

SEP -9 2014

 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 01-AUG-2014	Repository ☐ Reference No. 10618143
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address NOEMAIL@UNK.GOV	
City PHILADELPHIA		State PA	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 2HGEJ6623VH			Make HONDA	Model CIVIC	Model Year 1997
Date Purchased 6/27/1997	Dealer's Name and Telephone Number SUSSMAN HONDA (215) 657-7050			Engine: No: Cylinders 4	Fuel Type: GASOLINE
Original Owner ☒	Dealer's City ROSLYN	State PA	Zip Code 19001		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 25-JUL-2014
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 96000	Failure Speed
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 ☐ Yes ☒ No	Fire ☐ Yes ☒ 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 1997 HONDA CIVIC. THE CONTACT STATED THAT THE SRS LIGHT ILLUMINATED. THE CONTACT STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 97V193000 (AIR BAGS). THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 96,000.					
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)

CAR HAD SRS LIGHT ON AROUND 6 PM ON FRIDAY 7/25/14. NO PROBLEMS BEFORE OR AFTER RUNNING THE CAR. MILEAGE AROUND 96,084. CAR TAKEN TO DEALER (SLOANE HONDA) ON MONDAY 7/28/14. I HAD TO SIGN AUTHORIZATION TO CHECK THE HONDA'S SRS FOR \$59.99. WIFE WAS TOLD ON 7/29/14, PROBLEM WAS DRIVER'S SIDE AIR BAG + PROBLEM WITH COMPUTER. COST ESTIMATED AT \$931.00 PLUS TAX. PICKED-UP CAR ON 8/2/14. I DROVE THE ON 8/4/14. I DROVE THE CAR ON 8/5/14 THE SRS LIGHT WENT ON AT 96,102 MILES. I RETURNED THE CAR TO THE DEALER. ADDITIONAL REPAIRS WERE MADE (SEE INVOICE HOC5497385). I WAS CHARGED AN ADDITIONAL \$165.38 WHICH WAS SUBSEQUENTLY RESCINDED. ENCLOSED: INVOICE # HOC5496433 and INVOICE # HOC5497385 IN ADDITION, I CALLED HONDA AUTOMOBILE CUSTOMER SERVICE (1-800-999-1009) ON 8/1/14 & SPOKE TO MARGARITA. SHE SAID NOTHING CAN BE DONE. AS WARRANTY IS FOR 3 YEARS OR 36,000 MILES.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

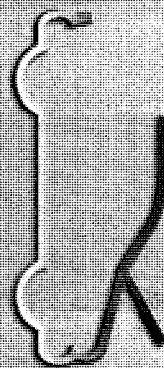
WASHINGTON, DC

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**



Vehicle Owner's Complaint Form (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SLOANE HONDA
BUSTLETON AND HALDEMAN AVE
PHILADELPHIA, PA 19115
(215) 305-5000



CELL: [REDACTED]

CUSTOMER NO. 501741	ADVISOR DAVID BRUNO	7302	TAG NO. C03	INVOICE DATE 08/01/14	INVOICE NO. HOCS496433
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 96,084	COLOR SILVER/	STOCK NO.
PHILADELPHIA, PA [REDACTED]	YEAR / MAKE / MODEL 97/HONDA/CIVIC/CIVIC			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 H G E J 6 6 2 3 V H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/28/14	
COMMENTS E# 5					MO: 96084

JOB# 1 CHARGES-----

LABOR-----
J# 1 37HOZ *ELECTRICAL TECH(S):2378 168.00

CUSTOMER STATES SRS LIGHT IS ON.
TECH RETRIVED CODE 1-2,PERFROM DIAGNOSIS ON SRS
SYSTEM AND FOUND THE D/S AIR BAG INFLATOR WOULD NEED TO
BE REPLACED....EST INSTALLED \$931.00
PART WOULD NEED TO BE ORDERED
CUSTOMER OK'S TO REPLACE INFLATOR,REPLACE D/S INFLATOR
RESET SRS UNIT AND TEST DRIVE
CONCERN CORRECTED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	PRICE-----
	1	06770-S01-A91ZA	AIRBAG *NH178L*	763.00	763.00
				TOTAL - PARTS	763.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	PRICE-----
		ASCS SENIOR CITIZEN DISCOUNT		-46.55
				TOTAL - MISC

JOB# 1 TOTALS-----

LABOR	168.00
PARTS	763.00
MISC	-46.55

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 884.45

JOB# 2 CHARGES-----

LABOR-----
J# 2 04HOZZEMULTI MULTIPOINT INSP TECH(S):2378 INTERNAL

FREE MULTIPOINT INSPECTION
TIRES 8 FRONT AND 9 REAR
FRONT BRAKES 8B,REAR BRAKE SHOES 4

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
N/D

RECOMMENDATIONS-----
D/S AIR BAG INFLATOR CODE 1-2----\$931.00 INSTALLED + TX



Scan to

SLOANE HONDA
BUSTLETON AND HALDEMAN AVE
PHILADELPHIA, PA 19115
(215) 305-5000



CELL: [REDACTED]

CUSTOMER NO. 501741	ADVISOR DAVID BRUNO	7302	TAG NO. 1741	INVOICE DATE 08/07/14	INVOICE NO. HOC5497385
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 96,110	COLOR SILVER/	STOCK NO.
PHILADELPHIA, PA [REDACTED]	YEAR / MAKE / MODEL 97/HONDA/CIVIC/CIVIC			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 H G E J 6 6 2 3 V H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 08/05/14	
	COMMENTS E# 5				MO: 96111

JOB# 1 CHARGES-----

LABOR-----

1 37H0Z *ELECTRICAL TECH(S):2378 55.00

CUSTOMER STATES SRS LIGHT IS BACK ON.
RETRIVE CODE 1-2,RE-DIAGNOSE (NO CHARGE)
FOUND CABLE REEL FAULTY
RECOMMEND AND REPLACED CABLE REEL
RESET SYSTEM
CONCERN CORRECTED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
1 77900-S04-A01 REEL ASSY., CABLE	115.14
TOTAL - PARTS	115.14

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
HCB04 DISCOUNT ON VEHICLE SERVICE	-17.01
TOTAL - MISC	-17.01

JOB# 1 TOTALS-----

LABOR	55.00
PARTS	115.14
MISC	-17.01
JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL	153.13

COMMENTS-----

W00DB 2378
REPAIRS DONE AT A REDUCE RATE AND DISCOUNT FOR CUSTOMER
SATISFACTION...

TOTALS-----

ACTIVE DELIVERY - CUSTOMER NOTIFICATION

DATE:	TIME:	TALK TO:	ASM#	TOTAL LABOR....	55.00
AMOUNT \$				TOTAL PARTS....	115.14
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	-17.01
				TOTAL TAX.....	12.25
				TOTAL INVOICE \$	165.38

☒ VISA ☐ M/CARD ☐ AM/EX ☐ DISCOVER

☐ CHARGE ☐ CHECK ☐ CASH

CHECK # AUTH# RECEIVED BY: DATE:



PAID