

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) 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: 26-JUN-2015		Repository ☐ Reference No. 10730695	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		TOWNSEND		GA	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		[REDACTED]		[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				Make		Model	
1HGCR3F89DA [REDACTED]				HONDA		ACCORD	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
[REDACTED]		[REDACTED]				No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
[REDACTED]		[REDACTED]		[REDACTED]		Incident Date(s)	
Cruise Control		[REDACTED]		[REDACTED]		22-MAY-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING						Failure Mileage	
[REDACTED]						41000	
[REDACTED]						Failure Speed	
[REDACTED]						35	
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		Failure Location:			
[REDACTED]		Prior Repair		[REDACTED]			
Tire Component Code					Tire Failure Type:		
[REDACTED]					[REDACTED]		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:		[REDACTED]			
Child Seat Component Code:		Failed Part:					
[REDACTED]		[REDACTED]					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
[REDACTED]		[REDACTED]		0		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. WHILE DRIVING 35 MPH, THE STEERING WHEEL SEIZED AND BECAME DIFFICULT TO CONTROL. THE POWER STEERING WARNING LIGHT ILLUMINATED. THE FAILURE OCCURRED ONCE. THE DEALER DIAGNOSED THAT THE POWER STEERING FAILED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 41,000.							
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)

Per driver ([REDACTED])

I was driving home from work at 35mph and suddenly lost all ability to steer the car. I had complete loss of power on 5/14/2015 at 41,534 miles on the car. I managed to get the car to dealer by driving slowly + manually steering the car. I was told the complete power steering unit had gone out, costing \$1,928.72 in repairs. *see attached receipt*

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

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/14/15	
R/O Close Date	Status
5/20/15	Reprint
Mileage In	Mileage Out
41534	41536
Service Advisor / Tag #	
NATALIE JOHNSON	

TOWNSEND, GA			Work Phone	Vehicle Identification Number	
				1HGCR3F89DA	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2013	HONDA	ACCORD SDN	4DR V6 AUTO EX-L		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - MR EXPRESS: EXPRESS EDGE WORLD CLASS INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00	
#2 - MR 45HOZ: STEERING/SUSPENSION C/S POWER STEERING WENT OUT, SHE HAD DIFFICULT TIM E TURNING WHEEL C/S SHE HAD OIL CHANGED AT ANOTHER FACILITY AND THEY ADDED FUEL TREATMENT-- RELATED? Work performed by Adrian Hutchins(529) Caused by DTC 53-01 TORQUE SENSOR LOW VOLTAGE Work performed by Adrian Hutchins(529) Installed 53601-T2G-A02 :BOX SUB 1@983.58 983.58 Installed 53560-T2A-A01 :END, L. TIE ROD 1@26.20 26.20 Installed 53010-T2B-A01 :END SET, RACK 2@71.25 142.50 Installed 53540-T2A-A01 :END, R. TIE ROD 1@37.73 37.73 COMPLETED TROUBLESHOOTING PROCEDURE, EPS FAULT REPLACED GEARBOX ALIGNED	630.00
***** * As part of our VIP Experience, you may receive a * survey. If you are unable to answer all questions 100% * please contact Stephanie Bennett at * sbennett@nalleyauto.com. Thank you for choosing Nalley! *****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	630.00
PARTS	1190.01
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	35.20
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	73.51
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1928.72
333 VISA [REDACTED]	1928.72

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X