

U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> 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	
<b>OWNER INFORMATION (Type or Print)</b>		Date Received 11-FEB-2020 0202 9 1 100		Repository <input type="checkbox"/> Reference No. 11308479	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City CHATTAROY	State WV	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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1HGCV3F57K [REDACTED]		Make HONDA	Model ACCORD	Model Year 2019	
Date Purchased 1/31/2019	Dealer's Name and Telephone Number Honda Kingsport 423-245-9141		Engine: No: Cylinders 4	Fuel Type: Gas (Hybrid)	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Kingsport	State TN	Zip Code 37660		
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Honda Sensing Car accelerated on its own		Incident Date(s) 03-FEB-2020 1/25/2020
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage 20000 20,523	Failure Speed 5 before car accelerated	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number) regular		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	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).					
TL* THE CONTACT OWNS A 2019 HONDA ACCORD HYBRID. THE CONTACT STATED THAT WHILE DRIVING INTO HER DAUGHTER'S DRIVEWAY ON A SLIGHT INCLINE, THE ACCELERATOR PEDAL WAS RELEASED AND THE VEHICLE UNINTENTIONALLY ACCELERATED. THE CONTACT CRASHED INTO HER THE GARAGE DOOR. THE FRONTAL AIR BAGS DEPLOYED. THE CONTACT SUSTAINED CHEST AND REAR OF HEAD INJURES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TOWED TO THORNHILL FORD (U.S. 119 NORTH 500 FORD FAIRLANE, CHAPMANVILLE, WV 25508) THE FAILURE WAS NOT DIAGNOSED AS THE VEHICLE BODY WAS BEING REPAIRED. THE CONTACT WAS CONCERNED ABOUT THE SAFETY OF THE VEHICLE AS SHE PREVIOUSLY EXPERIENCED ELECTRICAL AND BRAKE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS APPROXIMATELY 20,000.					
Malfunction causing accident was reported to Honda in early February 2020. When I took the car in for service, I reported that the car would sometime brake on its own w/ nothing in front of me. I believe it is all connected to the Honda Sensing feature this never showed up on my service report.					
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.					

Ref. No - 11308479

Date: 2/17/2020 04:57 PM  
Estimate ID: [REDACTED]  
Estimate Version: 0  
Profile ID: \* STATE FARM

Thornhill Collision Center

### Thornhill Collision Center

U.S. 119 North 500 Ford Fairlane, Chaomanville, WV 25508  
(304) 855-1294  
Email: greg.blevins@thornhillautomotive.com

Damage Assessed By: GREG BLEVINS  
Classification: None

Condition Code: Good  
Deductible: UNKNOWN  
Claim Number: [REDACTED]

Insured: [REDACTED]  
Address: [REDACTED] WILLIAMSON, WV [REDACTED]  
Telephone: Home Phone: [REDACTED]

Mitchell Service: 912094

Description: 2019 Honda Accord Hybrid EX-L  
Body Style: 4D Sed  
VIN: 1HGCV3F57KA [REDACTED]  
Mileage: 20,523  
OEM/ALT: 0  
Color: Pearl White  
Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, REAR (DUAL-ZONE) AC LEATHER SEAT, POWER PASSENGER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION PREMIUM SOUND SYSTEM, ANTI-LOCK BRAKE SYS., TRACTION CONTROL, FOG LIGHTS ALUM/ALLOY WHEELS, REARVIEW CAMERA, REMOTE IGNITION TIRE INFLATION/PRESSURE MONITOR, MEMORY SEAT, ANTI-THEFT SYSTEM, AUXILIARY INPUT BLUETOOTH WIRELESS CONNECTIVITY, HD RADIO, LEATHER STEERING WHEEL SATELLITE RADIO, POWER ADJUSTABLE EXTERIOR MIRROR, SUNROOF/MOONROOF GENUINE WOOD TRIM, AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT TELEMATIC SYSTEMS, UNIVERSAL GARAGE DOOR OPENER, SIDE AIRBAGS AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER DAYTIME RUNNING LIGHTS, DRIVER SEAT WITH POWER LUMBAR SUPPORT ELECTRONIC STABILITY CONTROL, FRONT HEATED SEATS, KEYLESS ENTRY SYSTEM REAR BENCH SEAT, REAR SPOILER, SIDE BLIND ZONE ALERT, SMART KEY SYSTEM STEERING WHEEL AUDIO CONTROLS

