

10134524

2005 AUG 23 AM 4:09

8/16/2005

Dear NHTSA.

Re: SAFETY DEFECT
RECALL PERFORMANCE

Honda is well aware of the problem. They had the identical issue/problem in the 1990 and 1991 Accords. The Accords were recalled, but Honda chose not to include my vehicle in the recall.

All scheduled maintenance and service performed by Honda dealership, Brake without warning or synton, just spontaneous failure.

Honda has apparently chosen not to respond to my letter dated 6/12/05. 7/9/5.

Please review the enclosed, especially the 7/9/5 letter.

Help. Thank you.

[Redacted]

Melrose, Fc [Redacted]

Honda's response to my "nice" letter dated 6/12/05, was "... vehicle has exceeded the 3/36 factory warranty"

arrived
8/24/05



Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS
888-327-4236
www.safercar.gov



OWNER INFORMATION (Type or Print)

Name: [Redacted] OS
 Street: [Redacted] Apt. No.:
 City: MELROSE State: FL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
 Evening Telephone Number: Same
 E-mail: _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of authorization, this report will be used by the manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.
 Signature of Owner: [Redacted] Date: 8/16/05

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side: JHME D9367LS [Redacted]
 Make: HONDA Model: CIVIC CRX Year: 1990 Current Mileage: 133,542
 Date Purchased: 10/13/89 Dealer's Name and Telephone Number: WADE RAULERSON 352 372-2329 Engine: Fuel Type: Gas
 Dealer's City: Gainesville State: FL Zip Code: 32609 No. Cylinders: 4
 Transmission Type: Manual Automatic
 Powertrain: All-Wheel Drive Rear-Wheel Drive Front-Wheel Drive Four-Wheel Drive
 Antilock Brakes Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name: DISTRIBUTOR, DIST. BEARING, BEARING GREASE Incident Date(s): 5/25/05 Failure Mileage: 131,753 Failure Speed: 55MPH Failure Location: Driver Passenger Front Rear TOTAL: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand: _____ Tire Model/Line: _____ Tire Name: _____ Tire Size (Example: P216/65R1105): _____
 Failed Structure: Tread Sidewall Bead DOT No. (Example: DOT MALBABC038 on a sidewall) Original Equipment Prior Repair
 Failure Type: Blowout Blister Crack Torn Tread Separation Road Hazard Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model Number and Name: _____
 Seat Type: Infant Booster Integrated Convertible Other Installed in Vehicle using the: Vehicle safety belt LATCH system*
 Failed Part. Describe Failure Below: Base Harness/Buckle LATCH Connector Shell Handle Other *Vehicle info required

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: _____ Number of Deaths: _____ Police Report No.: _____

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
 SPONTANEOUS FAILURE @ 55MPH. Started bucking and then stalled. I was lucky I didn't cause an accident, or was injured.
 Apparently, it is common knowledge that Honda had problems with the distributor bearing grease breaking down in 1990 and 1991

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-368-7882

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

BEARINGS w/o grease do not function very long or very well.
Please review enclosed letters/information for
additional amplification.
Thank you.

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**

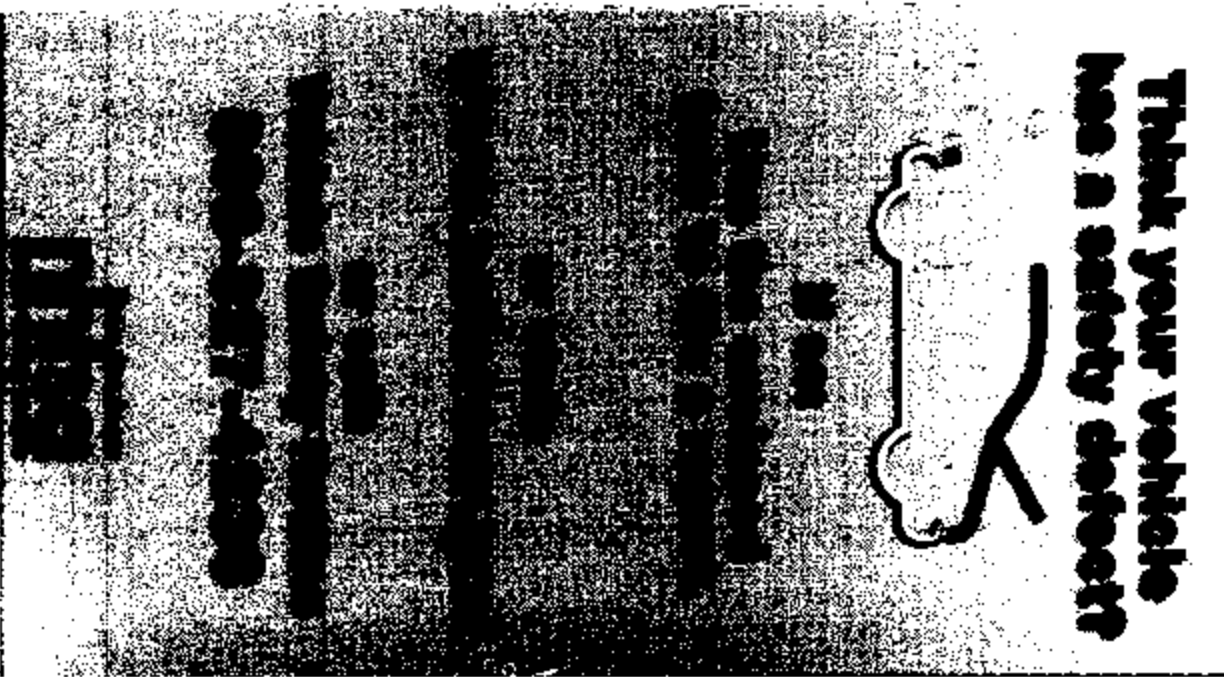
BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73178 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590



