

 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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY (DO NOT WRITE)	
		Date Received: SEP 16 2011 26-JUL-2011		Repository ☐ Reference No. 10415207	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	OR	Zip Code	Evening Telephone Number
SEAL ROCK					
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		Make		Model	Model Year
2HGFB2F86CH		HONDA		CIVIC	2012
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City		State	Zip Code	
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control				01-JUN-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 180000 VEHICLE SPEED CONTROL				Failure Mileage	Failure Speed
				600	
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	Fire	Number of Persons Injured		Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				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 2012 HONDA CIVIC. THE CONTACT STATED THAT WHILE REVERSING INTO A RESIDENTIAL GARAGE, THE VEHICLE ACCELERATED FORWARD AS THE BRAKE WAS DISENGAGED. ON A DIFFERENT OCCASION, WHILE DRIVING UPHILL AND RELEASING THE BRAKES, THE VEHICLE SURGED BACKWARD. IN ORDER TO STOP THE VEHICLE FROM ROLLING BACKWARD, THE CONTACT HAD TO CONTINUOUSLY DEPRESS THE ACCELERATOR PEDAL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO STATED THAT THE FAILURE WAS NORMAL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 600 AND THE CURRENT MILEAGE WAS 1,200.					
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.					

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

FIRST problem on Reverse Side is DESCRIBED WRONG.
Should READ -

We PARKED in A STRANGER'S (DOWNHILL DRIVEWAY
~~TO THAT ENTERS GARAGE~~), we PARKED TO ATTEND A GARAGE SALE,
WHILE STILL PARKED ON THE DOWNHILL SLOPE we
STARTED CAR, SHIFTED INTO REVERSE, RELEASED FOOT BRAKE
AND BEFORE I DEPRESSED GAS PEDAL TO BACK OUT OF
DRIVEWAY, CAR ROLLED FORWARD ALMOST HITTING DOOR.

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

SALEM OR 973

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS 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

