

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

For Agency Use Only 100148



U.S. Department of Transportation

National Highway Traffic Safety Administration

**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

Repository

20-OCT-2014

Reference No.  
10648744

NOV 20 2014

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Address [REDACTED]

Evening Telephone Number [REDACTED]

City SPRINGBORO

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 or windshield on driver's side  
5FNRL5H65FE [REDACTED]

Make HONDA

Model ODYSSEY

Model Year 2015

Date Purchased  
9-4-2014

Dealer's Name and Telephone Number  
VOSS HONDA 1-800 597 8677

Engine:  
No: Cylinders  
6

Fuel Type:  
REG 87

Original Owner

Dealer's City  
TIFF CITY

State OH

Zip Code 45371

Transmission Type  
AUTO

Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
12-SEP-2014

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

Vehicle Component Code: BRAKES (PWS)

Failure Mileage  
300

Failure Speed

BRAKE PEDAL FADE

**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: DOTM9ABC036)

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 2015 HONDA ODYSSEY. THE CONTACT STATED THAT WHILE THE BRAKE PEDAL WAS ENGAGED, THE BRAKE PEDAL SANK TO THE FLOOR BOARD ABNORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE BRAKE FAILURE. HOWEVER, THE DEALER ADVISED THE BRAKE PEDAL WAS OPERATING AS NORMAL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CONTACT NO LONGER DRIVES THE VEHICLE TO AVOID A CRASH. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 300.

10/31/14 VOSS MADE REPAIR, SEE ATTACHED

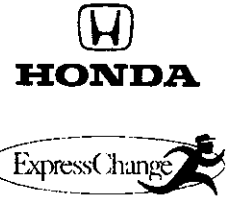
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.



155 SOUTH GARBER DRIVE • TIPP CITY, OHIO 45371  
 PHONE (937) 669-4333  
 www.vossauto.com



CUSTOMER NO	ADVISOR MARK	8127	TAG NO	W044	INVOICE DATE	10/31/14
	LABOR RATE	LICENSE NO	MILEAGE	431	COLOR	WHT DIAMOND
SPRINGBORO, OH	YEAR / MAKE / MODEL	15/HONDA/ODYSSEY/5DR EX-L		DELIVERY DATE	DELIVERY MILES 10	
	VEHICLE I.D. NO.	5FNRL5H65FB		SELLING DEALER NO.	100	
	F.T.E. NO.	P.O. NO.	R.O. DATE	10/31/14		REPRINT# 1
BUSINESS PHONE	COMMENTS		MILEAGE OUT	MO:		

**JOB# 1 CHARGES**

**LABOR**  
 BRAKE FLUID FLUSH PER BRENT FOR PEDAL SINK  
 VOSS HONDA RECOMMENDED SERVICE TO PROLONG THE LIFE OF  
 BRAKE HYDRAULIC SYSTEM AIR AIR IN THE SYSTEM  
 OUR GOAL IS 100% CUSTOMER SATISFACTION IF FOR ANY REASON YOU  
 CAN NOT SAY THAT YOU ARE 100% SATISFIED PLEASE CALL  
 BRENT SMITH @ 937-669-4330

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
	2	08798-9008	FLUID, BRAKE (DOT)			0.00
<b>JOB# 1 TOTALS</b>				<b>TOTAL - PARTS</b>		<b>0.00</b>

**JOB# 2 CHARGES**

**LABOR**  
 PERFORM ROAD FORCE ON ALL TIRES SEE BRENT  
 TIRE VIBRATION OUT OF BALANCE  
 BALANCED ALL FOUR TIRES ROAD TEST OK

<b>JOB# 2 TOTALS</b>				<b>JOB# 2 JOURNAL PREFIX HOCS</b>	<b>JOB# 2 TOTAL</b>	<b>0.00</b>
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MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # A	SSI	SHOP SUPPLIES	INTERNAL	0.00
<b>TOTAL - MISC</b>				<b>0.00</b>

**TOTALS**

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

*ROAD TESTED @ HIGHWAY SPEEDS  
 VIBRATIONS @ 60 MPH PLUS  
 STEERING WHEEL & SEAT*

**Limited Warranty**

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first.

If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts.

This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.

EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, 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 SAID PARTS AND ACCESSORIES.

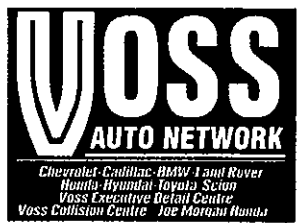
This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs / services.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

*Thank You*



PRESTIGE



Chevrolet-Cadillac-BMW-Land Rover  
 Honda-Hyundai-Toyota-Scion  
 Voss Executive Detail Centre  
 Voss Collision Centre Joe Morgan Honda

*CALL ED BRENT - ALSO LOW NOISE ACCELERATION TO 35 MPH*

The Honda and Regalado Company, Cincinnati, OH 45202 (08/14) CC699700 O