



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
JUL 16 2011
01-JUN-2011

Repository
Reference No.
10404012

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CUPERTINO State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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: 2HGFA1F98AH [REDACTED]
Make HONDA Model CIVIC Model Year 2010
Date Purchased 05/20/2010 Dealer's Name and Telephone Number (408) 247-2550 Honda Stevens Creek, 4590 Stevens Creek
Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City San Jose State CA Zip Code 95129
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 01-JUN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 220000 SEATS, 110000 ELECTRICAL SYSTEM Failure Mileage 1000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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 [REDACTED] Number of Deaths [REDACTED] 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 2010 HONDA CIVIC. THE CONTACT STATED THAT THE DRIVER SIDE HEAD REST DID NOT LOCK IN PLACE. IN ADDITION, ALL DOORS AND TRUNK LOCKED UNEXPECTEDLY. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THEY COULD NOT ALTER THE DESIGN AND THEY WERE UNABLE TO DUPLICATE THE FAILURE ON THE DOORS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO REFERRED HER BACK TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 1,000 AND CURRENT MILEAGE WAS 7,000.

additional information attached.

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.

Cupertino, CA

Home:

Work:

RE:

Model Year 2010
Make Honda
Model Civic
Component Head Restraint
VIN 2HGFA1F98AH
Purchased 05/20/10, Honda Stevens Creek, 4590 Stevens Creek Blvd.,
San Jose, CA 95129

Reference No.
10404012

HEAD RESTRAINT

The driver side head restraint does not lock in place after adjustment. I am short, so have to have the head restraint in the lowest position. After I adjust it, and get into the car, the head restraint pops up a notch or two. If I do not readjust it the next time I get in it pops up another notch. It only locks in the top position. Now, after a year of adjusting, I notice it will lock only in the medium position, but not in the top position. Page 95 of the Owner's Manual states "When reinstalling a head restraint, put the legs back in place. Then adjust it to the appropriate height while pressing the release button. **Make sure the head restraint locks in position when you reinstall it.**" Other instructions on page 95 instructs how to adjust the head restraint, but not how to lock it in place. Page 13 cautions you to adjust the head restraint, and refers to page 94 for instructions.

I have taken it to the dealer, only to be told "that's the design of the car". I called Honda Automobile Customer Service (1-800-999-1000) on 06/30/10 and was given case number N012010-06-3001163. I was told they had no technicians, there was no recourse, and referred back to the dealer. I then talked with Daniel Sahagun, Customer Relations Manager, (07/09/10) who said it was a Honda-Automobile Customer Service, Torrance, issue, not a Honda of Stevens Creek issue, and he would call Torrance. After months of not hearing, I wrote (certified mail – did not get a return receipt) to Mr. Tetsuo Iwamura, President and CEO, American Honda Motor Co., Inc., 1919 Torrance Boulevard, Mail Stop: 500 – 2N – 7D, Torrance, CA 90501 (11/18/10). No response. 1/29/10 I called Torrance and was told to talk to the dealer. I told "Ernest" "you talk to the dealer and resolve who would handle it." No response. 12/13/10 I called Torrance again; "Robert" said I had been left a message (which I never got), to contact David the Service Manager at the dealership, and that the case was closed.

1/10/11 I left a message with David Morrone, Service Manager, Stevens Creek. He returned my call and said he would call American Honda, it was not a Stevens Creek issue, it was the design of the vehicle, none of the other Honda's lock. On 1/13/11 David set up an appointment with the Honda Representative, Kim, for Thursday, January 27, at 2:30 pm. I arrived at Honda Stevens Creek well before 2:30 (had to check in for a service appointment) – neither David Morrone or Kim were in the office. David did not

[REDACTED] Cupertino, CA [REDACTED]

Home: [REDACTED] Work: [REDACTED]

appear until 3:15 and told me Kim was not available, had a court appearance. I protested that I had not been informed our appointment would not be met, nor offered to reschedule. I was told by David that page 1 of the 2010 Owners Manual – Civic Sedan, had a disclaimer that information in the manual could change, and suggested I contact the National Mobility Equipment Dealers Assoc., and Access Options in Sunnyvale to see if they could modify the head restraint (at my expense). Access Options said they didn't think there was anything they could do. I have not pursued the matter since due to work and family issues.

