

AUG 11 2014

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received 09-JUN-2014	
OWNER INFORMATION (Type or Print)				Repository ☐	
				Reference No. 10597052	
Name				Daytime Telephone Number	
Address				E-mail Address NOEMAIL@UNK.GOV	
City BRAINGREE / Braintree State MA Zip Code				Evening Telephone Number	
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 1HGCR2F3XDA				Make HONDA	Model ACCORD
Date Purchased 06/09/2013		Dealer's Name and Telephone Number Weymouth Honda 781-337-7400		Engine: No: Cylinders	Model Year 2013
Original Owner ☒		Dealer's City Weymouth State MA Zip Code 02188		Fuel Type:	
Transmission Type		☒ Antilock Brakes Powertrain ☒ Cruise Control		Multiple Failure: Incident Date(s) 07-JUN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 12500	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 2013 HONDA ACCORD. WHEN THE CONTACT STARTED THE VEHICLE, THE STEERING WHEEL AUTOMATICALLY ENGAGED AND TURNED IN A FULL CIRCLE. THE VEHICLE WAS TOWED TO THE DEALER AND WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 12,500.					
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.					

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

My Power steering went out (Due to Failure)
The Power steering Failed. The steering wheel
~~Failed~~ started Free spinning and
the Tires were not controlled by the steering wheel
any longer, I had No control over the vehicle. good
thing the car was parked at that time, it could
had been worse than that especially ~~was~~ My 2
years daughter was with me in the car.
Please see attached for more details on this

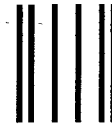
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

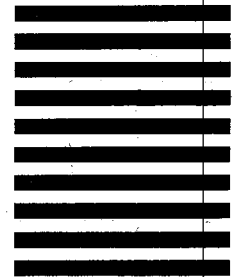
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

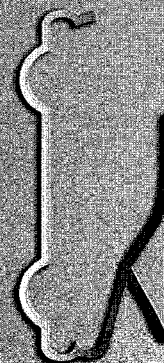
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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 Owner's Question (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Braintree, MA

Tel:

Email:

Hi,

I bought my 2013 Honda accord back in June 2013 from Weymouth Honda. One day I was trying to turn the engine on, my Power Steering went out (started Spinning without any control and turned in a full circle, and the tires were not controlled by the steering wheel any longer) thanks God my car was parked and we (me, my 2years old daughter) were not driving it, it could had been worse than that. The power steering warning light illuminated. I called the towing company that night around 11pm, and the vehicle was towed to the same dealer I bought IT from (Weymouth Honda). The Manufacturer was informed as well. My car was approved by Honda to be repair due to this steering failure and my car was in the dealer shop for about 3 weeks or more. After I got my car I was hearing some noise coming from power steering, so I went back to Weymouth Honda and they diagnosed the problem and said that now the steering Rack need to be replaced but they can't do it until they got another approval from Honda. I called the case manager who was working on this case and she approved it on 07/21/2014, and told me that the dealer will contact you to bring the car once they ordered the parts. On Friday July 25, 2014 the service department called me and said that they have the parts but they can't proceed with the repair saying that Honda presumed after 2 months that this steering failure happened due to car accident and I need to get my car insurance involved, which doesn't make any sense to me or either to the witnesses/towing guy or anybody who heard about it and saw my car. My car was not involved to any accident, there is no dent or even scratch where we can tell that the car got hit and impacted the power steering to fail.

The car is still under 2 years warranty, and had/has not been involved in any car accident so far. Therefore, they should be able to repair this steering wheel problem.

According to www.arcf.gov/complaints/2013/honda/sterring/problem many customers had the same problem as well.

My insurance said that they can't open a claim since the car was not involved in any accident and there is no physical damage that could impact the steering wheel to fail, and they believe that this is a lie and this is a manufacturing defect and the car still under the warranty to be fixed by Honda. Honda are trying to get away from this failure somehow, so they can't acknowledge that this is due to a defect and should be fixed by them since the car still under manufacturing warranty.

