



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 294**

|   |              |
|---|--------------|
| Data Received<br><br><b>17-APR-2000</b> | Od_or _____  |
|   | rt_dt _____  |
|   | od_rt _____  |
|   | up_ltr _____ |
| Reference No.<br><b>860407</b>          |              |

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) _____<br><small>(Listed at front of windshield or drivers side)</small> | Vehicle Make<br><b>HONDA</b> | Vehicle Model<br><b>ACCORD</b> | Vehicle Year<br><b>1997</b> | Current Odometer Reading |
|--|------------------------------|--------------------------------|-----------------------------|--------------------------|

|   |                                       |                              |   |
|---|---------------------------------------|------------------------------|---|
| Purchase Date   | Dealer's Name _____                   | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo          |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____          | <input type="checkbox"/> Diesel         |
|   |                                       |                              | <input type="checkbox"/> Gas            |
|   |                                       |                              | <input type="checkbox"/> Fuel Injection |

|  |   |   |  |  |  |   |
|--|---|---|--|--|--|---|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbell<br><input type="checkbox"/> 2-Point Belt | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Sport Ult. Truck<br><input type="checkbox"/> Motorcycle | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |
|--|---|---|--|--|--|---|

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                              |  |  |   |
|------------------------------|--|--|---|
| Component<br><b>07464000</b> | Part Name(s)<br><b>POWER TRAIN:AXLE ASSEMBLY:SEAL:AXLE SHAFT</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
|------------------------------|--|--|---|

|                 |   |   |   |
|-----------------|---|---|---|
| No. of Failures | Date(s) of Failure(s) _____<br>Mileage at Failure(s) _____<br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------|----------------------|---------------------------|---|

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

**AXLE SHAFT SEAL BROKE,CAUSING OIL SPILLAGE. THE DEALER HAS BEEN NOTIFIED.\*AK**

CONTINUED ON BACK (REVERSE)

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.

| DOT Auto Safety Hotline   |  | FOR AGENCY USE ONLY 284  |  |
|---|--|--|--|
|  U.S. Department of Transportation<br>National Highway Traffic Safety Administration   |  | <b>Vehicle Owner's Questionnaire (VOQ)</b><br>NATIONWIDE 1-888-DASH-2-DOT<br>1-888-327-4236<br>www.nhtsa.dot.gov/hotline   |  |
| OWNER INFORMATION (Type or Print)   |  | DEFECTS<br>17 APR 2000<br>OFFICE INVESTIGATION   |  |
| Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?<br>In the absence of an express consent to the vehicle manufacturer.  |  | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO<br>Signature of Owner _____ Date <u>5/1/2000</u>   |  |
| VEHICLE INFORMATION   |  |  |  |
| Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)   | Vehicle Make   | Vehicle Model  | Vehicle Year   |
| <u>1HGCD5E35VA00213</u>   | <u>HONDA</u>   | <u>ACCORD</u>  | <u>1997</u>  |
| Current Odometer Reading  | Purchase Date  |  | Dealer's Name  |
| <u>51050</u>  | <u>7/7/96</u>  |  | <u>RAY LAKS HONDA</u>  |
|   | <input checked="" type="checkbox"/> New <input type="checkbox"/> Used<br>City <u>W. SENECA</u> State <u>NY</u> Zip Code <u>14224</u> | Engine Size (CID/CC/L)   | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection  |
|   |  | No Cylinders <u>4</u>  |  |
| Transmission Type   | Antilock Brakes  | Restraint System   | Cruise Control   |
| <input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic  | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No   | <input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> 2-Point Belt<br><input checked="" type="checkbox"/> Passengerside Airbag | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No   |
|   |  | Drive Train  | Vehicle Type   |
|   |  | <input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel   | <input checked="" type="checkbox"/> Car<br><input type="checkbox"/> Sport Utl<br><input type="checkbox"/> Van<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other |
|   |  | Body Style   |  |
|   |  | <input type="checkbox"/> 2-Door<br><input checked="" type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other   |  |
| FAILED COMPONENT(S)/PART(S) INFORMATION   |  |  |  |
| Component   | Part Name(s)   | Location   | Failed Part(s)   |
| <u>07464000</u>   | <u>POWER TRAIN:AXLE ASSEMBLY:SEAL:AXLE SHAFT</u>   | <input checked="" type="checkbox"/> Left<br><input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Right<br><input type="checkbox"/> Rear   | <input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement   |
| No of Failures  | Date(s) of Failure(s)  | Failed Part(s) Available?  | NHTSA Previously Contacted?  |
| <u>1</u>  | <u>4/9/2000</u><br><u>50,871</u><br><u>25 MPH</u>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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   | Fire   | Number of Persons Injured  | Number of Fatalities   |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | <u>0</u>   | <u>0</u>   |
|   |  | Estimated Property Damage  | Reported to Police   |
|   |  | <u>REPAIR BILL ONLY</u><br><u>\$494.07</u>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |
| NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)   |  |  |  |
| <u>AXLE SHAFT SEAL BROKE, CAUSING OIL SPILLAGE. THE DEALER HAS BEEN NOTIFIED.*AK</u>  |  |  |  |
| 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. |  |  |  |

May 1, 2000

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Enclosed is the Vehicle Owner's Questionnaire (VOQ) I received recently from your department with all of the information you requested. This is my first experience with any vehicle problems where the possible safety of the vehicle has been called into question. Hopefully there can be some resolution as to the manner, or perceived manner, in which Honda handles problems of this nature.

As the questionnaire indicates, we drive a leased 1997 Honda Accord which currently has a little over 51,000 miles on it. Several weeks ago, while I was driving the car within my neighborhood, I pulled into a parking space at the driving range. Upon exiting the vehicle I noticed a liquid trail at the rear of my car and upon further inspection I discovered that the liquid was coming from the left front portion of my car, just inside the tire.

I drove it back to my house, called a towing service and had the car moved to Simpson Automotive in Huntersville, N.C. The following day (Monday) they notified me that they had to replace a faulty balancer shaft seal. The mechanic said that when he called the local Honda dealership to discuss the problem, he was told that they were familiar with the problem and that the garage would need "kit number so-and-so". Honda had a kit to take care of the problem. They had a kit that could have been purchased before the problem became what it did to me... expensive to repair. The kit was \$37.34. My bill for the repair was \$494.07, which included the replacement of other parts that were contaminated and the labor associated in discovering what the problem was in the first place.

Luckily I was only traveling in my neighborhood when this happened. On a daily basis I travel into the city of Charlotte, NC, about 25 miles, at speeds averaging 70 miles an hour on Interstate 77. I wonder what damage I would have suffered, and/or the car would have suffered if the seal failed on my way to work. I never would have seen the stream of oil coming from underneath the car or been aware of the problem. Traveling 70 miles an hour for 25 miles, how long do you think I would have gone before I had some serious problems on my hands?

If Honda knew they had a problem with the "balance shaft seal" why didn't they alert the owners of those vehicles and give them the opportunity to come in and have the \$37.34 kit repair work done. At the very least, they should have told the ownership, through some technical bulletin, that there was the potential for these seals to fail on certain models or years. Certainly, had that notice been sent, as a leased-car owner, they would have known where to contact me.

In addition to the 1997 Accord, I own a 1998 Honda Accord Ex, have leased a 1999 Accord Lx for our daughter. I wonder how long it might take Honda to alert me that there may also be potential problems with the seals or other parts on the 1998 or 1999 models. If their action (or lack thereof) concerning the 1997 Accord problem is any indication, perhaps the trust that the American car buyer has placed in Honda, may not be justified.

Sincerely,

