

 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 100079 Date Received 2004 NOV 10 27-SEP-2004 Repository ☐ Reference No. 218331 10094365	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Vehicle Identification Number	
PASSAIC		NJ			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorized signature, please print your name and address to the vehicle manufacturer. Signature of Owner _____ Date 11/1/04					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number located at bottom of windshield on driver's side		Make	Model	Model Year	
1HGEG55495		HONDA	CIVIC	1995	
Date Purchased		Dealer's Name and Telephone Number		Engine:	Fuel Type:
OCT 95		CITY MOTORS PLANET HONDA - GARDEN STATE HONDA		No. Cylinders 4	Gas
Original Owner	Dealer's City	State	Zip Code		
☒	PASSAIC	NJ	07035		
Transmission Type	☐ Antilock Brakes	Powertrain	Vehicle Component Code		
MANUAL	☒ Cruise Control	FRONT WHEEL DRIVE	353600 EQUIPMENT: ELECTRICAL: AIR CONDITIONER		
		Multiple Failure: 1			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
27-SEP-2004	Inconsistent	N/A			
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: DOTM1ABBC036)	☐ Original Equipment	Failure Location:			
	☐ Prior Repair				
Tire Component Code		Tire Failure Type			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date 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(es).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			N	
Narrative Description of Incident(s), Crash(es), and Injury(es). 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 THE AIR CONDITIONER WAS ON WATER LEAKED ONTO THE DASHBOARD, CAUSING AN ELECTRICAL MALFUNCTION /DAMAGED THE RADIO/ SHORTED OUT THE HEADLAMP, AND OTHER DAMAGE TO THE VEHICLE. DEALERSHIP REPLACED SO MANY PARTS IN A 6 YEARS PERIOD. CONSUMER WILL SEND INVOICES SHOWING THE COMPONENTS REPLACED. *AK A B S					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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.					

Honda has been attempting to correct a dangerous design flaw in my 1995 Civic since 1996 and has yet to succeed and now refuses to do further corrections.

The problem is that the water condensate drain from the air conditioner cooling coils clogs, the water backs up to the fan, which sprays the water under the dashboard, damaging the car's electronics, and eventually spilling the water onto the drivers feet.

Enclosed are service records with attempts to repair the problem, all at warranty expense, from 1996 to 2001. My records are incomplete. More attempts to repair the problem charged to warranty are in the dealer computer system. (Garden State Honda, 1 800 558 4426, successor to Planet Honda, successor to City Motors who sold me the car)

THE PROBLEM IS DANGEROUS:

1. Electrical fire and malfunction — enclosed records indicate radio and ABS failure due to water problem and repairs charged to warranty after the warranty period.
2. Sudden spilling of cold water on driver's feet during operation.

THE PROBLEM IS A DESIGN FLAW:

1. My wife's 1994 Honda Accord has the same problem. She has not maintained service records but they are in the dealer's computer system under the same name.
2. When the dealer made the initial repair under warranty, I was informed that future repairs would be at my expense. **THEY KNEW THERE WAS A PROBLEM.**
3. When the problem reoccurred a year later, I insisted on speaking with the regional service manager. I have a friend who told me how to talk knowingly about recalls and on hearing this they decided to honor the warranty and to attempt to make repairs at their expense. **THE SERVICE MANAGER SPOKE OF FREQUENT PROBLEMS IN MOUNTAIN STATES WITH PINE NEEDLES THAT CLOGGED THE SYSTEM.**
4. **THEY INSTALLED FINE MESH SCREENS OVER THE AIR INTAKES TO TRY TO PREVENT CLOGGING.** These extended the period between clogging from one year to two or three years.

If you contact the dealer service manager, Ken Holt, he may tell you that their computer has lost my records. That is not true. Another clerk found them and said to tell Mr. Holt that she would show him how to retrieve them, which he refused to do.

[REDACTED]
Passaic, NJ [REDACTED]
[REDACTED]

[REDACTED]
Nov 3, 2007



October 4, 2004

Passaic, NJ

Re: 1HGE8549SI

Dear

Thank you for your recent correspondence to American Honda Motor Company regarding your 1995 Honda Civic. We regret to learn that your vehicle is in need of repairs. Under the terms of the Parts Limited Warranty, Honda will repair or replace, at our option, any factory installed component that is defective in manufacturing material and/or manufacturing workmanship. The limits of this warranty are 12 months or 12,000 miles whichever occurs first.

We recognize that, from time-to-time, parts may fail on a vehicle and, unfortunately, there is no way to determine when or if this may happen. For this reason, Honda provides a warranty to cover the cost of repairs in which a defective component is at fault. However, limitations such as time and mileage are important factors in determining warranty coverage.

Your concerns were documented in our office and forwarded to our District Parts and Service Manager (DPSM) in your area. There have been no recalls or product updates on these components which may indicate a quality concern or widespread failure rate. While we understand your concern with the repair to the A/C, Honda will not be able to assist with cost of the repair. This decision was based on the limits of the warranty and the current age and mileage of your vehicle.

While we understand you may be disappointed with our response, we hope you will understand the position of Honda. Thank you for allowing us the opportunity to review and respond to your inquiry.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Holly Muhammad

Holly Muhammad
Regional Case Manager
Automobile Customer Service
N032004-09-2001381

Honda Automobile Division

CERTIFICATE OF TITLE

IDENTIFICATION NUMBER: 1HGE8 8549S L [REDACTED] 95 HON CIV 4 DR.
 TYPE OF TITLE: STANDARD DUPLICATE NO. 7 COLOR/PLATE: WT DEALER I.D. 09440N 2
 PER 20.00 EXPIRE DATE 110295 MILEAGE 105 A
 CHASSIS H4507 02700 09426
 [REDACTED] PASSAIC NJ [REDACTED]

NUMBER OF OWNERS: 1
 NUMBER OF LIENHOLDERS:

I, THE DIRECTOR OF MOTOR VEHICLES, DEPARTMENT OF LAW AND PUBLIC SAFETY OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN, IF ANY AS STATED.

CONTROL NUMBER: E465544

C. Richard Kamin
 SIGNATURE

State of New Jersey
 DIVISION OF MOTOR VEHICLES



DATE
 SECOND
 LIENHOLDERS
 DATE
 FIRST
 LIENHOLDERS

Purchased
09
95

LIEN RELEASED BY:
 SIGNATURE _____
 TITLE _____ DATE _____
 LIEN RELEASED BY:
 SIGNATURE _____
 TITLE _____ DATE _____

NMV88-1 (7/78)

NB DB953060420

VOID IF ALTERED

Let
Purchaser

REMOVE
ADHESIVE
TO EXPOSE
ADHESIVE

ANY ALTERATIONS VOID THIS DOCUMENT

356721 R

**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).**