



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

2008 APR -2 AM 7:57
13-MAR-2008

Repository ☐

Reference No.

10221083

OWNER INFORMATION (Type or Print)

Name

Address

City

SKOKIE

State

IL

Zip Code

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 _____ Date 3/24/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JHMES96675

Make

HONDA

Model

CIVIC

Model Year

2005

Date Purchased

14-APR-05

Dealer's Name and Telephone Number

CASTLE HONDA 847-955-8833

Engine:

No: Cylinders 4

Fuel Type:

Other

Original Owner

☒

Dealer's City

MORTON GROVE

State

IL

Zip Code

60053

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-JUL-2006

Failure Mileage

~~36811~~
17,946

Failure Speed

0

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: DOTM9ABC036)

☐ 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

1

Number of Deaths

0

Reported to Police

Y

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).

TL*THE CONTACT OWNS A 2005 HONDA CIVIC. WHILE STOPPED BEHIND ANOTHER VEHICLE, THE CONTACT'S VEHICLE SUDDENLY ACCELERATED AND CRASHED INTO THE PRECEDING VEHICLE. THE DEALER WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE DEALER STATED THAT IT WAS NORMAL FOR THE VEHICLE TO PERFORM IN THAT MANNER. THE CONTACT'S INSURANCE COMPANY DID NOT INVESTIGATE THE FAILURE, BUT THEY REPAIRED THE FRONT BUMPER. THE CONTACT SUFFERED BACK INJURIES. HE WAS SURPRISED WHEN HE RECEIVED A RECALL LETTER IN JANUARY OF 2008 FOR THE REPLACEMENT OF THE CLUTCH JUDDER. A SECOND RECALL LETTER WAS RECEIVED FOR THE TRANSMISSION CAUSING THE VEHICLE TO LUNGE FORWARD. THE MANUFACTURER STATED THAT THE CRASH IN 2006 WAS NOT RELATED TO THE RECALLS, AND WAS THE CONTACT'S FAULT. THE POWERTRAIN, SPEED, AND RECALL NUMBERS WERE UNKNOWN. THE CURRENT MILEAGE WAS 37,000 AND FAILURE MILEAGE WAS 36,811.

17,946

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 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)

BACK INJURIES TREATED by ACCELERATED
REHABILITATION CENTERS, 9300 WILDER PARK PLACE,
#225 SKOKIE, ILLINOIS 60077 DIRECT TO
KIMBERLY KROLL, 847 779 6100
FAX 847 779 6102.
(August Thru Sept, 2006)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

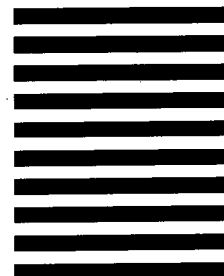
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

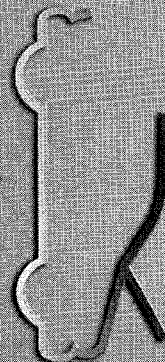
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



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



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov

State Farm Insurance Companies



March 3, 2008

P.O. Box 2350
Bloomington, IL 61702

Fax: 888-309-8608

[REDACTED]
Skokie, IL [REDACTED]

RE: Claim Number: [REDACTED]
Insured: [REDACTED]
Date of Loss: July 13, 2006

Dear [REDACTED]

Please find copies of photos and estimate per your request.

Sincerely,

Allie Grimes

Allie J. Grimes/*u*
Claim Representative
(847) 704-8260

State Farm Mutual Automobile Insurance Company

Vehicle Estimate - Itemized with Descriptions
Cln: [REDACTED] Ins: [REDACTED] Pol: [REDACTED]

S3435C40
DOL: 07-13-06

Owner: [REDACTED]
Veh desc: 05 Honda Civic 4D Sed

Estimate code: 01-B
Estimate date: 08-03-06

Special codes - C=Price includes clear coat
O=QRP part available/OEM used

*=Judgement item
#=Labor note applies, see CEG
@=QRP

Addl info for line: ____

Items 1 to 10 of 18

Line	Op Code	Description	Price	Supp Ind	Hrs	Labor Type
1	Overhaul	FRT BUMPER COVER ASSY			2.3	# Body
@ 2	Rem/repl	FRT BUMPER COVER	150.00*		INCL	# Body
3	Refinish	FRT BUMPER COVER		C	2.6	Refi
4	Rem/repl	FRT BUMPER LICENSE PLATE FRAM	21.72		INCL	Body
5	Rem/repl	GRILLE	131.95		INCL	Body
6	Rem/inst	A/C CONDENSER		S1	.4	# Mech
7	Rem/repl	EVACUATE & RECHARGE A/C		S1	1.4	Mech
8	Rem/repl	A/C REFRIGERANT RECOVERY		S1	.3	Mech
9	Repair *	AIR COND CONDENSER	*	S1	.5*	# Mech
10	Repair *	FINAL BILL	*	S1	*	Body*

Vehicle Estimate - Itemized with Descriptions
Clm: [REDACTED] Ins: [REDACTED] Pol: [REDACTED]

