

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR OWNER USE ONLY 100148

Date Received APR 23 FEB 2016 APR 19 2016	Repository <input type="checkbox"/>
	Reference No. 10837689

OWNER INFORMATION (Type or Print)

Name	Address	City	State	Zip Code	Daytime Telephone Number	E-mail Address
		NOBLE	OK			
					Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1HGCR2F36DA	Make HONDA	Model ACCORD	Model Year 2013
Date Purchased 10/2013	Dealer's Name and Telephone Number Fowler Honda 4053291077		Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City 955 N Interstate Dr	State OK	Zip Code 73069
Transmission Type auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 15-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY, 162800 STRUCTURE: BODY: HOOD	Failure Mileage 15504	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2013 HONDA ACCORD. THE CONTACT NOTICED THAT THE FRONT PASSENGER SIDE WAS LEAKING UNDER THE HOOD. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE WASHER RESERVOIR, HOSE, AND THE HOOD LINER WERE CHEWED THROUGH COMPLETELY. THE TECHNICIAN INFORMED THE CONTACT THAT THE HOSES, WASHER MOTOR, AND SPRAY NOZZLE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,504. THE VIN WAS NOT PROVIDED.

I also filed with state of OK - I will send you documentation of what I sent to them.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

On 2/18/16 I received a text message from Fowler service department asking me about my experience with the service on 2/16/16. I text them back stating I was a very unhappy customer and related to them my experience with the sales department in Aug 2014 and this rodent repair job and also what I had found online about the federal class action lawsuit. I received a call from the service manager Tim Irwin and he stated that he and the general manager would like to meet with me. I agreed and went back to Fowler Friday 2/19/16 approx 10:30 am to meet with them. Tim stated general manager was not going to be able to make the meeting. I discussed everything with Tim as stated above. He denied any knowledge of problems related to mine with rodents and he denied any knowledge of the federal class action lawsuit. He asked me how I found out about the lawsuit. He then asked me what I wanted them to do.

I told him I wanted a new vehicle since I was sold a defective/devalued vehicle from the day of my purchase in my opinion. I told him the new vehicle would have to be a vehicle that is not involved in the years of the federal class action involving soy products/rodents stated in the lawsuit. I told him the other option was I wanted full refund of my purchase price of my vehicle AND the \$230.38 they charged me for the rodent damage to the hoses they replaced. Fowler did not repair or replace the paint damage under the hood or the hood liner that was damaged by the rodents. Tim left the room and came back and stated he would refund the \$230.38 and handed me a business card with 2 names on it and said I would be receiving a call from Dallas McClary (general manager) or Dan Pantaila later that day (Fri) or Sat. As of 3/6/16 I have not heard from anyone from this dealership.

Since I had no response from anyone, I have since filed with Federal Trade Commission 877 382 4357 where the federal class action is filed. The FTC took my complaint and said they would forward on to the class action. They also told me to file a complaint with NHTSA 888 327 4236 and to also file official complaint with Honda. I also filed complaint to Ok state senator and now with the State of OK.

I have since learned from other people who have stated they have similar damages (usually with wiring) being destroyed by rodents. Some of these folks stated they were Fowler customers at the time. Now it appears to me I have been deceived again by Fowler service manager who stated to me he was not aware of the problems/lawsuit.

I am approx [redacted] year old widowed female on social security. This vehicle was a huge investment for me since my husband's death. I now have a damaged/devalued vehicle with approx 15K+miles and I am not sure at this time if it is safe after everything I am reading and hearing directly about the soy/rodent issues other Honda owners are having. I am concerned I may be out somewhere on the road and get stranded or have an accident due to this issue. In good faith I cannot sell this vehicle to anyone now that I know what I know about it. If anyone looked under hood and saw all the rodent teeth marks they would run the other way. I also cannot afford the hundreds to thousands of dollars in repairs people are being charged to repair their vehicles from the rodent damage.

In my opinion, Fowler Honda and Honda have given me a horrible new car buying experience. I need a dependable/reliable vehicle. I trusted Fowler Honda and Honda to sell me a new vehicle with no

problems like I have experienced. I am now asking myself if I can even depend on Fowler Honda to finish out my warranty work since in my opinion I have been deceived more than once with them. Fowler is the closest dealership to me since I cannot drive long distances due to health issues. I am also asking myself if I can trust them not to retaliate against me since I have filed these complaints?

My hope is other people read my complaints and BEWARE.

There is a much Higher Power who takes care of widows and orphans. God forgive this dealership.
Thank you for your time.



Summary of complaint:

Complainant: [REDACTED]

Dealership: Fowler Honda, Norman Ok

Second Issue: Approx Feb 15, 2016 I noticed leak underneath passenger side front. I took vehicle to Fowler on Feb 16, 2016. The service ticket states: Found hoses had been chewed through in several locations. Replaced damaged hoses cost \$230.38. Fowler stated it was not under warranty. My vehicle had 15,504 miles on it at this time. Also found was chewing of metal in engine compartment and hole chewed through liner of hood. When liner was tapped rodent excrement was apparent. I was told putting rat poison under hood may help.

I returned home to investigate why my vehicle is being destroyed by rodents as it is parked the same garage as my previous vehicle has been for years. I found online there is a Federal Class Action lawsuit filed 1/21/16 involving American Motor Company Inc (Honda) for vehicles 2012 thru 2015. The suit charges Honda used soy-based products in their manufacturing which attracts rodents. Lawsuit is online to read.

Fowler Honda

551N Interstate Drive - Norman, OK 73069
 (405) 329-1077 Fax: (405) 329-8771
 www.fowlerhonda.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 9:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
2/16/16	
R/O Close Date	Status
2/16/16	Pre-Invoice
Mileage In	Mileage Out
15504	15504
Service Advisor / Tag #	
TAYLOR HENSON/4567*W*	
Vehicle Identification Number	
1HGCR2F36DA	
Delivery Date	In-Service Date
10/01/13	10/16/14
Color	License Number
ALBSTR SIL	

NOBLE, OK		Work Phone	
		Home Phone	
Year	Make	Model	Body
2013	HONDA	ACCORD SEDAN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: NO EMAIL	
#1 - QMPI: EXPRESS MULTI POINT INSPECTION MULTI POINT INSPECTION Sub Total: .00	
#2 - LEAK: FLUID LEAK OF ANY TYPE - VISUAL INSPECTION ONLY THINK IT MAY BE THE WASHER FLUID Work performed by Thy Sorluangsana (434) INSPECTED WASHER RESERVIOR AND FOUND HOSES TO HAVE BEEN CHEWED THROUGH AT SEVERAL LOCATIONS. REPLAC ED ALL DAMAGED HOSES BETWEEN WASHER MOTOR AND SPRA Y NOZZLE. CHECKED FOR LEAKS AND OPERATIONS AFTER REPAIR. OPERATION ARE NORMAL AND NO LEAKS FOUND. REPAIR COMPLETE. Sub Total: 230.38	230.38

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	230.38
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	230.38

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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