

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 24-MAR-2014	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
WALNUT CREEK		CA			
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
19XFB2F50CE			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				14-FEB-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	Failure Speed
				2363	15
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: DOTM9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☒ Yes ☐ No	☐ Yes ☒ No	1	0	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).					
CONTACT OWNED A 2012 HONDA CIVIC WITH 2363 MILES AT TIME OF INCIDENT. BEFORE REACHING A DOWNTOWN INTERSECTION IN THE EARLY EVENING ONE DAY LAST MONTH, CONTACT WAS GOING TO TURN RIGHT SOUTHBOUND TOWARDS HOME NEARBY. THE CAR SUDDENLY MADE A LOUD REVING NOISE AND SHOT STRAIGHT FORWARD AT TERRIFYING SPEED. CONTACT STEPPED ON THE BRAKE AND STEERED TO THE RIGHT. THE CAR DID NOT STOP AND SEEMED TO HAVE A MIND OF ITS OWN. CONTACT COULD NOT SEE WHERE IT WENT BUT HEARD IT HITTING HARD AT OBJECTS UNTIL IT FINALLY STOPPED. CONTACT DID NOT KNOW HOW LONG HAD ELAPSED BEFORE SHE SAW THROUGH A HAZE WISPS OF SMOKE COMING OUT IN FRONT OF THE CAR AND NOTICED THE AIRBAG WAS DEPLOYED. FEARING THE CAR MIGHT CATCH FIRE, CONTACT PUSHED OPEN THE DOOR AND FOUND THE CAR HAD STOPPED IN THE SOUTHBOUND LANE RIGHT NEXT TO THE RAISED CONCRETE MEDIUM THAT SEPARATED NORTH AND SOUTHBOUND LANES. CONTACT SAW A BLACK CAR ON THE NORTHBOUND LANE NEXT TO THE RAISED MEDIUM WITH WHITE SIDE AIRBAGS DEPLOYED. POLICE OFFICERS AND PARAMEDICS WERE AT THE SCENE. CONTACT AND THE OTHER DRIVER BOTH SUSTAINED INJURIES. CONTACT'S CAR WAS LATER DECLARED "A TOTAL LOSS" BY THE INSURANCE COMPANY. CONTACT WAS PHYSICALLY AND MENTALLY SOUND BEFORE AND AT THE TIME OF THE INCIDENT AND HAD A TOTALLY UNBLEMISHED DRIVING RECORD IN OVER 50 YEARS. CONTACT IS UNWAVERING IN THE BELIEF THAT THE INCIDENT WAS DUE TO THE VEHICLE'S SUDDEN UNINTENDED					
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.					

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10574318.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

[Print Complaint](#)

[New Complaint](#)

RECALLS – Sign up for email or RSS feed alerts

If you want to be notified if your vehicle, child seat or tires has a recall, sign up for email alerts or RSS Feeds.

[Sign up for Email Alerts](#) · [Sign up for RSS Feeds](#)

1. Vehicle Information

Vehicle Identification Number (VIN): 19XFB2F50CE[REDACTED]

Make / Model / Year: HONDA CIVIC 2012

2. Incident Information

Approximate Incident Date: 02/14/2014

Vehicle mileage at time of incident: 2,363

Vehicle speed at time of incident: 15 (mph)

Affected Parts: Speed Control

Fire: No

Crash: Yes

Injury or Yes

Fatality:

Persons Injured: 0 2 ←

Deaths: 0

Tell us what happened:

Contact owned a 2012 Honda Civic with 2363 miles at time of incident. Before reaching a downtown intersection in the early evening one day last month, contact was going to turn right southbound towards home nearby. The car suddenly made a loud revving noise and shot straight forward at terrifying speed. Contact stepped on the brake and steered to the right. The car did not stop and seemed to have a mind of its own. Contact could not see where it went but heard it hitting hard at objects until it finally stopped. Contact did not know how long had elapsed before she saw through a haze wisps of smoke coming out in front of the car and noticed the airbag was deployed. Fearing the car might catch fire, contact pushed open the door and found the car had stopped in the southbound lane right next to the raised concrete medium that separated north and southbound lanes. Contact saw a black car on the northbound lane next to the raised medium with white side airbags deployed. Police officers and paramedics were at the scene. Contact and the other driver both sustained injuries. Contact's car was later declared "a total loss" by the insurance company. Contact was physically and mentally sound before and at the time of the incident and had a totally unblemished driving record in over 50 years. Contact is unwavering in the belief that the incident was due to the vehicle's sudden unintended acceleration. Contact had stressed this malfunction to the insurance company and also reported the incident to The American Honda Motors, which contact believed had sent representatives to inspect the vehicle at the collision shop.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2:

City, State, Zip: Walnut Creek, CA [REDACTED]

Contact owned a 2012 Honda Civic with 2363 miles at time of incident. Before reaching a downtown intersection in the early evening one day last month, contact was going to turn right southbound towards home nearby. The car suddenly made a loud rewing noise and shot straight forward at terrifying speed. Contact stepped on the brake and steered to the right. The car did not stop and seemed to have a mind of its own. Contact could not see where it went but heard it hitting hard at objects until it finally stopped. Contact did not know how long had elapsed before she saw through a haze wisps of smoke coming out in front of the car and noticed the airbag was deployed. Fearing the car might catch fire, contact pushed open the door and found the car had stopped in the southbound lane right next to the raised concrete medium that separated north and southbound lanes. Contact saw a black car on the northbound lane next to the raised medium with white side airbags deployed. Police officers and paramedics were at the scene. Contact and the other driver both sustained injuries. Contact's car was later declared "a total loss" by the insurance company. Contact was physically and mentally sound before and at the time of the incident and had a totally unblemished driving record in over 50 years. Contact is unwavering in the belief that the incident was due to the vehicle's sudden unintended acceleration. Contact had stressed this malfunction to the insurance company and also reported the incident to The American Honda Motors, which contact believed had sent representatives to inspect the vehicle at the collision shop..

3/25/2014

(40 unread) - [REDACTED] - att.net Mail

Search Mail

Search Web

li, Raym

INBOX

CONTACTS

CALENDAR

2012 Honda Civic co...

Compose

Delete

Move

Inbox (40)

Drafts (7)

Sent

Spam

Trash (30)

FOLDERS

AOL_Mail

Notes

saved photos (1)

Synced Messages

MESSANGER

Me: Invisible

All contacts are currently offline.

APPLICATIONS

Photos

Attachments

Notepad

2012 Hon...

3:14 PM

Please correct number of Persons Injured from "0" to "2". Thank you. ([REDACTED] 4/9/14)

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: 2012 Honda Civic complaint
Case Number: 618216

Date: 03/25/2014 **Time:** 18:13:23
Creation 03/24/2014 **Creation** 03:26:35
Date: **Time:**

Symptom:

Entered on 03/25/2014 at 18:13:23 EDT
(GMT-0400) by BOL:
Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your

odi.nhtsa.dot.gov/owners/SearchSafetyIssues

Walnut Creek, CA

OAKLAND CA 945

10 APR 2014 PM 8 L



Freedom
FOREVER

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (CNV 5-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

20590

