

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 29-MAR-2016	Repository <input type="checkbox"/>
	Reference No. 10852161

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	GREAT NECK	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 2HGFB2F81EH [REDACTED]	Make HONDA	Model CIVIC	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 09-NOV-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage 3000	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2014 HONDA CIVIC. THE CONTACT STATED THAT THE VEHICLE JERKED FORWARD DURING A COLD START. THE FAILURE OCCURRED WITHOUT WARNING. IN ADDITION, THE VEHICLE MADE AN ABNORMAL NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE COULD NOT BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. PRIOR TO THE FAILURE, THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE ENGINE WAS REPLACED DUE TO AN ABNORMAL NOISE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000.

PLEASE SEE ATTACHED

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.

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

PLEASE SEE ATTACHED

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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 Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



NEW YORK, NY 100

The 2014 Honda Civic vehicle exhibited a cold start engine rattle noise defect in November 2015, at about one year after purchase, at a mileage of 2,696. The engine head was replaced at a mileage of 3,223. The engine block was replaced at a mileage of 3,313.

After the complete engine replacement, the vehicle, at cold start, when placed into drive gear, exhibited and still exhibits an unsafe 7 mph forward acceleration, making the vehicle difficult to control. This problem places a restriction on where the owner can park the vehicle. The vehicle also consumes excessive fuel.

The manufacturer was notified about the unsafe 7 mph forward acceleration upon cold start drive gear which was manufacturer inspected but did not repair.

The cold start engine rattle noise defect returned on the replacement engine. The manufacturer was notified. It was determined that valves were the cause and were out of adjustment. The valves were adjusted at a mileage of 5,374. This did not fix the problem. The cold start engine rattle noise defect remains.

The transmission locked up and did not move the vehicle in drive gear. The manufacturer was notified, the vehicle was seen at a mileage of 5,603 and repairs to the transmission were not made.

Owner is concerned about safety with respect to the cold start 7 mph forward acceleration. The owner is concerned about total engine failure due to the cold start engine rattle noise defect. The owner is concerned about the safety due to the transmission lock up.