



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

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

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 01-JUN-2016 JUL 12 2016 | Repository <input type="checkbox"/> |
| | Reference No. 10871850 |

OWNER INFORMATION (Type or Print)

| | | | | | |
|---------|------------|-------|----|--------------------------|----------------|
| Name | [REDACTED] | | | Daytime Telephone Number | E-mail Address |
| Address | [REDACTED] | | | [REDACTED] | [REDACTED] |
| City | PLYMOUTH | State | PA | Zip Code | [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 2HGFA16538H [REDACTED] | Make HONDA | Model CIVIC | Model Year 2008 |
| Date Purchased 2008 | Dealer's Name and Telephone Number | | Engine: No: Cylinders |
| Original Owner <input type="checkbox"/> | Dealer's City Rochester | State NY | Zip Code 4 |
| Transmission Type | <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: All |
| | | | Incident Date(s) 01-JAN-2015 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|--|--------------------------|----------------------|
| Vehicle Component Code: VISIBILITY/WIPER (PWS) Front windshield coating distorts the vision | Failure Mileage 72000 | Failure Speed N/A |
|--|--------------------------|----------------------|

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 |
|--|---|---------------------------|------------------|-------------------------|

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 2008 HONDA CIVIC. THE CONTACT STATED THAT THE COATING ON THE FRONT WINDSHIELD CREATED A GLARE ON THE WINDOW DURING NIGHT WHEN THE HEADLIGHTS OF OTHER VEHICLES REFLECTED OFF THE WINDSHIELD. THE CONTACT STATED THE FAILURE MADE IT DIFFICULT TO SEE AND DRIVE THE VEHICLE. THE CONTACT HAD NOT TAKEN THE VEHICLE TO THE DEALER. THE CONTACT TOOK THE VEHICLE TO A BODY SHOP THAT SPECIFIED IN THE WINDOWS ON THE VEHICLE AND THEY INFORMED THE CONTACT THAT THE WINDSHIELD HAD TO BE REPLACED. THE WINDSHIELD WAS NOT REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 72,000.

The manufacturer Honda was contacted and they say no warranty on the windshield, though the part had failed in function.

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.