



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 - 7 2013**  
17-JAN-2013

Repository   
Reference No.  
10493344

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City FRESNO State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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: 1HGEJ8Z44XL [REDACTED]  
Make HONDA Model CIVIC Model Year 1999  
Date Purchased 5/1999 Dealer's Name and Telephone Number (559) 297-100P Honda North 750 W. Herndon Ave  
Original Owner [REDACTED] Dealer's City OROVILLE State CA Zip Code 95962  
Transmission Type [REDACTED] Antilock Brakes  Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 01-DEC-2012  
Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 105000 Failure Speed [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM19ABC036) [REDACTED] Original Equipment  Failure Location: [REDACTED]  
Prior Repair  Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 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 1999 HONDA CIVIC. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE WAS EXPERIENCED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHERE A DIAGNOSTIC WAS PERFORMED. THE FAILURE WAS LOCATED AT THE IGNITION SWITCH. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND ADVISED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 02V120000 (ELECTRICAL SYSTEM: IGNITION: SWITCH). THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 105,000.

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 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.

January 30, 2013

Dear NHTSA,

EXECUTIVE SECRETARIAT

I am sending you the information regarding my 1999 Honda Civic. I spoke w/Kim @ North American Honda and asked her if my car could get repaired because I was experiencing the same problems as the Hondas that were recalled. Kim said they would not repair my car because the VIN number was not recalled. I explained to her again that it was a malfunction in my Honda and that I have to drive the freeway to work and there has been several times that the car just stalled without any kind of notice. I missed several days of work due to me being scared that I was going to get killed on the freeway going and coming from work. I finally had the money to repair my car and did a diagnostic to find out the exact problem and it was the ignition switch.

I want North American Honda to reimburse me the money I spent to fix my car plus the days of work I missed. I spoke to someone in your office and they advised me to stop driving my car until I could fix it because it was very dangerous and I could eventually be killed by a big rig driving on the freeway to and from work.

Regards,

[Redacted signature]

Fresno, CA [Redacted]

[Redacted address line]

[Redacted address line]

EXECUTIVE SECRETARIAT  
2013 FEB -6 P 3:13  
RECEIVED - NHTSA

January 2, 2013

Dear American Honda Motor Co, Inc

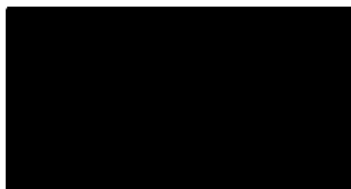
I have been hearing on the news, radio that the Honda cars have a malfunction due to the ignition. I have a 1999 honda civic I bought in 1999 brand new. My Honda is doing the same thing that you have a recall on. I will be driving on the freeway along side big rigs or a big rig will be behind me and the car stops. I have come very close to being hit and if and big rig hits me I will be dead!!

I know that if I die to this malfunction due to American Honda Motor Co, my family will be suing you because I am letting you know that this problem needs to be fixed just as you have fixed the other Hondas. This malfunction is very dangerous and every day I have to drive my car to and from work I am risking my life because you have not recalled the 1999 honda civics.

I know for sure that if anybody that works for American Honda Motor Co has a family member driving a Honda doesn't matter what year they would want it fixed. I know that none of American Honda employees would want their loved ones to die due to a malfunction!!!!!!

My Honda needs to be fixed ASAP so my life is no longer in danger.

Regards,



Tender Date : 01/17/2013  
POS Trans # : 20106  
Tender Register : 105  
Tender Cashier : 304178

Tender Time : 12:00 PM  
Store : 0624  
Tender Till # : je

### General Comments

ignition switch inoperative at times, there is a recall from dealer number 725108. cust needs to contact dealer to find out coverage of defective part

### Code Descriptions

N:New

### Invoice History

REVISION #	CONTACT	TYPE	AMOUNT	PHONE	DATE	TIME	WRITER
Initial		Phone	0.00		2013-01-17	09:53:00	JOSE G ESCANDON
authorize		ENGINE LIGHT CODE PULL LBR			1	0.00	0.00

### Service Information

ENGINE LIGHT CODE PULL LBR

Code Retrieved 3: \_

Code Retrieved 2: \_

Code Retrieved 1: \_

Code Description 3: \_

Code Description 2: \_

Code Description 1: \_



NEED A TOW? CALL 1-800-PEP-BOYS or  
1-800-737-2697



Select Vehicle | New TSBs | Technician's  
Reference

Component  
Search:

