

INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint ----11433338- ----
Date: Thursday, November 18, 2021 6:48:30 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern, it is perfect timing for me. The engine sign is showing on my vehicle now for some reason. I will email you the form back.

Thank you,
[REDACTED]

On Thu, Nov 18, 2021, 8:20 AM EVOQ (NHTSA) <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](tel:(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



SRS AIRBAG



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

Form Approved OMB No. 2127-0008

FOR AGENCY USE ONLY 100148

Date Received

17-SEP-2021

Repository ☐

Reference No.
11433338

OWNER INFORMATION (Type or Print)

Name

Address

City

Yonkers

State

NY

ZIP Code

Daytime Telephone Number

E-mail Address

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2HKRL186S1H

MAKE
HONDA

Model
ODYSSEY

Model Year
2001

Date Purchased
7-7-2021

Dealer's Name and Telephone Number

914-
Honda of New Rochelle 36-1160

Engine:
No. Cylinders 6

Fuel Type:
87 gas

Original Owner
☐

STATE
NY

ZIP Code
10801

Transmission Type

☐ Antilock Brakes
☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
18-AUG-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 021600 SUSPENSION:FRONT:WHEEL BEARING

Failure Mileage
164000.0

Failure Speed
30

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: DOTM1 9ABC036)

☐ Original Requirement
☐ 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), injury(ies).)

Crash

☐ Yes ☒ No

Fire ☒ Smoking

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2001 Honda Odyssey. The contact stated while driving at 30 MPH, she heard an abnormal sound coming from the passenger's side of the vehicle. There were no warning lights illuminated. The vehicle was taken to the dealer who diagnosed that the passenger's side front and rear wheel bearings had failed and needed to be replaced. The contact stated the vehicle was repaired; however, the failure recurred on the driver's side while driving. The contact also stated while driving, the brake pedal was depressed but hesitated to respond causing a 3-foot stopping distance delay. There were no warning lights illuminated. The dealer was notified of the failure but provided no assistance. The manufacturer was notified of the failure and referred the contact to the dealer. The vehicle was not repaired. The approximate failure mileage was 164,000.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.

White Plains Honda

 PHOTOS

Oct 9, 2021 - 10:49am



leak found at power steering high pressure
discharge hose

Oct 9, 2021 - 10:49am



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whiteplains.honda



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leak detector applied

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leak found at power steering high pressure
discharge hose

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aftermarket L/F ball joint

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leak mess bottom of engine from top leak

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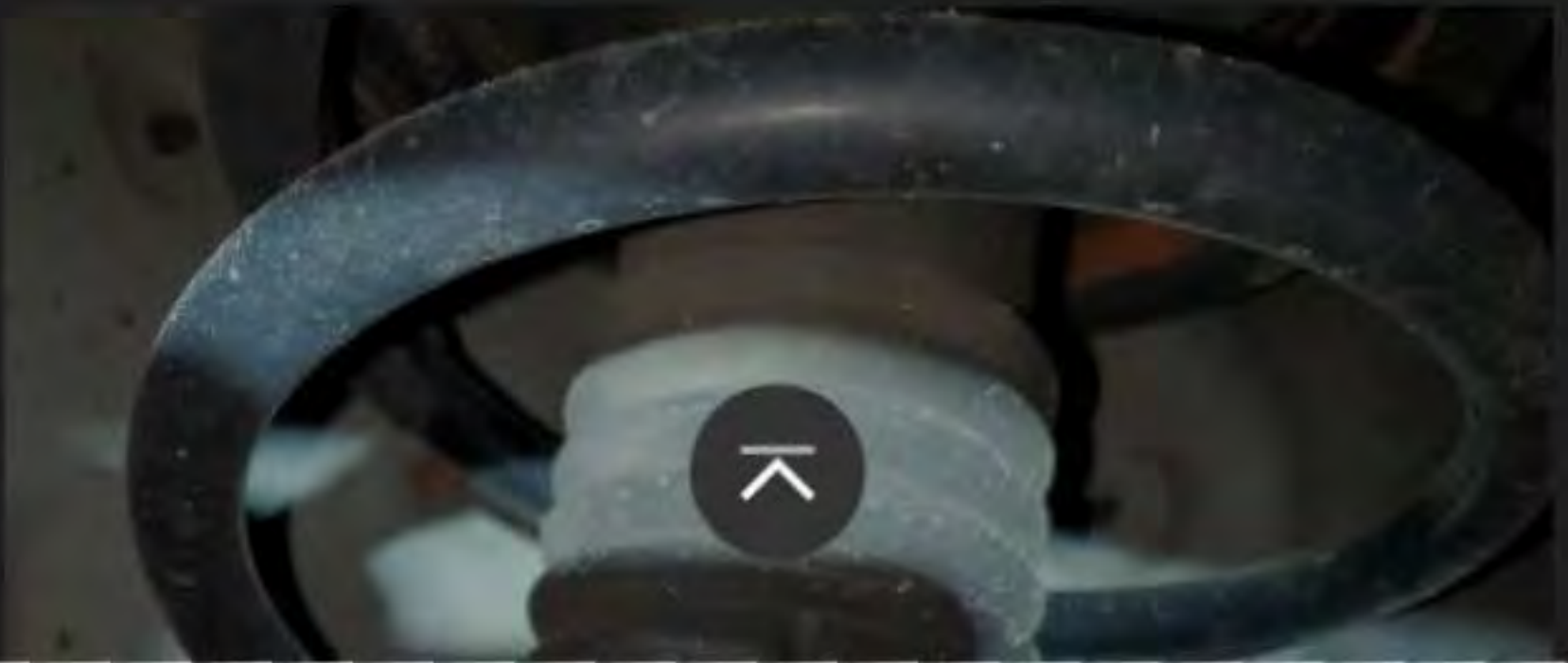


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L/F compliance bushing coming out of control arm socket

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L/F blown strut

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leak

Oct 9, 2021 - 10:49am



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broken washer hose

Oct 9, 2021 - 10:49am



broken washer hose

 Videos

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