

U.S. Department of Transportation  
National Highway Traffic Safety Administration

**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-JUN-2022	Repository <input type="checkbox"/>
Reference No. 11469748	

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address						
City Doylestown		State PA	ZIP Code		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 2HGFC2F61LH		MAKE HONDA	Model CIVIC	Model Year 2020
Date Purchased 10/20	Dealer's Name and Telephone Number Keener - now Faulkner		Engine: No. Cylinders	Fuel Type: Reg.
Original Owner <input checked="" type="checkbox"/>	Dealer's City Dorleston PA	STATE TN	ZIP Code 37312	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) <del>10/20</del> 10/20 Still keep part

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

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
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**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: DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 that occasionally the windows on the vehicle independently rolled down while the vehicle was turned off. The contact also stated that while driving at various speeds, the trunk opened inadvertently without warning. The dealer had been notified twice about the failure. After the first failure, a dealer employee acknowledged the failure; however, the contact was informed that there was no remedy for the defect. After the second failure, a dealer employee informed her that they had never heard of the failure before. The manufacturer was also notified of the failure but offered no assistance. The vehicle had yet to be repaired. The failure mileage was unknown.

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I was at a restaurant and when I  
came out the windows were down - that  
was the beginning and then from then on  
it happened quite a lot, I was driving  
down a main road and I could not  
get over - People were beeping their horns  
at me the trunk was <sup>open</sup> - it happened  
several times. When I open the trunk  
it only opens a little bit - whenever it  
ATTACH ADDITIONAL SHEETS IF NECESSARY open all the way up.

I hope fully you will see that they fix  
this problem.

US Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300



PHILADELPHIA PA 190  
26 OCT 2022 PM 5 L

**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

Dorleshan, GA

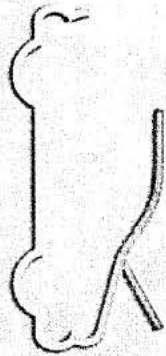
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100**  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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U.S. Department of Transportation  
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