



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

16-MAY-2023

Repository [ ]

Reference No. 11522251

OWNER INFORMATION (Type or Print)

Name, Address, City, State, ZIP Code fields with redacted information.

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, MAKE HONDA, Model PASSPORT, Model Year 2019, Date Purchased, Dealer's Name and Telephone Number, Engine: No: Cylinders, Fuel Type, Original Owner, Dealer's City Alamogordo, STATE NM, ZIP Code 88310, Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Multiple Failure, Incident Date(s) 01-MAY-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 266000 FORWARD COLLISION AVOIDANCE: AUTOMATIC EMERGENCY BRAKING, Failure Mileage 60000.0, 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: 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 [X] No, Fire [ ] Yes [X] 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 2019 Honda Passport. The contact stated that on several occasions while driving at various speeds, the vehicle experienced phantom braking. The contact stated that on one occasion, the failure caused the vehicle to come to a complete and abrupt stop. The brake warning light was illuminated. Additionally, the contact also stated that the steering wheel was shaking with an unknown chime heard. The vehicle was taken to a local dealer however, the failure could not be duplicated. The failure recurred and the vehicle was taken back to the dealer, where it was diagnosed that the braking system needed to be recalibrated. The vehicle was repaired; however, the failure persisted. The vehicle was taken back to the dealer, where it remained awaiting diagnostic and repair. The manufacturer was made aware of the failure. The approximate failure mileage was 60,000.

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.