



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 100148

Date Received

2006 FEB 28 PM 2:53
30-JAN-2006

Repository ☐

Reference No.
10149020

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **HAWTHORNE** State **CA** Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date **2/1/06**

VEHICLE INFORMATION

17-digit Vehicle Identification Number Located at bottom of windshield on driver's side: **2HGES2**
Make **HONDA** Model **CIVIC SE** Model Year **2005**
Date Purchased **28/MAY-05** Dealer's Name and Telephone Number **DCM Gardens Honda ... 310 515-5700** Engine: **No. Cylinders 4** Fuel Type: **Gas**
Original Owner ☒ Dealer's City **Gardens** State **CA** Zip Code **90249**
Transmission Type **AUTOMATIC** ☒ Antilock Brakes ☒ Cruise Control Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **08S100 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **20-JAN-2006**
11/12/2005 Failure Mileage **4200**
3401 Failure Speed **25**

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: DOTM19ABC036) ☐ 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).

DT*: THE CONTACT STATED THE VEHICLE MAKES NOISE UPON COLD STARTS WHILE ACCELERATING. THE NOISE DISCONTINUES AFTER THE VEHICLE WARMS UP IN THE AFTERNOON. THE NOISE FIRST APPEARED IN DECEMBER 2005. THE VEHICLE WAS TAKEN TO A DEALER TWICE CONCERNING THE PROBLEM WHERE THE HEATING SHIELD, W-CONVERTER; FLEXIBLE GASKET, PRE-CHAMBER CONVERTER AND CATALYTIC CONVERTER WERE REPLACED. THE VEHICLE IS BEING RETURNED TO THE SERVICE DEALER FOR A THIRD TIME CONCERNING THE ONGOING PROBLEM TODAY.

8:00 AM to after

November 12, 2005

I AM ATTACHING COPIES OF ALL RELATED SERVICE ORDERS FOR YOUR REVIEW AND COPY OF LETTER SENT TO GENERAL MANAGER, WHICH I AM AWAITING A REPLY. IT MAY HELP EXPLAIN SOMETHINGS BETTER.

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.

February 07, 2006

Mr. Eric Bolstead
General Manager
Scott Robinson Honda, Inc.
20340 Hawthorne Boulevard
Torrance, California 90503

Dear Mr. Bolstead:

I was a pleased owner of a Honda Del Sol but, after 13 years and 80,000 miles, time takes its toll and I decided to buy a new car. In May, 2005, I purchased a 2005 Honda Civic SE from DCH Garden Honda. Everything about the new car was fine until November, 2005. I start the car for work every morning between 6:00 AM and 6:45 AM. On November 12, 2005, and after, I heard an alarming noise - first a rattle then a sound resembling a rusty spring. The sound would continue for 5-10 blocks. After coming to a stop, and when I would give it gas to go forward, the noise started again. On three occasions, I drove the car to Gardena Honda for the mechanics to hear what I did, but the noise would stop.

On December 19, 2005, I left the car overnight at Gardena Honda. The following morning, I returned at 7:00 AM to test drive the car with the mechanic, Mr. Chen. We were able to hear the noise together. Mr. Chen said he had never heard that sound before and was unable to determine the problem since it only lasts a short time and only in the very early mornings. Again, the car was left overnight. Gerald Wilbur, service advisor, said, in his opinion, it was a heating shield. While I was present, they tried to locate the problem but the noise did not repeat itself. Gerald Wilbur said he had moved something around, hoped the adjustment would take care of the problems and I could take the car home. In the meantime, he would leave the case open, until he could speak to a technician from corporate office for more details upon their return from vacation.

The noise continued. On January 18, 2006, I placed a call to customer relations and spoke with Ms Marjan about the problem with my car. She suggested I contact Scott Robinson. I called, spoke with the mechanic, Tom, and service advisor Albert Diaz, and took the car to them on January 19, 2006. On January 20 and 21, I was present to test drive the car with mechanics and Tom. On both occasions, the noise was heard but it was not as loud in comparison to the sound made in the early mornings. The service orders show they have replaced the catalytic converter, gasket, flexible, and gasket pre chamber but still the noise persists.

The mechanics said they have tried to resolve the problem but are unable to find the cause. When the problem first occurred, the mileage was only 3,101. It appears the car has a defect. With no offer of a resolution to the problem, I am not a happy new car owner.

I am attaching copies of all related service orders for your review and look forward to receiving your response as soon as possible.

[REDACTED]
[REDACTED]
Hawthorne, California [REDACTED]

C O P Y

(310) 516-5700 Ext. 258
(800) 883-3330
(310) 516-0561 Fax

*12/27/06 257
Cynthia*



EDMOND ACOSTA
Service Manager



DCH GARDENA HONDA
15541 S. Western Avenue • Gardena, California 90249

**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).**