

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 12-APR-2016 JUN 29 2016	Repository ☐ Reference No. 10855018		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City NORTHBRIDGE	State MA	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 of windshield on driver's side 2HJYK16357H [REDACTED]		Make HONDA	Model RIDGELINE	Model Year 2007	
Date Purchased Nov. 2006	Dealer's Name and Telephone Number BERNARDI Honda (888) 881-3254		Engine: No: Cylinders 6	Fuel Type:	
Original Owner ☒	Dealer's City NATICK, MA	State MA	Zip Code 01760		
Transmission Type Automatic	☒ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-MAR-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage 124000	Failure Speed 55	
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	Number of Deaths	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 2007 HONDA RIDGELINE. WHILE DRIVING AT APPROXIMATELY 55 MPH, THE ENGINE MADE AN ABNORMAL NOISE. IN ADDITION, THE CONTACT PULLED THE VEHICLE OVER TO THE SIDE OF THE ROAD AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN INFORMED THE CONTACT THAT THE SPARK PLUG FRACTURED AND FELL INTO THE ENGINE. THE ENGINE WAS DESTROYED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 124,000.					
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 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.					

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

Enclosed is a photo of the spark plug that disintegrated in the number five cylinder. It is my contention that a spark plug should never fall apart like this and that it's failure could have caused an engine fire due to the extreme heat that is generated in the cylinder of the engine. The spark plug holds back the exploding gases and when it dissolved it melted the coil that is located on the outside end of the plug. Had I not stopped the vehicle immediately I have no doubt that an engine fire and possible serious personal injury could have occurred. I feel that the original factory installed spark plug was defective and was the cause of this problem. Also if Honda is going to use parts of inferior quality like this then they should at least have a warning system (dashboard light) to warn the operator that a serious problem is developing. There was no warning.

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, NEF-100
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





Ref. No. 10855018



Ref. No. 10855018

March 8, 2016

To: Honda Customer Service

Nine years ago I purchased my first Honda vehicle, a 2007 Ridgeline. I am [REDACTED] years old and have owned many cars over the past 50 years but this has been by far the best and most reliable of them all. Some of my family members and friends have actually bought Ridgelines or other Honda vehicles in part because of my bragging about mine. I have had all the scheduled maintenance done by my local mechanic who I have been doing business with for 40 years. There are 124,970 miles on the truck and I have had zero mechanical problems. My plan was to buy a new 2017 Ridgeline sometime this year, but last Thursday March 3rd while driving to New Hampshire with my wife we had a rather serious problem. Apparently one of the spark plugs broke off and fell into the cylinder causing severe damage. In short, the engine was destroyed. So, here we are, 100 miles from home with the truck loaded for vacation and I can't drive it. Fortunately for us we were only one mile away from Dover Honda in Dover NH. The people that we dealt with at the dealership were fantastic. They turned a horrible situation into a manageable one. We had the truck towed to their service dept. and they began evaluating it within minutes. Service Consultant James McIntyre who was terrific through this stressful situation gave us the bad news that the engine was destroyed. He said he could get us a motor from a local salvage yard and have it installed in a few days for \$7,000 (ouch). So with limited options, we decided to go that route. James was able to set us up with a rental car while the truck was being repaired which was very helpful. As I said, everyone at Dover Honda did a terrific job,; it's a class operation.

I am writing this letter for two reasons: one, to commend the people at the dealership and, two, to express my concern with the spark plug problem. In all my years of owning and working on cars I have never heard of this (plug breaking up and falling into the cylinder) happening. I must admit that I feel somewhat responsible. At 105,000 miles I had my mechanic replace the timing belt as required in the owners manual and assumed that he would also change the spark plugs as was called for in the manual. As it turned out I don't think that he changed the plugs (I haven't spoken to him yet) But, if he didn't, the fault is mine for not being more specific. The thing is, the truck was running perfectly right up until the time of the problem, no skipping or sluggishness at all which would have sent up a red flag for me that something was not right. Is it possible that the spark plug was defective or is this to be expected if they are the original plugs and were left in beyond their replacement time? That seems rather drastic to me. I guess I'm writing this letter because my confidence in what I thought was the best and most reliable vehicle that I have ever owned has been seriously shaken. Do you folks at Honda feel in any way responsible for this incident or is it solely on me? I would appreciate your thoughts.

I am including a copy of my invoice from Dover Honda with this letter. There is a description of what the techs found when they evaluated the problem. In it they state that misfire on cylinder #5 found the plug backing out of the cylinder head just enough to use blow by which melted the spark plug and burned up #5 ignition coil. This brings to

mind some questions.

1. It seems to me that these plugs being tightened in place for 124,970 miles would, if anything, be very difficult to remove, never mind loosen on their own and back out. Is it possible the plug was defective and broke apart causing the damage?

2. If the plug did back off and allow ho gas to escape, would this not cause a drop in pressure in the #5 cylinder thus causing a very rough running engine? It did not, not until the last two minutes that I drove it to get off the highway.

The first code that came on was was the VTM-4 code that has to do with the four wheel drive system The check engine code did not come on until I was off the highway, parked parked roadside, and reading my manual. When it did come on, I turned the engine off. I would think the check engine light would have come on as soon as soon s the pressure dropped in the cylinder, or, it should have as to warn of the possibility of a serious problem. I have to wonder how close I was to having to deal with an engine fire. I'm consider passing along this information to the Massachusetts Attorney General's Office because I do consider it to be a very serious safety issue.

I'm still thinking about a new Ridgeline because I loved the old one so much but I just don't feel as confident about it as I once did.

Thank you,

[REDACTED]

[REDACTED]

Northbridge, Ma. [REDACTED]



Dover Honda

EMPLOYEE OWNED CUSTOMER FOCUSED



HONDA

1 Dover Point Rd.
Dover, New Hampshire 03820
tel 603 742 1676
fax 603 743 5853
www.doverhonda.com

CELL: [REDACTED]

HONDA
Service & Parts
Hours
M-F
7:30am - 6:00pm
Sat
8:00am - 5:00pm

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]	
NORTHBRIDGE, MA		[REDACTED]	
[REDACTED]		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	JAMES MCINTYRE	TAG NO.	605
LABOR RATE	LICENSE NO.	MILEAGE	124,970
YEAR / MAKE / MODEL 07/HONDA/RIDGELINE/4DR RTX AT			
VEHICLE ID NO 2 H J Y K 1 6 3 5 7 H [REDACTED]			
F.T.E. NO.		P.O. NO.	
COLOR	/	STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE 03/02/16		INVOICE DATE 03/08/16	
REPRINT NUMBER		DELIVERY DATE	
MO: 124970		PRODUCTION DATE	

Any warranties on the product 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to the quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

LABOR & PARTS

J# 1 10HOZ DRIVEABILITY TECH(S):67629 2199.80

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, VTM4 LIGHT WAS ON, CHECK ENGINE LIGHT IS FLASHING. TOWED IN. \$109.99 DIAG FOUND 2 CODES, P0302 AND P0305. MISFIRE ON CYLINDER #5. FOUND THE SPARK PLUG BACKING OUT OF THE CYLINDER HEAD JUST ENOUGH TO CAUSE BLOW BY WHICH MELTED THE SPARK PLUG AND BURNED UP THE #5 IGNITION COIL
INSTALLED A MOTOR SOURCED FROM BOW SALVAGE WITH A LIFETIME WARRANTY PARTS AND LABOR. PAPERWORK FOR DETAILS ON THE LIFETIME MOTOR OPTION PROVIDED TO THE CUSTOMER. CUSTOMER MUST RETAIN PAPERWORK FOR WARRANTY EXTENSION. INSTALLED APPLICABLE PARTS ACCORDING TO THE REQUIREMENTS OF THE EXTENDED WARRANTY COMPANY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2		18115-RCA-A01	GASKET, E 1 HP	8.88	17.76
JOB # 1	2		18212-SA7-003	GASKET, E 12 HP	11.27	22.54
JOB # 1	1		30520-PVJ-A01	COIL, PLU 3 HP	89.71	89.71
JOB # 1	6		9807B-5517W	S/PLG (IZ 17 HP	28.70	172.20
JOB # 1	1		14520-RCA-A01	TENSIONER 5 HP	140.00	140.00
JOB # 1	2		12341-RCA-A01	GASKET, H 3 HP	12.95	25.90
JOB # 1	2		91213-R70-A02	OIL SEAL -2 HP	11.71	23.42
JOB # 1	1		14400-RCA-A01	BELT, TIM 6 HP	86.27	86.27
JOB # 1	1		19200-RDV-J01	WATER PUM 8 HP	204.78	204.78
JOB # 1	1		91214-RCA-A01	OIL SEAL 0 HP	17.77	17.77
JOB # 1	1		19411-P8A-A03	GASKET, F 3 HP	6.20	6.20
JOB # 1	1		19412-P8A-A02	GASKET, R 3 HP	3.40	3.40
JOB # 1	1		91314-PH7-003	O-RING 3 19 HP	3.78	3.78
JOB # 1	2		0L999-9011	FLUID (TY 65 HP	19.99	39.98
JOB # 1	1		PKSOF	SYN OIL CHANGE	21.95	21.95
JOB # 1	1		15400-PLM-A02	FILTER, O 698 HP	****	****
JOB # 1	1		94109-14000	WASHER, D 695 HP	****	****
JOB # 1	9		0-20	SYNTHETIC 838 HP	****	****
JOB # 1	1		08718-0004	HONDABOND 3 HP	18.88	18.88
JOB # 1	1		BOWA/S>LIFEWAR	USED ENG 0 HP	3775.00	3775.00
JOB # 1	1		91212-R70-A02	OIL SEAL 1 HP	12.76	12.76
JOB # 1	1		R134A	REFRIGERA 88 HP	21.95	21.95
JOB # 1	1		90635-SM4-A02	CLIP, OIL 16 HP	5.89	5.89
JOB # 1	1		19045-PAA-A01	CAP, RADI 1 HP	18.05	18.05
JOB # 1	4		91501-S04-003	CLIP, FEN 114 HP	1.62	6.48
JOB # 1 TOTAL PARTS						4734.67
JOB # 1 TOTAL LABOR & PARTS						6934.47

