



US Department of Transportation  
National Highway Traffic Safety Administration

**Auto Safety Hotline  
Consumer's Questionnaire**

NATIONWIDE 1-800-424-9393  
DC METRO AREA 202-368-0123

FOR OFFICE USE ONLY

DATE RECEIVED **RECEIVED**  
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OFFICE DEFECTS INVESTIGATION

REFERENCE NO

**551085**

DAY TIME TELEPHONE NO. (AREA CODE)

(wife Gena)

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS



**COPIED**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES  NO   
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

SIGNATURE OF DATE **2/17/99**

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. **4S6CM58W6W4408837** VEHICLE MAKE **Honda** VEHICLE MODEL **Passport** MODEL YEAR **1998**

CURRENT ODOMETER READING **50699** DATE PURCHASED **12/15/97** DEALER'S NAME, CITY & STATE **Duncan Honda 2040 Roanoke St. Christiansburg, VA 24073** ENGINE SIZE (CID/CC/L) \_\_\_\_\_ TURBO DIESEL GAS FUEL INJECTN  NO. CYLINDERS **6**

TRANSMISSION TYPE  MANUAL  AUTOMATIC ANTILOCK BRAKES  YES  NO RESTRAINT SYSTEM  DRIVERSIDE AIRBAG  MOTORBELT  PASSENGERSIDE AIRBAG  3-POINT BELT  2-POINT BELT CRUISE CONTROL  YES  NO DRIVETRAIN  FRONT  REAR  4-WHEEL BODY STYLE STAWAG  4 DR  2 DR MATCH BK  VAN  PK UP TRK  OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT **Drive Shaft Engine** PART NAME(S) **1) Drive Shafts (2) 2) Throttle Body (1)** LOCATION  LEFT FRONT  RIGHT REAR FAILED PART(S)  ORIGINAL  REPLACEMENT

NO. OF FAILURES **2** DATE(S) OF FAILURE(S) **6/24/98; 8/12/98; 9/99; & 11/99** MILEAGE AT FAILURE(S) **13,450; 14,363; 42,803; & 46,558** VEHICLE SPEED AT FAILURE(S) **45 mph** MANUFACTURER CONTACTED  YES  NO NHTSA PREVIOUSLY CONTACTED  YES  NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT  YES  NO FIRE  YES  NO NUMBER PERSONS INJURED **None** NUMBER OF FATALITIES **None** PROPERTY DAMAGE  YES  NO ESTS POLICE REPORTED  YES  NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

\*Drive shafts were slipping when stopping at red lights; worked on three times until corrected; took 7-10 days for parts \* Engine stopped while in 45 mph traffic and was almost rearended; was told by Honda service manager vehicle could be driven; replaced throttle body after it took parts 7-10 days to arrive; Rental car given after vehicle was stopped in traffic; owner told dealer problem still exists; Vehicle was then driven 2 more weeks longer in order to use Chevron Gas as ordered by Duncan Honda Service Dept. Problem still not corrected; intake removed & flushed out; problem corrected

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 Public Law 95-579  
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.



1998 Honda Passport - 50,000 Highway Miles

1. Ground cable replaced (recall)
2. Fuel sensor replaced in tank (gauge not working) ①
3. Alternator replaced (recall)
4. Vehicle slips when stopping (replaced motor mounts) ②
5. Gas pedal linkage repaired (Recall)
6. Vehicle slipping (Replaced driveshaft)
7. Rear defroster switch replaced (Recall)
8. Drive shaft slipping (Replaced)
9. Check engine light on (Replaced oxg. Sensor)
10. Check engine light on Engine will not idle (Ordered throttle body)
11. 7-10 days for part at this time; customer was told by Honda Service Manager that vehicle could be driven; engine stalled at 45 mph traffic; customer was almost rear ended; customer contacted Service Department (Duncan Honda) and was told no loaner car would be available for use while Passport was out of commission; owner contacted Honda Consumer Affairs representative Christina and was given a rental car while Passport was being repaired for 7 days
12. Customer picked up vehicle and told service advisor at the time of pickup, after driving briefly, that vehicle still was not corrected; Service advisor told customer to use Chevron gas for 2 weeks
13. Problem in #12 above was still not corrected (Vehicle intake was removed and flushed (problem corrected))
14. Left rear axle seal leaking (Honda Service Bulletin - advised that both seals be replaced; no warranty because of mileage; owner contacted Christina again and owner was advised that Honda would pay for half of work (\$169.00)
15. Vehicle has been taken back five times for rattle in heater duct; problem still not corrected
16. Clutch fan making noise (Needs to be replaced)
17. Advised John Geiger of American Honda Finance about problems with vehicle (1/24/00); was told he could return call on Wednesday, 1/26/00; as of 2/7/00 no response; Mr. Geiger's supervisor contacted by owner on 2/8/00; advising Mr. Geiger would return call on 2/11/00; no return call
18. Call returned by Mr. Geiger on 2/14/00; advised could not help customer in any way
19. Contacted by Dan Ryan of National American Honda; advised nothing could be done to release customer from lease; offered \$500 towards purchase of new vehicle

All representatives of Duncan Honda (Jim Peck, Eddie Lovern, Howard Best) have been contacted throughout about above problems

American Honda has advised that because of the 50,000 miles the above repairs are normal. The above stated repairs are not normal on a vehicle with 100,000 miles, much less 50,000.

Persons Contacted:

Honda Customer Relations

301-990-2020

Christina (Rep.)

John Geiger (Rep.)

Mid Atlantic Zone

902 Wind River Lane, Suite 200

Gaithersburg, MD 20878

Dan Ryan (Manager)

American Honda Consumer Affairs

1919 Torrance Blvd.

Torrance, CA 90501-2746