

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 04-MAR-2020 JUL 16 2020	Repository ☐ Reference No. 11316151
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City IRVINE		State CA	Zip Code		
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 JHMZC6F32J0		Make HONDA	Model CLARITY ELECTRIC	Model Year 2018	
Date Purchased 01/02/2019	Dealer's Name and Telephone Number FREEWAY HONDA - 714-547-3555		Engine: No: Cylinders	Fuel Type: ELECTRIC	
Original Owner ☐	Dealer's City SANTA ANA	State	Zip Code		
Transmission Type ☒ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: NO WARNING SIGN NO AIR BAG DEPLOYMENT		Incident Date(s) 23-FEB-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage 9975	Failure Speed 5
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: DOTM19ABC036)	☐ 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; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2018 HONDA CLARITY ELECTRIC. THE CONTACT STATED AFTER REVERSING INTO A PARKING SPACE AND SHIFTING TO PARK THE VEHICLE STARTED TO MOVE FORWARD AT 5 MPH ON ITS OWN COLLIDING WITH A POLE. THE CONTACT WAS ABLE TO DEPRESS THE BRAKE PEDAL TO STOP THE VEHICLE. THE CONTACT STATED NO AIR BAGS DEPLOYED, NO ONE WAS INJURED, AND NO POLICE REPORT WAS FILED. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TOWED TO LOCAL DEALER FREEWAY HONDA (1505 AUTO MALL DR, SANTA ANA, CA 92705) WHERE THE FAILURE CAUSE WAS NOT DIAGNOSED. THEN THE VEHICLE WAS TAKEN TO CALIBER COLLISION (1620 E MCFADDEN AVE, SANTA ANA, CA 9270) TO DO THE BODY REPAIRS. THE VEHICLE HAD NOT BEEN REPAIRED AS OF YET. THE MANUFACTURER HAD BEEN INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 9,975.					
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)

2

REPAIR ESTIMATE ATTACHED - 8 pages
CALIBER COULD NOT GET SPECS ON HONDA CLARITY - ELECTRIC
AND HENCE THEY GAVE AN ESTIMATE BASED ON PLUG IN HYBRID
WHY??-

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

LOS ANGELES
CA 900
130 APR '20
PM 12 1



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



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

CALIBER - ORANGE NON-DRIVE

RESTORING THE RHYTHM OF YOUR LIFE
749 N POPLAR ST, SUITE 400, ORANGE, CA
92868

Phone: (714) 602-2667

FAX: (714) 602-2672

Workfile ID:

Federal ID:

State EPA:

BAR:

33-0728858

CAL000420192

ARD287137

Estimate of Record

RO Number: [REDACTED]

Written By: Kyle Sharaf, 3/4/2020 2:03:22 PM
Adjuster: COOPER, SEAN, (509) 960-3452 Business

Insured: [REDACTED]

Type of Loss: Collision

Point of Impact: 10 Left Front Pillar (Left Side)

Policy #: [REDACTED]

Date of Loss: 2/23/2020 12:00 PM

Claim #: [REDACTED]

Days to Repair: 10

Owner: [REDACTED]

IRVINE, CA

Evening

Inspection Location:

CALIBER - ORANGE NON-DRIVE
749 N POPLAR ST
SUITE 400
ORANGE, CA 92868
Repair Facility
(714) 602-2667 Business

Insurance Company:

LIBERTY MUTUAL FIRE INSURANCE COMPANY
0675
P.O. Box 515097
LOS ANGELES, CA 90051
(800) 332-3226 Business

VEHICLE

2018 HOND Clarity Plug-In Hybrid 4D SED 4-1.5L Hybrid Sequential MPI WHITE

VIN: JHMZC6F32JC [REDACTED]

Interior Color:

Mileage In: 10,056

Vehicle Out:

License: [REDACTED]

Exterior Color: WHITE

Mileage Out:

State: CA

Production Date: 8/2018

Condition:

Job #:

TRANSMISSION

Automatic Transmission

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

DECOR

Dual Mirrors

Tinted Glass

Console/Storage

Overhead Console

Wood Interior Trim

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Telescopic Wheel

Climate Control

Backup Camera

Intelligent Cruise

Home Link

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

Lane Departure Warning

SEATS

Cloth Seats

Bucket Seats

Reclining/Lounge Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Three Stage Paint

