



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

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 AGENCY USE ONLY 100148

Date Received

29-JUN-2009

Repository ☐

Reference No.

10275281

OWNER INFORMATION (Type or Print)

Name

Address

City

DELANCO

State

NJ

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

In the absence of an authorized address to the vehicle manufacturer, address to the vehicle manufacturer.

Signature of Owner

Date

7/6/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

2HGFA16556H

Make

HONDA

Model

CIVIC

Model Year

2006

Date Purchased

JAN. 2006

Dealer's Name and Telephone Number

Willis Honda (609) 386-2600

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Burlington

State

NJ

Zip Code

08016

Transmission Type

Auto

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

yes

Incident Date(s)

27-JUL-2007

SPRING 2009

AND AGAIN in

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY

Failure Mileage

29322

Failure Speed

0

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)

☐ Original Equipment☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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 2006 HONDA CIVIC. WHILE THE VEHICLE WAS PARKED, THE DRIVER'S SIDE SUN VISOR RELEASED WITHOUT ASSISTANCE AND FAILED TO REMAIN IN THE UPWARD POSITION. THE DEFECTIVE SUN VISOR OBSTRUCTED THE DRIVER'S VISIBILITY. THE FAILURE OCCURRED WHENEVER THE VEHICLE WAS IN MOTION OR STATIONARY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION AND THEY REPAIRED THE VEHICLE UNDER WARRANTY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON A SEPARATE OCCASION FOR IDENTICAL FAILURES AND REPAIRS WERE MADE AGAIN. THE FAILURE MILEAGE WAS 29,322 AND CURRENT MILEAGE WAS 64,404.

→ The first time the visor was replaced was in July 2007. In spring of 2009, the driver's side visor failed again. It had to be replaced (again) in June 2009.

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 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.

Need to use
underscore

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

I am attaching copies of the two
invoices which document this problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Willis Honda

Invoice

1201 N. Route 130

BURLINGTON, NEW JERSEY 08016

(609) 386-2600 • (215) 785-1005

www.willishonda.com

CUSTOMER NO. 52993	ADVISOR ROREE GREENE	TAG NO. 357	INVOICE DATE 07/27/07	INVOICE NO. HOC5173582
DELANCO, NJ	LABOR RATE	LICENSE NO.	MILEAGE 29,322	COLOR RED/LT BEIG
	YEAR / MAKE / MODEL 06/HONDA/CIVIC/4DR LX AUTO			STOCK NO. 60914N
	VEHICLE I.D. NO. 2 H G F A 1 6 5 5 6 H			DELIVERY DATE 01/14/06
	F.T.E. NO.			DELIVERY MILES 42
P.O. NO.			SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE			R.O. DATE 07/27/07	VEH. PARKED IN ROW
COMMENTS				
MO: 29322				

JOB# 1 CHARGES

LABOR

06/14/06 01H02Z SERVICE TIME 2.00 HOURS

30K MAJOR SERVICE
\$299.99 PLUS TAX
2 FRT TIRES LOOK LOW
FRONT 6MM REAR 4MM SHOES
OIL/FILTER CHANGE
TIRE ROTATION & BRAKE INSPECTION
CHECK & ADJUST PARKING BRAKE
INSPECT BRAKE HOSE & LINES
INSPECT ALL SUSPENSION COMPONENTS
INSPECT TIRES & ADJUST PRESSURE
INSPECT AXLE & BOOTS
CHECK & TOP OFF FLUID LEVELS
INSPECT COOLING LINES
INSPECT FUEL LINES & CONNECTIONS
INSPECT EXHAUST SYSTEM
LUBRICATE ALL HINGES, LOCKS & LATCHES
INSPECT & ADJUST DRIVE BELTS
REPLACE AIR FILTER
REPLACE AC DUST & POLLEN FILTER
INSTALL BG CARBON DEPOSIT CONTROL
BATTERY TEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	B6200	GAS ADD. B6200	9.49	9.49
	1	80292-SEC-A01	ELEMENT, 80290	43.30	43.30
	1	17220-RNA-A00	ELEMENT, 17220	19.44	19.44
	1	15400-PLM-A02	FILTER, 0 15400	7.28	7.28
	1	94109-14000	WASHER, D 90400	0.30	0.30
	4	08798-9023	OIL, MOTO OILXX	3.72	14.88
TOTAL - PARTS					94.69

