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

Date Received: MAR 29 2016
09-JAN-2015

Repository ☐

Reference No. 10671409

OWNER INFORMATION (Type or Print)

Name [redacted] HUSBAND [redacted]

Address [redacted]

City SPOKANE | State WA | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number [redacted]

E-mail Address

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)	Make	Model	Model Year
1HGCM56855A[redacted]	HONDA	ACCORD	2005

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
5-7-2005	Honda, Seattle 206 382 8800	4	G

Original Owner	Dealer's City	State	Zip Code
☐ US	SPOKANE	WA.	99201

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control			13-MAR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
ALL STRAPS	30000	

[redacted]

(Please describe [redacted] re(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	2	0	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 2005 HONDA ACCORD. WHILE REVERSING OUT OF A PARKING SPOT, THE VEHICLE IDLED IN DRIVE. THE CONTACT ACCIDENTALLY DEPRESSED THE ACCELERATOR PEDAL AND THE VEHICLE CRASHED INTO A CONCRETE BARRIER. THE AIR BAGS DID NOT DEPLOY. THE CONTACT AND HER HUSBAND SUSTAINED INJURIES THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO AN INDEPENDENT BODY SHOP WHERE IT WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000.

Letter on page in back.
Space needed larger.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

SORRY FOR THE LENGTH OF THIS LETTER BUT IT TELLS HOW WE MUST LIVE AFTER DISASTER STRIKES FROM FAULTY PARTS

[redacted]

NHTSA
www.nhtsa.gov

N- [redacted]
SPOKANE WA- [redacted]

WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle Registration Certificate

[redacted]

04/07/2015

License plate	Plate Issue date	Tab no	Reg expiration	Value code	Year	Mo reg	Mo gwt	Pwr	Use	Mod yr	Make	Body
[redacted]	05/2012	[redacted]	05/07/2016	24500	2005	12		G	PAS	2005	HONDA	ACD4D

Vehicle Ident (VIN)/Serial no	Res co	Scale wt	Seats	Model	BT	Gwt	Gwt st	Gwt exp	Fleet	Equip
1HGCM56855A[redacted]	32	3041								

Prev plate	Filing	TBD 3210	RTA Tax	Service fee	Gwt/Veh wt	Other	Total fees	Gwt cr
[redacted]	$3.00	$20.00		$5.00	$10.00	$30.75	$68.75	

THIS DOCUMENT WILL GIVE YOU ALL THE INFORMATION YOU NEED ABOUT THE COMPONENT PARTS

[redacted]
SPOKANE WA [redacted]

DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED

[redacted]
Signature of registered owner(s)

X [redacted]
Signatu

Comments:
COLOR-RED

[redacted]

Validation code 033201081509704071500330839 93

RPT ID: ASHFPR-1

This certificate is not proof of ownership.

VehicleRegistration (R/8/14)E

Ex. D

TUESDAY 3-8-16

THIS LETTER IS WRITTEN

BY [redacted]

HUSBAND AND THE DRIVER

OF THE 2005 HONDA INVOLVED HERE

THE SAFETY CONTROL SYSTEM

FAILED CAUSING TREMENDOUS

PHYSICAL DAMAGE TO THE

OCCUPANTS AND MATERIAL

DAMAGE TO THE HONDA EX

IMPORTANT FACTS

TO REMEMBER

Q8 (2)

WHEN MY WIFE AND I TRAVEL IN A VEHICLE WE ALWAYS TAKE ADVANTAGE OF ALL THE SAFETY EQUIPMENT THAT IS AVAILABLE

(3) WE DID NOT CARRY MEDICAL COVERAGE ON OUR 2005 HONDA

WE BOTH CARRY MEDICARE AND MISC SUPPLEMENTAL THIS COVERED REHAB ALSO

p6 (3)

ALL STATE CARRIED
COVERAGE ON THE CAR

HOW THE ACCIDENT HAPPENED

MY WIFE AND I DROVE TO
HER DOCTOR'S OFFICE IN
A MEDICALL BUILDING.
THE PARKING GARAGE WAS
BUILT IN A CIRCULAR SHAPE
WE ENTERED FROM THE
STREET ON THE 2ND LEVEL

