



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

April 13, 2017

[REDACTED]
Hampton, VA [REDACTED]

NEF-109 nam
Ref. No. 10893679

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year (MY) 2009 Honda Civic. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Our technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although we have no jurisdiction over defects that are not safety-related, we do review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment. There is no established number of reports that must be filed before NHTSA investigates an issue. In some cases, an investigator from the Office of Defects Investigation may call to clarify information from your report. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed.

You indicate vehicle purchase and dealer issue with your MY 2009 Honda Civic. Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do not fall under NHTSA's jurisdiction. If you feel the vehicle issue you experienced still poses a safety risk and has not been resolved by the manufacturer or dealer, we would appreciate an updated report of your problem. If you send another letter,

please indicate that you sent your original complaint to NHTSA in 2016, to ensure we expedite our review and send an appropriate response if warranted. We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We recommend using our vehicle identification number (VIN) lookup tool, to access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site (www.nhtsa.gov/recalls) or your local dealer for updates on the recall and parts availability. We searched the VIN you provided and your vehicle has 1 incomplete recall which we have enclosed. NHTSA Safety Recall Campaign No. 17V-030, addresses a problem with air bag inflators produced by Takata that may rupture in a frontal crash and disperse metal fragments. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics.

There are currently 46 million recalled Takata air bag inflators in 29 million vehicles in the United States. Under an Amended Consent Order issued to Takata in May 2016, automakers will be required to recall additional inflators over the next 3 years, ultimately affecting approximately 64 to 69 million inflators in 42 million total recalled vehicles. The Takata recall is the largest, most complex recall in NHTSA's history. Under the Consent Order, Takata has agreed to Federal oversight for the next 5 years, to phase out the use of the propellant believed to be related to the air bag inflator ruptures, and to pay record civil penalties up to \$200 million. For the most up-to-date information on the Takata recalls, your constituent should visit our website at www.safercar.gov/rs/takata/index.html.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 888 327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

United States Department of Transportation



Safety Issues & Recalls.

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

2HGFA16339H



17/17



Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2009

Honda Civic Sedan

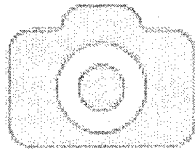


IMAGE NOT AVAILABLE

VIN: 2HGFA16339H



Recall data refreshed on Apr 11,2017

1 Recalls

associated with this VIN

Dec 20,2016

Manufacturer Recall Number KE1

NHTSA Recall Number 17V-030

Recall Status Recall Incomplete

Summary

AMERICAN HONDA MOTOR CO., INC. (HONDA) IS RECALLING CERTAIN MODEL YEAR 2008-2012 ACCORD, 2010-2012 ACCORD CROSSTOUR, 2006-2011 CIVIC, 2006-2011 CIVIC HYBRID, 2006-2011 CIVIC NGV, 2007-2011 CR-V, 2012 FCX CLARITY, 2009-2012 FIT, 2010-2012 INSIGHT, AND 2009-2012 PILOT VEHICLES. THE PASSENGER FRONTAL AIRBAG INFLATOR IN YOUR VEHICLE MAY RUPTURE WHEN DEPLOYING DURING A CRASH. THE POTENTIAL FOR SUCH RUPTURES MAY OCCUR IN SOME OF THE SUBJECT AIRBAG INFLATORS AFTER SEVERAL YEARS OF EXPOSURE TO PERSISTENT CONDITIONS OF HIGH ABSOLUTE HUMIDITY. HONDA SUGGESTS THAT YOU AVOID HAVING A PASSENGER SIT IN THE FRONT PASSENGER'S SEAT UNTIL THE RECALL REPAIR HAS BEEN PERFORMED.

Safety Risk

IN THE EVENT OF A PASSENGER FRONTAL AIRBAG INFLATOR RUPTURE, METAL FRAGMENTS COULD PASS THROUGH THE AIRBAG CUSHION MATERIAL, POTENTIALLY RESULTING IN INJURY TO VEHICLE OCCUPANTS. THE RISK OF SUCH

AN OCCURRENCE INCREASES OVER TIME. IT IS IMPERATIVE YOU SCHEDULE AN APPOINTMENT WITH AN AUTHORIZED HONDA DEALER NOW TO AVOID THIS CONDITION IN THE FUTURE.

