

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11443909-----
Date: Monday, March 7, 2022 11:32:06 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Sunday, March 06, 2022 11:43 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint -----11443909 -----

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.

Thank you. You will find the attached Vehicle Owner's Questionnaire completed and repair invoice.

COLLEGE HONDA OF DARTMOUTH
200 STATE ROAD
DARTMOUTH, MA 01947
(508) 698-8100 FAX (508) 550-3897
WWW.BUYCOLLEGEHONDAS.COM

DATE: [REDACTED] TIME: [REDACTED]
SALES REP: [REDACTED]
FINANCIAL OFFICER: [REDACTED]

VEHICLE ID: [REDACTED] MILES IN: [REDACTED] MILES OUT: [REDACTED] DATE/TIME IN: [REDACTED] DATE/TIME OUT: [REDACTED] ADVISE NO: [REDACTED]
VIN: 1HGCT1B760A [REDACTED] 116572 116586 12/14/21 11:43 12/21/21 STATUS: [REDACTED]
VEHICLE DESCRIPTION: 2012 HONDA ACCORD EX (SILVER)

COMPLETE TERMS Cash
NO COMMENT

WORK ORDER NO. [REDACTED] WORK DATE: [REDACTED] ESTIMATE DATE: [REDACTED] OIL/MILES: [REDACTED]
TECH: [REDACTED] STAFF: [REDACTED] SERVICE ADJ: [REDACTED] 2 AL L4 MPI DOHC 16V
CUSTOMER: MICHAEL SILVA (376) Amount \$795.00

Line Op-Code Part Code Tech Hours Type Customer

A 61 A83 Customer

Concern CUSTOMER STATES STEERING WHEEL HARD TO TURN AND STIFF WHEN
VERIFY LET GO OF WHEEL VEHICLE WILL DRIFT DIAGNOSE AND ADVISE
Verified Concern, CHECK FOR CODES NONE PRESENT, FOUND
INTERNAL FAILURE IN RACK ASSY
CORRECTION REPLACED STEERING RACK AND TEST DRIVE VEHICLE IS OPERATING AS
DESIGNED

Part Number	Description	Qty.	Unit Price	Ext. Price
53601-T2F-A04	RACK, POWER ST	1	\$1,749.74	\$1,749.74
53010-T2A-A01	END SET, RACK	2	\$63.18	\$126.36
53540-T2A-A01	END, R, L tie ROD	1	\$44.75	\$44.75
53660-T2A-A01	END, L, tie ROD	1	\$44.75	\$44.75
18302-SPO-000	GASKET, EXP PIPE	1	\$18.10	\$18.10
90301-SEP-003	NUT, HEX (14M)	2	\$4.00	\$8.00
Parts Total...				\$2,031.70
Line Total...				\$2,826.70

B - 785x A83 Customer \$159.00

Donation & WHEEL ALIGNMENT ALIGNMENT
CONSUMABLE COMPLETED WHEEL ALIGNMENT POST STEERING RACK REPLACEMENT

Line Total... \$159.00

WFOKE CUSTOMER COPY

VEHICLE ID	SILVER IN	SILVER OUT	BATTERY IN	BATTERY OUT	INVOICE NO.
1HGCT1876DA	1116872	116385	12/1/21	12/21/21	
VEHICLE DESCRIPTION			TAG NO.	STATUS	
2013 HONDA ACCORD EX (SILVER)				COMPLETE	
VEHICLE NO.	LOCKER PLATE NO.	DEPT. LABOR RATE	INCD. DATE	PLS. SERV. DATE	DEPT. MILES
					10505
SALES TAX	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	NO. COMMENT
				MICHAEL SILVA (376)	7.4L I4 MPI DOHC 16V

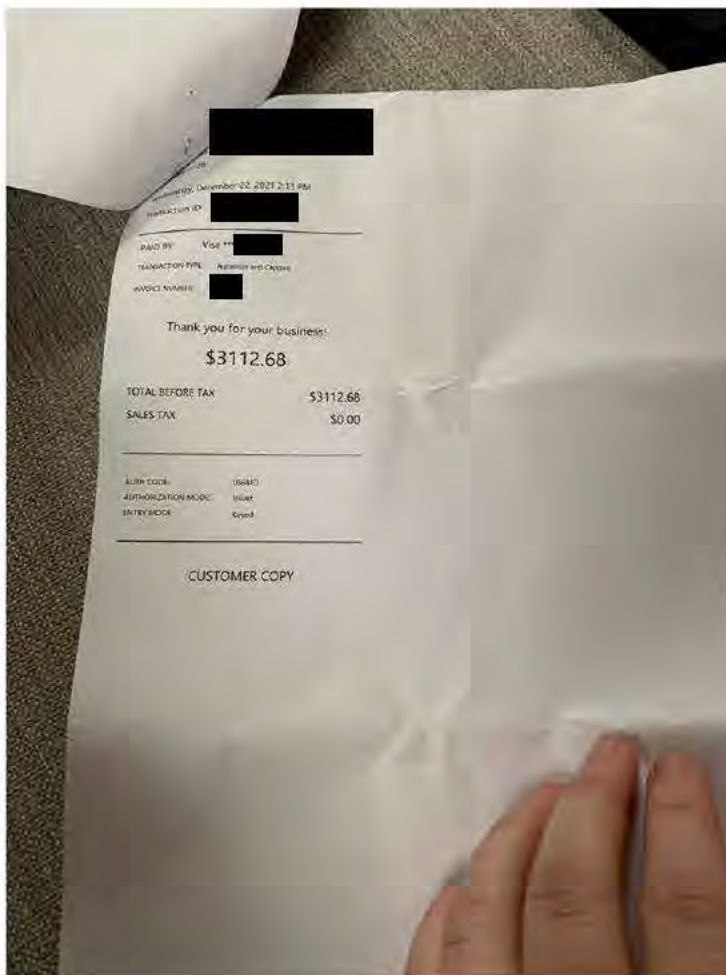
Charge Description	Amount
Paints	\$2,001.70
Sales Tax	\$126.98
Labor	\$954.00
Total Amount Due	\$3,112.68

Amount Due **\$3,112.68**

NAME: "Michael" Miguel - Design
 FROM: 7:00am - 1:00pm
 SERVICE: 4:00pm - 5:00pm

We got here at Central Honda to provide a truly Exceptional customer experience to all of our clients and we were glad our clients is excited to this place. Please let me know any feedback you may have, quality of service@centralhondanyc.com. Thank you so much for Michael's Honda Service Manager

Customer Signature



On Thu, Mar 3, 2022 at 9:21 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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

15-DEC-2021

Repository ☐

Reference No.
11443909

OWNER INFORMATION (Type or Print)

Name			
Address			
City	State	ZIP Code	
Mattapoisett	MA		

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 1HGCT1B76DA		MAKE HONDA	Model ACCORD	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Dartmouth	STATE MA	ZIP Code 02747	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-DEC-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 015300 STEERING:HYDRAULIC POWER ASSIST:POWER STEERING FLUID	Failure Mileage 115000.0	Failure Speed 65
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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: DOTMAL 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 ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2013 Honda Accord. The contact stated while driving 65 MPH, the steering wheel inadvertently lost power steering functionality. There were no warning lights illuminated. The contact was able to continue to drive the vehicle by forcefully maneuvering the steering wheel. The contact stated that the failure reoccurred while driving. The vehicle was taken to the dealer who diagnosed that the power steering gear box needed to be replaced. The manufacturer was not notified of the failure. The vehicle was not repaired. The approximate failure mileage was 115,000.

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 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.