

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

04-OCT-2016

JAN - 4 2017

Repository ☐

Reference No.
10913666

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

DALY CITY

State

CA

Zip Code

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

2HGFC4B066H

Make

HONDA

Model

CIVIC

Model Year

2016

Date Purchased

6/24/16

Dealer's Name and Telephone Number

Honda of Serramonte

Engine

No. Cylinders

4

Fuel Type:

unleaded

Original Owner

☒

Dealer's City

Colma

State

CA

Zip Code

94014

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

16-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM; 341000 COMMUNICATIONS: HORN ASSEMBLY

Failure Mileage

3000

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: DOTM19ABC036)

☐ 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).

TL* THE CONTACT OWNS A 2016 HONDA CIVIC. THE CONTACT STATED THAT THE HORN WAS INAUDIBLE WHEN ACTIVATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE WAS NOT DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 3,000. THE VIN WAS UNAVAILABLE.

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)

I purchased this vehicle brand new. When I later used the horn it was barely audible. I reported this to the dealer who told me to bring it in. "Ted" the service technician said they have received several complaints concerning the horn not being loud enough to be heard by other vehicles while driving. He said there was no repair to be made, & said that's just how all of the horns sound. While driving this vehicle I find it to be unsafe as others drivers cannot hear the horn due to its extremely low volume, which creates a dangerous hazard when the horn is ineffective to warn others drivers who make driving maneuvers like unsafe lane changes, backing, etc. vehicles do not respond to this horn rendering it basically useless & dangerous. Honda refused to remedy the defective horn. ^{if threatens to cancel warranty if changed.}

ATTACH ADDITIONAL SHEETS IF NECESSARY

SAN FRANCISCO

CA 940

25 NOV '16

PM 4 L

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

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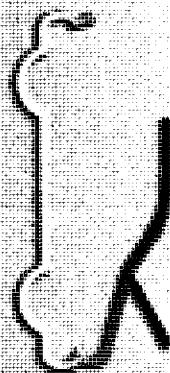
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POSTAGE WILL BE PAID BY ADDRESSEE

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**

NHTSA

Vehicle Defect Reporting Form (VDRF)
U.S. Department of Transportation
National Highway Traffic Safety Administration