



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

Repository

2006 OCT 25 PM 2:15
29-SEP-2006

Reference No.
10169615

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ROSEMOUNT State MN 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/21/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1HGFA165206 [REDACTED]
Make HGANDA Model CIVIC Model Year 2006
Date Purchased 02-APR-06 Dealer's Name and Telephone Number Burnsville Honda 952-892-1100 Engine: No: Cylinders Fuel Type: Gas
Original Owner Dealer's City Burnsville State MN Zip Code 55306
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 06C000 ENGINE AND ENGINE COOLING Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-SEP-2006 Failure Mileage 7500 Failure Speed

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: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
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 (ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths 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 THERE WAS A CLUNKING NOISE COMING FROM THE FRONT OF THE VEHICLE. THE PROBLEM WAS GETTING PROGRESSIVELY WORSE. THE DEALERSHIP DETERMINED THE MOTOR MOUNT WAS BAD. THE DEALERSHIP REPAIRED THE MOTOR MOUNT BY REPLACING AN UNKNOWN PART, BUT THE PROBLEM PERSISTED. THE DEALERSHIP REFUSED TO REPAIR THE MOTOR MOUNT AGAIN WITHOUT CHARGE.

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.

What is your complaint? (Include copies of contracts, receipts, cancelled checks, etc...)

I'm writting concerning my '06 Honda civic. The problem is the side engine motor mount. I've had the car in 3 times (see invoices) for this problem. I'm still having the same loud clunking noise all the time. Burnsville Honda and also their Customer Service at Corporate office have been no help to resolve this issue. Meanwhile I have real concerns about myself and children riding in this car. The NTSB feels it is a safety concern. I'm very dissapointed in the lack of concern and follow up to resolve this by any and all Honda Personnel. I'm a very dissatisfied customer.

It also had a defective power steering Elbow inlet that leaked!
What would you like the company to do for you? Replace car! TO much wasted Time and gas money going back and forth and sitting for hours and nothing is fixed!

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).