

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** Re: FW: Follow up to ODI Complaint ----11425423 -----  
**Date:** Monday, September 20, 2021 9:32:52 PM

---

**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.

On September 20, 2021 at 8:24 AM "EVOQ (NHTSA)" <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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 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 00148

Date Received

19-JUL-2021

Repository Reference No.  
11425423

## OWNER INFORMATION (Type or Print)

Name Address City 

Malverne

State 

NY

ZIP Code 

Daytime Telephone Number

Email 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  
2HGFC3B30KH MAKE  
HONDAModel  
CIVICModel Year  
2019

Date Purchased

9/23/20

Dealer's Name and Telephone Number  
Honda Of Valley Stream 5164005963Engine  
No: Cylinders 

4

Fuel Type:  
Gas

Original Owner

Dealer's City (Valley Stream)

STATE  
NYZIP Code  
11580

Transmission Type

Auto

 Antilock Brakes Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

30-MAR-2021

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage  
0.0

Failure Speed

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make  
ARMSTRONGTire Model (Name or Number)  
UNKNOWN

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)  
33B4 Original Requirement  
 Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code  
190000 TIRES

Tire Failure Type: BLOWOUT

## 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

0

Number of Deaths

0

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 2019 Honda Civic. The contact received notification of NHTSA campaign number: 21V215000 (Fuel System, Gasoline) however, the part to do the recall repair was unavailable. The contact called the local dealer who stated that parts were not yet available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was made aware of the issue. The contact had not experienced a failure. ~~Parts distribution disconnect.~~

Parts to complete repair were available, Dealer unwilling to do repair within 60 Day timeframe, dealership workload. Vehicle unable to be driven for fear of failure of part, and safety reason. Dealership refused to change appointment date. Situation unacceptable, consumer should not be inconvenienced, safety items should come first.

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.