

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF**



**INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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  
06-JUL-2015

Repository   
Reference No.  
10732301

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City SAINT CHARLES State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

*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: JHMFA36209S [REDACTED]  
Make HONDA Model CIVIC HYBRID Model Year 2009  
Date Purchased 11/14/2009 Dealer's Name and Telephone Number Napleton Honda Engine: No. Cylinders 4 Fuel Type: Gas  
Original Owner  Dealer's City St. Peters State MO Zip Code 63376  
Transmission Type Auto Antilock Brakes  Cruise Control  Powertrain Multiple Failure: Incident Date(s) 15-AUG-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 020000 SUSPENSION Failure Mileage 13900 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: DOTMAL9ABC036)  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).

LIKE OTHERS WITH THIS PROBLEM WE NOTICED A NOISE FROM THE TIRES WHEN WE WERE ON A NEWLY PAVED ROAD ON AN EXTENDED TRIP. WHEN WE RETURNED HOME I WAS TOLD BY THE DEALER THAT THE REAR TIRES WERE CUPPED AND THE CAR WOULD NEED AN ALIGNMENT. WE ENDED UP REPLACING ALL 4 TIRES WITH 20000 MILES ON THEM...A LOT SOONER THAN ANTICIPATED. RESEARCHING THE PROBLEM I SAW THERE WAS A CORRECTION FOR 2008 CIVICS, BUT NOT FOR 2009. EITHER THE PROBLEM WAS NOT CORRECTED, OR WE WERE UNFORTUNATE TO PURCHASE A 2009 EARLY IN THE PRODUCTION RUN THAT WAS NOT CORRECTED. HONDA ASSUMES NO RESPONSIBILITY FOR THIS PROBLEM THAT MANY HAVE EXPERIENCED.

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.