



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

Repository ☐

08-FEB-2018

Reference No.

APR 02 2018

11071839

**OWNER INFORMATION (Type or Print)**

Name

Address

City

EAST ROCKAWAY

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

19XFB2F53CE

Make

HONDA

Model

CIVIC

Model Year

2012

Date Purchased

6/2012

Dealer's Name and Telephone Number

Honda Manhasset

Engine:

No: Cylinders

Fuel Type:

Regular

Original Owner

☒

Dealer's City

Manhasset

State

NY

Zip Code

Transmission Type

4-CYL

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

07-FEB-2018

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM

Failure Mileage

30000

Failure Speed

50

**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: DOTM9ABC036)

☐ 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

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: Column motor in steering replace. YES it is

TL\* THE CONTACT OWNS A 2012 HONDA CIVIC. WHILE THE CONTACT'S DAUGHTER WAS DRIVING 50 MPH, THE STEERING WHEEL SEIZED AND THE POWER STEERING WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED WITH A POWER STEERING AND ELECTRICAL FAILURE. THE CONTACT WAS INFORMED THAT THE POWER STEERING COLUMN NEEDED REPLACEMENT. THE CONTACT STATED THAT THE VEHICLE WAS NOT REPAIRED DUE TO COST AND BELIEVED THERE SHOULD BE A RECALL. THE HONDA MANUFACTURER AND LOCAL DEALER (MILLENNIUM HONDA, 286 N FRANKLIN ST, HEMPSTEAD, NY 11550, (516) 481-2800) WERE CONTACTED AND INFORMED THE CONTACT OF NO OPEN RECALLS. THE APPROXIMATE FAILURE MILEAGE WAS 30,000.

Include, if available:

Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 amendments. You are should take appropriate or a statistical summary.

Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. There is no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, in whole or in part, may be used in support of the agency's action.

SECRET

**COMMUNITY AUTO REPAIR**  
30 Main Street, E. Rockaway, NY 11518

Ph 516-599-9564 RS#7066262

Sale

ation Label: Visa credit  
11/1/20

XXXX

السلامة العامة

Method: Chip

Online

2

Batch#

17:16:01

Appr Code: 615649

31: \$

896.00

2000年12月

6. *Conclusions* 100

11/10/01 11:11 AM

### MATERIAL USED

[illegible]

|                  |               |            |                                                          |
|------------------|---------------|------------|----------------------------------------------------------|
| NAME             |               | DATE       |                                                          |
| [REDACTED]       |               | 2/15/18    |                                                          |
| ADDRESS          |               | E Rockaway |                                                          |
| [REDACTED]       |               | [REDACTED] |                                                          |
| MAKE             | TYPE OR MODEL | YEAR       | RECEIVED                                                 |
| Honda            | CIVIC LX      | 2012       | AM                                                       |
| SERIAL NO.       | PLATE         |            | PROMISED                                                 |
| 19X1-B2F6308     | [REDACTED]    |            | AM                                                       |
| SPEEDOMETER      | LICENSE NO.   | TERMS      | PHONE WHEN READY                                         |
| 30199            | [REDACTED]    |            | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| ORDER WRITTEN BY |               | PHONE      |                                                          |
| [REDACTED]       |               | [REDACTED] |                                                          |

| DSS | ISJ                                          | LABOR CHARGE |
|-----|----------------------------------------------|--------------|
|     | Lubrication <input type="radio"/>            |              |
|     | Change Oil <input type="radio"/>             |              |
|     | Change Oil Filter Cart <input type="radio"/> |              |
|     | Change Trans. <input type="radio"/>          |              |
|     | Change Diff. <input type="radio"/>           |              |
|     | Pack Front Wheel Brgs. <input type="radio"/> |              |
|     | Adjust Brakes <input type="radio"/>          |              |
|     | Rotate Tires <input type="radio"/>           |              |
|     | Wash Polish <input type="radio"/>            |              |
|     | State Inspection <input type="radio"/>       |              |

|           |              |                     |                       |
|-----------|--------------|---------------------|-----------------------|
| OPER. NO. | INSTRUCTIONS | State<br>Inspection | <input type="radio"/> |
|-----------|--------------|---------------------|-----------------------|

Replace old NEW E/E STEERING  
motor and Program STEERING

|     |   |
|-----|---|
| 225 | a |
|-----|---|

Phil C.

[illegible][illegible]

| QUAN. | ACCESSORY NO. | ACCESSORIES | PRICE |
|-------|---------------|-------------|-------|
|-------|---------------|-------------|-------|

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

TOTAL ACCESSORIES[illegible]

|                                                                                                                                   | GAS, OIL & GREASE       | PRICE |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------|
| NOT RESPONSIBLE FOR LOSS OF DAMAGE TO CARS OR VEHICLES LEFT IN CARS OR CARS OF FIRM, INFEED OR ANY OTHER CASES BEYOND OUR CONTROL |                         |       |
|                                                                                                                                   | GALS. GAS               | 20    |
|                                                                                                                                   | QTS. OIL                | 40    |
|                                                                                                                                   | LBS. GREASE             | 40    |
|                                                                                                                                   | TOTAL GAS, OIL & GREASE |       |

|  |  |  |                   |        |
|--|--|--|-------------------|--------|
|  |  |  | TOTAL LABOR       | 225 00 |
|  |  |  | TOTAL PARTS       | 594 00 |
|  |  |  | ACCESSORIES       |        |
|  |  |  | GAS, OIL & GREASE |        |
|  |  |  | OUTSIDE REPAIRS   |        |
|  |  |  |                   | 820 00 |
|  |  |  | TAX               | 70 00  |
|  |  |  | TOTAL AMOUNT      | 990 00 |

## News Today