

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-366-0123

FOR AGENCY USE ONLY

DATE RECEIVED

RECEIVED

00 MAR 30 PM 12:09

od. or _____
rt. dt. _____
od. rt. _____
up. ltr. _____

REFERENCE NO.

OFFICE
DEFECTS INVESTIGATION

551637

DAY TIME TELEPHONE NO. (AREA CODE)

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES ☒ NO ☐
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

SIGNATURE OF OWNER

DATE March 20, 2000

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.*

2HGED634XLH520641

VEHICLE MAKE

HONDA

VEHICLE MODEL

CIVIC

MODEL YEAR

1990

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

156296

DATE

PURCHASED DEC 89

DEALER'S NAME, CITY & STATE

BRUNN'S HONDA CITY HONDA
712 CRAIN HIGHWAY
GLEN BURNIE, MD, 21061ENGINE SIZE
(CID/CYL)

NO. CYLINDERS 4

☐ TURBO
☒ DIESEL
☐ GAS
☐ FUEL INJECTN

TRANSMISSION TYPE

☒ MANUAL☐ AUTOMATIC

ANTILOCK BRAKES

☐ YES☒ NO

RESTRAINT SYSTEM

☐ DRIVERSIDE AIRBAG ☐ MOTORBELT☐ PASSENGERSIDE AIRBAG☒ 3-POINT BELT ☐ 2-POINT BELT

CRUISE CONTROL

☐ YES☒ NO

DRIVETRAIN

☒ FRONT☐ REAR☐ 4-WHEEL

BODY STYLE

STAWAG
4 DR
2 DR
☒ HATCH BK
☐ VAN
☐ PK UP TRK
☐ OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT

WINDSHIELD

DRIVER'S WINDOW

PART NAME(S)

WINDSHIELD SEAL

DRIVER'S WINDOW SEAL/CHANNEL

LOCATION

☐ LEFT
☐ FRONT

☐ RIGHT
☐ REAR

FAILED PART(S)

☐ ORIGINAL
☐ REPLACEMENT

NO. OF FAILURES

NUMEROUS

DATE(S) OF FAILURE(S) WINDSHIELD ABOUT LAST 5YEARS; WINDOW - SINCE IVE HAD THE CAR

MILEAGE AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER
CONTACTED☒ YES ☐ NONHTSA PREVIOUSLY
CONTACTED☐ YES ☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☐ NO

FIRE

☐ YES ☐ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY
DAMAGE
EST\$

POLICE REPORTED

☐ YES ☐ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

I HAD MY WINDSHIELD REPLACED BY BRUNN'S HONDA WHEN THE CAR WAS STILL UNDER WARRANTY. FOR ABOUT THE LAST 5 YEARS, WATER DROPS INTO THE CAR DURING A HARD RAIN FROM THE UPPER RIGHT SECTION OF THE WINDSHIELD. I COMPLAINED ABOUT THIS, BUT WAS BASICALLY TOLD THAT REPAIRING THIS SEAL WOULD BE AT MY EXPENSE. NOW, THIS SECTION HAS SILICONE IN IT THAT MY WIFE APPLIED. THE SILICONE HELPED SOME, BUT THERE ARE STILL LEAKS.

THE DRIVER'S SIDE WINDOW HAS NEVER FITTED PROPERLY IN ITS CHANNEL, AND NOW I HAVE TO PUSH OUT SLIGHTLY ON THE GLASS TO MAKE IT FIT TIGHTLY. I HAVE TOLD HONDA BEFORE ABOUT THE CHANNEL PROBLEM, AND ABOUT THE GASKET

CONTINUE ON BACK IF NEEDED

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

NOT WORKING PROPERLY, BUT ALL THEY DID WAS SPRAY ON SOME
SILICONE ~~ON THE~~ AT THE SHOP. BOTH THE WINDSHIELD AND
WINDOW PROBLEMS HAVE CAUSED FLOODING IN THE CAR, ABOUT 1-2
INCHES OF WATER ON THE FLOOR. THIS ~~HAS NOT~~ ~~HAS~~ EVEN AFTER
MOPPING UP THIS WATER, I HAVE HAD PROBLEMS DEFOGGING THE
CAR UNTIL IT DRIED OUT THOROUGHLY, OFTEN, THERE HAS BEEN
ENOUGH HUMIDITY INSIDE THE CAR TO THOROUGHLY SOAK THE
LASER OF THE WINDOWS.

★ U.S. G.P.O.: 1994 - 524-392

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

