

 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 MAY 16 2011 22-APR-2011	Repository <input type="checkbox"/> Reference No. 10397102
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City GURABO	State PR	Zip Code	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1HGFA16508L		Make HONDA	Model Year 2008
Date Purchased 1/17/2008	Dealer's Name and Telephone Number Berrios		Model CIVIC
Original Owner <input checked="" type="checkbox"/>	Dealer's City Caguas	State PR	Engine: No: Cylinders 4
Zip Code 00725	Fuel Type: regular		
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain 1.8	Multiple Failure:
<input checked="" type="checkbox"/> Cruise Control	Incident Date(s) 05-JAN-2011		
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM		Failure Mileage 58878	Failure Speed 55
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: DOTM4L9ABC036)	<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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		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 2008 HONDA CIVIC. THE CONTACT WAS DRIVING 55 MPH WHEN THE AIR CONDITIONER STOP WORKING AND THEN STALLED. THE CHECK ENGINE LAMP WAS ALSO ILLUMINATED AND THE CONTACT NOTICED THAT THE VEHICLE WAS OVERHEATING. THE VEHICLE WAS TOWED TO THE DEALER WHO DIAGNOSED THAT THE ENGINE CYLINDER BLOCK WAS CRACKED AND AS A RESULT, THE COOLING WAS LEAKING. THE MANUFACTURER WAS CONTACTED WHO OFFERED TO PAY FOR A PORTION OF THE REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 58,878.			
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.			



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

Agosto de 2010

Extensión de Garantía: Bloque del motor del Civic

Estimado propietario de un Honda:

Esta carta es para informarle sobre una extensión de la garantía de su Civic.

Detalles de la extensión de garantía.

En algunos vehículos Civic 2006-2008 y algunos 2009 de producción inicial, el bloque (cilindro) del motor puede experimentar fuga del refrigerante que puede ocasionar recalentamiento del motor. Para asegurar su confianza en nuestro producto, American Honda está extendiendo la garantía del bloque del motor a 8 años a partir de la fecha original de compra, sin límite de millas. Esta extensión de garantía brinda cobertura al propietario actual y a cualquier propietario subsiguiente. No se requiere ninguna acción de su parte a menos que usted experimente algún problema. La extensión de garantía es válida excepto para cualquier vehículo que se haya declarado como pérdida total o vendido como chatarra por una institución financiera o compañía de seguro, o sobre el que se haya emitido un título de "mercancía averiada" o similar conforme a las leyes de cualquier estado.

¿Qué debe hacer?

Si usted cree que su vehículo tiene fuga de refrigerante del bloque del motor, o el motor esta recalentándose, comuníquese con cualquier concesionario Honda autorizado para una cita para que este sea inspeccionado. Si la fuga de refrigerante está relacionada con el bloque del motor o el recalentamiento está relacionado con filtración de refrigerante del bloque del motor, el bloque será reparado o reemplazado sin costo alguno.

Durante la reparación o reemplazo del bloque del motor, su concesionario puede que recomiende el reemplazo de otros componentes que se hayan desgastado o hayan excedido el intervalo normal de servicio. Estos no serán cubiertos por la garantía.

El reemplazo de los componentes desgastados queda a su discreción, considerando el consejo de su concesionario.

Qué debe hacer si considera que esta notificación es errónea

Nuestros registros indican que usted es el propietario actual de un Civic 2006-2009 que es elegible para esta extensión de la garantía. Si no es el caso, o si la información de nombre/dirección no es correcta, por favor llene y devuelva la Tarjeta de Cambio de Información anexa con el porte pagado. Con esto actualizaremos nuestros registros.

Si usted previamente pagó por el reemplazo del bloque del motor debido a una fuga de refrigerante del bloque o recalentamiento relacionado con filtración de refrigerante, aunque usted no sea el propietario actualmente, usted puede calificar para un reembolso. Consulte las Instrucciones para Reembolso anexa para los requisitos de elegibilidad y el procedimiento de reembolso.

Si tiene preguntas.

Si tiene preguntas acerca de esta notificación o si necesita asistencia para ponerse en contacto con un concesionario Honda, por favor comuníquese con Atención al Cliente de Automóviles Honda al (800) 999-1009 y seleccione la opción 4.

Le pedimos disculpas por cualquier inconveniente que esta campaña pudiera causarle.

Atentamente,

American Honda Motor Co., Inc.
División Automotriz de Honda



AUTOMOBILE DIVISION
American Honda Motor Co., Inc.
1919 Torrance Blvd., - P.O. Box 2215
Torrance, CA 90509-9870

August 2010

Warranty Extension: Civic Engine Block

Dear Honda Owner:

This letter is to notify you of a warranty extension on your Civic.

Warranty extension details.

On some 2006–08 and early production 2009 Civics, the engine (cylinder) block may experience coolant seepage that can result in engine overheating. To ensure your confidence in our product, American Honda is extending the warranty of the engine block to 8 years from the original date of purchase, with no mileage limit. This warranty extension provides coverage for the current owner and any subsequent owners. No action is required on your part unless you experience a problem. The warranty extension is valid except for any vehicle that has ever been declared a total loss or sold for salvage by a financial institution or insurer, or has a branded, or similar title under any state's law.

What should you do?

If you believe your vehicle is leaking coolant from the engine block, or if the engine is overheating, contact any authorized Honda dealer for an appointment to have it inspected. If the coolant leak is related to the engine block or the overheating is related to coolant seepage from the engine block, the block will be repaired or replaced at no cost.

During the repair or replacement of the engine block, your dealer may recommend replacing other parts that are worn or have exceeded the normal service interval. These will not be covered by the warranty.

Replacement of worn parts is at your discretion, considering the advice of your dealer.

What to do if you feel this notice is in error.

Our records show that you are the current owner of a 2006–2009 Civic that is eligible for this warranty extension. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you previously paid to have the engine block replaced because of a coolant leak from the block or overheating related to coolant seepage, even if you no longer own the vehicle, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement form for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009 and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



02/05/2011

Bella International
Ave. Kennedy

SERVICE ADVISOR

1514

R.O. #

[REDACTED]

[REDACTED]

Gurabo P.R.

[REDACTED]

SAN JUAN PR 009
12 MAY 2011 PM 3 L



U.S. D.O.T
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE.
Washington, DC 20590