OTHER

Traction Control

Stability Control

Rear Spoiler

Xenon Headlamps

Power Trunk/Gate Release

Estimate of Record

RO Number: [REDACTED]

1

2018 HOND Clarity Plug-In Hybrid 4D SED 4-1.5L Hybrid Sequential MPI WHITE

42	*	Repl	LT Belt molding (post @ cost) Note: Damaged during dissassembly.	72450TRTA01	1	1.00	0.3	0.0
43		R&I	LT R&I mirror		0	0.00	0.3	0.0
44		R&I	LT Handle, outside platinum white		0	0.00	0.4	0.0
45		R&I	LT R&I trim panel		0	0.00	0.5	0.0
46		Repl	LT Lower seal	72366TRTA01	1	24.18	0.3	0.0
47	*	Repl	LT Protector platinum white	75322TRTA01ZG	1	229.47	0.1	0.0
48	MISCELLANEOUS OPERATIONS							
49	*	Repl	Cover car/bag		1	5.00 X	0.3	0.0
50	#		Flex Additive		1	5.00 T	0.0	0.0
51	#	Subl	Recalibrate Steering Angle Sensor		1	250.00 X	0.0	0.0
52	#		4 Wheel Alignment		1	89.95	0.0	0.0
53	#	Repl	Tire - Michelin - Energy Saver A/S; 235/45/R18		1	1.00	0.0	0.0
54	#		Post-repair scan		1	80.00 X	0.5	0.0
55	RECYCLED ASSEMBLIES							
56	*	Repl	RCY Lt Front Knee Assy +20%		1	618.00 m	2.1 M	0.0
57			OTHER CHARGES					
58	#		Towing		1	185.00		
SUBTOTALS						11,684.26	28.2	7.0

NOTES

Prior Damage Notes:
none

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			10,961.46
Body Labor	16.8 hrs @	\$ 54.00 /hr	907.20
Paint Labor	7.0 hrs @	\$ 54.00 /hr	378.00
Mechanical Labor	11.4 hrs @	\$ 121.00 /hr	1,379.40
Paint Supplies	7.0 hrs @	\$ 38.00 /hr	266.00
Miscellaneous			537.80
Other Charges			185.00
Pre-Tax Discount		-1.6 %	-233.84
Subtotal			14,381.02
Sales Tax	\$ 11,052.74 @	7.7500 %	856.59
Grand Total			15,237.61
Deductible			1,000.00
CUSTOMER PAY			1,000.00
INSURANCE PAY			14,237.61

Estimate of Record

RO Number: [REDACTED]

2018 HOND Clarity Plug-In Hybrid 4D SED 4-1.5L Hybrid Sequential MPI WHITE

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. CCC ONE: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

"CURE TIME" MEANS THE LENGTH OF TIME THAT, PER THE ADHESIVE MANUFACTURER, THE WINDSHIELD ADHESIVE NEEDS TO CURE UNTIL THE WINDSHIELD CAN PROPERLY FUNCTION AS A SAFETY DEVICE PURSUANT TO THE FEDERAL MOTOR VEHICLE SAFETY STANDARDS AND THE VEHICLE MANUFACTURER'S SPECIFICATIONS.

Estimate of Record

RO Number: [REDACTED]

2018 HOND Clarity Plug-In Hybrid 4D SED 4-1.5L Hybrid Sequential MPI WHITE

THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL

Please present this Appraisal to the repair facility before repairs begin.

We reserve the right to inspect any additional damage.

** For supplement requests, please follow the instructions below:

**** If the ORIGINAL APPRAISAL was completed by a LIBERTY MUTUAL STAFF APPRAISER or an INDEPENDENT APPRAISER, please contact the appraiser directly; their email address and phone number can be located in the header of the appraisal or in the "APPRAISER INFORMATION" section at the top of the appraisal.

**** Instructions if the ORIGINAL APPRAISAL was completed by a LIBERTY MUTUAL GUARANTEED REPAIR NETWORK SHOP*****:

***** SHOPS USING CCC ESTIMATING SOFTWARE *****

--- PREFERRED METHOD --- Your facility can pull down the original estimate and add your supplement request using THE WORKFILE VIA ESTIMATE SHARE (AWE WORKFILE RETRIEVAL - instructions are listed below) If you are unable to complete these steps, the workfile can also be sent to you.

