

MARCH , 2013

CL-105040 32-6596

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

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
400 SEVENTH STREET, SW
WASHINGTON, DC 20590

MAR 12 2013

DEAR NHTSA,

THERE IS A MATTER OF CONCERN TO ME ABOUT A CAR SAFETY RECALL THAT I WOULD LIKE TO BRING TO YOUR ATTENTION. I HOPE YOU WILL RESPOND PROMPTLY BY LETTER, EMAIL OR PHONE.

I BOUGHT A NEW HONDA CIVIC LX SEDAN (VIN # 2HGEG6577WH [REDACTED]) IN 1998. IN 2002 THE CAR WAS RECALLED BECAUSE OF A DEFECTIVE IGNITION SWITCH. THE RECALL NOTICE STATED:

"WORN OUT IGNITION CONTACTS COULD CAUSE THE ENGINE TO STALL WITHOUT WARNING. ALTHOUGH THE ENGINE WILL RESTART IN MOST CASES, IF YOUR ENGINE STALLS WHILE DRIVING IN TRAFFIC OR AT HIGHWAY SPEEDS, YOU'RE AT RISK OF BEING INVOLVED IN A CRASH."

I TOOK THE CAR TO LANDMARK HONDA IN ALEXANDRIA, VA IN OCTOBER 2002 AND THEY REPLACED THE IGNITION SWITCH (PART # 35130-504-305) AT NO COST TO ME.

I STILL HAVE THE '98 CIVIC. LAST WEEK I WAS DRIVING AT CONSIDERABLE SPEED AND THE ENGINE SUDDENLY CUT OFF. IT STARTED RIGHT UP AGAIN, BUT CUT OFF AGAIN AFTER THE CAR MOVED ABOUT 20 FEET. IT REPEATEDLY STALLED LIKE THAT ABOUT 15 MORE TIMES. THEN, IT WAS SUDDENLY ALRIGHT AND I DROVE HOME!

A COUPLE OF DAYS LATER I HAD ANOTHER EPISODE OF MULTIPLE

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SMD

ENGINE CUT-OFFS, JUST LIKE THE FIRST TIME. AGAIN, THE CAR WAS ALRIGHT AFTER SEVERAL MINUTES. I TOOK THE CAR TO BILL PAGE HONDA IN FALLS CHURCH, VA ON MARCH 7, 2013.

EVEN BEFORE THEY CHECKED OUT THE CAR, THEY TOLD ME THEY KNEW WHAT THE PROBLEM WAS — THE IGNITION SWITCH. THEIR EXAMINATION OF THE CAR CONFIRMED THE DIAGNOSIS AND THEY REPLACED THE IGNITION SWITCH (SAME PART #, 35130-504-305) AT A CHARGE TO ME OF \$331.34. THEY SAID THEY KNEW ABOUT THE 2002 RECALL, BUT COULD NOT WAIVE THE COST OF REPAIR BECAUSE SO MUCH TIME HAD PASSED.

I HAVE TWO CONCERNS. FIRST, IT SEEMS TO ME THAT I SHOULD NOT HAVE HAD TO PAY FOR THE IGNITION SWITCH LAST WEEK. HONDA WAS OBLIGATED TO REMEDY THE SAFETY DEFECT EFFECTIVELY AND PERMANENTLY AND FREE OF CHARGE. OBVIOUSLY, THEY NEVER DID THAT. I BELIEVE I WAS ENTITLED UNDER DOT/NHTSA REGULATIONS TO A FREE AND PERMANENT FIX. I DIDN'T GET THAT BENEFIT IN 2002, BUT INSTEAD LANDMARK HONDA GAVE ME ANOTHER DEFECTIVE IGNITION SWITCH. THEN, I ULTIMATELY ENDED UP PAYING \$331.34 TO HAVE THE PROBLEM FINALLY TAKEN CARE OF BY BILL PAGE HONDA IN 2013.

SECOND, I WONDER IF, EVEN NOW, THE SAFETY ISSUE HAS BEEN PROPERLY ADDRESSED. I DON'T KNOW IF THE NEW IGNITION SWITCH IS BETTER THAN THE OTHER TWO. I MAY BE DRIVING AROUND WITH A "TIME BOMB" TICKING AWAY. IN THIS REGARD, I DID SOME RESEARCH ON THE INTERNET AND DISCOVERED THERE ARE OTHER OWNERS OF OLD CIVICS WITH MY VERY SAME EXPERIENCE.

FOR YOUR CONVENIENCE, I AM ENCLOSING THE RECALL NOTICE

AS WELL AS THE 2002 AND 2013 REPAIR DOCUMENTATION.

I THANK YOU FOR THE VERY IMPORTANT WORK YOU DO AND
LOOK FORWARD TO HEARING FROM YOU SOON.

[REDACTED]
ANNANDALE, VA [REDACTED]
[REDACTED]

P.S. NOTE THAT THE IGNITION SWITCH INSTALLED IN 2002
LASTED ONLY 10 YEARS + 4 MONTHS AND 74,576 MILES.
WHILE IT IS UNDERSTANDABLE THAT IT MIGHT HAVE
FAILED TO START THE CAR AFTER SUCH A PERIOD OF
USE AND NEED TO BE REPLACED FOR THAT REASON, IT
SHOULD NOT HAVE CAUSED THE ENGINE TO
SUDDENLY SHUT DOWN WHILE DRIVING AT SPEED.



