

JUN 10 2014

 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	
NAME [REDACTED] Address [REDACTED] City SCOTTS VALLEY State CA Zip Code [REDACTED]		Date Received 07-APR-2014		Repository ☐ Reference No. 10577915	
OWNER INFORMATION (Type or Print)					
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5FNRL18974B [REDACTED]		Make HONDA		Model ODYSSEY	
Date Purchased JULY 2007		Dealer's Name and Telephone Number OCEAN HONDA		Model Year 2004	
Engine: V6 No: Cylinders 6		Fuel Type: UNLEADED			
Original Owner ☐		Dealer's City SANTA CRUZ State CA Zip Code 95062			
Transmission Type AUTOMATIC		☒ Antilock Brakes ☒ Cruise Control		Powertrain Multiple Failure:	
				Incident Date(s) 20-OCT-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM				Failure Mileage 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 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 2004 HONDA ODYSSEY. THE CONTACT STATED NHTSA CAMPAIGN NUMBER: 13V412000 (AIR BAGS) AND NHTSA CAMPAIGN NUMBER: 12V573000 (ELECTRICAL SYSTEM) HAD SURPASSED REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER STATED THE PART WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE DELAY. THERE ARE NO FAILURES AT THIS TIME.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DEALER CONTINUES TO FAIL TO PROVIDE
EXACT DATE WHEN CORRECT PARTS WILL BE
IN FROM THE MANUFACTURER.

IT'S BEEN NOW 18 MONTHS SINCE MY ORIGINAL
CALL TO THEM TO NOTIFY ME AS SOON AS PARTS
ARRIVE.

THE VEHICLE IS NOT SAFE TO DRIVE AS IS ACCORDING
TO THE MANUFACTURER (HONDA) AND THESE TWO PARTS
MUST BE REPLACED ATTACH ADDITIONAL SHEETS IF NECESSARY

ASAP. — PER HONDA —

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SAN JOSE

CA 950

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration