

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

National Highway Traffic Safety Administration		1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 10/148	
Date Received		17-AUG-2022		Repository ☐	
MAR 28 2023				Reference No. 11479754	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				Email Address	
City		State		ZIP Code	
Ann Arbor		MI			
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		MAKE		Model	
3HGGK5H42KM		HONDA		FIT	
Model Year		Engine		Fuel Type	
2019		No: Cylinders		Regular	
Date Purchased		Dealer's Name and Telephone Number			
10/31/2020		Germain (on State) 734/761-3200			
Original Owner		Dealer's City		STATE	
☐		Ann Arbor		MI	
Transmission Type		Powertrain		Multiple Failure:	
CVT				Incident Date(s)	
☒ Antilock Brakes		☐ Cruise Control		16-AUG-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 132000 VISIBILITY:GLASS, SIDE/REAR		Failure Mileage		Failure Speed	
Passenger Side mirror		7500.0		20-25	
simply "exploded" with loud "bang"					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
Continental Pro Contact Tx		Manf Part# 15495580000		P185/60 R15	
DOT No. (Example: DOTM1 9ABCU36)		☐ Original Requirement		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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).					
20-25 MPH					
The contact owns a 2019 Honda Fit. The contact stated while driving at 30 MPH, the passenger side-view mirror exploded. The contact pulled over and noticed it was the mirror that exploded. The vehicle was taken to the dealer and they stated that she must have struck a rock for the mirror to explode. The vehicle was not repaired. The manufacturer was notified of the failure and they stated that the warranty on the vehicle had expired. The failure mileage was 7,500.					
Dealer wanted \$750.00 for parts alone!					
Body shop repaired for \$2460.65 (65h77)					
Note: At dealership I asked to speak to service manager. I brought some printouts (just Google: exploding mirror). To show him I was not the only person this has happened to. He waived the papers aside & said "you can find anything you want on the Internet!" "You hit something!!" very condescending					
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.					

ATTACH ADDITIONAL SHEETS IF NECESSARY

|||

[illegible]

POSTAGE WILL BE PAID BY ADDRESSEE

[illegible]

★★★★★
NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



r/Honda

•Posted by

u/Camcab04

Honda Side-View Mirror explosion

Bought a Honda Accord Hybrid less than a year ago and today, as I was driving, **the side view mirror exploded with a loud bang into my passenger window and flew out into the street.** The outside of the side view mirror is like new nothing hit my car only the mirror flew out. It was pretty terrifying if the window had been rolled down it would not have been good considering it messed up the passenger window. I wanted to know if this has happened to anyone and what I could do.

Join Date: Jun 2019

Received 0 Likes on 0 Posts

Honda Accord Side View Mirror Explosion

I'm posting this on here because maybe someone knows what else I can do/ I want to let as many people possible know what a horrible company Honda is. I was driving down the street with no other cars, nothing that I could hit, no mail boxes, no trees, at like 20 mph and my sideview mirror exploded. It was a huge bang, I saw red, I saw it fly into the window and the ricochet into the street. The body of my sideview mirror was completely in tact. In perfect condition. My car, other than the window where the mirror crashed into, is in perfect condition. So I took it to the nearby Honda dealer, the service manager before even looking at my car was like you crashed into something. I ask her can you please look at the car I didn't crash into anything. They did and they kept insisting that I hit something I felt like I was being gaslighted. I asked them if something hit it where is the damage? There were like well something must of hit it something must of hit and we don't cover external damage. I called corporate and they are siding with the dealer they said the dealer sent pictures of my crashed car (mind you I sent them, corporate, pictures of my car in perfect condition the DAY maybe, 10 minutes max after showing it to the service manager). They told me to take it to another dealer for another opinion. So I did, spent half a day waiting and the 2nd dealer took pictures and agreed with me that my car was fine that nothing hit it and **sent it to corporate for approval.** Corporate again says yeah, but that first dealer sent us pictures that show that you hit the car (which is like what the !@# why did you make me waste a day if you're just going ignore what the 2nd dealer says, and where the hell did these picture even come from) . So I ask them please send me these pictures because that cannot be my car, I have never hit my car. They refuse to forward the email with the alleged pictures. They tell me you want to see the picture? call the dealer you went to first. So I did and they were like we deleted them so there's nothing we can do about it. My car is brand new and fixing the side view mirror and the window it messed up when it exploded costs upward of 1k. It ridiculous.

I am honestly shocked that a company like honda would treat a costumer like this. I had always leased from them and the only reason I bought the car is because they don't lease hybrids.