--- NON- PREFERRED METHOD --- Call the Liberty Mutual Supplement Hotline at 855-837-1529 OR Email LIBERTYSUPP@CCCIS.COM with your shop name, a contact number. Note that you are a CCC One shop requesting a Liberty Mutual open shop supplement assignment. Please use the following subject line on your request "NEW CCC SUPPLEMENT FILE REQUEST FOR (INSERT CLAIM NUMBER)". After contacting CCC, they will send the original work file to your CCC One estimating system. Open and complete your supplement, LOCK it & upload with the attached photos and documentation.... The supplement has to be LOCKED to transfer through CCC to Liberty Mutual. However, you can email as noted above.

**** FOR NON-CCC SHOPS OR IF YOUR SUPPLEMENT IS ALREADY COMPLETED IN CCC*** Email your written supplement PDF, photos and supporting documents to LIBERTYSUPP@CCCIS.COM for processing. Please use the subject line "NEW SUPPLEMENT REQUEST FOR NON CCC SHOP (INSERT CLAIM NUMBER)". To avoid a service delay, please include your shop name, and contact name and phone number. NOTE: You will not be able to merge or upload a supplement that was written prior to completing the download.

If you have RENTAL COVERAGE or are entitled to a Rental due to this loss, Rental will be allowed for the reasonable period necessary to repair your vehicle, subject to any applicable policy provisions, laws or regulations.

If a rental vehicle has not been pre-authorized or you have any questions regarding your rental coverage or eligibility, please contact your adjuster prior to securing a rental vehicle.

Additional rental costs offered through the rental agency are not covered.

Liberty Mutual offers body shops fast and convenient service online through our Claim Information Portal. You can check claim status, obtain payment details, view liability status, and much more.

Visit CLAIMINFOPORTAL.LIBERTYMUTUAL.COM to register and login.

THE INSURER GUARANTEES THAT IT WILL REPLACE ANY PART IDENTIFIED IN THIS ESTIMATE WHICH IS NOT A NEW ORIGINAL EQUIPMENT MANUFACTURER PART, INCLUDING RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER OR NEW PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER, IF A DEFECT IS DISCOVERED.

THIS GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THIS ESTIMATE, BUT IT IS NOT TRANSFERABLE TO ANY OTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND PAINT AND MATERIALS, IF REQUIRED, AS WELL AS THE COST OF RENTAL OF A TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CONSEQUENTIAL DAMAGES.

IF A DEFECT IS DISCOVERED IN ANY RECYCLED PARTS MANUFACTURED BY THE ORIGINAL EQUIPMENT



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

TYPE VEHICLE USE AUTOMOBILE	REGISTRATION VALID FROM 12/29/2019 TO 01/02/2021	TYPE 11	LICENSE NUMBER [REDACTED]	ENGINE NUMBER [REDACTED]
VEHICLE IDENTIFICATION NUMBER 5YJ3E1EA5LF [REDACTED]	MAKE TSMR	VLF CLASS LC	*YR 2020	YR MODEL 2020
TYPE VEH 140	DATE ISSUED 02/03/2020			
BODY TYPE MODEL 4D	YEAR FIRST SOLD 2019	MP E	AXLE [REDACTED]	WC [REDACTED]
UNLADEN/G/CGW [REDACTED]	TOTAL FEES PAID \$ 506.00	CC/ALCO 30		
STICKER ISSUED [REDACTED]	PRIOR HISTORY [REDACTED]	PIC 4	DATE FEES RECEIVED 01/16/2020	OFFICE/TECH ID/SEQ [REDACTED]
		MISC/EQ NO [REDACTED]		

STICKER INSTRUCTIONS

- 1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
- 2) PEEL STICKER FROM BACKING BY BENDING SHEET AT "PEEL HERE" LINE.

- 3) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.

EXCEPT: TRUCK TRACTORS
AND COMMERCIAL VEHICLES
WITH A DECLARED GROSS
VEHICLE WEIGHT OF 10,000 LBS
OR MORE-MUST APPLY STICKER
TO FRONT PLATE

REGISTERED OWNER

IRVINE CA [REDACTED]
LIENHOLDER
ORANGE CNTYS CU
PO BX [REDACTED]

SANTA ANA CA [REDACTED]



W 00000
R 00057
L 00259

YEAR: _____
In Top Right Corner

MONTH: _____
In Top Left Corner

(Important Instructions on Reverse Side)