J# 2 04HOZ16-016 TAKATA AIR BAG TECH(S):67629 INTERNAL

"The vehicle is subject to a recall affecting the driver's front airbag inflator. Redesigned airbag inflators are not driver's front airbag inflator. Redesigned airbag inflators are not available, the registered owner of the vehicle will vehicle in for replacement of the component.
You were advised of the availability of a loaner or rental

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-



1 Dover Point Rd.
Dover, New Hampshire 03820
tel 603 742 1676
fax 603 743 5853
www.doverhonda.com

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]	
NORTHBRIDGE, MA		[REDACTED]	
[REDACTED]		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	JAMES MCINTYRE	605	TAG NO. 1957
LABOR RATE	LICENSE NO.	MILEAGE 124,970	
YEAR / MAKE / MODEL 07/HONDA/RIDGELINE/4DR RTX AT			
VEHICLE ID NO. 2 H J Y K 1 6 3 5 7 H [REDACTED]			
F. T. E. NO.		P. O. NO.	
COLOR /		STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE 03/02/16		INVOICE DATE 03/08/16	
REPRINT NUMBER		DELIVERY DATE	
MO: 124970		PRODUCTION DATE	
Any warranties on the product 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to the quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.			

CELL: [REDACTED]

JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 [REDACTED] 03/07/16 RENTAL FOR ENGINE REPAIR
TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 HSS HONDA SHOP SUPPLIES 10.00
JOB # 1 HPD HONDA COUPON/RENTAL
TOTAL - MISC 10.00

COMMENTS-----
TOW IN

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 08/30/2017 / 143021 MI 01HOZ030 C-SERVICE 5K *

DOVER AUTO WORLD VALUES YOUR BUSINESS AS WELL AS YOUR
OPINION. PLEASE TAKE THE TIME TO SHARE YOUR THOUGHTS BY
RESPONDING TO ANY MANUFACTURERS SURVEYS. IF YOU ARE NOT
COMPLETELY SATISFIED, PLEASE CONTACT CRAIG CRAM FOR
CHEVROLET AT (603) 609-1971.

CHECK OUT THE ALL NEW HONDA CRV AND THE ALL NEW CHEVY SONIC
SPECIAL FINANCING AVAILABLE ON SELECT CHEVROLET AND
HONDA MODELS. SEE SALES CONSULTANT FOR DETAILS.

TOTAL LABOR.... 2199.80
TOTAL PARTS.... 4734.67
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 10.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 6944.47

CUSTOMER SIGNATURE

PAID

MAR 08 2016

4,000.00
VISA/MC
DISCOVER
CHECK #
BY: [Signature]

4,000.00
M K
2,944.47