OP: 3 yr. ago edited 3 yr. ago

2018 bought new it in September 2018. **I took it to a dealer they told me something must of hit it or that I rammed it into something and I had to pay 500 for repairs I am trying to see if I can take it to another because its insane. It's pretty clear nothing hit it.**

Today, I was driving and suddenly there was a loud explosion from the passenger side mirror. It was a jarring noise, it sounded like a shotgun. **The mirror exploded from the inside out.** The mirror came out of its casing and slammed into my passenger window, cracking, and hanging by the wires that connect it to the rest of the unit. Simultaneously, the back of the **mirror flew off the opposite way and landed several feet away on the side of the road.**

Like the other person who indicated that this happened to them, I can assure you that:

- A) There was a very large explosion/boom that accompanied the mirror breaking and popping out of its casing.
- B) I did NOT hit anything, and nothing hit me. It exploded from the inside. There were no marks indicating I hit anything or anything flew up from the road.
- D) It was not weather related as it was a nice day.
- F) If this were to happen to someone while they were driving on the freeway or driving in traffic, it could have very serious safety implications not only for the people inside the vehicle but other vehicles near by if they were to lose control of their car in response to the loud explosion.
- G) There was someone else in my car who witnessed this

Has this happened to anyone else? If so, did you find out what caused this? I am taking my car in to the dealer tomorrow. I searched the internet and it sounds like this has happened before, although not frequently.

Exploding passenger side mirror

Today my girlfriend and I were driving down a residential street and all of a sudden the passenger side mirror exploded. There were no other cars, motorcycles, no mail boxes or birds. I immediately pulled over and inspected the broken side mirror the mirror was hanging on by the wiring with cracks in the mirror, the cover was laying on the ground, I picked it up and inspected it, there was no physical damage to the cover at all no pings or dings. Weird! I can't explain why this happened so I Googled "exploding passenger side mirror" and found this had happened to someone on this forum several years ago.

If you search the web for people who have experienced this, it really is more common than most people think and on different makes & models. Thus, I am hoping that this issue will be taken more seriously by those who choose to reply to original posters in a blog/forum. They are not making this stuff up!

I drive a 2009 Lexus RX-350, which I bought brand new in Jan 2010. It is in excellent condition with limited mileage. Last week, I was stopped, sitting in traffic at a stop light, and suddenly there was a loud explosion emanating from the passenger side mirror. The mirror cracked and completely came out of its casing, hanging by the wires that connect it to the rest of the unit. Moreover, the side mirrors in this vehicle have a fluid in them that facilitates the auto-dimming feature. When this fluid gets onto your vehicle, it damages the paint. Thus, not only do you have to fix the mirror, you also have to have any panels buffed out and repainted that got the fluid splashed onto them during said explosion! I can assure you that:

- A) There was a very large explosion/boom that accompanied the mirror breaking and popping out of its casing.
- B) I did NOT hit anything; I wasn't even moving and, moreover, that damage would have been on the back side of the unit that houses the mirror.
- C) No biker, person walking by, or crazy bird hit my mirror.
- D) It was a typical 57-60 degree morning in San Francisco, so this was not weather-related.
- E) The way the mirror cracked & broke - it was not shot at by any type of gun.
- F) If this were to happen to someone while they were driving, it could have very serious safety implications not only for the people inside the vehicle but other vehicles near by if they were to lose control of their car in response to the loud explosion.
- G) There were two other people/witnesses in my car who can attest to this fact; it really scared the !@#\$ out of all of us. Lexus said it is my problem and this is why I am upset. Just because they claim that they have never heard of this before is not a sufficient reason to ignore their customer and serious issues that they bring to their attention in good faith. As I said above, there are other people who have experienced this situation and probably countless more that haven't taken the time to post their experience online.

of the mirror that has no dents that would signify impact. He saw some scratches but nothing to cause serious impact for it to completely shatter.

[REDACTED]
[REDACTED]
Sep '20

After a gentlemanly discussion, I stated the mirror ejected off on its own, the dealer insisted impact caused the mirror to fly off. They did offer a one good will replace of the mirror. It was under warranty and I'm glad they did the right thing.

I still feel summer heat, plastic parts and a spring ejected the mirror.

[REDACTED]
[REDACTED]
Oct '20

This just happened to me. Driving on a quiet road. No cars around and I heard a loud explosion. My [REDACTED] year old was so frightened. My passenger side mirror is hanging by the wires. All shattered. It's a 2014 Chrysler Town and Country. No other damage to the car anywhere!