P6

THE 2ND AND 3RD LEVEL
WERE FULL BUT THE 4TH
HAD A CLOSE OPENING
IT WAS CLOSE QUARTERS.
A HUGE SUV HAD BACKED
IN A VIOLATION OF THE
GARAGE. I SLOWLY DROVE
IN ABOUT ½ WAY. THE HUGE
SUV WAS ALMOST ON MY LANE
I WANTED TO LEAVE THE
SUV ROOM TO OPEN HIS DOOR
I COULD NOT FULLY OPEN MY DOOR

PG (5)

I DECIDED TO OPEN IT
UP A LITTLE AND LEAN OUT
FAR ENOUGH TO SEE THE AXE
WHEN I LEANED OUT MY
FULL SMOOTH LEATHER SOLED
SHOE SLIPPED OFF THE BRAKE
AND WENT CRASHING DOWN ON
THE GAS PEDAL HURLING US
AHEAD INTO A CONCRETE STOP
NO RESTRAINTS WORKED AND
WE WERE AT THE MERCY OF
THE ELEMENTS
I THOUGHT IT WAS THE WORD END
WHEN I BOT OUT FROM UNDER
THE DASH I SHOT THE CAR OFF

I CALLED TO MY WIFE AND
TOLD HER TO GET OUT OF THE
CAR. SHE SAID I MUST GET
MY PORSE, HER GLASSES
WERE IN THE BACK SEAT
I TOLD MY WIFE TOO HOBBLE
OVER TO THE MEDICAL BLDG
ENTRANCE. I SAID I WOULD
GO AHEAD AND GET SOME HELP
COME UP TO THE DOORWAY
I THOUGHT I WAS GOING TO DIE
I BEGGED TO A TRAFFIC
DIRECTOR TO COME TO ME

HE CAME OVE AND I SAID
" MY WIFE AND I ARE HURT BAD

P6 7

GO GET 2 WHEELCHAIRS
WITH 2 PEOPLE TO PUSH US
UP TO THE EMERGANCY ROOM
HE SAID "YES SIR" AND
DID AS I ASKED HIM TO DO
WE WERE BOTH EXAMINED
IN THE EMERCY ROOM
AND AFTERWARDS WERE SENT
TO OUR DIFFERET FLOOR AND ROOMS

I WAS ON THE 4TH FLOOR AND
MY WIFE WAS ON THE 2ND FLOOR
I WAS HURT BADLY AND WAS
MOSTLY OUT OF IT.

[redacted] WAS HEAVILY
BRUISED FROM THE STRAPS

AND FROM HAVING HER
LEGS DRIVEN DOWN UNDER
THE DASH. SHE WAS KEPT

2 DAYS FOR OBSERVATION.
THEN SENT HOME
I WAS KEPT 4 DAYS WITH
PAIN MEDICINE X RAYS
FOR FRACTURED STERNUM
AND FRACTURE VERTIBRA

IN THE BACK AND HEAVILY
LEG BRUISE FROM THE LOW DASH
AFTER 4 DAYS I WAS
SENT TO CHCK MARK REHAB
CENTER FOR 3 WEEKS
I WAS GIVEN PAIN MEDICINE

Pg 9

LUNG BREATHING MEDICINE AND VARIOUS REHAB EXERCISE TO HELP HEAL MY BROKEN STERNUM AND SPINE. A FRACTURED STERNUM TAKES LONG TO HEAL AND SEVERELY LIMITS YOUR ACTIVITIES 5 POUND WEIGHT LIFTING BECAUSE OF THE PHYSICAL DAMAGE TO US WE NEVER AGAIN GET TO DRIVE OUR BEAUTIFUL RED 2005 HONDA ACCORD BECAUSE OUR YOUNG DAUGHTER

P6 (6)

HAS LEG PROBLEMS SHE NEEDS AUTOMATIC TRANSMISSION SUCH AS OUR.

WE SOLD IT TO HER AS A VERY REASONABLE PRICE $800.00

WE PAID $26,400 FOR OUR HONDA AND GOT NOTHING BUT TROUBLE.

WE CANNOT DRIVE OUR 30,000 MILE HONDA BUT MUST DEPEND ON OTHERS TO DRIVE US TO DOCTOR. GROCERIES ETC.

WE HAVE LOST OUR INDEPENDENCE