



OCT 22 2009

DOT Auto Safety Hotline

U.S. Department
of Transportation

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

21-SEP-2009

Repository ☐Reference No.
10284805

OWNER INFORMATION (Type or Print)

Name

Address

City

SHINGLE SPRINGS

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JHMFA362065

Make

HONDA

Model

CIVIC HYBRID

Model Year

2006

Date Purchased

11/17/2005

Dealer's Name and Telephone Number

Shingle Springs Honda (530) 677-5700

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Shingle Springs

State

CA

Zip Code

95682

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure: yes

Incident Date(s) See
10-AUG-2007 attached
list☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

50000

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE N/A

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 N/A

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).

TL*THE CONTACT OWNS A 2006 HONDA CIVIC HYBRID WHICH WAS PURCHASED IN OCTOBER 2005. SHE NOTICED A SIGNIFICANT DECREASE IN THE GAS MILEAGE BETWEEN 10 TO 15 MPG. SHE ALSO STATED THAT WHILE DRIVING UPHILL OR ACCELERATING THE VEHICLE WOULD LOSE POWER. THERE WERE NO RECALLS PERTAINING TO THE FAILURE. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 100,000.

See attached additional details & repair requests copies.

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.

[REDACTED]
NHTSA Reference # 10284805

Honda Civic Hybrid
VIN# JHMFA36206S [REDACTED]

Additional information on failures:

Since the odometer passed 50,000 miles I have continued to experience sporadic failure of power when traveling uphill and / or acceleration. During the first 50,000 miles I constantly got fuel mileage ranging from 48 – 55mpg while traveling the same local routes including daily commute to work. At times, with long distance travel I would get upward to 60mpg. After 50,000 miles the fuel economy has continued to degrade over time to an average of 34 - 36 mpg (I purchased the car due to the rated 49-51mpg fuel economy) and the loss of power has increased in frequency and degree of failure. The Shingle Springs Honda dealership did not address the problems and gave flimsy excuses that made no sense. In July 2009 I began going to Folsom Lake Honda dealership who would at least attempt to duplicate the problem. On September 2, 2009 this dealership service was able to duplicate the problem and attempted repair with computer updates. However the problem continues to occur. At this point I have left voice mail messages for the dealership repair service to contact me to discuss further action. I have had no response to date. Below is a failure log I began keeping in July 2009.

I feel this is a significant safety concern because I never know when merging into traffic, pulling out to cross traffic, or attempting to accelerate uphill, if I will experience a failure. Fortunately I have not had an accident to date, but have experienced close calls with traffic swerving around me on the freeway when I suddenly lose power and acceleration.

[REDACTED]
10/16/2009

October 14, 2009

NHTSA Reference # 10284805

Failure Log 2009

Individual failures from Oct 2007 - June 2009 not documented on daily log;
Only reported on attached repair requests.

7-10-2009

Last service

7-16-2009 local

Complete discharge, no acceleration from stop RPMs 6K to get acceleration.
High ambient temps

7-17-2009 local

Repeat of 16

Mileage max 38mpg

8-4-2009 Travel to Mammoth Lakes, CA

At 2-3 bars acceleration only at 5-6 RPMs

Mileage max 35mpg

8-8-2009 to SF

Repeat of 8-4, barely made it up hills

Mileage max 38mpg

8-12-2009 marc to coast

Repeat 7-16

Mileage max 37mpg

8-19-2009 marc local

Repeat 7-16

Mileage max 38mpg

8-20-2009 local

Repeat 7-16

8-28-2009 local EDH grade

Repeat 8-4

At 6K rpm top speed 55

Mileage max 34mpg

8-29-2009 local

Battery charge drop from 5 bars to 1 instantly upon start out from Latrobe Rd light to W bound hwy50, exceeded 6K rpm to achieve minimal acceleration to go up grade. Oil change, filed another complaint.

9-2-2009 local

Folsom Honda Service duplicated loss of power. Completed 4 computer software updates.

After leaving dealership, upon start from light to hwy50, battery charge went from 4 to 2 and loss of power when accelerated to merge on freeway.

October 14, 2009

NHTSA Reference # 10284805

9-6-2009

When merging on to freeway, level grade, battery charge went from 4 to 1 and lost power

9-13-2009

When merging on to freeway, level grade, battery charge went from 5 to 2 and lost power

9-17-2009

Charge dropped from 4 to 0 resulting in no power, AC on, acceleration uphill.

