P.O. Box 3086
8430 Peach Street • Erie, PA 16508
SERVICE: (814) 864-6765
MAIN: (814) 868-9678
TOLL FREE: (800) 541-4571
WEBSITE: www.bianchihonda.com

CUSTOMER NO. 55645	ADVISOR MIKE MCKENZIE	796	TAG NO. W698	INVOICE DATE 07/26/12	INVOICE NO. HOC5203332
NORTH KINGSVILLE, OH	LABOR RATE 93.50	LICENSE NO.	MILEAGE 3,538	COLOR WHT ORCHARD	STOCK NO. H-2330
	YEAR/MAKE/MODEL 12/HONDA/ACCORD SEDAN/4DR V6 EX-L AT			DELIVERY DATE 03/09/12	DELIVERY MILES 23
	VEHICLE I.D. NO. 1 H G C P 3 F 8 0 C A			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/26/12
BUSINESS PHONE	COMMENTS				

MO: 3538

JOB# 1 CHARGES

LABOR	WHEELS/TIRES	HOURS: 0.40	TECH(S):298	WARRANTY
J# 1 46HOZ	CUSTOMER STATES DRIVER SIDE TIRE IS BAD-PHIL ORDERED TIRE TO REPLACE, SHIFTED OR BROKEN BELT IN TIRE CHECKED AND VERIFIED CUSTOMER CONCERN. FOUND BROKEN BELT IN TIRE CAUSING A VIBRATION AT HIGH SPEEDS. MOUNTED AND BALANCED 1 NEW TIRE.			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	42751-MIC-112	TIRE 225 0000000	
	1	WEIGHT	WHEEL WEI WEIGHT	
				TOTAL - PARTS
				WARRANTY WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	CAR WASH	HOURS: 0.00	TECH(S):298	INTERNAL
J# 2 90HOZ10	COMPLIMENTARY CAR WASH WE OWE AS PER COMPLETED			
JOB# 2 TOTALS				
				JOB# 2 JOURNAL PREFIX HOC5 JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAIT

DISCLAIMERS OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

BIANCHI HONDA

P.O. Box 3086
8430 Peach Street • Erie, PA 16508
SERVICE: (814) 864-6765
MAIN: (814) 868-9678
TOLL FREE: (800) 541-4571
WEBSITE: www.bianchihonda.com

CELL: [REDACTED]

CUSTOMER NO. 55645		ADVISOR SCOTT H FLING		160	TAG NO. W698	INVOICE DATE 06/08/12	INVOICE NO. HOC5197844
[REDACTED]		LABOR RATE 93.50	LICENSE NO.		MILEAGE 2,407	COLOR WHT ORCHARD	STOCK NO. H-2330
ASHTABULA, OH [REDACTED]		YEAR / MAKE / MODEL 12/HONDA/ACCORD SEDAN/4DR V6 EX-L AT				DELIVERY DATE 03/09/12	DELIVERY MILES 23
		VEHICLE I.D. NO. 1 H G C P 3 F 8 0 C A				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE 06/08/12
		COMMENTS					

MO: 2407

JOB# 1 CHARGES

LABOR
J# 1 46H0201 WHEEL/TIRE CONCERN HOURS: 1.20 TECH(S):304 WARRANTY
CUSTOMER STATES THERE IS A "SHIMMY" IN VEHICLE AT HIGHER SPEEDS (ABOVE 60 MPH)
ROADTESTED VEHICLE AND VERIFIED CONCERN, FOUND ALL FOUR TIRES IMPROPERLY BALANCED
BALANCED ALL FOUR TIRES AND RETESTED, "SHIMMY" IS NO LONGER EVIOENT AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 90H0210 CAR WASH HOURS: 0.00 TECH(S):304 INTERNAL
COMPLIMENTARY CAR WASH
WE OWE AS PER COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HOC5 JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET....	0.00
* [] AMER EXPRESS [] DEBIT [] OTHER	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC OISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

* IF FOR ANY REASON YOUR SERVICE EXPERIENCE
* WAS NOT EXCELLENT, PLEASE CONTACT OUR
* SERVICE MANAGER PHIL PINZOK AT 814-864-6765
* YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE
* GOAL!
***** THANK YOU FOR YOUR BUSINESS *****

CUSTOMER SIGNATURE

Thank You!

BIANCHI HONDA

P.O. Box 3086

8430 Peach Street • Erie, PA 16508

SERVICE: (814) 864-6765

MAIN: (814) 868-9678

TOLL FREE: (800) 541-4571

WEBSITE: www.bianchihonda.com

CUSTOMER NO. 55645		ADVISOR DEVIN OWENS		769	TAG NO. W698	INVOICE DATE 07/12/12	INVOICE NO. HOC201661
NORTH KINGSVILLE, OH		LABOR RATE 93.50	LICENSE NO.	MILEAGE 3,136	COLOR WHT ORCHARD	STOCK NO. H-2330	
		YEAR / MAKE / MODEL 12/HONDA/ACCORD SEDAN/4DR V6 EX-L AT				DELIVERY DATE 03/09/12	DELIVERY MILES 23
		VEHICLE I.D. NO. 1 H G C P 3 F 8 0 C A				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.				P.O. NO.	R.O. DATE 07/12/12
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					
MO: 3136							

JOB# 1 CHARGES

LABOR-----
 J# 1 00HOZ03 0-20W EXPRESS OIL HOURS: TECH(S):582 9.70
 CUSTOMER REQUESTS OIL AND FILTER CHANGE,CHECK AND TOP OFF
 FLUID LEVELS AND SET TIRE PRESSURES
 SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
 COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 450W20 4.5 0W20 16.50
 TOTAL - PARTS 16.50