* Given all of the issues and litigation that Toyota, Lexus, GM and countless other car companies are facing/have faced for blatantly disregarding customers claims and experiences, you would think they would learn from prior mistakes. Sadly, they are still acting in a manner that refuses to recognize possible defects that have the potential to seriously hurt if not kill someone/people, and the resulting liability that they could ultimately face. They are simply bean counting here and relying on the fact that the majority of people will choose not to do anything and go on their merry way. Or, alternatively, the dealerships will make you pay for the repairs and then they will submit an internal claim, thereby getting paid twice. The only way you will uncover this is through the discovery process if you sue them. If anyone can recommend a possible path forward on how this very serious issue - which is clearly happening in more than one manufacturer's vehicles - can be heard and acted upon, I would very much appreciate hearing it. If you just want to say that I am crazy and that this didn't happen, then please don't reply.

Interesting to have learnt about your experience. I was searching about this strange "phenomenon" in the web for incident like yours which happened to me earlier in the noon. And i'm glad that i'm not alone. It was a nice weather and was driving at speed of between 40 to 50km/h when suddenly a loud "BANG" happened and intuitively i look into the side where the sound came from. It is where at this point i saw the left wing mirror was badly cracked and it's hanging in the air with a wire attached to the side wing mirror holder mechanism. It was really bizarre!! I was suspecting on whether could the mirror exploded prior to my car's exterior mirror heating function...as i've always position it in the heating position. I have however managed to position the "exploded" mirror back to the wing housing and could only wait till Monday to get to the workshop to get it fixed.

Aug '20

A few days ago my wife had experienced the passenger side mirror exploded. No one was around to help, but she found the broken mirror on side of the road. With no damage anywhere on the car, I believe something caused it to fly out of the casing.

I took it the dealer who tried his best to convince me an impact of some sort some caused it. I insisted that was not the case. I asked to have it checked for a leaky ground wire, static electricity, or a spike arc. The service manager then granted a good will replace of the mirror.

My wife is scared to death it will happen again.

I contacted Honda American Customer service to have my experience on record.

Apr '18

This just happened to me yesterday. I've never heard of this before until I searched the web. There was absolutely nothing close enough to hit, no vehicles parked at the side of the road, no trash cans, no branches sticking out. Also, it appears that something broke through the cover near the base; if I hit something, there would be damage near the outermost part of the mirror cover, but it is intact. I'm going to report this to my insurance because if it's a defect, it could be dangerous. If my passenger window was open at the time, I would have been showered with broken glass. It was very loud - as if a firecracker or gunshot went off next to the car. Has anybody found out anything else about this? 2015 Toyota Camry Hybrid.

Today my side mirror exploded and I was going 10 miles an hour because I was getting ready to stop at a stop sign. I didn't hit anything. It just exploded and only the mirror was hanging off my car with shattered glass. I took it to the service representative at the dealer and he said he would fix it because it is 1 year old. I then asked if he could have a mechanic look to see what caused the explosion and he said no because there are no component parts on the mirror which has eyesight. I asked if he had asked the mechanic and he said yes. Then he told me the best thing to do was to call my insurance company to have it fixed and then he ran outside to take pictures

Germain
Honda of Ann Arbor

Main: 734.773.4630
Direct: 734.773.4698
Fax: 734.761.9464

Michael Thiede
Service Advisor
mthiede@germainmotor.com

2601 S. State St. • Ann Arbor, MI 48104
www.germainhonda-annarbor.com

*Refused
Repair due to
cost!*

Germain



Honda of Ann Arbor

2575 SOUTH STATE ST. * ANN ARBOR, MI 48104

TELEPHONE 734-761-3200

www.germainofannarbor.com

1-800-999-1009

Hond.

Install 8/17/22

PARTS ORDERED

8:00am

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item(s). The Seller Hereby Expressly Disclaims All Warranties, Either Express or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item(s)."

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
16 AUG 22		16 AUG 22	16 AUG 22	

****QUOTE****

PAGE 1 OF 1

S
O
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T
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ACCOUNT NO. [REDACTED]
TAX ID:
RETAIL CASH

S
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SHIP VIA		SLSM.	B/L NO.	TERMS		F.O.B. POINT	
		7702		CASH		ANN ARBOR MI	
QTY	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	76208-T5R-A01	MIRROR, R	533.72	533.72	533.72
1	1	0	76201-T5R-A01YF	CAP, R- *	212.85	212.85	212.85
				**** INVOICE QUOTE -	DO NOT	PAY ***	
THANK YOU FOR CHOOSING GERMAIN HONDA OF ANN ARBOR FOR YOUR GENUINE OEM SUPPLIED PARTS. WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO MEETING YOUR FUTURE NEEDS.				PARTS		746.57	
				SUBLET			
				FREIGHT		0.00	
				SALES TAX		44.79	
CUSTOMER'S SIGNATURE X				TOTAL		\$791.36	

