



U.S. Department
of Transportation
National 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 1367

Date Received:

02-DEC-2002

Od_or
rt_dt
ad_rt
up_lr

Reference No.

8023518

OWNER INFORMATION (Type or Print)

SONOMA

CA

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, please provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/15/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Recorded at point of sale/registered on driver's side)
JHMZE14791003421
PLEASE FILL IN

HONDA

INSIGHT

2001

Current Odometer Reading

15,968

Purchase Date

8/2/02

Dealer's Name HOPKINS HONDA

Engine Siz
(CID/CCA)

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Inject

☒ New ☐ Used

City FAIRFIELD State CA Zip Code 94533

No Cylinders

3

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System ☒ 3-Point Belt ☐ Motorbelt
☒ Driverside Airbag ☐ 2-Point Bel
☐ Passengerside Airbag
Cruise Control ☐ Yes ☒ No
Drive Train ☒ Front ☐ Rear
☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Ut
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other
Body Style ☒ 2-Door
☐ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000
02700000
Part Name(s) SUSPENSION:INDEPENDENT FRONT
TIRE6
Location ☐ Left ☐ Right
☐ Front ☐ Rear
Failed Part(s) ☐ Original
☐ Replacement
No of Failures
Date(s) of Failure(s) 02-NOV-2002
Mileage at Failure(s) 15000
Vehicle Speed at Failure(s) 50 MPH
Failed Part(s) Available? ☐ Yes ☒ No
NHTSA Previously ☐ 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
Estimated Property Damage
Reported to Police ☐ Yes ☐ No

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

WHEN DRIVING IN THE RAIN, VEHICLE WILL HYDROPLANE(SKID ON A WET SURFACE), WHICH
ALMOST CAUSED AN ACCIDENT DUE TO LOSS OF CONTROL OF VEHICLE. PLEASE PROVIDE
MORE DETAILS. TS

CONTINUE ON BACK IF NEEDED

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.sahtsa.dot.gov/hotline>

To whom it may concern:

I have a Honda Insight with less than 15K miles on it. A couple of weeks ago I was in the midst of a fairly severe rain storm, out on a windy highway. Sandwiched in between two semi trucks, suddenly the entire car began to turn sideways. It was as if I were sliding on ice. I was hydroplaning...dramatically.

Having grown up in snow-and-ice conditions I reacted the way I would have had I been sliding on snow. The tires finally caught hold of the road and I straightened out abruptly. But the story just gets worse. I slowed to 45 miles/hour and snuck off to the far right lane, watching all the Ford Focus' and other small car zooming past with no trouble at all. At 45 miles/hour I was just managing to hold the road. Each puddle I hit sent the car's front wheels spinning. The tach jumped up, the car slowed down drastically. When I would hit a succession of puddles, the car rapidly slowed, then lurched forward when the wheels caught the next crest, then slowed, then caught – in rapid succession. It was like being the bolt inside a machine gun. I thought the car would fall apart right on the freeway. It was pretty severe.

The problem is that there isn't anything wrong with the car. Honda kept asking me if my mechanic had tried to fix it. "Fix what?" I replied. There is nothing to fix! The car is exactly the way it was when I drove it off the lot. It's a tight as a drum. This is a d-e-s-i-g-n flaw, and it is going to kill someone.

I filed a complaint with Honda Customer Service. Their position is that they couldn't care less. I filed a complaint with the BBB. Their position is that because it is a design flaw and not a faulty part, I do not qualify for arbitration. I spoke with several lawyers who are looking into the possibility of using the California Lemon Law to help. And I have spoken with the dealer who sold me the car, but he doesn't want to lose money and the value of the car has dropped drastically. I spoke with the Dealer's head of service who, after hearing the story told me there wasn't anything he could do. He suggested I might try another tire – but there is only one tire made for this car.

Over the past ten or fifteen years I have bought 5 new Hondas. I think it may be time to switch to BMW. I don't want to sell the car to someone else knowing it's dangerous, but I don't want to die in it either, or lose the \$25K I paid for it.