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

Summer 2002

Important Safety Recall Notice: Civic Ignition Switch

Dear Civic Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has determined that a defect relating to motor vehicle safety exists in the ignition switch on certain 1998-00 Civics.

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, if your engine stalls while driving in traffic or at highway speeds, you're at risk of being involved in a crash. Difficulties starting the engine (for example, hard-to-start, stalls immediately after starting, etc.) may indicate that the ignition switch is failing.

What should you do?

Call any authorized Honda automobile dealer and make an appointment to have your car repaired. The dealer will install an improved ignition switch, free of charge. Please plan to leave your car for at least half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Automobile Customer Service
P.O. Box 2964
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your car, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Auto Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner or lessee of a 1998-00 Civic involved in this recall. If this is not the case, or if 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 paid to have a defective ignition switch replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for eligibility requirements and the reimbursement procedure.

If you have questions.

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

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division



Bill
PAGE
Honda
Route 50 & Annandale Rd., Falls Church, VA

6715 Arlington Boulevard
Falls Church, VA 22042
703-533-5050, 5051, 5052, 5053
www.billpagehonda.com



CUSTOMER NO. 23531		ADVISOR ARTURO SELEME	TAG NO. 3294	INVOICE DATE 03/07/13	INVOICE NO. HOC5335736
RESIDENCE PHONE [REDACTED]		LABOR RATE 109.00	LICENSE NO. [REDACTED]	MILEAGE 107,496	COLOR FLAMENCO BL
BUSINESS PHONE [REDACTED]		YEAR / MAKE / MODEL 98/HONDA/CIVIC 4DR/CIVIC LXO 4DR 5SP	VEHICLE I.D. NO. 2 H G E J 6 5 7 7 W H	DELIVERY DATE 01/26/98	DELIVERY MILES 36
COMMENTS		F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		R.O. DATE 03/07/13	

LABOR & PARTS				LIMITED WARRANTY																																																							
# 1 18H0Z ELECTRICAL TECH(S) 3759 272.50 VEHICLE CUT OFF WHILE DRIVING. TECHNICIAN FOUND THE IGNITION SWITCH TO BE FAILING. SWITCH IS CUASING VEHICLE TO TURN OFF INTERMITTENTLY REPLACED IGNITION SWITCH PER DIAGNOSIS. VERIFIED PROPER OPERATION AT THIS TIME.				PARTS AND LABOR WARRANTED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.																																																							
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LIMITED WARRANTY ON ORIGINAL HONDA PARTS ONLY REPAIRS BODY OR SERVICE WITH AFTERMARKET PARTS HAVE NO WARRANTY FROM BILL PAGE HONDA OR AMERICAN HONDA PLEASE CONTACT THE INSURANCE CO THAT ISSUED REPAIR ESTIMATE FOR DETAILS.																																																											

CUSTOMER SIGNATURE _____

BILL PAGE HONDA
PAID
VISA
CHECKED 10

331.34
[Signature]

LANDMARK HONDA
5125 DUKE STREET
ALEXANDRIA, VA
703-823-8000

CUSTOMER NO. 125105	ADVISOR BRIAN GROLEAU	5568	CARD NO. 3413	INVOICE DATE 10/25/02	INVOICE NO. HUCS231295
	LABOR RATE 78.00	LICENSE NO.	MILEAGE 32920	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 98/HONDA/CIVIC LX/ADR SSPD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 2 H G E J 6 5 7 7 W H			SELLING DEALER NO.	PRODUCTION DATE
ANNANDALE, VA	TAX ID#	P.O. NO.		R.O. DATE 10/25/02	
RESIDENCE PHONE	BUSINESS PHONE				MILEAGE OUT

LABOR & PARTS					WARRANTY
J# 1 18HOZ01	IGNITION SWITCH	HOURS: 0.60	TECH(S): 0000		
PERFORM THE IGNITION SWITCH SAFETY RECALL					
02-031					
THE SWITCH MAY FAIL CAUSING THE CAR TO STALL OR BE DIFFICULT TO START					
'98-'99 CIVIC ... REPLACED THE IGNITION SWITCH					
op # 725108 (.6) ... defect 5B0 ... 02-031C					
PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	35130-S04-305	SWITCH,EL 7205297	JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

COMMENTS
WAIT

TOTALS																				
TO ALL OF OUR CUSTOMERS:																				
Thank you for choosing Landmark Honda for all of your automotive service needs.																				
Our reputation is based on your trust. If you have received EXCELLENT service, please tell your friends. If you have not please inform us immediately and we will be sure you do. It is our goal at Landmark Honda to continue to provide the highest level of service to our customers.																				
YOUR HAPPINESS IS OUR #1 GOAL!																				
THANK YOU ONCE AGAIN AND PLEASE DRIVE CAREFULLY.																				
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TOTAL TAX.....	0.00																			
TOTAL INVOICE \$	0.00																			

X [REDACTED SIGNATURE]

CUSTOMER SIGNATURE

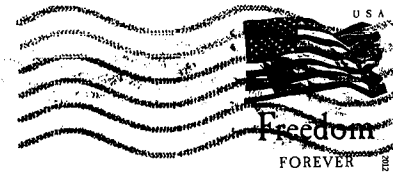
LIMITED WARRANTY
PARTS AND LABOR WARRANTED 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.

Thank You!



NO VA 210

12 MAR 2013 PM 3 L



W41-323
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON DC 20590

20590

