



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 2010 MAR -8 PM 1:56
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

01 FEB 2010

Reference No.
10303542

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LAKE SINCLAIR SPARTA State GA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

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
2HJYK16586H [REDACTED] Make HONDA Model RIDGELINE Model Year 2006
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders 6 Fuel Type: GAS
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 13-MAR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES Failure Mileage 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 Number Deaths 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 RIDGELINE. THE REAR DOORS WILL NOT UNLOCK. THERE IS A FEATURE ON THE VEHICLE THAT ALLOWS YOU TO OPEN THE DOORS MANUALLY EVEN IF YOU HAVE THE CHILD SAFETY LOCK ON. THE FAILURE ALSO MADE IT DIFFICULT FOR A HANDICAP PERSON TO GET OUT OF THE VEHICLE. THE FAILURE HAS OCCURRED SINCE THE VEHICLE WAS PURCHASED. THE VEHICLE CURRENTLY HAS 38,000 MILES.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 could take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, 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)

LETTER BELOW SENT TO AMERICAN HONDA, CA.

REGIONAL CASE
MANAGER

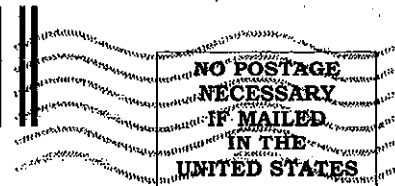
Kai Makaena talked with me again and would not budge with the complaint I had (see below) on these vehicle door locks. I filed a complaint with the NHTSA (National Traffic Safety - ref. #10303542) for this problem (see below).

(case #N012009-12-1001086). Since my wife lays in the back seat due to a medical problem and the doors lock at 9 mph, I always have to unlock her door for her to get out. **Although there is a manual unlock, it is at her back and hard to reach in that position.** Also because I have to manually unlock the doors, I sometimes forget when I get out, and then have to reopen my door to unlock her door. Many times she stays in the vehicle (with the keys) and then to ask her something I have to go to my door and open it instead of opening her door (WHICH IS LOCKED DUE TO VEHICLE DESIGN). The front passenger door is also locked and has to be opened with a button. **This design no longer exists on future Ridgelines because of correction.**

U.S. 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

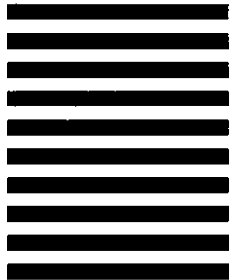
MALDEN GA 310
24 FEB 2010 PM 1 T



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**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

NHTSA

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

www.safercar.gov

WVW.org Sparta, GA

