



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

OCT 10 2012
09-AUG-2012

Repository

Reference No.
10469935

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HOLBROOK State: NY 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: 2HGFA1F51AH [REDACTED]
Make: HONDA Model: CIVIC Model Year: 2010
Date Purchased: 11/2/2010 Dealer's Name and Telephone Number: NARBY Honda Engine: 4 Fuel Type: gas
Original Owner: [X] Dealer's City: Smithtown, NY State: NY Zip Code: 11787
Transmission Type: ? Antilock Brakes: [X] Powertrain: ? Multiple Failure: Incident Date(s): July 2011
Cruise Control: [] 18-OCT-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) Failure Mileage: 7600 Failure Speed: 14,100

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: [] Failure Location:
Prior Repair: []
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 [X] No Fire: [] Yes [X] 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 2010 HONDA CIVIC. THE CONTACT STATED THAT AN ABNORMAL GRINDING NOISE WAS HEARD FROM THE BRAKES EMITTED WHILE DRIVING AT VARIOUS SPEEDS. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AND ALL OF THE BRAKES WERE REPLACED. THE FAILURE RECURRED A FEW MONTHS LATER. THE VEHICLE WAS AGAIN TAKEN TO AN INDEPENDENT MECHANIC WHERE THE BRAKES WERE REPLACED A SECOND TIME. THE MANUFACTURER OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 7,600.

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.

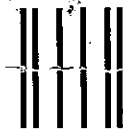
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Brakes failed at 7600 miles and then again at 14,100 miles

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

~~1200 NJ Avenue~~
~~Office of Defects Investigation~~
~~Safety Administration~~
~~National Highway Traffic Safety Administration~~



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

MID-ISLAND NY 117
1200
17 SEP 2012 PM 5 L

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

