

 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			
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received AUG 29 2011 29-JUN-2011		Repository ☐	
						Reference No. 10409300	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City LORAIN		State OH		Zip Code			
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 19XFA16809E				Make HONDA		Model CIVIC	
						Model Year 2009	
Date Purchased 06/01/2009		Dealer's Name and Telephone Number Jack Moten Honda				Engine: No: Cylinders 4	
Original Owner ☐		Dealer's City Columbus		State OH		Zip Code 43036	
Transmission Type		☒ Antilock Brakes		Powertrain		Incident Date(s) 28-FEB-2011	
		☒ Cruise Control		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 022000 SUSPENSION: REAR - Tire developed flat SPOT because of R. Susp.						Failure Mileage 22500	
						Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make Eura Stone house		Tire Model (Name or Number)				Tire Size (Example P215/65R15) 205/55 R16	
DOT No. (Example: DOTM19ABC036) W402		☒ Original Equipment ☐ Prior Repair		Failure Location: -over all - Driving - Gm.			
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 of 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 2009 HONDA CIVIC. THE CONTACT STATED THAT THE REAR SUSPENSION FAILED AND WAS CAUSING BOTH REAR TIRES TO WEAR PREMATURELY. THERE WERE SEVERAL BUMPS FOUND IN VARIOUS LOCATIONS OF THE TIRES. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED THAT THE TIRES WOULD NEED ROTATING EVERY TWO TO THREE THOUSANDS MILES. THEY OFFERED NO OTHER ASSISTANCE TO REPAIR THE SUSPENSION OF THE VEHICLE. THE MANUFACTURER WAS NOT CONTACTED AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 22,500.							
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.							

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

Bought the Honda in 2007. Drive mostly for long trips. Rotated tire at least once. Tires are only warranted for 25,000 miles. At 22,500 the tires developed flat spots which became dangerous. Had I been driving on wet highways. After 22,000 miles I began to hear thumps while on the road. Tires were already damaged.

Honda dealer said that I needed alignment and new tires. Will not cover for labor or tires. Said tires should've been rotated more often. I had tires replaced and aligned

ATTACH ADDITIONAL SHEETS IF NECESSARY

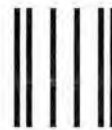
Cost \$405.00 Traded the car in.

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



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NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

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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