OK

▼ Conversion Calculator

1999 Honda Civic EX Coupe L4-1590cc 1.6L SOHC (VTEC) MFI

[Vehicle Level](#) → [Powertrain Management](#) → [Technical Service Bulletins](#) → [By Symptom](#) → [Recalls](#) →  
[Recall - Ignition Switch Replacement](#) ←

## Recall - Ignition Switch Replacement

02-031

September 24, 2002

Applies To:

See VEHICLES AFFECTED

Safety Recall:

[Ignition Switch](#)

(Supersedes 02-031, dated September 17, 2002)

Updated information is shown by black bars and asterisks.

### BACKGROUND

Electrical contacts in the [ignition switch](#) can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, a vehicle that stalls while driving increases the risk of a crash.

### VEHICLES AFFECTED

- ^ 1997 Accord (L4)
- ^ 1995-99 Accord (L4 and V6)
- ^ 1995-00 Civic
- ^ 1997-99 CR-V
- ^ 1997-00 Odyssey
- ^ 1997-99 Prelude

Not every vehicle in the years and models listed above is affected by this campaign. Before beginning work, verify that the vehicle is eligible by checking at least one of the following.

- ^ The customer has a notification letter.
- ^ The vehicle is shown on your campaign responsibility report.
- ^ The vehicle is shown as eligible on a DCS or iN (Interactive Network) VIN Status Inquiry.

**CUSTOMER NOTIFICATION**

All owners of affected vehicles will be sent a notification of this campaign. An example of the customer notification is at the end of this service bulletin.

**CORRECTIVE ACTION**

Replace the electrical (ignition) switch.

**NOTE :**Reinstalling aftermarket parts (security Systems, alarms, audio systems, etc.) connected to the ignition wiring is not covered under this campaign. If a customer wants a non-Honda part reinstalled, the shop that installed the part (or the customer) must do the work and assume liability. In addition, the customer is responsible for all costs associated with the non-Honda part and its installation. If you have any questions about this, please contact your District Service Manager.

Ignition Switch:	
1997 Accord – (L4)	P/N 35130-SY8-305 H/C 7205255
1998–99 Accord – (L4 and V6)	P/N 35130-S84-305 H/C 7204415
1998–00 Civic –	P/N 35130-S04-305 H/C 7205297
1997–99 CR-V –	P/N 35130-S10-306 H/C 7205305
1997 Odyssey –	P/N 35130-SX0-406 H/C 7205263
1998 Odyssey –	P/N 35130-SX0-305 H/C 7205271
1999–00 Odyssey –	P/N 35130-S0X-305 H/C 7204423
1997–99 Prelude –	P/N 35130-S30-305 H/C 7205289

Zoom

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**PARTS INFORMATION**

**TOOL INFORMATION**

REPAIR STENCILLED FROM ORIGINAL INFO SUBJECTS APPEAR TO HAVE INFORMATION ON WHAT YOUR VEHICLE NEEDS FOR THIS CAMPAIGN. IF YOU HAVE ANY QUESTIONS ABOUT THIS CAMPAIGN, CONTACT AN AUTHORIZED HONDA AUTOMOBILE DEALER.

Zoom

Sized for Print

**Disclaimer**

\* Terminal Pin Tool: P/N 07JAZ-002020A, H/C 3057749 (part of Terminal Pin Tool Set,  
P/N 07JAZ-002000A, H/C 3057715) \*

Description	FRT	Template ID
Replace ignition switch		
1997 Accord (L4)	0.5	02-031A
1998-99 Accord (L4 and V6)	0.4	02-031B
1998-00 Civic	0.6	02-031C
1997-99 CR-V	0.4	02-031D
1997 Odyssey	0.4	02-031E
1998 Odyssey	0.4	02-031F
1999-00 Odyssey	0.7	02-031G
1997-99 Prelude	0.5	02-031H

Zoom

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**WARRANTY CLAIM INFORMATION**

Operation Number: 725108  
 Failed Part: P/N 35130-554-A01  
 H/C 5435455  
 Defect Code: 5B0 (the "0" is a zero)  
 Contention Code: L55  
 Skill Level: Repair Technician

<small>Skill Level</small> <b>R</b> <small>REPAIR</small>	<b>CUSTOMER INFORMATION:</b> The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.
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Zoom

