

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 -----11429411 -----  
**Date:** Monday, October 25, 2021 8:00:17 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, October 25, 2021 4:03 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fw: Follow up to ODI Complaint -----11429411 -----

**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.

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

**From:** EVOQ (NHTSA) <[evoq@dot.gov](mailto:evoq@dot.gov)>  
**To:** [REDACTED]  
**Sent:** Thursday, October 14, 2021, 09:35:49 AM EDT  
**Subject:** FW: Follow up to ODI Complaint -----11429411 -----

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 100148

Date Received

17-AUG-2021

Repository ☐

Reference No.  
11429411

**OWNER INFORMATION (Type or Print)**

|         |        |          |    |
|---------|--------|----------|----|
| Name    |        |          |    |
| Address |        |          |    |
| City    | Oswego | State    | NY |
|         |        | 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<br>5fpyk16549t |                                                                                     | MAKE<br>HONDA | Model<br>RIDGELINE       | Model Year<br>2009              |
| Date Purchased                                                                                         | Dealer's Name and Telephone Number<br>Honda City 3154516750                         |               | Engine:<br>No: Cylinders | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>                                                             | Dealer's City: Liverpool                                                            | STATE<br>NY   | ZIP Code<br>13088        |                                 |
| Transmission Type                                                                                      | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain    | Multiple Failure:        | Incident Date(s)<br>01-APR-2021 |

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

|                                           |                             |               |
|-------------------------------------------|-----------------------------|---------------|
| Vehicle Components Codes: 140000 AIR BAGS | Failure Mileage<br>148000.0 | Failure Speed |
|-------------------------------------------|-----------------------------|---------------|

**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: DOTMAL 9ABC036) | <input type="checkbox"/> Original Requirement<br><input type="checkbox"/> 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), Injury(ies).)*

|                                                                              |                                                                             |                           |                  |                         |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|------------------|-------------------------|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>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).

Takata recall. The contact owns a 2009 Honda Ridgeline. The contact received notification of NHTSA Campaign Number: 18V041000 (Air Bags) however, the part to do the recall repair was unavailable. The contact stated that the manufacturer exceeded a reasonable amount of time for the recall repair. The manufacturer was made aware of the issue. The contact stated that the air bag warning light was illuminated. The approximate failure mileage was 148,000. Parts distribution disconnect.

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.