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



**Think your vehicle
has a safety defect?**



Certified Mail
President/Head of
Automobile Customer Service
American Honda Motor Co.
1919 Torrance Boulevard
Torrance, CA 90501-2746

7/9/5

Dear Sir/Madam:

Re: Case#

File#

Defective Distributor Bearing Grease
Defective Distributor Bearings

PLEASE - NO TELEPHONE CALLS

Please address and answer the following questions:

- 1.) Is it not true that the 1990 and 1991 Honda Accords used the identical distributor bearing grease as the 1990 Civic?
- 2.) Is it not true that the 1990 and 1991 Honda Accord used the very same distributor bearings as the Civic?
- 3.) Is it not true that a recall was issued for 1990 (#93032) and 1991 (#93035) Honda Accords because of problems with distributor bearings and distributor bearing grease?

- 4.) Why was the Civic not included in these recalls since the same distributor bearing grease, distributor bearings, and distributor was used on both the Accord and the Civic?
- 5.) And, specifically, do not I deserve some type of reimbursement, and a better explanation than "my vehicle has exceeded the 3/36 factory warranty" (your 6/23/15 letter to me did not "address .. (my) concerns regarding .. (my) 1990 Honda Civic")

I await your response. Again, please no telephone calls. Thank you.

Also, I would prefer not to have any contact with Ms. Smith. I personally asked her twice not to call, yet she continues to call. I cannot understand her on the telephone, and I cannot understand why she does not respect my request for no telephone calls. Plus, I do not need another letter from her stating that my vehicle "has exceeded the 3/36 factory warranty."

Again, thank you for your attention to this matter.


Melrose, Fc 

American Honda Motor Co.

6/12/5

P.O. Box 2964

TORRANCE, CA 90509

Dear Sir/Madam,

Re: Defective Distributor Bearings
Defective Distributor Bearing Grease
Request for Reimbursement - Case# [REDACTED]

I have been a proud and loyal Honda owner since October of 1989. I have maintained my ¹⁹⁹⁰ Civic CRX in "showroom" condition. The car is perfect in every detail and has only 132 K miles on it. Equally impressive as the vehicle's quality and reliability, is the dealer's (Wade Raulerson) commitment to service and customer satisfaction. The most remarkable thing about the dealership, is the lack of employee turnover. Mechanics and service advisors stay there for decades. (Employee turnover is the best indication of what kind of quality to expect, and how well a business is being managed.) I have been seeing the same service advisor, David Linville, for 16 years. ALL repairs and maintenance for 16 years have been performed by the Honda dealership. HOWEVER,

My distributor bearings/distributor bearing grease failed. Rotor chewed up everything - pretty much "mush" inside. Bearing grease "goop" was everywhere, and nothing was

salvageable. So instead of a \$350 repair bill for a new distributor, I had a \$700 bill for a new distributor AND distributor sub-assembly. That is a lot of money to pay for damage caused by bad grease.

Apparently, it is common knowledge that Honda had problems with bearing grease breaking down. If I had known this, I would have pre-emptively replaced the bearings, saving me the cost of the entire sub-assembly. I have just learned that Honda issued recalls for this very same problem.

Honda issued recalls for both the 1990 Accord (#93032) and the 1991 Accord (93035). Even though the Civic uses the same distributor, distributor bearings and grease, no such recall was issued for Civics.

I am poor. \$700 is a lot of money to spend for something that should not have happened and could have been prevented. Any help/reimbursement for this will be greatly appreciated. Thank you

cc: Mr. Raulerson

Mr. Linville

(3801 N. MAIN ST, GUILFORD, NC 27609)

Sincerely,

Malrose, FL

P.S. When I called Honda Customer Service, the representative told me that I was the third call that day, regarding a faulty distributor. Help. Please.



June 23rd, 2005

[REDACTED]
Melrose, FL
[REDACTED]

Dear [REDACTED]

Thank you for providing this office with the opportunity to address your concerns regarding the engine on your 1990 Honda Civic.

Please be advised that American Honda Motor Co., Inc. has given every reasonable consideration in this matter. Every automobile at some time will arrive at a condition that calls for minor and sometimes major repair work. American Honda's warranty is designed for the protection of the purchaser from defects in materials or workmanship, however your vehicle has exceeded the 3/36 factory warranty.

We regret any inconvenience you may have experienced. We thank you for contacting our office and for this opportunity to reply.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

A handwritten signature in cursive script that reads 'Suzann Smith'.

Suzann Smith
Automobile Customer Service
File [REDACTED]

Honda Automobile Division

**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).**