

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

## FOR AGENCY USE ONLY 252

Date Received

15-SEP-2000

 Od\_or \_\_\_\_\_  
 Rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

870678

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

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## VEHICLE INFORMATION

|                                                                                                    |                              |                               |                             |                          |
|----------------------------------------------------------------------------------------------------|------------------------------|-------------------------------|-----------------------------|--------------------------|
| Vehicle Ident. No. (VIN) _____<br><small>(located at front of windshield on driver's side)</small> | Vehicle Make<br><b>HONDA</b> | Vehicle Model<br><b>CIVIC</b> | Vehicle Year<br><b>1997</b> | Current Odometer Reading |
|----------------------------------------------------------------------------------------------------|------------------------------|-------------------------------|-----------------------------|--------------------------|

|                                                                       |                                       |                              |                                                                                                                                              |
|-----------------------------------------------------------------------|---------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date                                                         | Dealer's Name _____                   | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No Cylinders _____           |                                                                                                                                              |

|                                                                                            |                                                                                           |                                                                                                                                                                                                                                   |                                                                                          |                                                                                                                    |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Ult<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

|                                   |                                                                                                                            |                                                                                                                                          |                                                                                             |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>13450000<br>15130000 | Part Name(s)<br><b>STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS</b><br><b>EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures                    | Date(s) of Failure(s) <u>07-SEP-2000</u><br>Mileage at Failure(s) _____<br>Vehicle Speed at Failure(s) _____               | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                    | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> No     |

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

|                                                                              |                                                                             |                           |                      |                           |                                                                                           |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|---------------------------|-------------------------------------------------------------------------------------------|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|---------------------------|-------------------------------------------------------------------------------------------|

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PASSENGER'S SIDE DOOR CANNOT MANUALLY OR BY USING THE ELECTRONIC DOOR LOCKS TO BE OPENED. CONSUMER TOOK VEHICLE TO DEALERSHIP, AND THEY WANTED TO REPLACED EVERYTHING.\*AK

CONTINUED ON BACK (REVERSE)

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.

FOR AGENCY USE ONLY

252

Date Received

15-SEP-2000

Reference No.

870678

Work Num

639017

Home Num

U.S. Department of Transportation

National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire (VOQ)

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Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES ☐ NO ☐

Signature of Owner

Date

Vehicle Information

Vehicle Make HONDA

Vehicle Model CIVIC

Vehicle Year 1997

Current Odometer Reading 60660

Purchase Date Feb. 1997

Dealers Name St. Johns

City Portland

State OR

Zip Code

Engine Size NA

Engine Type NA

Vehicle Type

Body Style

Transmission Type

Automatic ☐ Manual ☒

Articulation System

Restraint System

3-Point Belt ☐ Motorized ☐ 2-Point Belt ☐ Driver's Side Airbag ☒ Passenger's Side Airbag ☒

Crash Control

Yes ☐ No ☒

Drive Train

Front ☒ Rear ☐ 4-Wheel ☐

Vehicle Type

Car ☒ Van ☐ Minivan ☐ Other ☐

Motorcycle ☐ Truck ☐ Sport Utility ☐

Body Style

2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☐

Component

13450800

15130800

Part Name(s)

STRUCTURE: DOOR ASSEMBLY; LATCHES AND LOCKS

EQUIPMENT: ELECTRIC POWER ACCESSORIES; LOCKS; DOOR

Location

Left ☒ Right ☐ Front ☒ Rear ☐

Failed Part(s)

Original ☒ Replacement ☐

Failed Part(s)

Available? ☒ Yes ☐ No ☐

NHTSA Previously Contacted? ☒ Yes ☐ No ☐

No of Failures

1

Date(s) of Failure(s)

07-SEP-2000

Mileage at Failure(s)

Vehicle Speed at Failure(s)

APPLICANT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

Crash

Yes ☐ No ☒

Yes ☐ No ☒

Yes ☐ No ☒

Yes ☐ No ☒

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

PASSENGER'S SIDE DOOR CANNOT MANUALLY OR BY USING THE ELECTRONIC DOOR LOCKS TO BE OPENED. CONSUMER TOOK VEHICLE TO DEALERSHIP, AND THEY WANTED TO REPLACE EVERYTHING. AK

Since talking with NHTSA-dealership has replaced everything. I came out of pocket \$700. My door does work now. But-I do believe this is a safety hazard when you cannot manually unlock a door. -I feel it both doors failed while I was in a crash I would not be able to get out. I think this should be

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|                                                                                                                                                                                                                     |   |   |  |  |  |  |  |  |  |  |  |  |  |  |                        |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|--|--|--|--|--|--|--|--|--|--|--|--|------------------------|------|
| 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)                                                                                                                                                                                   |   |   |  |  |  |  |  |  |  |  |  |  |  |  |                        |      |

checked in all Hondas that have  
 electric doors, there should be some  
 safety check. Consumers should be able  
 to manually unlock a door on a  
 car, if the electric lock jams.

U.S. G.P.O.: 1982-623-857/60086

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



# **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  
**Information Management Staff NSA-10.01**  
 400 7th Street, SW  
 Washington, DC 20590

