


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

 <p>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 JAN 31 2013 17-JAN-2013		Repository <input type="checkbox"/> Reference No. 10493344
OWNER INFORMATION (Type or Print)				
Name	[Redacted]		Daytime Telephone Number	E-mail Address
Address	[Redacted]		Evening Telephone Number	[Redacted]
City	FRESNO	State	CA	Zip Code
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		Make	Model	Model Year
IHGEJ8Z44XL [Redacted]		HONDA	CIVIC	1999
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
5/1999	Honda North - 750 W. Herndon Ave (554) 297-1000			
Original Owner	Dealer's City	State	Zip Code	
<input checked="" type="checkbox"/>	OWNIS	CA	95612	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input checked="" type="checkbox"/> Cruise Control			01-DEC-2012
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage	Failure Speed
			105000	
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)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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.				

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PEP BOYS CORP

[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 - 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.

Tender Date : 01/17/2013
POS Trans # : 20106
Tender Register : 105
Tender Cashier : 30417R

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	Margaret Neri	Phone	0.00		2013-01-17	09:53:00	JOSE O 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



- ^ 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-SY5-305 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-S10-305 H/C 7205305
1997 Odyssey -	P/N 35130-SX0-405 H/C 7205289
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

* 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
1998-00 Odyssey	0.7	02-031G
1997-99 Prelude	0.5	02-031H

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WARRANTY CLAIM INFORMATION

Operation Number: 725108
 Failed Part: P/N 35130-554-A01
 H/C 5435455
 Defect Code: 580 (the "0" is a zero)
 Contention Code: L55
 Skill Level: Repair Technician

	<p>CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians with 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.</p>
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Disclaimer



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PEP BOYS CORP

[Select Vehicle](#) | [New TSBs](#) | [Technician's Reference](#)

Component Search:

[Conversion Calculator](#)

1999 Honda Civic EX Coupe LA-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.

January 30, 2013

Dear NHTSA,

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]

[REDACTED]

Fresno, CA [REDACTED]

[REDACTED]

[REDACTED]

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,

[REDACTED]

[REDACTED]

[REDACTED]



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
10/24/12	493848	104121	1520	1356	C	08HOZ1	ADJUST TIRE PRESSURE
				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 NO. 1HGEJ8244XL	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 MILE	SELLING DEALER NO.	R.O. DATE 01/21/13
FRESNO, CA	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TSG NO. 1149
TURBO	MMR	HOZZ	AIR COND.	P.S.	TRANS
			Y	Y	A
MILEAGE	105,547		ADVISOR NO.	ADVISOR ANDY RUIZ	
RESIDENCE PHONE	BUSINESS PHONE		I hereby authorize the repair work thereon and 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 the rate; 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	X				

JGR

ORIGINAL CUSTOMER ESTIMATE: TOTAL
161.31

X

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

CUSTOMER REQUEST TO REPLACE ELECTRICAL PORTION OF IGNITION SWITCH. HAD DIAGNOSIS PERFORMED AT OUTSIDE FACILITY.

CUSTOMER HAS CLAWSON HONDA CARD 10% OFF P&L

CHECK TIRE PRESSURE AS PER CALIF. A.R.B.
 RIGHT FRONT ----- LEFT FRONT-----
 RIGHT REAR----- LEFT REAR-----

DATE	TIME	PHONE OR PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				REBILLED TOTAL
				\$
DATE	TIME	PHONE OR PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				REBILLED 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

The Honda Car Repair Shop, Inc. 12/10/08



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800-339-9244



www.clawsonhonda.com

BAR # ARD00198668 033109

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 154472	ADVISOR ANDY RUIZ	TAG NO. 129 1149	INVOICE DATE 01/21/13	INVOICE NO. HOC5499348
	LABOR RATE	LICENSE NO.	MILEAGE 105,547	COLOR /
	YEAR/MAKE/MODEL 99/HONDA/CIVIC/2 DOOR COUPE			DELIVERY DATE
FRESNO, CA	VEHICLE I.D. NO. I H G E J 8 2 4 4 X L			DELIVERY MILES
	R.T.E. NO.	R.O. NO.	R.O. DATE 01/21/13	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 105548

JOB# 1 CHARGES

LABOR

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
	DI10L	10% LABOR DISCOUNT		-9.10
	DI10P	10% PARTS DISCOUNT		-4.63
TOTAL - MISC				-13.73

JOB# 1 TOTALS

LABOR	91.00
PARTS	46.31
MISC	-13.73

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX HOC5 JOB# 1 TOTAL 123.58

LABOR

CUSTOMER HAS CLAWSON HONDA CARD 10% OFF P&L

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX HOC5 JOB# 2 TOTAL 0.00

LABOR

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

JOB# 3 JOURNAL PREFIX HOC5 JOB# 3 TOTAL 0.00

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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 800-339-9244



www.clawsonhonda.com

BAR # ARD00188888 033109

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 154472		ADVISOR ANDY RUIZ	TAG NO. 129	TAG NO. 1149	INVOICE DATE 01/21/13	INVOICE NO. HOCs499348
RESIDENCE PHONE		LABOR RATE	LICENSE NO.	MILEAGE 105,547	COLOR	STOCK NO.
FRESNO, CA		YEAR / MAKE / MODEL 99/HONDA/CIVIC/2 DOOR COUPE			DELIVERY DATE	DELIVERY MILES
BUSINESS PHONE		VEHICLE I.D. NO. 1 H G E J 8 2 4 4 X L			SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		P.T.E. NO.		R.O. NO.	R.O. DATE 01/21/13	

MO: 105548

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

TOTAL INVOICE \$ 127.01

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

CUSTOMER SIGNATURE

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
 VS