Drive Train: 2.0L Inj 4 Cyl A FWD  
License: [REDACTED]  
Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Front Bumper</u>							
1		BDY	OVERHAUL	Frnt Bumper Cover Assy			3.1 #
2	201885	BDY	REMOVE/REPLACE	Frnt Bumper Cover	04711-TVA-A00ZZ	369.18	INC #
3		REF	REFINISH	Frnt Bumper Cover			C 2.6
4	201887	BDY	REMOVE/REPLACE	Frnt Bumper Clip 6@0.45	91505-TM8-003	2.70	INC
5	201888	BDY	REMOVE/REPLACE	R Frnt Bumper Fog Lamp Opening Cover	71102-TVA-A10	16.95	INC #

ESTIMATE RECALL NUMBER: 02/11/2020 16:21:10 1  
Mitchell Data Version: OEM: JAN\_20\_V

Software Version: 7.1.238

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QTY	CD	DESC	Part Name	Part No	Price	Unit
6	BDY	REMOVE/INSTALL	Frnt Bumper Cover			INC #
7	201867	BDY	REMOVE/REPLACE	R Frt Bumper Filler Strip	71104-TVA-A10	51.66 INC #
8	201894	BDY	REMOVE/REPLACE	Frnt Lwr Bumper Cover	71310-TWA-A50	31.53 INC
9	201895	BDY	REMOVE/REPLACE	Frnt Lwr Bumper Clip 10@0.45	91505-TM8-003	4.50 INC
10	201896	BDY	REMOVE/REPLACE	Frnt Ctr Bumper Cover Beam	71150-TWA-A00	27.03 0.2 #
11	201897	BDY	REMOVE/REPLACE	R Frnt Bumper Cover Beam	71140-TVA-A00	41.05 INC #
12	201899	BDY	REMOVE/REPLACE	R Frnt Bumper Spacer	71193-TVA-A01	4.25 INC #
13	201900	BDY	REMOVE/REPLACE	L Frnt Bumper Spacer	71198-TVA-A01	4.25 0.2 #
14	201903	BDY	REMOVE/REPLACE	Frnt Bumper Reinforcement Bar (Alum)	71130-TVA-A00	341.33 INC #
<u>Grille</u>						
15	BDY	OVERHAUL	Grille Assy			1.9 #
16	200048	BDY	REMOVE/REPLACE	Grille Moulding	71122-TVA-A01	95.70 INC #
17	200049	BDY	REMOVE/REPLACE	R Grille Extension	71162-TVA-A01	50.17 INC #
18	200054	BDY	REMOVE/REPLACE	R Grille Moulding Retainer	71161-TVA-A01	29.33 INC #
19	200034	BDY	REMOVE/REPLACE	Upr Grille Cover	71105-TVA-A00ZZ	202.00 INC #
20	REF	REFINISH	Upr Grille Cover			C 1.0
21	200036	BDY	REMOVE/REPLACE	Upr Grille	71112-TVA-A00	29.72 INC #
22	200037	BDY	REMOVE/REPLACE	Lwr Grille	71111-TVA-A50	127.19 INC #
23	200038	BDY	REMOVE/REPLACE	R Lwr Grille Garnish	71114-TVA-A00	29.58 INC #
24	200041	BDY	REMOVE/REPLACE	Grille Reinforcement	71311-TWA-A00	15.48 INC #
<u>Front Lamps</u>						
25	201875	BDY	REMOVE/INSTALL	L Front Combination Lamp		0.3 #
26	201729	BDY	REMOVE/REPLACE	R Frnt Combination Lamp	33100-TVA-A61	1,083.33 0.5 #
27		BDY	CHECK/ADJUST	Headlamps		0.4
28	201734	BDY	REMOVE/REPLACE	R Frnt Fog Lamp	33900-TVA-A01	297.65 INC #
29		BDY	CHECK/ADJUST	Fog Lamps		0.4
<u>Hood</u>						
30	201740	BDY	REMOVE/REPLACE	Hood Panel (Alum)	60100-TVA-A00ZZ	515.00 1.5
