

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

16-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

720205

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) JHMCD5631VC013098	Vehicle Make HONDA	Vehicle Model ACCORD	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-OCT-1997	Dealer's Name _____	Engine Size (CID/CC/L) 2.2L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11606000	Part Name(s) AIR CONDITIONER:HOSE REFRIGERANT HIGH/LOW PRESSURE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 6	Date(s) of Failure(s) 14-MAR-2000 Mileage at Failure(s) 38300 Vehicle Speed at Failure(s) 1	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I HAVE HAD AN ONGOING PROBLEM WITH MY A/C DRAINING INTO THE DRIVER SIDE FRONT AND REAR OF MY CAR. THE WATER FROM MY A/C DRAINS INTO THE CAR AS A RESULT OF BLOCKAGE OF THE DRAIN HOSE ACCORDING TO THE DEALERSHIP. I HAVE TAKEN MY CAR TO DEALERSHIP AND ANOTHER DEALERSHIP ABOUT 6 TIMES SINCE PURCHASING THIS CAR. ON 3/14/2000, AFTER REPAIRING THE SERVICE REP. STATED MY A/C SHOULD BE OPERATED IN THE RE-CIRCULATION MODE VICE THE FRESH AIR MODE. I EXPLAINED WE HAVE 4 OTHER CARS PARKING IN THE SAME AREA AS I DO, AND NONE ARE EXPERIENCING AC DRAINAGE PROBLEMS. I ASK THE REP. DOES THAT MEANS ALL HONDA MUST BE OPERATED IN THE RE-CIRCULATION MODE? HER RESPONSE WAS YES, THEY HIGHLY RECOMMEND THAT TO ALL THEIR HONDA ACCORDS OWNERS. THE SERVICE REP. STATED THAT THERE IS NOTHING 1

CONTINUED ON BACK (SEE)

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.