Sized for Print

**Disclaimer**

[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#)Component Search:   [Conversion Calculator](#)**1999 Honda Civic EX Coupe L4-1590cc 1.6L SOHC (VTEC) MFI**[Vehicle Level](#) → [Powertrain Management](#) → [Technical Service Bulletins](#) → [By Symptom](#) → [Recalls](#) →  
[Recall 02V120000: Ignition Switch Defect](#) ←

### Recall 02V120000: Ignition Switch Defect

**DEFECT:** On certain sedans, coupes, hatchbacks, and sport utility vehicles, electrical contacts in the ignition switch can degrade due to the high electrical current passing through the switch when the vehicle is started. Worn contacts could cause the engine to stall without warning, increasing the risk of a crash.

**REMEDY:** Dealers will replace the ignition switch. The manufacturer has reported that owner notification began July 12, 2002. Owners who do not receive the free remedy within a reasonable time should contact Honda at 1-800-999-1009 or Acura at 1-800-382-2238.



6346 N. BLACKSTONE AVE,  
 FRESNO, CA 93710  
 (559) 435-5000 • FAX (559) 435-6324  
 800-339-9244



www.clawsonhonda.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
08HOZ1	ADJUST TIRE PRESSURE	MI	0.01	01HOZ090	90000 MILE SERVICE	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/10/12	496766	105051	129	1356	C	04HOZ	A-MAINTENANCE SERVIC
				1356	C	08HOZ1	ADJUST TIRE PRESSURE
10/24/12	493848	104121	1520	1138	C	11HOZ04	FLUID LEAK-ENGINE
				1138	C	08HOZ1	ADJUST TIRE PRESSURE
				1138	C	30HOZ	*AUTO TRANS DIAG
				1138	C	15HOZ-4	BRAKE FLUSH

SALESPERSON NO.

S E R V I C E

STATE REG# AM52851

VEHICLE I.D. NO. <b>1HGEJ8244XL</b>	YEAR/MAKE/MODEL 99/HONDA/CIVIC/2 DOOR COUPE	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 499348
CUSTOMER NO. 154472	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 01/21/13
FRESNO, CA	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1149
TURBO	MMC HOZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 105,547
ADVISOR NO. 129	ADVISOR ANDY RUIZ	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 06:05am	DATE/TIME PROMISED 01/21/13 09:00am	PRIORITY 3	LABOR RATE	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 161.31

X \_\_\_\_\_

COMMENTS :  
 WAITER/REPLACE ELECTRICAL PORTION IGN SWITCH \$161.31+TX

1	C 51HOZ	BODY ELECTRICAL	CUSTOMER REQUEST TO REPLACE ELECTRICAL PORTION OF IGNITION SWITCH. HAD DIAGNOSIS PERFORMED AT OUTSIDE FACILITY.
2	I 05HOZ	MISCELLANEOUS	CUSTOMER HAS CLAWSON HONDA CARD 10% OFF P&L
3	C 08HOZ1	ADJUST TIRE PRESSURE	CHECK TIRE PRESSURE AS PER CALIF. A.R.B. RIGHT FRONT ----- LEFT FRONT----- RIGHT REAR----- LEFT REAR-----

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON	PHONE			REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON	PHONE			REVISED TOTAL
				\$

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

There is a hazardous waste fee charged on every repair order.

SERVICE HOURS  
 MONDAY - FRIDAY 7:00 AM - 6:00 PM  
 SATURDAY 8:00 AM - 5:00 PM



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 FRESNO, CA 93710  
 (559) 435-5000 • FAX (559) 435-6324  
 800-339-9244



www.clawsonhonda.com

BAR # ARD00198688 033109

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**

CUSTOMER NO. <b>154472</b>	ADVISOR <b>ANDY RUIZ</b>	TAG NO. <b>129</b>	INVOICE DATE <b>01/21/13</b>	INVOICE NO. <b>HOCS499348</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>105,547</b>	COLOR
	YEAR / MAKE / MODEL <b>99/HONDA/CIVIC/2 DOOR COUPE</b>			DELIVERY DATE
<b>FRESNO, CA</b>	VEHICLE I.D. NO. <b>1 H G E J 8 2 4 4 X L</b>			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/21/13</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				<b>MO: 105548</b>