31		REF	REFINISH	Hood Outside		C 2.8
32		REF	REFINISH	Add For Hood Underside		C 1.4
33	201741	BDY	REMOVE/REPLACE	R Hood Hinge	60120-TVA-A00ZZ	71.47 0.2 #
34		REF	REFINISH	R Hinge		C 0.5
35		BDY	REMOVE/INSTALL	Hood Assy		INC
36	201753	BDY	REMOVE/REPLACE	R Hood Rod Holder	90672-TVA-A01	0.50
<u>Cooling</u>						
37	201755	BDY	REMOVE/REPLACE	Cooling Radiator	19010-6C1-A01	176.10 INC #
38		BDY	REMOVE/REPLACE	Vacuum-Fill & Bleed Cooling System		0.5
39	201781	MCH	REMOVE/REPLACE	Inverter Cooler Radiator -M	1J010-6C2-A01	166.65 INC #
40	201787	MCH	REMOVE/REPLACE	Guard -M	1J070-6C2-A00	52.81 INC #
41	201247	MCH	REMOVE/REPLACE	Cooling Duct -M	1J090-6C2-A01	23.81
42	201250	MCH	REMOVE/REPLACE	Inverter Radiator Frame -M	1J065-6C2-A03	197.00
<u>Front Fender</u>						
43	201815	BDY	REMOVE/REPLACE	R Fender Panel	60210-TVA-A00ZZ	285.00 1.4 #
44		REF	REFINISH	R Fender Outside		C 1.6
45		REF	REFINISH	R Add To Edge Fender		C 0.5
46		BDY	REMOVE/INSTALL	R Front Combination Lamp		INC #
47	201816	BDY	REPAIR	L Fender Panel	Existing	2.0* #
48		REF	REFINISH	L Fender Outside		C 1.6
49	201820	BDY	REMOVE/REPLACE	L Fender Cover	74157-TVA-A00	10.83 INC #
<u>Front Inner Structure</u>						
50	201342	BDY	REMOVE/REPLACE	Frnt Body Radiator Support (Steel/HSS)	60400-TWA-A00ZZ	530.18 6.0 #
51		REF	REFINISH	Radiator Support		1.5
52		MCH	REMOVE/REPLACE	Add To R&I/R&R Mechanical Components -M		2.0 #
53		MCH	REMOVE/REPLACE	Evacuate & Recharge A/C -M		1.4
54	201347	BDY	REMOVE/REPLACE	Upr Frnt Body Cover	71125-TVA-A00	17.25 INC #
55	201355	BDY	REMOVE/REPLACE	Grille Active Shutter Assy	71300-TVA-A01	216.67 0.4 #
56	201358	BDY	REMOVE/REPLACE	Upr Frnt Body Duct	71305-TVA-A00	30.42 0.4 #



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Estimate ID: [REDACTED]  
Estimate Version: 0  
Preliminary  
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III. Additional Costs	Amount	IV. Adjustments	Amount
Taxable Costs	635.80	Customer Responsibility	0.00
Sales Tax @ 6.000%	38.15		
<b>Total Additional Costs</b>	<b>673.95</b>		
Paint Material Method: Rates Init Rate = 33.00 , Init Max Hours = 99.9, Addl Rate = 0.00			

I.	Total Labor:	2,837.78
II.	Total Replacement Parts:	8,749.87
III.	Total Additional Costs:	673.95
	<b>Gross Total:</b>	<b>12,261.60</b>
IV.	Total Adjustments:	0.00
	<b>Net Total:</b>	<b>12,261.60</b>

**This is a preliminary estimate.**  
**Additional changes to the estimate may be required for the actual repair.**

*George Swanson*  
*235 - 3290*







