

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11441053 -----
Date: Thursday, March 17, 2022 3:47:35 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, March 16, 2022 8:37 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11441053 -----

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.

I updated a little more information that you needed. Thank you for following through with this terrible and dangerous situation I had with my Honda. I hope noone ever has to experience this malfunction of the steering rack. Thank You! [REDACTED]

----- Forwarded message -----

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Tue, Feb 1, 2022 at 1:37 AM
Subject: FW: Follow up to ODI Complaint -----11441053 -----
To: [REDACTED]

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](tel:(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

**DOT Auto Safety Hotline
Vehicle Owner's
Questionnaire To Report
Vehicle Safety Defects**

Date Received
Form Approved: O.M.B No.2127-0008

Repository

19-NOV-2021 **National Highway
Traffic Safety Administration
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline**

E-mail Address

OWNER INFORMATION (Type or Print)

Daytime Telephone Number
Reference No. 11441053

Name
Address
City
Tampa

State FL	ZIP Code
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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
2HGFC4B63KH

MAKE
HONDA

Model CIVIC
Model Year 2019

Dealer's Name and Telephone Number WestShore Honda 813 531-9937		Engine: No: Cylinders 4	
Dealer's City Tampa	STATE FL	ZIP Code 33607	

Date Purchased Fuel Type:

Original Owner

Transmission Type Powertrain Multiple Failure: Incident Date(s) Antilock Brakes

Cruise Control
16-OCT-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Failure Mileage
25000.0

Vehicle Components Codes: 010000 STEERING Failure Speed 60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

Original Requirement
Prior Repair

DOT No. (Example: DOTMAL 9ABC036) 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
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 2019 Honda Civic. The contact stated that while driving at 60 MPH, the steering wheel inadvertently lost power steering functionality. Several unknown warning lights were illuminated. The contact stated that extra effort was needed to steer the vehicle while driving to her residence. The vehicle was towed to the dealer who diagnosed that the steering rack needed to be replaced. The manufacturer was notified of the failure and a case was opened. The vehicle was not repaired. The approximate failure mileage was 25,000.

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.**