

<p style="text-align: center;">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</p>	FOR AGENCY USE ONLY 100148	
	Date Received 14-JAN-2011	Repository <input type="checkbox"/> Reference No. 10376644

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address			
City	MURFREESBORO	State	TN
		Zip Code	
		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 2HGFG12876H		Make HONDA	Model CIVIC
		Model Year 2006	
Date Purchased 5/2006	Dealer's Name and Telephone Number REDDLEL HONDA 615-896-3480		Engine: No: Cylinders
Original Owner #	Dealer's City MURFREESBORO	State TN	Zip Code 37130
Transmission Type V4	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 10-JAN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING		Failure Mileage 60500
		Failure Speed 30

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, THE STEERING WHEEL EXHIBITED AN UNUSUAL GRINDING NOISE AND BECAME INCREASINGLY STIFF AND DIFFICULT TO MANEUVER WITHOUT WARNING. WITHIN FIVE MINUTES OF THE FAILURE, THE CONTACT NOTICED THAT THE ENGINE WAS SMOKING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THEY INFORMED HER THAT THE TENSIONER PIVOT BOLT HAD FRACTURED AND ENTERED THE ENGINE BLOCK CAUSING THE VEHICLE TO SMOKE AND THE STEERING FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 60,500.

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

[REDACTED]

To whom it concerns:

I own 2006 Honda Civic VIN # 2HGFG12876H [REDACTED]

On January 10th, 2011 I was driving approximately 30MPH when I started to hear a very loud grinding noise. At this point my car became much harder to steer and then started smoking. I called my dad who lives only about 5 minutes away. He told me to take it to the independent shop which was on the same street I was on. (Quality Tire & Service 2560 Rideout Lane Murfreesboro, TN 37128) We had bad weather that morning and he didn't want me to drive to the Honda dealer. Also we didn't want to cause more damage to my car because the Honda dealer is across town. My dad met me at Quality Tire. Quality Tire called me the next morning to tell me that an Auto Tensioner Pivot Bolt had broken off and went into my engine block and damaged the Tensioner bracket and Auto Tensioner Belt. Even though my car is out of warranty, Quality Tire said there was a Honda Voluntary recall and it should be covered under the recall. Quality Tire called the Honda dealer only to be told my VIN# was not included in the recall. Quality Tire called me back to tell me I would have to pay because of my VIN#. He also said he could not understand how there was a recall but not all VIN#'s for the 2006 Honda Civics. This problem Honda was having had been on the 2006 Honda Civics. My car had to stay at the shop for 3 days. They had a very hard time getting the Auto Tensioner Pivot Bolt out of the engine block. This cost me \$453.40 with tax and labor (see attached) All of this because of a under \$10 Bolt breaking.

I was told the VIN# ranges were from 2HGFGH...6H500089 THRU 2HGFG1...6H546702. (See attached) my VIN# is only 22,583 away. I have attached a copy of the official letter sent from Honda to all Honda dealers about this problem. I have also attached an example of the letter sent to Honda Civic Owners. Also attached is my itemized bill from Quality Tire where it states that the Auto Tensioner Pivot Bolt that broke off and was the cause of the Auto-Tensioner belt being damaged and need to be replaced.

I am asking the National Highway Traffic Administration to please look over this matter with my VIN# and all the other Honda Civics who had this similar problem and to possibly extend this recall to all 2006 Honda Civics. Quality Tire told me my car was not the only Civic that they had to repair because of the Auto Tensioner Pivot Bolt breaking.

Please let me know if you need anything further.

Sincerely,

[REDACTED]

Murfreesboro, TN [REDACTED]

QUALITY TIRE & SERVICE

2560 RIDEOUT LANE
MURFREESBORO, TN 37128
(615) 907-1978



INVOICE
058062

~~01/10/11~~ ~~01/13/11~~
02:31 PM 04:52 PM
TERR: 9585
NONSIG: 170960

PAGE: 01

BILL TO:

[REDACTED]
MURFREESBORO, TN

PHONE 1..... [REDACTED] EXT.
PHONE 2..... [REDACTED] EXT.
DATE REQUESTED 01/10/11
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 004 / 004
VEHICLE ID #.. 2HGFC12876H

VEH YEAR/MAKE. 06 HONDA
VEHICLE MODEL. CIVIC
VEHICLE COLOR. BLACK
LICENSE/STATE. [REDACTED] / TN
ODOMETR IN/OUT 60532 / 60532
VEHICLE INFO.. BLACK
PRIOR INVOICE. 056931

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
958500051 V 01 00897 0 TN 06993C HDC 6153

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
004	004	047-100	R	1	CK FOR SQUEAKING NOISE FROM BELT?	.00	.00	.00
004	004	046-100	R	1	HAS BROKEN TENSIONER PIVOT BOLT	.00	.00	.00
004	053	047-579	R	1	CHECK OUT TIME	.00	40.00	40.00
004	053	047-665 047-564-600-0	R	1	TENSIONER ASSEMBLY HONDA RD	98.74	.00	98.74
004	053	047-200 047-001-000-0	R	1	TENSIONER RETAINING BOLT HONDA RD	2.00	.00	2.00
004	053	047-100	R	1	LABOR TO INSTALL COMPONENTS	.00	200.00	200.00
004	053	046-100	R	1	ALSO DRILL OUT BOLT-BROKE OFF IN BLOCK	.00	.00	.00
004	053	057-200 057-853-200-0	R	1	SERPENTINE BELT OR	49.00	.00	49.00
004	004	046-788	R	1	SERVICE SUPPLIES	8.98	14.40	23.38
004	053	046-100	R	1	TENSIONER BRACKET AND BELT WERE DAMAGED	.00	.00	.00
004	053	046-100	R	1	WHEN BOLT BROKE	.00	.00	.00
004	053	046-100	R	1	ALSO DAMAGED WIRING HARNESS SLIGHTLY	.00	.00	.00

