Form Approved: O.M.B. No. 2127-0008

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 ☐
20-DEC-2018 MAR 15 2019	Reference No. 11162643

OWNER INFORMATION (Type or Print)

Name [redacted]			Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]			Evening Telephone Number	
City WALNUT HILL	State FL	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	Make	Model	Model Year
1HGCM66407[redacted]	HONDA	ACCORD	2007

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☑	Dealer's City	State	Zip Code		

Transmission Type	☑ Antilock Brakes ☑ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 100000	Failure Speed

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No			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 ACCORD. THE CONTACT STATED THAT THE POWER STEERING WAS NOT WORKING PROPERLY. WHEN THE VEHICLE WAS INITIALLY STARTED, THE STEERING WHEEL WAS DIFFICULT TO TURN. AFTER THE VEHICLE WARMED UP, THE STEERING WHEEL OPERATED NORMALLY. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 12V222000 (STEERING). THE CONTACT STATED THAT POWER STEERING FLUID WAS LEAKING ONTO THE ENGINE, WHICH CAUSED IT TO SMOKE UNDER THE HOOD. THE MANUFACTURER AND DEALER WERE NOT NOTIFIED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 100,000.

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

CUSTOMER #: [redacted]

[redacted]

WALNUT HILL, FL [redacted]

[redacted]

INVOICE

PAGE 1

Pensacola Honda

6675 Pensacola Blvd · Pensacola, FL 32505
(850) 479-9091
MV 41842

HOME:
BUS:
CONT: [redacted]
CELL:

SERVICE ADVISOR: 131932 JEREMY CAMERON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	HONDA ACCORD	1HGCM66407[redacted]		156767/156770	T275

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18 IS 01JAN18 DD			WAIT 21DEC18		0.00	CASH	21DEC18

R.O. OPENED	READY	OPTIONS:	DLR: [redacted]	ENG: 3.0_Liter_SOHC
07:58 21DEC18	09:58 21DEC18			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STS PERFORM POWER STEERING FEED HOSE RECALL 13-012
CAUSE: 13-012
5121G8 SAFETY RECALL CAMPAIGN: REPLACE THE POWER STEERING HOSE. S/B# 13-012
77 W (N/C)
1 06530-SDB-306 53713 KIT, P/S FEED HOSE (N/C)
3 08206-9002 R2999 FLUID, P-S- (N/C)
FC:
PART#: 06530-SDB-306
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
,,,,156770 recall. hose is leaking 5121G8/1.2/5NP00/77 1.20
,,,,5121G8
,,,,Flat Rate Time: 1.2 hours
,,,,Failed Part: P/N 53713-SDB-A01
,,,,Defect Code: 5NP00
,,,,Symptom Code: S6000
,,,,Skill Level: Repair Technician
,,,,perform recall change power steering hose and inspect for hose
,,,,sealing. complete
****

HONDA

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OUR GOAL IS FOR YOU TO HAVE AN "OUTSTANDING SERVICE EXPERIENCE". IF YOU WERE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE LET ME KNOW.
ZANE PRESLEY/850-466-4387
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY