



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

FOR AGENCY USE ONLY 100148

Date Received: 07-NOV-2017
Repository:
Reference No.: 11044053

JAN 22 2018

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: AURORA State: IL Zip Code: [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: 19XFC2F58HE [REDACTED]
Make: HONDA Model: CIVIC Model Year: 2017
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: Valley Honda 630 851-5700
Original Owner: Dealer's City: Aurora State: IL Zip Code: 60504 Engine: No. Cylinders: [REDACTED] Fuel Type: Gasoline
Transmission Type: Automatic Antilock Brakes: Cruise Control: Powertrain: [REDACTED] Multiple Failure: Air bag, Seat Belt.
Incident Date(s): 31-OCT-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 150000 SEAT BELTS, 140000 AIR BAGS
Failure Mileage: 4000 Failure Speed: 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment: Prior Repair: Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: 1 Number of Deaths: 0 Reported to Police: Y

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 2017 HONDA CIVIC. WHILE DRIVING APPROXIMATELY 30 MPH, ANOTHER VEHICLE SUDDENLY DROVE IN FRONT OF THE CONTACT'S VEHICLE. THE INCIDENT CAUSED THE CONTACT TO T-BONE THE VEHICLE IN FRONT. THE AIR BAGS DEPLOYED; HOWEVER, THE DRIVER'S AIR BAG DID NOT DEPLOY IN A FORWARD DIRECTION. INSTEAD, THE AIR BAG DEPLOYED IN A DOWNWARD DIRECTION. THE SEAT BELT ALSO FAILED TO RETRACT AND LOCKED UP, CAUSING THE CONTACT TO LUNGE FORWARD. A POLICE REPORT WAS FILED. THE VEHICLE WAS DRIVEN AWAY FROM THE SCENE. THE CONTACT RECEIVED INJURIES TO THE ARM, CHEST, AND KNEE AREAS. MEDICAL ATTENTION WAS NEEDED. THE CONTACT CALLED VALLEY HONDA (4173 OGDEN AVENUE, AURORA, IL 60504; 630-851-5700) AND WAS INFORMED THAT HIS INSURANCE COMPANY NEEDED TO INVESTIGATE AND DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OPENED CASE NUMBER: [REDACTED] HOWEVER, THE CONTACT HAD NOT RECEIVED A RESPONSE. THE APPROXIMATE FAILURE MILEAGE WAS 4,000.

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)

First of all I want to apologize for the delay on my answer, I just received the letter a few days ago, it seems that it was lost in the mail or delivered somewhere else.

On November, 09 2017 my daughter got a letter from Honda because the vehicle is registered on her name, I call Honda and told them that who was driving the car when the accident happened was me. They took my statement, at the end they asked a question "What do you want from Honda and I said well I want an investigation of the failure of the air bag and seat belt" since then I have not hear anything else from Honda.

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

5 SUBSCRIPTIONS

11 604

09 JAN 18

PN 101



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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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CONFIDENTIAL



November 8, 2017

[REDACTED]
Aurora, IL [REDACTED]

Re: 2017 Honda Civic, VIN: 19XFC2F58HE [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2017 Honda Civic.

We attempted to contact you by telephone regarding the accident related concerns you have had with your vehicle, however we have been unable to reach you. Please contact me by November 15, 2017 if you have outstanding concerns with the vehicle. Otherwise we will consider this matter resolved.

I can be reached at 310-781-5259, Monday through Friday between the hours of 7:00 AM and 3:30 PM Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.


Rio Wardana
Regional Case Manager
Automobile Customer Service
File No. 06430505

Honda Automobile Division

American Honda Motor Company, Inc., 1919 Torrance Boulevard, Torrance, California 90501-2746 Phone (310) 783-2000

