INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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

U.S. Department of Transportation

National Highway Traffic Safety Administration

fety 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: 12-DEC-2022 MAR 16 2023

Repository ☐

Reference No. 11497040

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City: Rockville | State: MD | ZIP Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number [redacted]

E-mail Address [redacted]

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	Model Year
2HGFB2F96DH[redacted]	HONDA	CIVIC	2013

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
8/9/13	PERSON'S HONDA 301-279-8600	4	REGULAR

Original Owner	Dealer's City ~~Wexford~~	STATE ~~PA~~	ZIP Code ~~15090~~
☑	ROCKVILLE	MD	20855

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTOMATIC	☑ Antilock Brakes ☑ Cruise Control	140HP 1.8 LITER SOHC 16-VALVE	INTERMITTENT	25-OCT-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 140000 AIR BAGS	Failure Mileage	Failure Speed
	62000.0	VARIOUS

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)	☐ Original Requirement ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2013 Honda Civic. The contact stated that on several occasions, the check air bag system warning light intermittently illuminated. The vehicle was taken to an independent mechanic where it was placed on a diagnostic machine and produced code: B0001-13. The vehicle was then taken to the dealer where it was diagnosed that the front driver's side wiring assembly needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure and the contact was informed that there was no recall for the failure. The failure mileage was approximately 62,000.

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.

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

HONDA DEALER ANALYZED PROBLEM AND FOUND THERE WAS A DRIVER'S SIDE AIRBAG ASSEMBLY INTERNAL FAILURE. DEALER'S STATEMENT IS ENCLOSED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

CAPITAL DISTRICT 208
6 MAR 2023 PM 1 L

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

HERSON'S HONDA

Working to provide you with what you expect ... The Best!

15525 FREDERICK ROAD
ROCKVILLE, MD 20855-2110
(301) 279-8600

HONDA

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR NELSON MEJIA 386	TAS NO. 5268	INVOICE DATE 12/01/22	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 62,378	COLOR GRAY/
ROCKVILLE, MD [redacted]	YEAR / MAKE / MODEL 13/HONDA/CIVIC SDN/4DR SDN 5AT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 H G F B 2 F 9 6 D H [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/01/22	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 62378

LABOR & PARTS----------

J# 1 68HOZ-01 AIRBAG CONCERN TECH(S):207 0.00
CUSTOMER STATES AIRBAG LIGHT IS ON
ADVISED AND DECLINED DRIVERS AIRBAG TO START WITH

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00HOZ-101001 MULTIPOINT INSPECT TECH(S):207 INTERNAL
PERFORM MULTIPOINT VEHICLE SAFETY INSPECTION.
MULTIPOINT INSPECTION COMPLETED.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00HOZ-99 RECALL/CAMPAIGN CHK TECH(S):207 INTERNAL
CHECK FOR RECALLS AND CAMPAIGNS

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
++WAITER++++

RECOMMENDED NOT DONE/ DECLINED SERVICES----------

68HOZ	RESTRAINT SYS GROUP	TECH: 207	$1811.40
CAUSE:	replace drivers side airbag assembly failure internal		
00HOZ-60	BRAKE FLUID EXCHANGE	TECH: 207	$183.99
CAUSE:	brake fluid flush		
01HOZ000002	SYMBOL 2 SVC	TECH: 207	$151.79
CAUSE:	replace air filters engine and cabin filters		
00HOZ-18	BALANCE WHEELS	TECH: 207	$67.70
CAUSE:	preventive maintenance pro long life of tires		
00HOZ-26	4 WHEEL ALIGNMENT	TECH: 207	$122.73
CAUSE:	preventive maintenance pro long life of tires		
00HOZ-54	TOP ENGINE,THROTTLE	TECH: 207	$240.06
CAUSE:	preventive		

12 MONTH / 12,000 MILE EXPRESS LIMITED REPAIR WARRANTY

Herson's Honda warrants repairs and installation of parts, performed by Herson's Honda and paid for by the car owner for 12 months or 12,000 miles, whichever occurs first. Repairs under this warranty will be performed free of charge, by Herson's Honda for parts and labor. Repairs or parts replaced are covered only for the remainder of the warranty period.

This warranty does not cover any labor operation or parts considered normal maintenance items, unless they are defective in material or workmanship.This warranty does not cover normal wear or deterioration of any part repairs performed or parts installed in a car in which the odometer has been altered, or on which the actual mileage cannot be determined. This warranty does not cover tires, which are warranted by the manufacturer.

You are responsible for all maintenance requirements set by the manufacturer and must have receipts. Failures caused by abuse or lack of proper maintenance are not covered by this warranty.

This warranty is limited to repairs only and does not preclude or assume any warranty made by the manufacturer.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

The Reynolds and Reynolds Company ERAINTINVE
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