



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

DOT Auto Safety 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 252

Date Received

04-MAY-2004

Repository

Reference No.  
10072054

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: ALTA LOMA State: CA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Number

Do you authorize NHTSA to report to the manufacturer of your vehicle?  
In the absence of an authorized signature, NHTSA **NOT** provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 5/28/04  YES  NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1HGEJ225X [REDACTED]  
Make: HONDA Model: CIVIC Model Year: 1999  
Date Purchased: 6/99 Dealer's Name and Telephone Number: Metro Honda  
Original Owner:  Dealer's City: Menlo Park, CA State: CA Zip Code: 94024  
Engine: No. Cylinders: Fuel Type:  
Transmission Type: Automatic  Antilock Brakes  Cruise Control  
Powertrain: Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-MAY-2004 Failure Mileage: ~ 45,000 Failure Speed: Transmission

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: DOTM19ABC098)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Data 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), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 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).

WHILE DRIVING TRANSMISSION DOWN SHIFTED ON ITS OWN. A LOUD NOISE WAS HEARD WHILE SHIFTING. CONSUMER WAS ABLE TO DRIVE THE VEHICLE TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT THE TRANSMISSION NEEDED TO BE REPLACED DUE TO WORN OUT PARTS. ~~AK~~  
While driving transmission made a loud noise. Now when you take off it shudders. Asmed as well as All Auto Care, both in Rancho Cucamonga inspected it and agreed a rebuilt, used or new transmission is in order. When I contacted American Honda they said send in your receipts. I did it.

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.

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

When they were reviewed Jeff Swedland (800) 999-1009 x118183 told me he helped lots of people w/ more mileage & out of warranty but initially I didn't use Honda fluid. I went to Tuffy where they have their own brand. I contacted Tuffy who also has documentation from Honda saying that their fluid is approved for use in the car. When I called him back & let him know his response was that I was out of mileage/warranty. I reminded him that he said that wasn't the problem before, he was very nice and said that we were done discussing the matter. I told him I would contact him with further questions and he responded he didn't know what that was to be the end of our communication. I'm filing this complaint because he lied to me and told me it was the fluid but in fact when I proved him wrong he turned it ATTACH ADDITIONAL SHEETS IF NECESSARY around on me!

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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  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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<http://www.nhtsa.gov/odjv>



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and dial toll free at

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COMPLETE THIS FORM  
ON

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**DOT AUTO SAFETY HOTLINE**

