

Make car: 2006 Honda Civic

Milage: 123,750 miles

EXHIBITIVE RECORDS UNIT  
2013 SEP 23 P 4: 15

date purchased: 1-17-06

Vin-number 1HGFA16506L [REDACTED]

We tried to settle this  
complaint with "Wayne"  
(extension # 117723) at  
Honda of America Consumers  
Services - Torrance, CA. 90501  
Case # N012013-080201211

SEP 24 2013

We sent a copy of the enclosed  
letter to him and spoke  
with him 3 times. We were  
denied any compensation and  
he refused to give us any  
written paper documenting  
his refusal.



*what was left of our dipstick*

Dear Honda Representative,  
Here is a brief history of our 2006 Honda Civic.

~~January~~ 17

~~February~~ 2006- My husband and I bought a new 2006 Honda Civic- our first "foreign car". It performed flawlessly, never a service call. My husband is meticulous about getting necessary oil changes, etc. done. Not an extra pint of oil ever needed to be added. Just recently we remarked about how confident we felt with this car for even making longer trips.

July 30, 2013- We drove 300 miles from our home in Michigan to Rockford, Il. Our car performed perfectly.

July 31, 2013- We began the trip back to Michigan. After traveling approximately 100 miles on I-80 near Joliet, Il., I heard a slight dull ticking noise and the car wouldn't accelerate and gradually slowed down. I pulled over to the side of the road. My husband lifted the hood and tried to check the oil. Please see attached photo showing what is left of the dipstick... This whole incident lasted less than two minutes and the car died within one half mile.

Realizing we were in deep trouble (traffic heavy and roaring by us), we called our AAA insurance and they ordered a tow truck to pick up the car and us. The car was towed to the nearest AAA repair facility in Channahon Il-McCoy Tire and Auto- about ten miles away.

Here at McCoys, the car engine was diagnosed by computer and pronounced dead. See attached sheet. The cost of replacing the motor was near the value of the car so we pretty much figured we wouldn't be repairing it.

So we left the car at McCoys, rented a car, checked into a motel and went to the nearest Honda dealer in Joliet (Honda Superstore) to car shop. We explained the car breakdown to the car salesman and received a price on a new Honda Fit. We were not informed of any problem with 2006 Honda engines by the car dealer. In fact, the Honda Superstore would not even accept the Civic in trade because of the need for a new motor. We were advised by the manager to donate the car to charity and take it as a tax deduction. (However, since we file a short form for our taxes, this would not have helped us financially.) We left discouraged and decided to check out the Toyota dealer. We briefly looked there- it was getting dark-and returned to the motel for the night.

August 1, 2013-Next morning we called our Michigan Honda dealer, Art Moen in Jackson, where we had bought the Civic. We thoroughly explained the breakdown and requested a price quote on the Fit because we would rather buy a car close to home. Again no mention of the problem with the Civic motor was mentioned by the dealer in Michigan. A quote was given very near the quote from the Joliet dealer. Since we had to dispose of the dead Civic, we didn't know what to do.

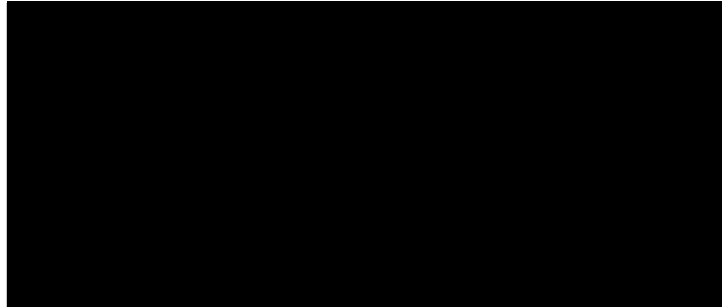
At this point we decided to revisit the Toyota dealer. To make a long story short, Toyota agreed to take the Civic as a trade-in (\$1000 technically offered to us for it-subtracted from the price of the car we selected) and we bought a Prius and drove it back to Michigan.

August 2, 2013. Home once again, we decided to research the 2006 Civic on the computer and discovered the engine problems people had experienced with it. We learned of the extended warrantee that was issued to owners (of which we were totally unaware). If we would have known about that, we would have had the engine replaced and the Civic it would be in our

garage now.