Please let me know if you have any questions

CUSTOMER #

878318

Weymouth Honda

INVOICE

211 Main Street · Weymouth, MA 02188

Service: (781) 337-7430

Main: (781) 337-7400

www.weymouthhonda.com

PAGE 2

BRAINTREE, MA

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9 GREG MUSCATO

BUS:		COLOUR		YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG
BRED		13	HONDA ACCORD		1HGCR2F3XDA			12639/12639	T955
DEL DATE		PROD. DATE	WARR. EXP.		PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN13 DD					17:00 11JUN14		96.00	CASH	20JUN14
R.O. OPENED			READY		OPTIONS: STK:N13820A DLR:206749				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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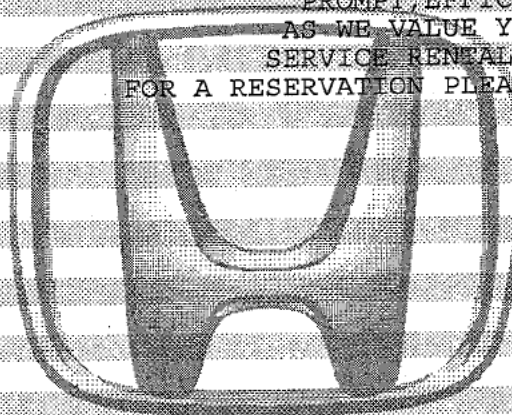
REPAIRS WERE DONE ACCORDING TO TECH LINE ALONG WITH PICTURES OF
WHEELS/TIRES , ALIGNMENT WAS PERFORMED - TECH LINE REF. # 3588215

THANK YOU FOR GIVING US THE OPPORTUNITY
TO SERVICE YOUR VEHICLE

WE HAVE MADE EVERY EFFORT TO GIVE YOU
PROMPT, EFFICIENT ATTENTION

AS WE VALUE YOUR PATRONAGE.

SERVICE RENTALS ARE AVAILABLE
FOR A RESERVATION PLEASE CALL (781) 337-7400

**HONDA****SERVICE HOURS**

MON - THUR 7:30 - 7:00
FRI 7:30 - 6:00
SAT 9:00 - 2:00

SALES HOURS

MON - THUR 9:00 - 8:00
FRI 9:00 - 6:00
SAT 9:00 - 5:00
SUN 12:00 - 4:00

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or 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 item/items.

CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

LABOUR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #

878318

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HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9 GREG MUSCATO

COLOUR		YEAR	MAKE/MODEL		VIN	LICENSE	ODOMETER IN/ OUT		TAG
BRED		13	HONDA ACCORD		1HGCR2F3XDA		12639/12639		T955
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
10JUN13 DD				17:00 11JUN14			96.00	CASH	20JUN14
R.O. OPENED			READY		OPTIONS: STK:N13820A DLR:206749				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THAT THE STEERING WHEEL SPINS FREE'LY AND THE WHEEL DONT TURN
 CAUSE: STEERING COLUMN SNAPPED JUST ABOVE RACK GUIDE BOX JOINT

510100 STEERING COLUMN ASSEMBLY - REPLACE

207 W3 1.50

(N/C)

1 53200-T2A-A02 COLUMN, STEERING

(N/C)

99 OP CODE 5111A7 - BOTH OUTER TIE RODS ENDS

-REPLACED

207 W3 0.80

(N/C)

2 53010-T2A-A01 END SET, RACK

(N/C)

2 90301-SEP-003 NUT, HEX- (14MM)

(N/C)

99 OP CODE 5111A5 - LEFT OUTER TIE ROD END

-REPLACED

207 W3 0.60

(N/C)

1 53560-T2A-A01 END, L- TIE ROD

(N/C)

753100 CABLE REEL - REPLACE.

207 W3 0.90

(N/C)

1 77900-T2A-A11 REEL ASSY-, CABLE

(N/C)

725100 IGNITION SWITCH AND LOCK ASSEMBLY REPLACE.

207 W3 1.60

(N/C)

2 35102-TR0-003 BOLT, BREAK HEAD

(N/C)

1 06350-T2A-A81 CYLINDER SET, KEY

(N/C)

99 OP CODE 5101A0 - STEERING WHEEL ANGLE SENSOR

-REPLACE

207 W3 0.90

(N/C)

1 35000-T2A-A01 SENSOR, STEERING

(N/C)

FC: 00504

PART#: 53200-T2A-A02

COUNT: 1

CLAIM TYPE: W3

AUTH CODE: 3588215

WE REPLACED THE STEERING WHEEL COLUMN - ALSO REPLACED BOTH INNER
 TIE RODS AND LEFT OUTER TIE ROD, L WE REPLACED THE THE CABLE REEL,
 STEERING WHEEL ANGLE SENSOR AND THE IGNITION LOCK ASSEMBLY - THESE

SERVICE HOURS

MON - THUR	7:30 - 7:00
FRI	7:30 - 6:00
SAT	9:00 - 2:00

SALES HOURS

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CUSTOMER SIGNATURE

DESCRIPTION

LABOUR AMOUNT
PARTS AMOUNT
GAS, OIL, LUBE
SUBLET AMOUNT
MISC. CHARGES
TOTAL CHARGES
LESS INSURANCE
SALES TAX

TOTALS

PLEASE PAY THIS AMOUNT

CUSTOMER COPY