

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1220

Date Received

16-NOV-2001

 Od_or _____
 rt_dt _____
 od_rt _____
 ip_lr _____

Reference No.

899200

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1HGCE6677VA012722		HONDA	ACCORD	1997	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) _____ Mileage at Failure(s) 100000 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE OPERATING VEHICLE AIRBAG LIGHT ILLUMINATED ON DASHBOARD, IT HAS BEEN A REOCCURRING PROBLEM. CONSUMER HAS CONTACTED DEALER. PLEASE ADD ANY FURTHER INFORMATION OR MAKE ANY CORRECTION. *AK

CONTINUE ON 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 Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1220 Date Received 13-NOV-2001 Qd. or Rpt. No. 17 Qd. or up. It. Reference No. 899200 Work Number Home Number	
OWNER INFORMATION (Type or Print) 726567			
In the absence of a Signature of Owner		of your vehicle? ☒ YES ☐ NO address to the vehicle manufacturer. Date 11/28/01	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1HGCE6677VA012722	Vehicle Make HONDA	Vehicle Model ACCORD	Vehicle Year 1997
Purchase Date 7/21/00		Current Odometer Reading 101,528	
☐ New ☒ Used	Dealer's Name <u>ADVENTURES INC.</u> City <u>YORK</u> State <u>PA</u> Zip Code <u>17406</u>	Engine Size (CID/CC/L) No Cylinders <u>6</u>	☐ Turbo Diesel Gas Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utility Truck ☐ Motorcycle ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12110000	Part Name(s) INTERIOR SYSTEMS: PASSIVE RESTRAINT: AIR BAG	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) Mileage at Failure(s) <u>100000</u> Vehicle Speed at Failure(s)	Failed Part(s) ☐ 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	Number of Fatalities
Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE OPERATING VEHICLE AIRBAG LIGHT ILLUMINATED ON DASHBOARD, IT HAS BEEN A REOCCURRING PROBLEM. CONSUMER HAS CONTACTED DEALER. PLEASE ADD ANY FURTHER INFORMATION OR MAKE ANY CORRECTION. *AK ON 10/19/01, I HAD MY HONDA DEALER EXAMINE THE PROBLEM. I WAS CHARGED \$68.90 FOR DIAGNOSTIC TESTING. IT OFFERED NO REASON FOR LIGHT TO COME ON, AND IT WAS RESET. ON 10/26/01 THE LIGHT CAME ON AGAIN FOR NO APPARENT REASON. HONDA DEALER SAID IT WOULD COST \$780.00 (ESTIMATE) TO FIX IT. I CANNOT UNDERSTAND THIS. I CONTACTED HONDA OF AMERICA'S NATIONWIDE CUST. SVC. THEY PROMISED TO LOOK INTO THE PROBLEM PROMPTLY AND HAVE AN ADVISOR RETURN MY CALL WITHIN 1-2 BUSINESS DAYS. AFTER WAITING 2 WKS, WITH NO CONTACT FROM HONDA, I AGAIN CALLED HONDA CUST. SVC. I SPOKE W/ A MR. MARK HARTON (1 800 999 1009). HE EXPLAINED			
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.			

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

THE PROBLEM WAS TAKEN TO "TURY" AND IT WAS DECIDED THAT HONDA WOULD NOT FIX THE PROBLEM BECAUSE THE CAR WAS OUT OF WARRANTY AND HAD 100K MILES. I SAID I WOULD LIKE THE NAME AND ADDRESS OF HONDA'S PRESIDENT IN ORDER TO APPEAL. HE STATED IT WOULDN'T DO ANY GOOD BECAUSE THE PRESIDENT WOULD REFER THE PROBLEM BACK TO HIM AND THAT HE WOULD GIVE ME THE SAME ANSWER.

MY FAMILY AND I ARE NOW DRIVING OUR CAR W/O LIFE SAVING AIR BAG PROTECTION. WE ARE VERY FEARFUL OF ANY ACCIDENT THAT MAY BEFALL US. MY FAMILY'S SAFETY IS AT HIGH RISK ON THE ROAD AND I FIND THIS SAFETY HAZARD COMPLETELY UNACCEPTABLE. WE RESPECTFULLY APPEAL FOR HELP IN THIS VERY SERIOUS MANNER.

