

RECEIVED FEB 12 2011



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

FEB 9 8 00 AM
19-JAN-2011

Repository ☐

Reference No.
10377913

OWNER INFORMATION (Type or Print)

Name

Address

City LA JOLLA

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

JHMFJA36286S

Make

HONDA

Model

CIVIC HYBRID

Model Year

2006

Date Purchased
7/19/2006

Dealer's Name and Telephone Number
Pacific Honda (858) 694-1000

Engine:
No: Cylinders 4

Fuel Type:
gasoline

Original Owner
☐

Dealer's City
San Diego.

State
CA

Zip Code
92111

Transmission Type
CVT

☒ Antilock Brakes
☒ Cruise Control

Powertrain 1.3 liter
SOHC 8-valve
i-VTEC. IMA

Multiple Failure:
Idle stop feature

Incident Date(s)
19-SEP-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
65000

Failure Speed
35

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).

TL* THE CONTACT OWNS A 2006 HONDA CIVIC HYBRID. THE CONTACT STATED THAT WHEN DRIVING AT LEAST 35 MPH UPHILL, THE VEHICLE WOULD DRIVE SLUGGISH AND WITH LIMITED POWER. THE VEHICLE WAS INSPECTED BY THE DEALER WHO INFORMED THE CONTACT THAT HE WOULD NEED TO REPLACE THE BATTERY TO CORRECT THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 65,000.

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.

COPY

LA JOLLA CA

PH/FAX

REPORT ON HONDA 2006 HONDA CIVIC HYBRID ELECTRICAL PROBLEMS

VIN: JHMFA36286S [REDACTED] Mileage "56,000

This automobile has severe electical problems which make it highly dangerous to drive, yet Honda is refusing to acknowledge the fact that the car has a defective battery which should be replaced under the original and extended warranty.

CASE HISTORY.

This car was purchased in July 2006 and for the first few years was a real pleasure to drive, both for in town use (its original purpose) and also for long distance driving. It handled extremely well and obtained excellend mileage, sometimes approaching 50 mpg.

Problems started in May 1009 when the engine AUTO STOP became very eratic. One of the major features on Hybrid automobiles is that the engine stops when the car stops. This results in saving fuel, as well as greatly reducing polution as this is highest when the car is at idle. The car qualified for extremely low emissions, but with this problem, this is greatly reduced.

5/27/09 Car was taken to dealer because of the intermittent operation of the AUTO STOP feature. Car was returned, and worked properly for about one day.

6/02/09 Car was returned to dealer because of same fault.

6/09/09 Car was again returned to dealer for same fault. After this, it worked properly for about 4 days. After that sometimes the engine would stop, but not at other times.

6/30/09 Car taken back again and left at dealer for over a week. Perhaps based upon my suggestion, the dealer replaced the brake switch, which apart from controlling the break lights and also the Cruise Control, also controls the "Auto-Stop" feature as this, when working properly, prevents the engine from restarting until the break pedal is released. After this once again the Auto Stop was eratic but mostly worked and I got tired of returning the car to the dealer.

12/28/10 This time the car was taken to the dealer for the above repeated problem but also for a new and much more serious problem. The Main battery, which supplies the power to the Electric Motor assist became quite eratic. At times there simply was no IMA (Electric assist) and the car would loose much of its power. The battery charge indicator woduld show the battery fully

charged and all of a sudden, without the electric assist, the battery charge indicator would show only 2 bars out of the possible 8 bars for a fully charged battery. This of course resulted in loosing the badly needed extra power and of course this also disabled the Auto Stop. While at the dealer they also performed a "Recall" adjustment to reprogram the main battery operating computer, and others have claimed that this was done to mask the effect described above, but in no way curing it. As a matter of fact, the operation of the car became far worse so that it was certainly no longer a pleasure to drive it.

This car is actually very dangerous to drive now as you may suddenly loose power when entering a Freeway or even just entering a road from a side street and you never know whether you can do this safely or not, yet Hondai still refuses to face the fact that the battery is defective and MUST be changed. They claim that it still meets their qualifications (whatever these are) and that it has to get much worse until they will eventually replace it. At the same time, the car also has very poor mileage now and would not even be saleable as one cannot sell a car with a known major defect.

1/18/11 Car taken back to dealer because of this persistent problem. The battery condition might drop from 8 bars (fully charged) to about 2 bars, insufficient to provide any power assistance. Then it will slow build up the charge again when it reached above 3 bars, operation will be somewhat normal, then some times, without any warning and without any charging indication it will suddenly jump up to full charge and operate normally until the next episode. Yet Honda is still refusing to take any action.

This car is quite obviously being sold under false pretences as it no longer performs as sold, despite having relatively few miles. A check on the internet shows that other have experienced the very same problem, and also with the same reaction from Honda, namely that they could care less. I certainly would be very weary to purchase another Honda product, despite their otherwise excellent reputation.

It should also be noted that I would have been far better off with a regular Honda Civic, at nearly \$4,000 saving and also getting very good mileage, as the supposed savings of the Hybrid can in no way be shown to make up for the extra cost of the vehicle.

I have reported this defect to the Department of Transportation as creating a very definite danger in having this now highly unreliable car on the road.

I would also like to add that the dealer was able to reproduce the exact same conditions I claimed and was most cooperative yet Honda refuses to back them up.

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Since writing this report for the dealer, when taking the car there. an additional dangerous problem has become apparent.

As already stated, when the battery charge quite suddenly drops to 20 or even 1 bar, no electric motor assist is available and the car has to rely entirely on the very small 1.3 liter engine. Since this battery can jump from a full charge to near empty and also quite suddenly jump up again to near full, if one is trying to merge into a road or a freeway, and the gas pedal is pushed down hard, the car will quite suddenly accelerate as electric power assist suddenly becomes available.

Also as previously reported. most of the time the "Idle stop" a very important feature which stops the engine when the car is stopped. does not work. The net result is a car with the motor idling increasing the pollution and also wasting gasoline which has now resulted in this car operating at around 30 miles per gallon whereas it was designed for a much higher mileage which it used to obtain.

COPY

[REDACTED]
LA JOLLA CA

PH/FAX [REDACTED]

Letters,
Automobile Magazine
120 East Liberty
Ann Arbor, MI 48104

February 1, 2011

Re: Electrical problems with 2006 Honda Civic Hybrid

I am sending you herewith a rundown of the problems I, and apparently many others are experiencing with this vehicle

Because the car is quite dangerous to drive I have reported this to the Department of Transportation. I am sending this information to you in the hope that others may not be tempted, like me to purchase a Honda Hybrid, when, as it turns out, Honda appears to be walking away from their warranty.

Sincerely.

[REDACTED]

Encl.

COPY

LA JOLLA CA

PH/FAX

e-mail

Consumer Reports
101 Truman Avenue
YONKERS, NY 10703-1057
Attn: Customer Service

February 5, 2011

Re: Electrical Problems with 2006 Honda Civic Hybrid

Gentlemen:

The attached report is self explanatory. I am sending this to you in the hope that future buyers of Honda Hybrids may be made fully aware of the possible battery problems with the Hybrid cars and the fact, that despite their very high customer satisfaction rating, presumably because of the very high cost of the battery, Honda is at this point refusing to honor their very clear warranty and thus forcing us to continue to drive the car in this rather dangerous condition until the battery fails totally.

In checking on the internet I find that some other owners of this car took legal action to achieve what Honda should have done without resorting to such drastic and unpleasant methods.

I would very much appreciate your comments, and perhaps your suggestions as to how to handle this matter.

Because of the danger in driving the car in its present condition I have already reported this defect to the Department of Transportation in the hope that they may be persuaded to look further in this.

Sincerely,

[Redacted Signature]

COPY

LA JOLLA CA

PH/FAX

e-mail

President
American Honda Motor Co.Inc.
1919 Torrance Blvd.
TORRANCE, CA 90501-2746

February 1, 2011

Re: 2006 Honda Civic Hybrid
VIN: JHMFA 36286S

Dear Sir,

I am the very unhappy owner above the above described vehicle. We purchased this car, sight unseen(None available in San Diego) in July 2006, largely because of the excelent reputation of Honda.

I was very happy with the car until the end of last year when everything seems to have gone awry so that it is now longer a pleasure to drive, and I am really scared because of the often and sudden loss of power, which is making the car totally unsafe to drive. In addition I used to be able to achieve somewhere around 40+ miles in mizzed city and freeway driving, now I can rarely get more than a little over 30 so that there is really no reason to drive a Honda Hybrid when I could possibly do just as well with a Regular Honda Civic, and save a lot of money at the same time.

I have attached a complete rundown of the problems I have been experiencing and it seems that I am certainly not alone. As of now I have reported this defect to the Department of Transporation as being a definite safety issue. The car has been at the dealer for 7 times so far with no real improvement.

At this time I would be very reluctant to take legal action as well as invoke the California Lemon law as I always feel that these problems should be able to be solved amicably. I am an engineer and retired manufacturer and we built up our company solely on reputation and ALWAYS taking care of the customer, even if the problem was not really our responsibilty.

I am appealing to you to do the right thing and see that this car is properly restored to the condition for which I purchased it. I have taken great trouble to inform the dealer exactly what was taking place and they have been able to totally replicate all of the conditions I have described.

Sincerely,



SAN DIEGO YOUTH SYMPHONY AND CONSERVATORY

MISSION STATEMENT

The San Diego Youth Symphony and Conservatory instills excellence in the musical and personal development of students through rigorous and inspiring musical training experiences

INSTITUTIONAL VISION

10 Year Goal

Music Education is Accessible and Affordable for All

Core Purpose

Inspiring students to develop performance skills and character through music education

Our Values

Personal Achievement: Motivating and facilitating performance excellence

Community Leadership: Developing respectful and responsible citizenship for the greater good

Inclusiveness: Embracing diversity and promoting collective learning

Chair

The Advisory Council shall nominate its own Chair. The Chair of the Advisory Council shall be approved by a vote of the Board of Trustees. The term of the Chair shall be for a period of one year. This term may be renewed annually by approval of the Board of Trustees.

Member Responsibilities

Advisory Council members will receive periodic reports on the affairs of the Symphony, invitations to attend Board of Trustee meetings, and consult with and advise the Board of Trustees and staff. Council members may participate actively in the affairs of the Symphony, including the advisory committees at the invitation of the Board and committee chairs.

Each council member is asked to:

1. Promote and advocate for the Symphony and its goals in the community
2. Introduce Symphony Board and staff members to potential partners, individual supporters, or community leaders
3. Provide advice for advancing Symphony goals and be available for individual consultation to the Board, President/CEO, or Artistic Director
4. Attend at least one Symphony concert or event annually
5. Support the Symphony with an annual recommended donation of \$500 or more

The Advisory Council will be recognized in the Symphony concert program books for their leadership support