

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
 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: 15-JUN-2015
 Repository:
 Reference No.: 10725357

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: SEARSPORT State: ME Zip Code: [REDACTED]
 Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
 Evening Telephone Number: [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: [REDACTED] Make: [REDACTED] Model: [REDACTED] Model Year: [REDACTED]
 Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
 Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED] No. of Cylinders: [REDACTED]
 Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 01-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
 DOT No. (Example: DOTMAL9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: BRITAX Date Manufactured: 24-APR-2015 Model No./Name: E9LJ (MARATHON)
 Seat Type: CONVERTIBLE Installation System: Vehicle Safety Belt
 Child Seat Component Code: 555000 Failed Part: CHILD SEAT: HARNESS

APPLICABLE INCIDENT INFORMATION
 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

Narrative Description of Incident(S), Crash(es), and 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).

I HAVE A BRITAX MARATHON CLICKTIGH. I PUT DAUGHTER IN SEAT, LOOSEMED HARNESS, BUCKLED DAUGHTER IN,, THEN TIGHTENED HARNESS, PULLED ON HARNESS TO MAKE SURE TIGHT, AND HARNESS LOOSEMED AGAIN. HARNESS ADJUSTOR BUTTON WAS STUCK. I OPENED CLICKTIGHT PANEL, PUSHED ON ADJUSTOR BUTTON TO FREE IT, AND THINGS HAVE BEEN FINE SINCE. IF SOMEONE DIDN'T THINK TO GIVE THE HARNESS STRAPS A FINAL TUG TO MAKE SURE THEY WERE SNUG AND THE STRAPS LOOSEMED WHILE GOING DOWN THE ROAD, IN A CRASH, OR BY THE CHILD PULLING ON THEM, THIS WOULD BE A MAJOR SAFETY PROBLEM. I REPORTED TO BRITAX. THEY SAID THEY WOULD MAKE A NOTE OF IT. THE HARNESS ADJUSTOR BUTTON SHOULD NEVER BE STUCK.

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ---10725357-----
Date: Monday, July 27, 2015 11:45:01 AM
Attachments: [EVOQ_EMAIL_RESPONSE.doc](#)
[10725357.pdf](#)

Sent: Monday, July 27, 2015 10:13 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: ---10725357-----

From: [REDACTED]
Sent: Saturday, July 25, 2015 2:36 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: NHTSA: Follow up to ODI Complaint: ---10725357-----

Sent from my iPad

Begin forwarded message:

From: <EVOQ@dot.gov>
Date: July 22, 2015 at 10:19:40 AM EDT
To: <[REDACTED]>
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ---10725357-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