9-19-2009

Loss of power without drop in battery charge while merging on freeway uphill

9-30-2009

Instant change in battery indicator from 2 bars to 100% then drop to 1 bar after a few minutes. Loss of power while traveling uphill.

10-2-2009

RPMS went above 6K and loss of power while accelerating on level freeway section, caused decrease in speed to 15mph below speed limit before able to regain ability to accelerate. Average fuel mileage is down to 34mpg.

October 14, 2009

B.A.R. # AH T62382
E.P.A. # CAD 983639964

SHINGLE SPRINGS HONDA

4070 MOTHER LODE DRIVE • SHINGLE SPRINGS, CA 95682
(530) 677-5700



CUSTOMER NO. 15101	ADVISOR RANDY MERCADO 492	CARD NO. 2691	INVOICE DATE 11/10/08	INVOICE NO. H005107089
	09.50	LICENSE NO.	MILEAGE 77154	COLOR 50/1V
	YEAR/MAKE/MODEL 2007/HONDA/CR-V/CIVIC/SD		DELIVERY DATE 11/17/05	DELIVERY MILES 12
	VEHICLE ID. NO. A 3 6 2 0 6 5		SELLING DEALER NO.	PRODUCTION DATE
SHINGLE SPRINGS, CA	F.T.E. NO.	P.O. NO.	R.O. DATE 0/08	

LABOR & PARTS
J# 1 20H0Z LIGHT ENGINE HOURS: 1.00 TECH(S):384
CUST REQUESTS CHECK ENG LIGHT DATA
RETRIEVED DTC'S : 800Y ELECT: 11/77, 2988, 2989, ECT
FREEZE DATA SHOWS BATT VOLTAGE AT 7.5V
REPLACED BATTERY AND CHECKED ECM FOR AVAIL. UPDATES
TEST DROVE

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	31500-SNC-00100M	BATTERY 44B19L-B	
JOB # 1	-1	31500-SNC-00100M	CORE RETURN	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

2.00

J# 2 02H0Z MINOR SERVICE HOURS: TECH(S):507 511
PERFORM AI SERVICE
PERFORMED AI SERVICE PER ATTACHED CHECKSHEET
OIL AND FILTER CHANGE AND TIRE ROTATION
COMPLETE ISPT CHECKOUT

20.95

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	PKLOF	FILTER & WASHER	7.95
JOB # 2	1	15400-4LM-A02	FILTER, OIL	****
JOB # 2	1	94109-14000	WASHER, DRAIN 14	****

JOB # 2 TOTAL PARTS

7.95

JOB # 2 TOTAL LABOR & PARTS

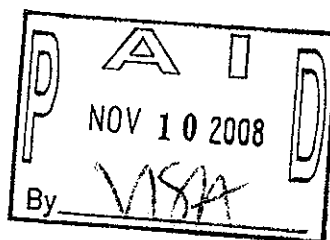
22.90

G.O.G. & SUPPLIES
JOB # 2 1.0 4 QT. OIL 0 12.000 /UNIT
TOTAL - GOG 12.00

12.00
12.00

TOTALS	TOTAL LABOR...	20.95
	TOTAL PARTS...	7.95
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	12.00
	TOTAL MISC CHG...	0.00
	TOTAL MISC DISC...	0.00
	TOTAL TAX.....	1.45
	TOTAL INVOICE \$	43.35

CUSTOMER SIGNATURE



CUSTOMER #: 51467

4863

FOLSOM LAKE HONDA

12505 Auto Mall Parkway
Rancho Cordova, CA 95742
Phone 916-458-0100
Phone 866-995-2534
Fax 916-458-0208
www.folsomlakehonda.com

INVOICE

PAGE 1

SHINGLE SPRINGS, CA

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 116 LARRY SAJOVIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	06	HONDA CIVIC HATCHBAC	JHMFA36206S		95177/95177	T425
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN06 DD			17:00 10JUL09	0.00	CASH	11JUL09
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:1.3_Liter_SOHC				
10JUL09	11JUL09					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES VEHILCE HAS A LOSS OF POWER- PLEASE CHECK & ADVISE
99 COULD NOT VERIFY CONDITION-ROAD TESTED-CHECKED
FOR CODES-NONE -RECOMMEND TO RETURN IF
CONDITION RETURNS

