



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

Repository ☐

04-AUG-2015

Reference No.
10746257

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City VICTORIA State TX Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

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
1HGCR3F93DA [REDACTED]
Make HONDA Model ACCORD Model Year 2013
Date Purchased March 13, 2013 Dealer's Name and Telephone Number Gillman Honda of Fort Bend
Original Owner ☐ Dealer's City Rosenberg State TX Zip Code 77471 Engine: No: Cylinders 6 Fuel Type: Regular
Transmission Type Auto ☒ Antilock Brakes ☒ Cruise Control Powertrain Multiple Failure: Incident Date(s) 18-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage 38000 Failure Speed 15

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).

WHEN MOVING APPROXIMATELY 15 MPH OR MAKING A ROUTINE TURN, THE POWER SYSTEM FAILURE LIGHT APPEARS. ALL POWER ASSIST IS LOST. I HAVE TAKEN VEHICLE TO AUTHORIZED HONDA DEALERSHIP AT LEAST THREE TIME. PROBLEM NOT CORRECTED. DEALERSHIP SUGGEST TURN IGNITION OFF AND RESTART. THIS WORKS SOMETIMES BUT NOT ALWAYS. I FEAR FOR MY SAFETY DUE TO THIS UNPREDICTABLE ONGOING PROBLEM!!!

Victory Honda (Victoria, TX 77901 361 575 0495) replaced power steering system at no cost to us. Our vehicle now operates as expected. The problem has been solved.

Include, if available: Police/Fire Department Report

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.

From: [EVOQ \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10746257-----
Date: Thursday, September 10, 2015 3:33:20 PM
Attachments: [image002.gif](#)
[SCAN0076.JPG](#)

From: [REDACTED]
Sent: Wednesday, September 09, 2015 3:20 PM
To: EVOQ (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ----10746257-----

National Highway Traffic Safety Administration.

Please be advise that the failure problems with the power steering system on our 2013 Honda Accord Touring V6 have been resolved to our satisfaction. Victory Honda (5101 N. Navarro Street, Victoria TX 77901, 361 575 0495) replaced the power steering system on our fourth visit at no cost to us. We did indicate the we had reported this problem to the NHTSA.

A scan of VOQ is attached for your information.

[REDACTED]

On Wed, Sep 9, 2015 at 12:03 PM, <EVOQ@dot.gov> wrote:
Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



[REDACTED]