

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Complaint
Date: Friday, August 7, 2020 10:42:36 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, August 06, 2020 11:31 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint

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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

17-JUL-2020

Repository ☐

Reference No.
11339985

OWNER INFORMATION (Type or Print)

Name

Address

City

SAPPHIRE

State

NC

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

Make

HONDA

Model

CIVIC

Model Year

2018

Date Purchased

2/27/2018

Dealer's Name and Telephone Number

Hendrick Honda 864-855-1234

Engine:

No: Cylinders

4

Fuel Type:

GTS

Original Owner

☐

Dealer's City

Eastley

State

SC

Zip Code

29640

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Front Wheel Drive

Multiple Failure:

Incident Date(s)

30-JUN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

55000

Failure Speed

0

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 CIVIC. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE STEERING WHEEL BECAME DIFFICULT TO STEER. THE FAILURE WAS INTERMITTENT. THERE WAS NO WARNING LIGHT ILLUMINATED. THE CONTACT STATED THAT THE STEERING WHEEL RESUMED BACK NORMAL OPERATION AFTER A FEW MOMENTS. THE VEHICLE WAS TAKEN TO APPLE TREE HONDA (242 UNDERWOOD RD, FLETCHER, NC 28732) WHERE IT WAS DIAGNOSED THAT THE RACK AND PINION FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 18V663000 (STEERING) AS A POSSIBLE SOLUTION TO THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 55,000. THE VIN WAS NOT AVAILABLE.

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.