



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

August 8, 2017

[Redacted]

Edina, MN [Redacted]

Dear [Redacted]:

NEF-109 rrr  
Ref. No. 11009988

AUG 10 2017  
AUG 11 2017

Thank you for your correspondence concerning your model year (MY) 2010 Honda Civic. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair 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.

Your correspondence covers a lot of issues for which we have no jurisdiction. Therefore, we can only respond to issues relating to motor vehicle safety and provide guidance for your other motor vehicle and transportation concerns.

You indicate that the dashboard in your MY 2010 Honda Civic is cracking in an area near the radio and passenger air bag/glove box. You assert that the type of plastic used in the dashboard and interior is inappropriate for the areas it is being used. In addition, you state that prior to leaving California you took the vehicle to a dealer for scheduled service and to diagnose why you were getting poor fuel economy. You feel the poor fuel economy is caused by an issue with the pistons. Also, during the visit the dealer replaced the passenger-side air bag because it was on a replacement list. Furthermore, you have a problem with the location of the driver-side side air bag, which creates a blind spot when making left turns. You feel that your vehicle is decaying and inherently unsafe; therefore, NHTSA should conduct an investigation into these problems.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to interior plastic and blind spots in MY 2010 Honda Civic vehicles. At this time there is insufficient evidence to warrant opening a safety defect investigation. Since you did not provide your vehicle identification number, we assume that the dealer replaced the front passenger-side air bag because MY 2010 Honda Civics are included in NHTSA Safety Recall Campaign No. 16V-346. In the event of a crash necessitating deployment of the front air bags, these inflators

may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, NHTSA's investigation and recall process is on our website at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

Your fuel economy problems should be directed to the Environmental Protection Agency (EPA). You may contact the EPA by writing to Environmental Protection Agency, Ariel Rios Building, 1200 Pennsylvania Avenue, N.W., Mail Code 3213A, Washington, DC 20460; by telephone at 202-272-0167; or by visiting their website at [www.epa.gov](http://www.epa.gov).

Motor carrier issues concerning the transportation of motor vehicles and household goods falls under the jurisdiction of the Federal Motor Carrier Safety Administration (FMCSA). You can contact the FMCSA by mail at Federal Motor Carrier Safety Administration, 1200 Jersey Ave. SW Washington; by toll free telephone at 888-368-7238; and online at <https://ask.fmcsa.dot.gov/app/ask/>


Your concerns regarding cameras used for red-light enforcement and other traffic, road or highway issues should be directed to the Federal Highway Administration (FHWA). You can contact the FHWA by mail at Federal Highway Administration, 1200 New Jersey Ave., SE, Washington, DC 20590; by telephone at 202-366-400; or by Internet at [safety.fhwa@dot.gov](mailto:safety.fhwa@dot.gov). In addition, we recommend that you contact your State and local authorities for any concerns you may have about specific red-light camera, traffic, road or highway issues in your region.

Finally, your other concerns do not fall under the jurisdiction of the U.S. Department of Transportation or NHTSA. You may consider contacting the appropriate Federal or State agency, your local Consumer Protection Agency, the Minnesota Office of the Attorney General, or a private attorney regarding your problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) has jurisdiction over fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB). The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB 800-955-5100.

I hope you find this information helpful. If further assistance is needed, please contact Mr. Stephen Ridella, Director, Office of Defects Investigation, at 202-493-2631.

Sincerely,

  
Jeffrey Giuseppe  
Acting Associate Administrator  
for Enforcement