

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 2019 Honda Accord NHTSA Complaint
Date: Tuesday, January 14, 2020 9:14:08 AM
Attachments: [REDACTED]

questionnaire

-----Original Message-----

From: [REDACTED]
Sent: Monday, January 13, 2020 9:52 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 2019 Honda Accord NHTSA Complaint

IT WAS A LOANER VEHICLE FROM HONDA OF COVINGTON DUE TO SAME FAILURE WITH 2019 HONDA ACCORD THAT WAS PURCHASED.

[REDACTED]



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

20-NOV-2019

Repository ☐

Reference No.
11281294

OWNER INFORMATION (Type or Print)

Name

Address

City DESTREHAN

State LA

Zip Code

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

Make
HONDA

Model
ACCORD

Model Year
2019

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

Powertrain

Multiple Failure:

Incident Date(s)

08-NOV-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 270000 LANE DEPARTURE, 030000 BRAKES (PWS)

Failure Mileage
645

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: DOTM9ABC036)

☐ 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 DROVE A 2019 HONDA ACCORD LOANER VEHICLE. WHILE DRIVING VERY SLOWLY, THE "ROAD DEPARTURE MITIGATION FAILURE", "BRAKE SYSTEM PROBLEM PARKING BRAKE NOT AVAILABLE, BRAKE PERFORMANCE MAY BE REDUCED", "BRAKE HOLD SYSTEM PROBLEM APPLY BRAKE WHEN STOPPED", AND "SEE YOUR DEALER" WARNING MESSAGES APPEARED. THE VEHICLE WAS TOWED TO HONDA OF COVINGTON (100 HOLIDAY SQUARE BLVD, COVINGTON, LA), BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 645.

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.