I guess we would like to conclude with a request that you hear our case, think of what you would have done in our situation, and decide to award us with financial compensation. If we would have been informed of the extended warrantee, we would have had the engine replaced. We also own an Oddessey which will soon need replacement and we wish to remain Honda customers. The blue book value of the Civic is about,\$5000. We are reasonable people who have never complained about a car in our long lives of lots of cars.

Sincerely,





**MCCOY TIRE & AUTO**  
**25350 W. EAMES STREET**  
**PO Box 608**  
**CHANNAHON, IL 60410**  
**(815)467-2258**

*Thomas*

Customer ID: 0001014803  
 Name: [REDACTED]  
 Address: [REDACTED]  
 Address 2:  
 City, State, Zip/Postal Code: GRAND LEDGE, MI, [REDACTED]  
 Home Phone: [REDACTED]  
 Work Phone: [REDACTED]  
 Other Phone: [REDACTED]  
 Tax Exempt #:

Year: 06  
 Make: HONDA  
 Model: CIVIC LX  
 Lic No:  
 VIN: 1HGFA16506L [REDACTED]  
 Color: BLUE  
 Engine: 1.8 V TECH  
 Mileage In: 125000

Date/Time: 08/01/13 15:46:12  
 Workorder #: 62783  
 Invoice #: 50839  
 Key Tag:  
 PO Number:  
 Email Address:  
 Fleet/Wholesale: N  
 Unit Number:

Mileage Out: 125000

Service comments:  
 TOW@: I-80 E & RIDGE RD MINOOKA  
 TO: SHOP  
 TOW DONE BY BOB ON 7/31/13  
 TOW COVERED BY AAA

1. HEARD A TICKING NOISE LOST POWER AND FOUND THAT NO OIL IN VEHICLE AND ENGINE IS VERY HOT SEVERE OVERHEAT TEMP WENT TO 250 NEEDS ENGINE 0 COMPRESSION

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
<b>MISCELLANEOUS</b>							
1	MISC11			DIAG/LABOR TIMES	0.00	119.00	119.00
				TOTAL MISCELLANEOUS:		119.00	
<b>TOWING</b>							
1	TOW			TOW COVERED BY AAA	0.00	0.00	0.00
2	LOANER	*		LOANER VEHICLE	35.00	0.00	70.00
				TOTAL TOWING:		70.00	

McCoy Tire & Auto is not responsible for any articles left in your vehicle. McCoy Tire & Auto assumes no responsibility for vehicles left outside after hours. Vehicles not picked up after 3 days of repair completion will be charged an additional 40.00 a day for storage, if prior arrangements have not been made with management. If my vehicle was towed unattended McCoy Tire & Auto and the driver are not responsible for any and all damage, if any. Old parts will not be returned, unless I specify.

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

These Parts And/Or Services Were Declined by the Customer:							
1	MISC11			HONDA NEW ENGINE	4,895.12	1,695.00	6,590.12
1	MISC11			INSTALL KIT	295.21	0.00	295.21
1	MISC11			ATK REMAN ENGINE	3,825.12	1,565.00	5,390.12
Total Declined Service Recommendations:					9,015.45	3260.00	12,275.45

Customer Signature

X \_\_\_\_\_  
 Date  
 X \_\_\_\_\_

*↑  
repair estimate*

*Pat  
8/1/13*

*80  
Larkin Ave  
exit  
south  
meets Rt. 6  
head west*

PAY AMOUNT  
 M/C 183.55  
 TECH: 000013-0.00 J. RAUB

PARTS TOTAL 70.00  
 DISCOUNT (5.45)  
 SALES TAX 0.00  
 LABOR TOTAL 119.00  
 GRAND TOTAL 183.55

Thank you for the opportunity to services your vehicle. For questions regarding this invoice please contact George or Darrell at (815)-467-2258

Grand Ledge, MI



**RETURN RECEIPT  
REQUESTED**

W41-323

N. H. T. S. A Headquarters  
1200 New Jersey Ave SE  
West Building  
Washington, D. C.  
20590