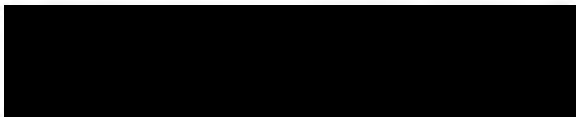
DOOR LOCKS

Another issue I've had since the beginning is that the doors lock unexpectedly. This happens after I have unlocked the front passenger door with the remote and unload (my purse, lunch box, etc.) then close the door. A number of times all the doors will lock before I go to the driver's side and get in the car. Fortunately, I still have the key in my hand so am able to unlock the door. Also, occasionally, after I unlock all doors, open the trunk, then close trunk, all doors lock. I mentioned this issue in June, 2010, a month after purchasing the car. One time (June 25, 2010) the doors locked in this manner three times within three hours. The locks were examined by Stevens Creek Honda who found nothing defective. In the following year, the doors have locked in this manner about once every two months. I am in the habit of keeping my keys in my hand until I actually sit in the car, but am afraid that I might forget to warn other drivers (my son) who occasionally drive my car. This would definitely be a safety issue if a child was locked in and alone in the car.

May, 2011, while washing my car, I noticed the trunk was popped open. I shut it, then it unlocked and opened again on its own. I again shut it and it opened a third time. That has not happened since.

I have attached copies of:

1. Letter to Mr. Tetsuo, President and CEO, American Honda Motor Co., Inc.
2. Pages 94, 95, owner's manual
3. First page of 2010 Owner's Manual, disclaimer



Cupertino, CA

Home: Work:

November 18, 2010

Mr. Tetsuo Iwamura, President and CEO
American Honda Motor Co., Inc.
1919 Torrance Boulevard
Mail Stop: 500-2N-7D
Torrance, CA 90501-2746

90501

Dear Mr. Iwamura,

I am writing you about an unresolved issue I am having with my 2010 Honda Civic EXL, VIN # 2HGFA1F98AH which I purchased May 20, 2010, from Honda of Stevens Creek, 4590 Stevens Creek Boulevard, San Jose, CA 95129.

I have been unable to adjust the head restraint in the lowest position, or any position, on the driver's seat, and have it remain locked in place. I am short, and need it locked in the lowest position.

Pages 94 and 95 of the owner's manual instructs you on how to adjust the head restraint. Then, under "Removing the Head Restraint" it states "When reinstalling a head restraint, put the legs back in place. Then adjust it to the appropriate height while pressing the release button. Make sure the head restraint locks in position when you reinstall it." However, when I sit in the seat, the head restraint pops up a notch or two. If I get in and out of the car several times it pops up to the top notch, then locks in place in the top position. Admittedly, I sometimes push lightly against the back of the seat, and my head might lightly brush against the head restraint, but not enough to move the head restraint if it were locked in place. **There are no instructions as to how to lock the head restraint in place.**

Page 13 of the owner's manual warns "Improperly positioning head restraints reduces their effectiveness and you can be seriously injured in a crash....Make sure head restraints are in place and positioned properly before driving.... See page 94 for how to adjust the head restraints and how the driver's and front passenger's active head restraints work." Page 94 does not instruct how to lock in place.

I brought this concern to the attention of a Honda of Stevens Creek service representative soon after I first bought the car, and was told it was caused by "the design of the car". Unsatisfied, I talked with Customer Relations Manager Daniel Sahagun and was told it was "designed like it's supposed to be", and to call Honda - Automobile Customer Service, in Torrance. I called and was given case # NO12010-06-3001163 (06/30/10), and told they had no technicians, there was no recourse, to go back to the dealer. I asked

[REDACTED] Cupertino, CA [REDACTED]

Home: [REDACTED]

Work: [REDACTED]

to speak to a supervisor and was told they would document it, and to take it back to the dealership. I again talked with Daniel Sahagun, (07/09/10) who said it was a Honda – Automobile Customer Service, Torrance, issue, not a Honda of Stevens Creek issue, and he would call them. I haven't heard from anyone since.

I have had other minor issues, mostly computer/electrical, such as the door locks have locked by themselves after I unlock them and get out of the car (fortunately, I keep the keys in my hand), the gas gauge alarm going off when the tank is full, the panic alarm going off when I'm in the car (and unable to turn it off – embarrassing!), sometimes, sometimes not, holding on a hill. I have learned to adjust to all these.

I have been waiting and waiting for someone to contact me. I haven't been able to follow up as I've had six Australian houseguests during August, September, and early October. I would like to resolve this safety issue – the head restraint would not offer protection in an impact.