JOB# 1 TOTALS

LABOR 205.30
PARTS 94.69

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 299.99

JOB# 2 CHARGES

LABOR

06/14/06 01H02Z SERVICE TIME 2.00 HOURS
CUST/ST L/F VISOR HANGING (SOP BY CUST)
LEFT SUN VISOR BROKEN
REPLACED D/S SUN VISOR
840100 10 01801/00101

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	83280-SNA-A01ZB	SUNVISOR 83230		
TOTAL - PARTS					0.00

YOUR VEHICLE

IS PARKED

IN SPOT

#

IMPORTANT

YOU MAY RECEIVE A
CUSTOMER SATISFACTION
SURVEY FROM AMERICAN
HONDA. PLEASE TAKE THE
TIME TO FILL IT OUT AND
SEND IT IN. IF FOR ANY REASON
YOU ARE NOT SATISFIED,
CONTACT OUR
SERVICE MANAGER
(609) 386-2600



Willis Honda

Invoice

1201 N. Route 130
BURLINGTON, NEW JERSEY 08016
(609) 386-2600 (215) 785-1005
www.willishonda.com

CELL: 856-266-7891

CUSTOMER NO. 52993	ADVISOR JENNIFER MCGROGAN 153	TAG NO. 1581	INVOICE DATE 06/26/09	INVOICE NO. HOC5233695
DELANCO, NJ	LABOR RATE	LICENSE NO.	MILEAGE 64,404	COLOR RED/LT BEIG
	YEAR / MAKE / MODEL 06/HONDA/CIVIC/4DR LX AUTO	DELIVERY DATE 01/14/06	STOCK NO. 60914N	DELIVERY MILES 42
	VEHICLE I.D. NO. 2 H G F A 1 6 5 5 6 H	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/26/09	VEH. PARKED IN ROW
BUSINESS PHONE	COMMENTS			

MO: 64404

JOB# 1 CHARGES

LABOR-----					
J# 1 00H01	OIL CHANGE	HOURS	0.30	TECHS 1/18	13.90
OIL CHANGE PLUS					
Oil & Filter Change W/Lube & 21 Point Check 4-Door 06/07					
PARTS-----	QTY	FP-NUMBER	DESCRIPTION-----	UNIT PRICE-----	
	1	PK5204	5W20	15.00	15.00
	1	94109-14000	WASHER, D 90400	****	****
	4	08798-9023	OIL, MOTO OILXX	****	****
	1	15400-PLM-A02	FILTER, O 15400	****	****
				TOTAL - PARTS	15.00

JOB# 1 TOTALS

LABOR 13.99
PARTS 15.00

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 28.99

JOB# 2 CHARGES

LABOR-----				
J# 2 60H012	VISORS	HOURS 1.30	TECHS 1/18	28
CU-ST THAT THE D/S VISOR IS HANGING OFF. PLEASE INSPECT.				
GOODWILL AUTH - WARR. PART - CUST TO PAY LABOR				
840100 0.0 01801 03220				
REPLACED SUNVISOR				
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----				
1 83280 SNA A01ZB SUNVISOR 83230				
TOTAL - PARTS 0.00				
WARRANTY				

JOB# 2 TOTALS

LABOR 29.70
TOTAL - PARTS 0.00

JOB# 2 JOURNAL PREFIX HOC5 JOB# 2 TOTAL 29.70

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	100	ENVIRONMENTAL CHARGES		
TOTAL - MISC				0.75

COMMENTS

THANK YOU FOR YOUR SERVICE!
MAKING THE WILLIS DIFFERENCE!

**YOUR VEHICLE
IS PARKED
IN SPOT
#**

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM AMERICAN HONDA. PLEASE TAKE THE TIME TO FILL IT OUT AND SEND IT IN. IF FOR ANY REASON YOU ARE NOT SATISFIED, CONTACT OUR SERVICE MANAGER (609) 386-2600