S3435C40
DOL: 07-13-06

Owner: [REDACTED]
Veh desc: 05 Honda Civic 4D Sed

Estimate code: 01-B
Estimate date: 08-03-06

Special codes - C=Price includes clear coat
O=QRP part available/OEM used

*=Judgement item
#=Labor note applies, see CEG
@=QRP

Addl info for line: _____

Items 11 to 18 of 18

Line	Op Code	Description	Price	Supp Ind	Labor Hrs	Type
11	Blend	R FENDER OUTSIDE		C S1	.8	Refi
12	Blend	L FENDER OUTSIDE		C S1	.8	Refi
13	Add cost	FLEX ADDITIVE	5.00*			
14	Add oper	CLEAR COAT		C	1.4*	Refi
15	Add oper	FINISH SAND AND BUFF			.5*	Refi
16	Add oper	MASK FOR OVERSPRAY	5.00*			
17	Add cost	PAINT/MATERIALS	140.00*			Refi
18	Add cost	HAZARDOUS WASTE DISPOSAL	3.00*			

Vehicle Estimate Totals
Cln: [REDACTED] Ins: [REDACTED] Pol: [REDACTED] S3500B01
DOL: 07-13-06

Estimate code: 01-B
Vendor product: ULTRAMATE

Screen 1 of 2

Labor Costs

Type	Rate	Hrs	Additional Labor Amt	Sublet Amt	Total	Taxable
Body	46.00	2.3			105.80	
Bdy-S	46.00					
Refinish	46.00	6.1	5.00		285.60	
Glass	46.00					
Frame	62.00					
Mechanical	75.00	2.6			195.00	

Taxable labor:
Labor tax:
Goods & svcs tax:

Non-taxable labor: 586.40
Goods & svcs tax:

Total labor: 11.0 586.40

Vehicle Estimate Totals

Clm: [REDACTED] Ins: [REDACTED]

Pol: [REDACTED]

S3501C53

DOL: 07-13-06

Estimate code: 01-B
Vendor product: ULTRAMATE

Screen 2 of 2

Part Costs

Taxable parts: 303.67

Parts adjustment:

Glass discount:

Goods & svcs tax:

Sales tax: 8.75% 26.57

Non-taxed parts:

Parts adjustment:

Glass discount:

Goods & svcs tax:

Total part cost: 330.24

Additional Costs

Taxable cost: 145.00

Goods & svcs tax:

Sales tax: 8.75% 12.69

Non-taxed cost: 3.00

Goods & svcs tax:

Total addl cost: 160.69

Adjustments and Totals

Gross total: 1,077.33

Betterment:

Insurance deductible: 500.00-

Related prior dmg:

Appearance allowance:

Customer responsibility: 500.00-

Net total: 577.33

Unrelated prior dmg:



SONDAG'S
CASTLE MOTOR SALES INC. d/b/a:
CASTLE HONDA
8833 Waukegan Road
MORTON GROVE, IL 60053
(847) 965-8833

Maintain the Quality
with Genuine Honda Parts.™

Case No. 104044 Fed Trade Commission (877 382 9357)

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	ED M RUBIO		02/21/08	
	LABOR RATE	LICENSE NO.	COLOR	
	110.00		BLUE	
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	05 / HONDA / CIVIC / 4D HYBRID CONT VAR	36,811	04/14/05	
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	52
	J H M E S 9 6 6 7 5 S			
	F.T.E. NO.	P.O.	R.O. DATE	
			02/21/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPRINT#	1

LABOR & PARTS

CONFIRMED BELT SLIPPAGE IN CVT TRANS
REPLACED THE CVT LOWER VALVE BODY PER BULLETIN #07-050.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	06270-PZC-305	KIT, VALV 8610495		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

CONFIRMED START CLUTCH JUDDER.

REPLACED THE START CLUTCH AND BURNISHED CLUTCHES PER BULLETIN #07-049. TEST DROVE VEHICLE, DRIVES SMOOTHLY
REPLACED FLYWHEEL AS PER REPLACEMENT OF CLUTCHES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	06221-PZC-305	CLUTCH KI 8610784		0.00
JOB # 2	6	08200-9006	FLUID CV 8031437		0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

UPON REPLACEMENT OF CVT START CLUTCH, FOUND FLYWHEEL LEAKING

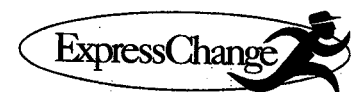
REPLACED FLYWHEEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	22100-PZA-000	FLYWHEEL 7101553		0.00
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

COMMENTS
DROP OFF / SHUTTLE / PART IS IN / 847-674-2892



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8833 Waukegan Road
MORTON GROVE, IL 60053
(847) 965-8833

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CUSTOMER NO.	ADVISOR DO H KIM	TAG NO.	INVOICE DATE 07/24/06	INVOICE NO.
	LABOR RATE 110.00	LICENSE NO.	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 05/HONDA/CIVIC/4D HYBRID CONT VAR	MILEAGE 17,946	DELIVERY DATE 04/14/05	DELIVERY MILES 52
	VEHICLE I.D. NO. J H M E S 9 6 6 7 5 S		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/24/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

CHECK IF THE IDLE IS WITHIN SPEC.
ENGINE IDLING AT 748 RPM. SCAN COMPUTER FOR STORED CODES
IDLE WITHIN FACTORY SPEC OF 700-800RPM. NO CODES STORED
NO PROBLEM FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE FROM RAY'S BODY SHOP
SEE ATTACHED

JOB # 2 TOTAL LABOR & PARTS 0.00

3 02H021 INSPECT/DIAGNOSIS HOURS 0.25

CHECK SPARE TIRE PRESSURE
INFLATED TO 60PSI

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
MORN DROP OFF

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DTSC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00



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CUSTOMER SIGNATURE

DUPLICATE INVOICE *****