**JOB# 1 CHARGES**

LABOR  
 # 1 51FDZ BODY ELECTRICAL TECH(S) 387 91.00  
 CUSTOMER REQUEST TO REPLACE ELECTRICAL PORTION OF IGNITION SWITCH. HAD DIAGNOSIS PERFORMED AT OUTSIDE FACILITY. PER JASON AND MARGRET - INTERNAL FAILURE REPLACED ELECTRICAL PORTION OF IGNITION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1		35130-S04-305	SWITCH, E 0000000	46.31	46.31
					TOTAL - PARTS	46.31

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
D110L	10% LABOR DISCOUNT		-9.10
D110P	10% PARTS DISCOUNT		-4.63
			TOTAL - MISC

**JOB# 1 TOTALS**

LABOR	91.00
PARTS	46.31
MISC	-13.73
<b>JOB# 1 TOTAL</b>	<b>123.58</b>

**JOB# 2 CHARGES**

LABOR  
 # 2 05FDZ MISCELLANEOUS TECH(S) 387 -INTERNAL  
 CUSTOMER HAS CLAWSON HONDA CARD 10% OFF P&L

**JOB# 2 TOTALS**

<b>JOB# 2 TOTAL</b>	<b>0.00</b>
---------------------	-------------

**JOB# 3 CHARGES**

LABOR  
 # 3 08HDZ ADJUST TIRE PRESSURE TECH(S) 387 0.00  
 CHECK TIRE PRESSURE AS PER CALIF. A.R.B.  
 RIGHT FRONT ----- LEFT FRONT-----  
 RIGHT REAR----- LEFT REAR-----  
 (CARB) TIRE INFLATION REGULATION  
 TIRE PRESSURE SET TO FACTORY SPEC

**JOB# 3 TOTALS**

<b>JOB# 3 TOTAL</b>	<b>0.00</b>
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ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$161.31 (+TAX)

COMMENTS  
 WAITER/REPLACE ELECTRICAL PORTION IGN SWITCH \$161.31+TX

**IMPORTANT**  
 You may receive a Customer Satisfaction Survey from the Manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please call our Customer Relations Department at (559) 435-5000 Thank You, Your CLAWSON SERVICE TEAM

**ACTIVE DELIVERY REVIEW**  
 Have I completely explained your repairs to your satisfaction today?  
 Have I reviewed the multi-point checklist?  
 Service Advisor \_\_\_\_\_  
 Guest \_\_\_\_\_



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BAR # ARD00198688 033109

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**

CUSTOMER NO. <b>154472</b>	ADVISOR <b>ANDY RUIZ</b>	129	TAG NO. <b>1149</b>	INVOICE DATE <b>01/21/13</b>	INVOICE NO. <b>HOCS499348</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>105,547</b>	COLOR <b>/</b>	STOCK NO.
<b>FRESNO, CA</b>	YEAR / MAKE / MODEL <b>99/HONDA/CIVIC/2 DOOR COUPE</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 H G E J 8 2 4 4 X L</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE <b>01/21/13</b>	
RESIDENCE PHONE	COMMENTS				<b>MO: 105548</b>

**TOTALS**

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 02/11/2013 / 105549 MI 08HOZ1 ADJUST TIRE PRESSURE \*  
 \*\*\*\*\*

THANK YOU, FROM ALL THE PARTS AND SERVICE EMPLOYEES AT  
 CLAWSON HONDA OF FRESNO

TOTAL LABOR...	91.00
TOTAL PARTS...	46.31
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-13.73
TOTAL TAX.....	3.43
<b>TOTAL INVOICE \$</b>	<b>127.01</b>

**IMPORTANT**

You may receive a Customer Satisfaction Survey from the Manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please call our Customer Relations Department at (559) 435-5000 Thank You, Your CLAWSON SERVICE TEAM

**ACTIVE DELIVERY REVIEW**

Have I completely explained your repairs to your satisfaction today?  
 Have I reviewed the multi-point checklist?

Service Advisor \_\_\_\_\_

Guest \_\_\_\_\_

*1/21/13  
 55*

CUSTOMER SIGNATURE



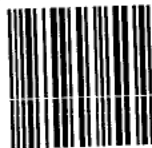
Fresno, CA

WY1-323  
BERNADETTE  
MILLINGS  
ET



UNITED STATES  
POSTAL SERVICE

1000



20590

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Justice  
FOREVER

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Washington, DC 20590