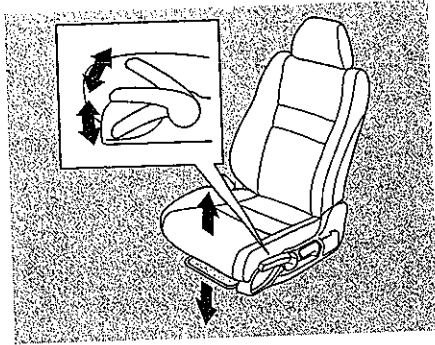
Sincerely,

[REDACTED]

cc: Daniel Sahagun, Customer Relations Manager
Honda of Stevens Creek
4590 Stevens Creek Boulevard
San Jose, CA 95129

Seats

Driver's Seat Height Adjustment

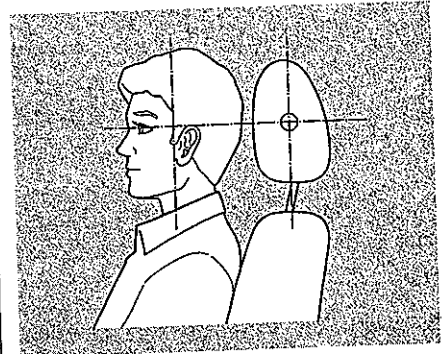


The height of your driver's seat is adjustable. To raise the seat, repeatedly pull up the lever on the outside of the seat cushion. To lower the seat, push the lever down repeatedly.

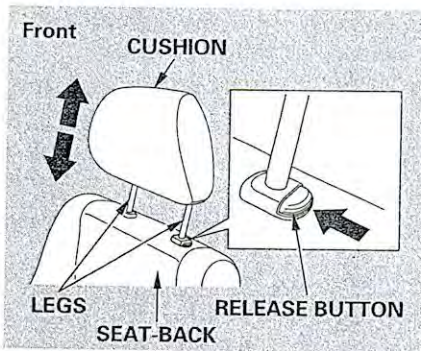
Head Restraints

See page 13 for important safety information and a warning about improperly positioning head restraints.

Your vehicle is equipped with head restraints in all seating positions to help protect you and your passengers from the likelihood of whiplash and other injuries.

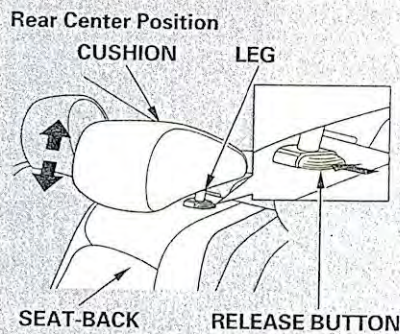


They are most effective when you adjust them so the center of the back of the occupant's head rests against the center of the restraint.



Adjusting the Head Restraint

The head restraints adjust for height. You need both hands to adjust a restraint. Do not attempt to adjust it while driving. To raise it, pull upward. To lower the restraint, push the release button sideways, and push the restraint down.



When a passenger is seated in the rear center seating position, the center head restraint should be adjusted up or down, to match the passenger's height.

Removing the Head Restraint

To remove a head restraint for cleaning or repair, pull it up as far as it will go. Push the release button, then pull the restraint out of the seat-back.

⚠ WARNING

Failure to reinstall the head restraints can result in severe injury during a crash.

Always replace the head restraints before driving.

When reinstalling a head restraint, put the legs back in place. Then adjust it to the appropriate height while pressing the release button.

Make sure the head restraint locks in position when you reinstall it.

CONTINUED

Instruments and Controls



2 0 1 0

Owner's
Manual

Civic Sedan



HONDA

Owner's Identification

OWNER _____

ADDRESS _____
STREET _____

CITY _____ STATE/PROVINCE/TERRITORY _____ ZIP CODE/
POSTAL CODE _____

V. I. N. _____

DELIVERY DATE _____
(Date sold to original retail purchaser)

DEALER NAME _____ DEALER NO. _____

ADDRESS _____
STREET _____

CITY _____ STATE/PROVINCE/TERRITORY _____ ZIP CODE/
POSTAL CODE _____

OWNER'S SIGNATURE _____

DEALER'S SIGNATURE _____

This owner's manual should be considered a permanent part of the vehicle and should remain with the vehicle when it is sold.

This owner's manual covers all models of the Civic 4-door. You may find descriptions of equipment and features that are not on your particular model.

The information and specifications included in this publication were in effect at the time of approval for printing. Honda Motor Co., Ltd. reserves the right, however, to discontinue or change specifications or design at any time without notice and without incurring any obligation whatsoever.

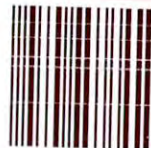
POUR CLIENTS CANADIEN
AVIS IMPORTANT: Si vous avez besoin d'un Manuel du Conducteur en français, veuillez demander à votre concessionnaire de commander le numéro de pièce 33SNAC40



Cupertino, CA



UNITED STATES
POSTAL SERVICE



1000

20077

FIRST CLASS MAIL

TO:

U.S. DEPT. OF TRANSPORTATION, NHTSA
NAT. HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVE SE
WASHINGTON, D.C. 20077-9382

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MAIL
WASHINGTON DC
RESSE
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue, SE
Washington, D.C. 20077-9382

