

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

FOR AGENCY USE ONLY 100148

Date Received
23-DEC-2015

Repository
Reference No.
10811931

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ST PETERSBURG State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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: 2HGFG12626H [REDACTED]
Make: HONDA Model: CIVIC Model Year: 2006
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 23-DEC-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMAL9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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* TAKATA RECALL. THE CONTACT OWNS A 2006 HONDA CIVIC. AFTER CONTACTING THE MANUFACTURER TO INQUIRE ABOUT THE PART NUMBER AND MANUFACTURER OF THE AIR BAGS IN THE VEHICLE, THE CONTACT WAS NOTIFIED THAT THE VEHICLE WAS EQUIPPED WITH A TAKATA AIR BAG, PART NUMBER: 77810-SNA-A82ZA. THE MANUFACTURER STATED THAT THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN NUMBER: 05V572000 (AIR BAGS). THE VEHICLE WAS NOT REPAIRED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10811931-----
Date: Friday, January 08, 2016 8:03:13 AM
Attachments: [EVOQ EMAIL-MAILED RESPONSE.pdf](#)
[10811931.pdf](#)

From: EVOQ (NHTSA)
Sent: Thursday, January 07, 2016 11:32 AM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10811931-----

From: [REDACTED]
Sent: Wednesday, January 06, 2016 12:26 PM
To: Wesley, Monica CTR (NHTSA); EVOQ (NHTSA)
Cc: DataQuality, DataQuality (NHTSA); Borris, Frank (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: ----10811931-----

Hi,

Thanks for your email. Over the past two years, I have sent NHTSA letters/emails describing an apparent **fraud** that has been committed by Honda. Your attached complaint doesn't include the information I have given to NHTSA several times. I needs to be redrafted. One last time, please include the following statement on a new complaint form and let me know if your legal department plans on pursuing it. I'd like to be considered a whistleblower and if there is any remuneration for reporting this fraud, I'd like to be on file to receive it, please. I have bought four Hondas – never again.

I own a 2006 Honda Civic LX, VIN # 2HGFG12626H-[REDACTED] Honda ended the current Takata airbag recall on 12/31/05. I bought my car in May 2006. I called Honda and asked if my car had the Takata airbags and Honda refused to answer the question. I explained that Honda had assigned a part number to everything on the car. I asked for the part number and the manufacturer of my airbags (I have side airbags, too). Honda refused to provide the information. So, I took my car to a Honda dealer. I was given the part number and a replacement cost which I gave to you folks. A dealer mechanic said my 2006 Civic had the Takata airbags. He said he thought the Civics had the Takata airbags through 2010.

I watched a Senate hearing on TV. A US Senator told the Honda President that his daughter had a 2007 Honda Civic and he asked whether he should have the airbag replaced. The Honda President said yes. Why would he have said yes if it wasn't a Takata airbag?

It appears Honda is committing a fraud in that they prematurely stopped the Civic Takata recall in 2005 to limit the number of Civics that were affected. I live in Florida and the humidity is always high. I would like the airbags replaced.

Further, I received the below notice regarding the brakes; however, Honda says my vehicle is not involved. I don't believe anything Honda says anymore.

By the way, Mr. Borris never at DOT got back to me either. I also asked the NHTSA legal staff to review this complaint since it involves misrepresentations made by Honda to the government and I have yet to receive a response.

Thanks,

[REDACTED]

E-mail: [REDACTED]

From: [REDACTED]
Sent: Sunday, November 08, 2015 5:50 PM
To: 'frank.borris@dot.gov'; 'fborris@dot.gov'
Subject: Attn: Frank Borris

To: Frank S. Borris II, Director, Office of Defects Investigation, National Highway Traffic Safety Administration, U.S. Department of Transportation

- 1. Honda says no recalls for 2006 Honda Civics. Would you verify, please?**
- 2. My 2006 Civic has a Takata air bag inflator according to my dealer mechanic; however, Honda won't confirm this. Why did the recall stop at 2005?**
- 3. As has been reported by many 2006 Civic owners for years, the cruise control button doesn't work. Honda says I have to replace the entire unit (which works if you hold the button down) for \$200. Honda will not recall the cruise control units. Can you folks help?**

Thanks,

[REDACTED]
E-mail: [REDACTED]

From: U.S. DOT National Highway Traffic Safety Administration [<mailto:donotreplyodi@dot.gov>]
Sent: Wednesday, November 04, 2015 5:11 AM
To: [REDACTED]
Subject: Important Safety Recall Information

Your vehicle may be involved in a safety recall and may create a safety risk for you or your passengers. Safety defects must be repaired by a dealer at no cost to you. However, if left unrepaired, a potential safety defect in your vehicle could lead to injury or even death. Read this entire email to find out more and learn what you should do next.

What is a recall?

When a manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment at no cost to the consumer. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

Why am I getting this email?

You are receiving this message because you requested to be notified by NHTSA if there is a safety recall that may affect your vehicle.

The following recall may apply to one or more of your vehicles if your vehicle is listed below. Click on the NHTSA Campaign ID number below to read more about the safety issue and the reason for the recall.

To find out if your vehicle is included in the recall, use our [VIN Look-up Tool](#).

NHTSA Campaign ID Number : [15V700](#)

Manufacturer : Honda (American Honda Motor Co.)

Make / Model Years : HONDA / 2001-2010,2012-2015

Subject : Rear Brakes may Drag

What should I do if my vehicle is included in this recall?

If your vehicle is included in this recall, **it is very important that you get it fixed as soon as possible given the potential danger to you and your passengers if it is not addressed**. You should receive a separate letter in the mail from the vehicle manufacturer, notifying you of the recall and explaining when the remedy will be available, whom to contact to repair your vehicle or equipment, and to remind you that the repair will be done at no charge to you. If you believe your vehicle is included in the recall, but you do not receive a letter in the mail from the vehicle manufacturer, please call NHTSA's Vehicle Safety Hotline at 888-327-4236 or contact your vehicle manufacturer or dealership.

Thank you for your attention to this important safety matter and for your commitment to helping save lives on America's roadways.

Frank S. Borriss II

Director

Office of Defects Investigation

National Highway Traffic Safety Administration

U.S. Department of Transportation

From: Monica.Wesley.CTR@dot.gov [<mailto:Monica.Wesley.CTR@dot.gov>] **On Behalf Of** EVOO@dot.gov

Sent: Wednesday, January 06, 2016 11:19 AM

To: [REDACTED]

Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10811931-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation