

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11419223 -----
Date: Monday, August 23, 2021 12:31:44 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, August 21, 2021 1:01 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint -----11419223 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi,
I was unable to change the PDF File that you have sent me.
Please see the word document included for the changes.

Thanks
[REDACTED]

----- Forwarded Message -----

From: EVOQ (NHTSA) <evoq@dot.gov>
To: [REDACTED]
Sent: Wednesday, July 7, 2021, 06:17:58 AM CDT
Subject: FW: Follow up to ODI Complaint -----11419223 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

01-JUN-2021

Repository ☐Reference No.
11419223**OWNER INFORMATION (Type or Print)**

Name

Address

City

Huntsville

State

AL

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

SHHFK7H86

MAKE
HONDAModel
CIVICModel Year
2020

Date Purchased

Dealer's Name and Telephone Number
Jerry Damson Honda 2565334105Engine:
No: Cy inders

Fuel Type:

Original Owner

Dealer's City Huntsville

STATE
ALZIP Code
35806

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

16-FEB-2021

☐

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage
110000.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

COOPER

Tire Model (Name or Number)

EVOLUTION H/T

Tire Size (Example P215/65R15)

275/65R18

DOT No. (Example: DOTMAL 9ABC036)

3018

☒ Original Requirement☐ Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code

190000 TIRES

Tire Failure Type: BLISTER

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), 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), 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).

The contact owns a 2020 Honda Civic. The contact stated while inspecting and changing the oil, he noticed an excessive oil build-up in the engine. The vehicle was taken to the dealer where it was diagnosed however, the mechanic was unable to duplicate the issue. The vehicle was not repaired. The failure recurred. The vehicle was taken to the dealer to be diagnosed. The technician informed the contact that he would need to speak with the manufacturer for a further option for the repair. The vehicle was not repaired. The manufacturer was contacted by the technician and was informed that the VIN was not under recall and that the vehicle was performing as designed. The contact stated that the vehicle had experienced the oil dilution failure. The contact referenced NHTSA Campaign Number: 21V215000 (Fuel System, Gasoline) as a possible solution to the failure however, the vin was not included. The manufacturer was notified of the failure and provided a case number. The failure mileage was approximate 110,000. Invalid VIN.

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 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.

I was unable to change the PDF File that you have sent me.

However, here is the corrected write up.

The contact owns a 2020 Honda Civic. The contact stated while inspecting and changing the oil, he noticed an excessive gasoline smell within the oil. The vehicle was taken to the dealer where it was diagnosed, the dealer stated gas in the oil is normal and to bring the car back after driving around a thousand miles. The mechanic changed the oil. The vehicle was not repaired. The failure recurred. The vehicle was taken to the dealer to be diagnosed. The technician informed the contact that he would need to speak with the manufacturer for a further option for the repair. The manufacturer was contacted by the technician and was informed that the VIN was not under recall and that the vehicle was performing as designed. The contact stated that the vehicle had experienced the oil dilution failure. The contact referenced NHTSA Campaign Number: 21V215000 (Fuel System, Gasoline) as a possible solution to the failure however, the vin was not included. The manufacturer was notified of the failure and provided a case number [REDACTED] for the Vin SHHFK7H86LU [REDACTED]. The mechanic confirmed oil level to be slightly elevated 12-14MM above full mark, tech contacted tech line re [REDACTED]. Manufacturer stated within normal operating standards. The vehicle was not repaired. The failure mileage was approximate 11,000.

[REDACTED]

[REDACTED]