

 U.S. Department of Transportation National Highway Traffic Safety Administration	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			FOR AGENCY USE ONLY 100148	
	Date Received 30-MAY-2018 <b>JUL 23 2018</b>		Repository <input type="checkbox"/> Reference No. 11098753		
<b>OWNER INFORMATION (Type or Print)</b>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	OR	Zip Code		
DEPOE BAY					
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
2HGFC2F88H		HONDA	CIVIC	2017	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2-14-18	Sunwest Honda		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	NEWPORT	OR	97365	4	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
CUR	<input checked="" type="checkbox"/> Cruise Control				28-MAY-2018
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 060000 ENGINE (PWS), 030000 BRAKES (PWS)				Failure Mileage	Failure Speed
				5000	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2017 HONDA CIVIC. UPON STARTING THE VEHICLE FROM A "COLD START", THE CHECK ENGINE AND ABS WARNING INDICATORS ILLUMINATED. THE CONTACT PURCHASED THE VEHICLE USED SEVERAL WEEKS AGO. THE VEHICLE WAS TAKEN TO SUNWEST HONDA-MAZDA (1030 NORTH COAST HIGHWAY, NEWPORT, OR 97365, (541) 265-8547) WHERE THE CONTACT WAS ADVISED THAT THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 5,000.					
The failure happened SEVERAL TIMES SINCE NEW					
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.					



1030 North Coast HWY  
Newport, OR 97365  
Phone: (541) 265-8547

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. - 1:30 p.m. - Saturday

R/O Open Date	R/O Number
5/29/18	
R/O Close Date	Status
6/04/18	Pre-Invoice
Mileage In	Mileage Out
6136	6136
Service Advisor / Tag #	
Roy Putman	
Vehicle Identification Number	
2HGFC2F88H	
Delivery Date	In-Service Date
2/14/18	2/14/18
Color	License Number
AEGEAN BLU	

DEPOE BAY, OR		Work Phone	
Year	Make	Model	Body
2017	HONDA	CIVIC SEDAN	EX CVT W/HONDA SE
		Home Phone	

**DESCRIPTION OF SERVICE AND PARTS** **AMOUNT**

#1 - 000: \*\*\*MAINTENANCE AND DISCOVERY\*\*\*  
 CUSTOMER STATYES ALL WARNING LIGHTS ON DASH, CHEC AND ADVICE.  
 Tech: HOUSE TECH (99 )  
 Installed 42200-TBA-A01 :BEARING ASSY., RR. Qty: 1 Warranty  
 Installed 47510-TBA-A02 :HARNES, R. EPB Qty: 1 Warranty  
 C003A-14 RIGHT REAR WHEEL SENSOR SHORT OPEN TO GR OUND, U0126-00 CAN COMM FAILURE STEERING ANGLE SEN SOR, EPS U003A-F0 RIGHT REAR WHEEL SENSOR, U0416-6 8 VSA MALFUNCTION, IDSS C0051-54 STEERING NEUTRAL POSITIONING, C0051-96 STEERING ANGLE MALFUNCTION, U0416-68 VSA MODULATOR MALFUNCTION, U0416-F8 VSA M ODULATOR CONTROL UNIT FAILURE, CHECKED FOR DTCS AN D DATA LIST TROUBLESHOOTING, ROAD TEST DATA LIST O PERATION FUNCTIONAL TEST ON RIGHT REAR WHEEL SENSO R, INTERMITTENT INPUT TO VSA MCU. REPLACED RIGHT R EAR WHEEL BEARING ASSEMBLY AND ABS WHEEL SPEED SEN SOR. TEST DROVE TO VALIDATE FIX. MONTE WOLVERTONE.  
 \*\*\*\*\*  
 \* Visit SunwestHonda/Mazda.com for Service Specials and \*  
 \* Coupons. \*  
 \*\*\*\*\*  
*This took 3 attempts over 11 days to fix first VSA module*  
*3 and this one which seemed to fix the problem so far*  
*11 days total to fix*  
*lights came on during the first 4 hours I owned this car*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**