124 IP

(N/C)

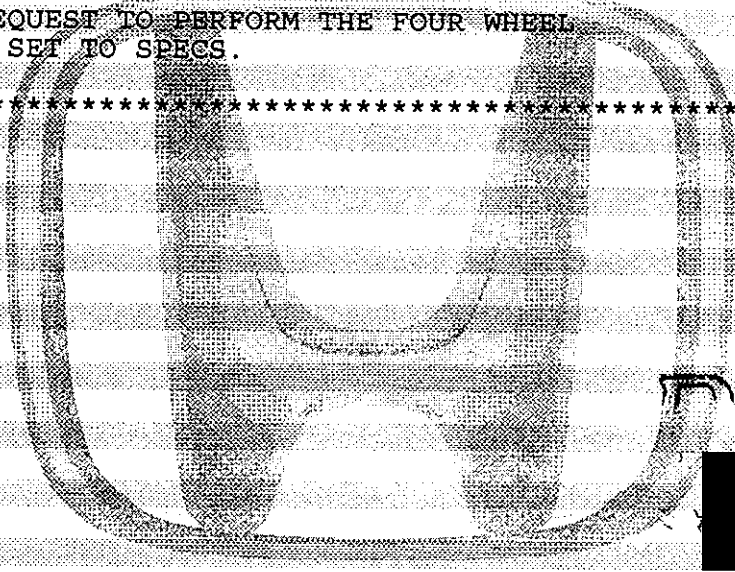
B PERFORM FREE ALIGNMENT CHECK - REPORT IF ADJUSTMENT NEEDED - RECENT

TIRE REPLACEMENT

ALIGN CUSTOMER REQUEST TO PERFORM THE FOUR WHEEL
ALIGNMENT & SET TO SPECS.

124 CEX

99.95 99.95

**FOLSOM LAKE
HONDA**I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

I HAVE RECEIVED A COPY OF THIS INVOICE

B.A.R. #ARD256409

EPA #CAL000336321

ALL PARTS NEW UNLESS OTHERWISE NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.95
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.95

"THIS MILEAGE MAINTENANCE SCHEDULE IS THE RECOMMENDATION OF FOLSOM LAKE HONDA AND NOT THE MANUFACTURER OF YOUR AUTOMOBILE. THESE
RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

CUSTOMER COPY

CUSTOMER #: 51467

6667

FOLSOM LAKE HONDA

12505 Auto Mall Parkway
Rancho Cordova, CA 95742
Phone 916-458-0100
Phone 866-995-2534
Fax 916-458-0208
www.folsomlakehonda.com

INVOICE

PAGE 1

SHINGLE SPRINGS, CA

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 116 LARRY SAJOVIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	06	HONDA CIVIC HATCHBAC	JHMFA36206S		100443/100443	T463
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN06 DD			17:00 02SEP09		0.00 CASH	02SEP09
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:1.3_Liter_SOHC				
02SEP09	02SEP09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES NO POWER AT TIMES BATTERY LIGHT READS LOW AT TIMES WHEN HOT OUTSIDE AND A/C ON-REPORT CAUSE: NO POWER-LOW BATTERY LIGHT NEW SOFTWARE UPDATES-# 09-058 PERFORM ALL 3 SOFTWARE UPDATES							
125517	ECM/PCM - REPROGRAM	S/B# 01-084	S/B#				
	03-002 S/B# 04 -013 S/B# 05-038 S/B# 06-022						
	S/B# 06-045 S/B# 06-052 S/B#						
	114 W93						(N/C)
125517A	FOR ONE ADDITIONAL UPDATE ADD. S/B#						
	01-084 S/B# 03-002 S/B# 04-013 S/B# 05-038						
	S/B# 06-022 S/B# 06-045 S/B#						
	114 W93						(N/C)
125517D	UPDATE TRANSMISSION SOFTWARE-HYBRID						
	114 W93						(N/C)
CC:	03237						
FC:	07201						
PART#:	37820-RMX-A05						
COUNT:	0						
CLAIM TYPE:							
AUTH CODE:							

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B.A.R. #ARD256409

EPA #CAL000336321

ALL PARTS NEW UNLESS OTHERWISE NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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