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 PNEW NEW CAR GOODWILL POLICY -26.20
 TOTAL - MISC -26.20

JOB# 1 TOTALS-----
 LABOR 9.70
 PARTS 16.50
 MISC -26.20

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX HQQS JOB# 1 TOTAL 0.00

LABOR-----
 J# 2 99HOZZMULTIPNT FREE MULTI POINT HOURS: 0.00 TECH(S):582 INTERNAL
 BIANCHI HONDA FREE MULTI POINT INSPECTION
 VISUAL MULTI POINT CHECK
 COMPLETED CHECK-SEE ATTACHED SHEET

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX HQCS JOB# 2 TOTAL 0.00

LABOR-----
 J# 3 90HOZ10 CAR WASH HOURS: 0.00 TECH(S):582 INTERNAL
 COMPLIMENTARY CAR WASH
 WE OWE AS PER
 COMPLETED

JOB# 3 TOTALS-----

JOB# 4 CHARGES----- JOB# 3 JOURNAL PREFIX HQCS JOB# 3 TOTAL 0.00

LABOR-----
 J# 4+46HOZ03 BALANCE WHEELS/TIRES HOURS: 1.20 TECH(S):582 WARRANTY
 CUSTOMER WAS COMPLAINING ON A STEERING SHIMMY AT ABOUT 60
 MPH
 ROAD FORCED TESTED THE TIRES AND ALL TIRES CHECK OUT OKAY
 NO OTHER OBVIOUS PROBLEMS WITH TIRES
 SEE ATTACHED SHEET
 NOT OTHER PROBLEMS AT THIS TIME

DISCLAIMERS OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

BIANCHI HONDA

P.O. Box 3086
8430 Peach Street • Erie, PA 16508
SERVICE: (814) 864-6765
MAIN: (814) 868-9678
TOLL FREE: (800) 541-4571
WEBSITE: www.bianchihonda.com

CUSTOMER NO. 55645		ADVISOR PHILIP J PINZOK		560	TAG NO. W698	INVOICE DATE 08/17/12	INVOICE NO. HOC5204397
NORTH KINGSVILLE, OH		LABOR RATE 93.50		LICENSE NO.	MILEAGE 3,749	COLOR WHT ORCHARD	STOCK NO. H-2330
		YEAR / MAKE / MODEL 12/HONDA/ACCORD SEDAN/4DR V6 EX-L AT				DELIVERY DATE 03/09/12	DELIVERY MILES 23
		VEHICLE I.D. NO. 1 H G C P 3 F 8 0 C A				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		P.O. NO.		R.O. DATE 08/03/12	
		COMMENTS		MO: 4137			

JOB# 1 CHARGES

LABOR
J# 1 46H0Z

WHEELS/TIRES HOURS: 1.60 TECH(S):582

CUSTOMER FEELS VIBRATION IN STEERING WHEEL AT 60 TO 70 MPH. SERVICE MANAGER TEST DROVE WITH CUSTOMER 8/3/12 AT 1 PM IN THE AFTERNOON. SERVICE MANAGER VERIFIED THAT THE STEERING WHEEL DID HAVE A SHIMMY. FOR COMPARISON PURPOSES, SERVICE MANAGER AND CUSTOMER TEST DROVE A BRAND NEW 2012 ACCORD WITH EXACT SAME EQUIPMENT AND WAS SAME MODEL AND EXPERIENCED THE SAME CHARACTERISTIC OF SHIMMY IN STEERING WHEEL. BOTH HAD MICHELIN TIRES. SERVICE MANAGER AND CUSTOMER FINALLY TEST DROVE A 2012 ACCORD LX MODEL WITH NON MICHELIN TIRES AND WERE NOT SAME SIZE AS EX-L V6 AND VEHICLE DID NOT EXPERIENCE AS PRONOUNCED SHIMMY CHARACTERISTIC IN STEERING WHEEL WHEN DRIVING AT SPEEDS OF 60 PLUS MPH. SERVICE MANAGER SPOKE WITH HONDA DPSM AND DPSM AUTHORIZED TO REPLACE FACTORY INSTALLED MICHELIN TIRES WITH TIRES THAT THE CUSTOMER AGREED TO. SERVICE MANAGER AND CUSTOMER AGREED BASED ON TIRE RACK'S RATINGS THAT YOKOHAMA HONDA PART NUMBER 646 WERE THE BEST OPTION. CUSTOMER CAME IN 8/17/12, MICHELIN TIRES WERE DISMOUNTED AND NEW YOKOHAMA TIRES WERE MOUNTED, ROADFORCED BALANCED AND THE SERVICE MANAGER AND CUSTOMER TEST DROVE ON THE SAME ROUTE AS PREVIOUSLY DONE. CUSTOMER FEELS THAT THERE IS NO CHANGE WITH THE SHIMMY CHARACTERISTIC IN THE STEERING WHEEL. SERVICE MANAGER WILL CONTACT DPSM TO ADVISE OF FINDINGS.

WARRANTY

DISCLAIMERS OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
4 42751-YOK-646 TIRE 225/ 0000000	
4 WEIGHT WHEEL WEI WEIGHT	
TOTAL - PARTS	0.00

WARRANTY
WARRANTY
0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
TT TIRE TAX	
TOTAL - MISC	0.00

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 0.00

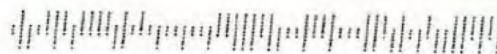
ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
KANG SAN KIM-HONDA CUSTOMER RELATIONS MANAGER

Thank You!



N. Kingsville, OH



1000



20077

U.S. POSTAGE
PAID
NORTH KINGSVILLE, OH
44068
SEP 05, 12
AMOUNT

\$1.10

00099957-02

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTS-210
1200 New Jersey Avenue SE.
Washington, D. C. 20004-9382