Return Policy

- * All returns subject to 20% handling charge.
- * No returns after 30 days.
- * No returns on fuel, electrical or special order parts

Repair Facility
Reg.#
F164139

7

MAILED



Gerber Collision & Glass - Ann Arbor/Industrial Hw

Highly Wreck - ommended!
2310 S Industrial Hwy, Ann Arbor, MI 48104
Phone: (734) 996-2325

Workfile ID: [REDACTED]
Federal ID: 51-0394062
State ID: 168922
License Number:

Final Bill

RO Number: [REDACTED]

Customer: [REDACTED]	Insurance: SELF PAY	Adjuster: [REDACTED]	Estimator: Jason Seybt
[REDACTED]		Phone: [REDACTED]	Create Date: 8/17/2022
[REDACTED]		Claim: [REDACTED]	
ANN ARBOR, MI [REDACTED]		Loss Date: [REDACTED]	
[REDACTED]		Deductible: [REDACTED]	

2019 HOND Fit LX w/Continuously Variable Transmission 4D H/B 4-1.5L Gasoline Gasoline Direct Injection PEARL WHITE

VIN: 3HGGK5H42KM [REDACTED]	Interior Color: [REDACTED]	Mileage In: 7,293	Vehicle Out: [REDACTED]
License: [REDACTED]	Exterior Color: PEARL WHITE	Mileage Out: [REDACTED]	
State: MI	Production Date: 12/2018	Condition: Good	Job #: [REDACTED]

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		FRONT DOOR						
2	E01	Remove/Replace	RT Mirror assy w/o heated LX, Sport	1	300.00T	LKQ	0.5	Body	
3	E01	Remove/Replace	Dis/reassmble to refrn				0.5	Body	
4	E01	Refinish	RT Mirror cover w/o signal lamp white						0.5
5	E01		Add for Three Stage						0.2
6	E01	Remove/Install	RT R&I trim panel				0.4	Body	
7	E01	Remove/Replace	RT Mirror glass w/o heated	1	55.00T	Glass	0.0	Body	
8	E01		VEHICLE DIAGNOSTICS						
9	E01	Repair	Pre-repair scan				0.5	Mech	
10	E01	Repair	Post-repair scan				0.5	Mech	
11	E01	Sublet	Hazardous Waste	1	3.00T	Other			

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts		60.00			415.00
Sublet/Miscellaneous					3.00
Labor, Body			45.00	1.4	63.00
Labor, Refinish			45.00	0.7	31.50
Labor, Mechanical			80.00	1.0	80.00
Material, Paint					21.00
Material, Shop			7.50	1.5	11.25
Subtotal					624.75
Sales Tax					27.02
Grand Total					651.77

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

Final Bill

RO Number: [REDACTED]

2019 HOND Fit LX w/Continuously Variable Transmission 4D H/B 4-1.5L Gasoline Gasoline Direct Injection PEARL WHITE

Net Total	651.77
------------------	---------------

Estimate Version	Total \$
Original	651.77

Insurance Total \$:	0.00
Received from Insurance \$:	0.00
Balance due from Insurance \$:	0.00

Customer Total \$:	651.77
Received from Customer \$:	378.50
KROOK, MARCIA 9/13/2022	378.50
Balance due from Customer \$:	273.27

I, Kevin Mott, certify that the repairs have been completed by _____ Dustin Jones M243397 _____ Richard Harris M175166 _____ Leonard Lemke M265276 _____ Jimmy Fugate M233648 _____ Ryan Bost M223535 _____ Sam Curby M276885 _____ Ernie Collyer M224945 _____ Corbin Vachon M279275 _____ Chad Lee M249957 . I, the undersigned, certify that I am the vehicle owner or a representative of the vehicle owner. Furthermore, I certify that repairs to the above vehicle were completed to my satisfaction.

Signature: _____



Gerber Collision & Glass - Ann Arbor/Industrial Hw

Highly Wreck - ommended!
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Phone: (734) 996-2325

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[REDACTED]		Claim:		
ANN ARBOR, MI [REDACTED]		Loss Date:		
[REDACTED]		Deductible:		

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9	E01	Repair	Pre-repair scan				0.5	Mech	
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10/12/2022 2:33:51 PM

Page 1

Final Bill

RO Number: XXXXXXXXXX

2019 HOND Fit LX w/Continuously Variable Transmission 4D H/B 4-1.5L Gasoline Gasoline Direct Injection PEARL WHITE

Net Total

651.77

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Signature: _____