Remedy

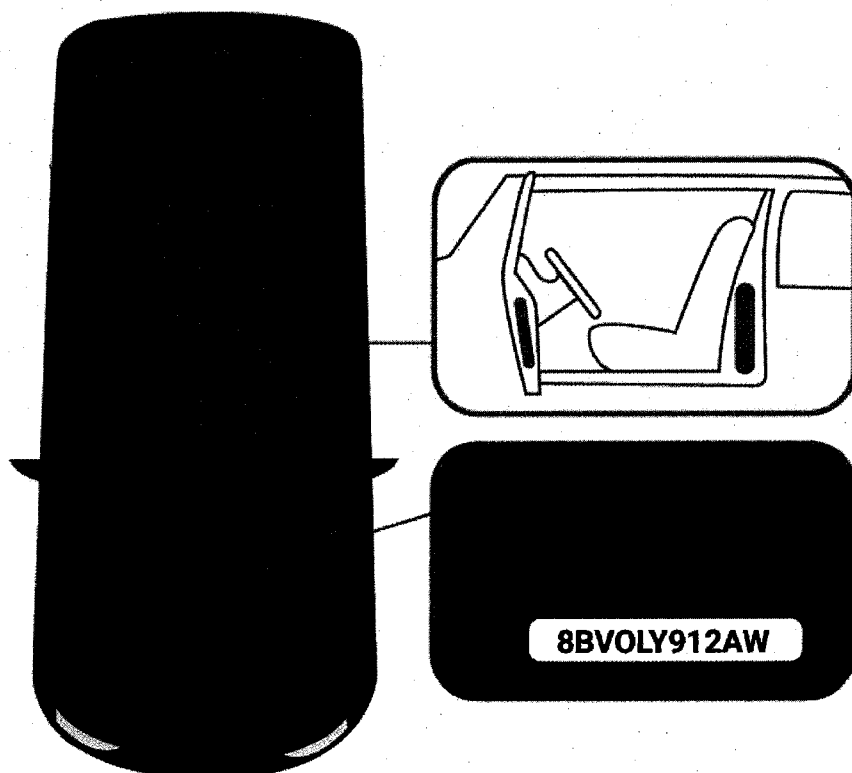
PLEASE CALL ANY AUTHORIZED HONDA DEALER AND MAKE AN APPOINTMENT TO HAVE YOUR VEHICLE REPAIRED. YOUR DEALER WILL REPLACE THE PASSENGER'S FRONT AIRBAG INFLATOR WITH AN INFLATOR OF A DIFFERENT DESIGN, FREE OF CHARGE. FOR ADDITIONAL INFORMATION AND ASSISTANCE IN LOCATING A HONDA DEALER, PLEASE VISIT WWW.RECALLS.HONDA.COM OR CONTACT HONDA AUTOMOBILE CUSTOMER SERVICE AT 1-888-234-2138. HONDA'S CAMPAIGN NUMBER FOR THIS RECALL IS KE1.

Manufacturer's Notes

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,
please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or
TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool covers

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years
- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

What this VIN search tool does not cover

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified

- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

Stay informed.

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

SIGN UP

From your complaints to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipments that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Example of Complaints →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

View monthly investigation reports →

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

Go to search by VIN →

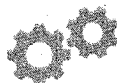
Recalls Spotlight

The latest updates on recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

View Recalls Spotlight →

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.



You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

TIPS FOR YOUR SAFETY

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Safercar TV: Driven by Safety

For more than 50 years, the National Highway Traffic Safety Administration has been working to keep people safe on the road. Learn more about what we do and how we enable everyone to live safer.

[Go to YouTube Channel →](#)

News

[See All](#)

PRESS RELEASES

U.S. Department of Transportation expands and accelerates Takata air bag inflator recall to protect American drivers and passengers

[Read More →](#)

PRESS RELEASES

Effective Today: New Federal law for recalled rental cars protects consumers from vehicle safety defects

[Read More →](#)

PRESS RELEASES

NHTSA: New test data on particular subset of Takata air bag inflators shows substantially higher risk

Read More →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

REPORT A PROBLEM

NHTSA Information ▾

Information For ▾

NHTSA Sites ▾

Website Information ▾

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

1-888-327-4236

1-800- 424-9153 (TTY)



[Submit Feedback >](#)