1128101

★ U.S. G.P.O.: 1962-623-507 F 00000

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

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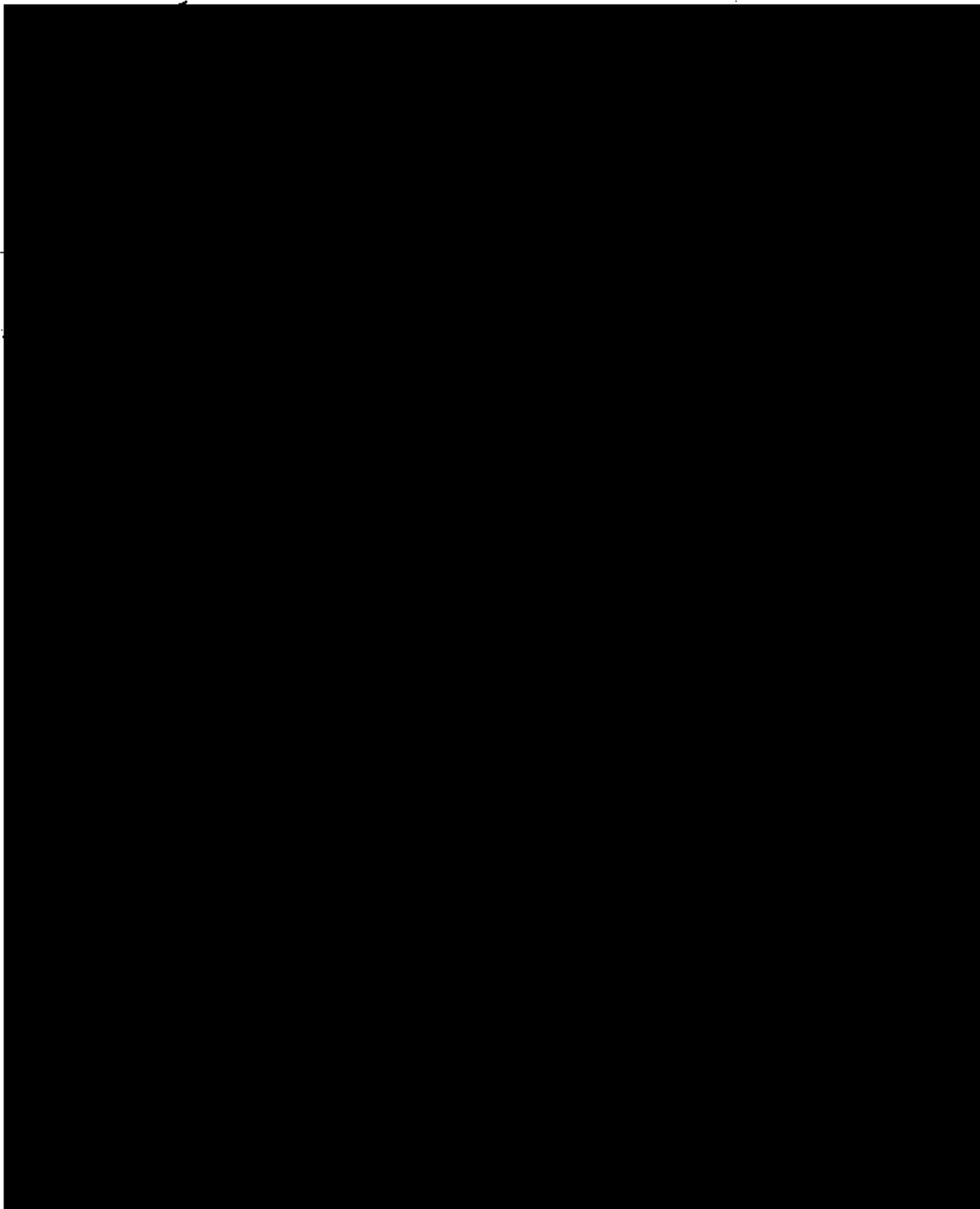
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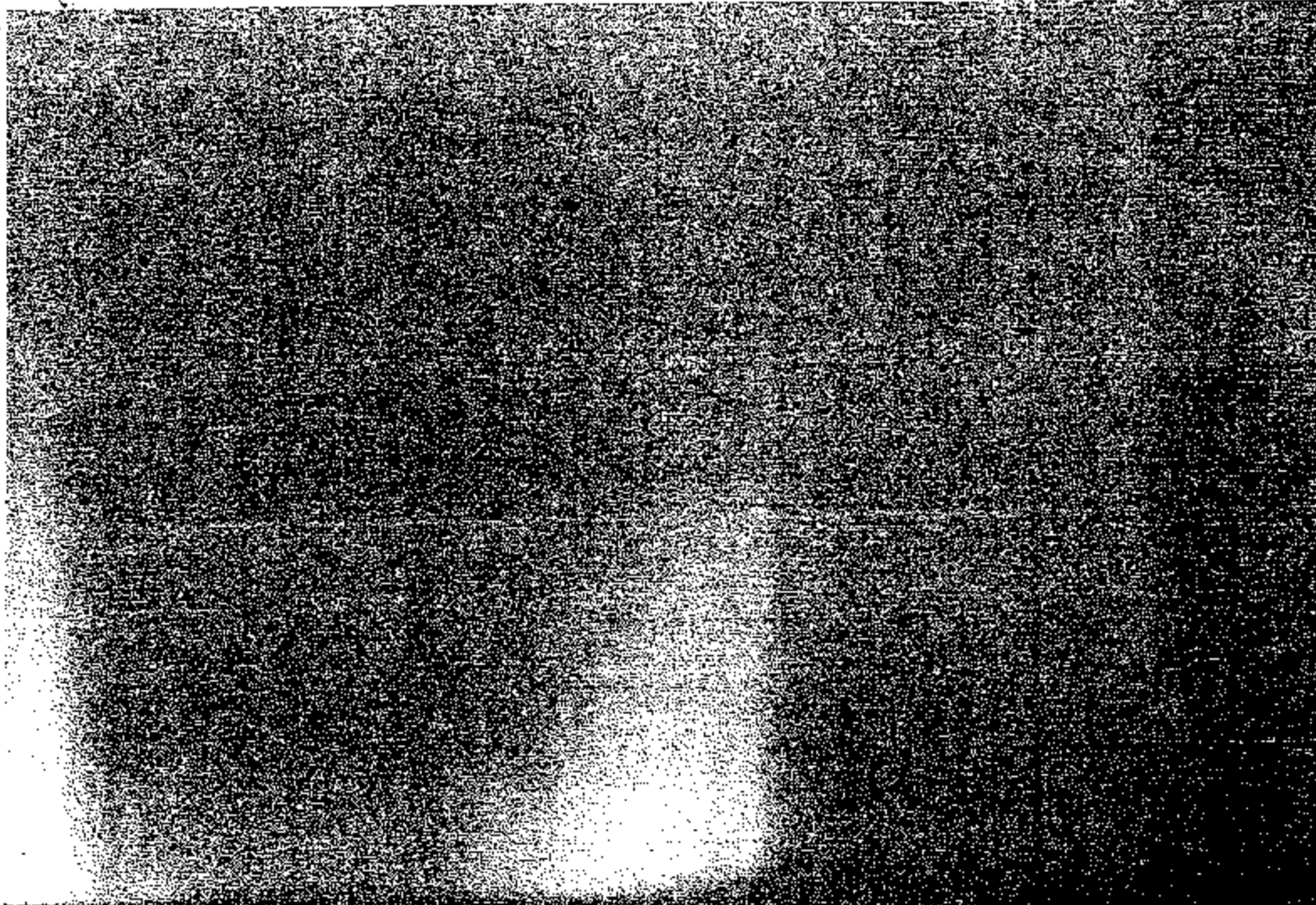
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U.S. Department of Transportation
National Highway Traffic Safety Administration
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**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

(Page 1 through Page 11)





Supplemental Restraint System

Your car is equipped with a Supplemental Restraint System (SRS) to help protect the head and chest of the driver and front seat passenger during a severe frontal collision.

This system does not replace your seat belts. It supplements, or adds to, the protection offered by seat belts and other occupant protection features.

WARNING

Not wearing a seat belt increases the chance of serious injury or death in a crash, even if you have airbags.

Be sure you and your passengers always wear seat belts and wear them properly.

SRS Components

Your supplemental restraint system includes:

- One airbag in the steering wheel for the driver and another in the dashboard for the passenger.
- Sensors that can detect a severe frontal collision.

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