



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 120

Date Received
2004 SEP 13 11 7:0
13-AUG-2004

Repository
Reference No.
10087907

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HAYWARD State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number: SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will not contact the manufacturer or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 1/1
 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1HGEJ824XWL [REDACTED]
Make: HONDA Model: CIVIC Model Year: 1998
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED]
Original Owner: Dealer's City: HAYWARD State: CA Zip Code: 94504
Engine: No. Cylinders: 4 Fuel Type: REG NOW HEAD
Transmission Type: AUTO Antilock Brakes Cruise Control
Powertrain: [REDACTED] Vehicle Component Code: 080000 ENGINE AND ENGINE COOLING
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-AUG-2004 Failure Mileage: 89940 Failure Speed: N/A
SEE BELOW

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: DOTM18ABC036) 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: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

CONSUMER STATED THAT GRANDDAUGHTER BOUGHT A CERTIFIED HONDA CIVIC AND HAD NOTHING BUT TROUBLE SINCE SHE PURCHASED THE VEHICLE. ONE MONTH AFTER THE VEHICLE WAS PURCHASED THE HEAD GASKET BLEW OUT, AND NEEDED TO BE REPLACED. THIS WAS DONE BY THE DEALER THAT SOLD HER THE VEHICLE. THEN, POWER STEERING PUMP LEAKED, AND IT WAS REPAIRED 2 MONTHS LATER. IN MAY OF THIS YEAR THE SAME THING HAPPENED POWER STEERING PUMP LEAKED AGAIN. *AK
JULY 15-04 - ENGINE PROBLEM. REPAIRED WITH USED ENGINE. CAR IN SHOP UNTIL AUG 6-04. AUG 13-04 - CAR NOT SHIFTING PROPERLY - CAR IN SHOP AGAIN UNTIL AUG 20-04

SEE BACK

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)

	Record of how many days in SHOP Release	mile
1	Dec. 26-04 - Blown leak gasket - JAN-8-04	= 13 days 76,988
2	Jan. 27-04 Power steering JAN 29-04	2 " 77,150
3	May 6-04 Power steering May-10 & 11-04	2 04 days 84,166
4	July 15-04 Engine Problem - Replaced Aug. 4-04	21 days 89,940
5	Aug 13-04 Transmission - replaced Aug. 20-04	7 days 90,552
6	Aug 23-04 Car still not performing - Returned to Honda Highway for more repairs. At this time I do not know what is wrong.	

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 78178 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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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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**VEHICLE
OWNER'S
QUESTIONNAIRE**



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).