CONTINUED NEXT PAGE

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

QUALITY TIRE & SERVICE

2560 RIDEOUT LANE
MURFREESBORO, TN 37128
(615) 907-1978



INVOICE
058062

01/10/11 01/13/11
02:31 PM 04:52 PM
TERR: 9585
NONSIG: 170960

PAGE: 02

<u>SLSM</u>	<u>TECH</u>	<u>PRODUCT CODE</u>	<u>BC</u>	<u>QTY</u>	<u>DESCRIPTION</u>	<u>PARTS</u>	<u>LBR/EXCISE</u>	<u>LINE</u>	<u>TOTAL</u>
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AS YOU PAUSE TO APPRECIATE FAMILY, FRIENDS, AND LIFE'S SIMPLE PLEASURES, WE HUMBLBY THANK YOU FOR YOUR FRIENDSHIP AND FOR YOUR BUSINESS. "AND GIVE THANKS FOR EVERYTHING TO GOD THEFATHER IN THE NAME OF OUR LORD JESUS CHRIST." EPHESIANS 5:20 (NLT)

I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

_____ (signature)

PARTS TOTAL.....	158.72
LABOR TOTAL.....	254.40
SUB TOTAL.....	413.12
SALES TAX.....	40.28

CHARGED AMOUNT	453.40
TAXABLE AMOUNT	413.12

INVOICE TOTAL

\$453.40

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

AUTHORIZED BY. CUST
AUTH PHONE.....
REVISED TOTAL. 413.12

AUTH REC'D BY. TRAVIS
AUTH DATE.....
ADD'L AMOUNT.. 413.12

MANNER REC'D.. 4
AUTH TIME.....
REPAIRS DESC..

TREAD L/F..... 8/32

TREAD R/F..... 8/32

TREAD R/R..... 8/32

TREAD L/R..... 8/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

Product Update/ TSB 09-007: Drive Belt Auto-Tensioner Pivot Bolt Replacement

Product Update: Drive Belt Auto-Tensioner Pivot Bolt Replacement

BACKGROUND

The current routing of the engine drive belt creates extra force on the drive belt auto-tensioner. In rare cases, this extra force could break the auto-tensioner pivot bolt, causing an engine noise or a loss of power steering.

VEHICLES AFFECTED

2006 Civic 2-Door:

From VIN 2HGFG1...6H500089 thru 2HGFG1...6H546702

2006 Civic 4-Door:

From VIN 1HGFA1...6L000001 thru 1HGFA1...6L082601

From VIN 2HGFA1...6H500011 thru 2HGFA1...6H517147

From VIN JHMFA1...6S000039 thru JHMFA1...6S014045

2006 Civic GX:

From VIN 1HGFA4...6L000001 thru 1HGFA4...6L000026

CORRECTIVE ACTION

Replace the auto-tensioner pivot bolt, and reroute the drive belt. On vehicles with A/C, install a new drive belt.

Honda 1.8L Belt route update and new tensioner bolt

0

Shops are reporting a high incidence of serpentine belt tensioner bolts breaking on Honda Civics with the 1.8L engine. Apparently the belt routing puts tremendous stress on the single bolt that holds the tensioner in place.

Honda has issued a new bolt and REVISED the belt AND the belt route so that it places less stress on the tensioner bolt. The new belt comes with a new bolt and the new belt routing. Make sure you buy the next belt from Honda or check with your auto parts supplier to see if the belt they sell is the new design.

January 30, 2009

Dear Service Manager,

Honda Motor Co., Ltd., is announcing a product update campaign for certain **2006 Civics**.

The current routing of the engine drive belt creates extra force on the drive belt auto-tensioner. In rare cases, this extra force could break the auto-tensioner pivot bolt, causing an engine noise or a loss of power steering.

Repair Strategy

The repair is to replace the drive belt auto-tensioner pivot bolt and reroute the drive belt. On vehicles with A/C, a new drive belt is used in the repair. For repair, affected VIN, and warranty information, refer to Service Bulletin 09-007, *Product Update: Drive Belt Auto-Tensioner Pivot Bolt Replacement*.

Customer Notification

Customers will be sent a notification of this campaign the week of February 9, 2009. Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

Some vehicles affected by this product update may be in your used vehicle inventory. These vehicles must be updated before they are sold. To see if a vehicle is affected, do a VIN status inquiry.

Parts Information

Initially, a quantity of drive belt auto-tensioner pivot bolt kits will be auto-shipped to you. Each kit contains a drive belt (for vehicles with A/C) and an auto-tensioner pivot bolt. The drive belt in the kit cannot be used on vehicles without A/C. Additional kits are available through open ordering.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**



Murfreesboro, TN
[Redacted]

SECURITY OFFICER
MAY 16 2011
X-RAYED

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NHTS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

