



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
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

05-JUL-2018

Reference No.
11109668

SEP 04 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FREMONT State CA 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: JHMZCF3230 [REDACTED]
Make: HONDA Model: CLARITY PLUG-IN HYB Model Year: 2018
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 01-MAY-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 141300 AIR BAGS: FRONTAL: PASSENGER SIDE Failure Mileage: 2300 Failure Speed: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 2018 HONDA CLARITY PLUG-IN HYBRID. WHILE DRIVING UNKNOWN SPEEDS, THE FRONT PASSENGER AIR BAG WARNING INDICATOR ILLUMINATED WHEN AN ADULT OCCUPANT WAS SEATED IN THE SEAT. THE VEHICLE WAS TAKEN FOUR TIMES TO THE LOCAL DEALER (AUTONATION HONDA FREMONT, 5780 CUSHING PKWY, FREMONT, CA 94538, (510) 224-4801) AND STATED THAT AUTHORIZATION WAS NEEDED TO REPAIR THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND OPENED CASE NUMBER: [REDACTED]. NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 2,300.

SEE ADDITIONAL NOTES ON BACK SIDE

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)

AS A CLARIFICATION, THE "AIRBAG DISABLED" LIGHT
CAME ON FOUR DIFFERENT TIMES. THREE TIMES
WE TOOK THE CAR TO SHOW THE DEALERSHIP THE
PROBLEM WHILE THE LIGHT WAS LIT. THE DEALERSHIP
CONFIRMED THAT THEY SAW THE WARNING LIGHT WAS
INCORRECTLY LIT WHILE AN ADULT WAS IN THE FRONT SEAT
THE ~~ALL~~ ^{LAST} THREE TIMES BUT DID NOT REPAIR THE
PROBLEM. THEY TOLD HONDA USA THAT THE SAFETY DEVICES
DO NOT WORK "WITHIN SPECIFICATION".

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-8382
Official Business
Penalty for Private Use \$300

OAKLAND
CA 94615
31 JUL '18
PM 5 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
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



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