

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<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 15-JUL-2019 <b>OCT 30 2019</b>		Repository <input type="checkbox"/> Reference No. 11232061	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		City	
[REDACTED]		[REDACTED]		RICHMOND	
State		Zip Code		Daytime Telephone Number	
TX		[REDACTED]		[REDACTED]	
Evening Telephone Number		E-mail Address			
[REDACTED]		[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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
19XFB2F83EE [REDACTED]		HONDA		CIVIC EX	
Model Year		Engine: No: Cylinders		Fuel Type:	
2014		4 No: Cylinders		Regular Unleaded	
Date Purchased		Dealer's Name and Telephone Number		Original Owner	
6/7/2019		MOMENTUM VW		<input type="checkbox"/>	
Dealer's City		State		Zip Code	
HOUSTON		TX		77098	
Transmission Type		Antilock Brakes		Powertrain	
CVT Automatic		<input checked="" type="checkbox"/>		Multiple Failure:	
Cruise Control		<input checked="" type="checkbox"/>		Incident Date(s)	
[REDACTED]		[REDACTED]		19-JUN-2019	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	
[REDACTED]				44820	
Failure Speed				[REDACTED]	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
[REDACTED]		[REDACTED]		[REDACTED]	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
[REDACTED]		[REDACTED]		[REDACTED]	
Tire Component Code				Tire Failure Type:	
[REDACTED]				[REDACTED]	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
[REDACTED]		[REDACTED]		[REDACTED]	
Seat Type:		Installation System:			
[REDACTED]		[REDACTED]			
Child Seat Component Code:		Failed Part:			
[REDACTED]		[REDACTED]			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash		Fire		Number of Persons Injured	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		[REDACTED]	
Number of Deaths		Reported to Police			
[REDACTED]		N			
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 2014 HONDA CIVIC. WHILE DRIVING, THE AIR BAG WARNING INDICATOR ILLUMINATED. THE CONTACT WAS CONCERNED THAT THE AIR BAG MIGHT NOT DEPLOY IN THE EVENT OF A CRASH. THE VEHICLE WAS TAKEN TO MOMENTUM VOLKSWAGEN (LOCATED AT 2405 RICHMOND AVE, HOUSTON, TX 77098, (844) 894-5462) WHERE THE FOLLOWING CODES WERE FOUND: B0001-13 (PERMANENT DTC OPEN INCREASED RESISTANCE IN THE DRIVER AIR BAG FIRST INFLATOR) AND B0050-13 (PERMANENT DTC OPEN INCREASED RESISTANCE IN THE DRIVER SEAT BELT BUCKLE SWITCH). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DID NOT ASSIST. THE APPROXIMATE FAILURE MILEAGE WAS 44,820.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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 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.					

On 6/7/2019, I purchased a Honda Civic EX from Momentum VW 2405 Richmond Ave, Houston TX 77098. This vehicle was advertised on the website listed under Audi Central Dealership (2120 Southwest Freeway Houston, TX 77098). These two dealership are in the same network called "sister store". So Momentum VW took this vehicle from Audi Central and sold it to me. The car was listed for \$13,000 and I bought for \$12,500 + TTL. I believed this car was not clean and not thoroughly check ~~at~~ for inspection and safety on 6/7/19. Mr. JASON Clark told me to pick up the car on 6/11/19. So I picked up the car on 6/11/19 as Mr. Clark said everything ~~was~~ ready. After I took the car home, I noticed that ~~the~~ under the hood was not clean. Any time you buy a car from a big dealership like Momentum VW, they ~~suppose~~ to wash and clean inside out before they deliver the car to the buyer. More importantly, the dealership must check all safety features and this is state law. I strongly believe that they did not test for malfunctions and safety features. or they intentionally ignored to repair the airbag after I already signed

the contract. About a few days later after 6/11/19, the airbag indicator lit up while I am driving. So I talked to Jason Clark and his store manager about this problem. The store manager is so rude and try not to help and he even said to me, "there are some recall for Honda civic." This indication means that they already knew the problem of this particular civic and did not want to fix on their expense, after I already signed the contract. So on 7/15/19, I brought the car in for them to test with their scanner and 2 codes were found:

- ① B0001-13 permanent DTC open or increased resistance in the driver's airbag first inflator.
- ② B0050-13 Permanent DTC open or increased resistance in the driver's seat belt buckle switch.

Momentum VW is not a good and dishonest dealership to buy from. I think Honda civics should be recalled for repair for safety. Thank you for your time.

Vin # 19XFBZF83EE [REDACTED]

Sincerely,  
[REDACTED]

9/20/19