

3/15/2014

Dear NHTSA,

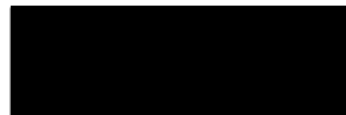
Subject: Honda Civic Engine Block Failure

MAR 25 2014

Attached are two letters. The notice of the warranty extension and my response to Honda.

I feel this engine block problem should be treated as a RECALL due to the severity of the problem. My biggest concern is our safety. When the engine overheats and stalls I lose my power steering and power brakes. At this point both the steering and braking become very difficult and could result in a major accident. We have children who live in Virginia with a six hour drive from Ohio using the West Virginia turnpike. Driving the turnpike itself is a challenge with turns and steep grades that are over four miles long. How can I trust this car to get me there safely.

I stopped at our local Honda dealer and on their computer they showed me the four problem areas of the engine where the leakage occurs. At the website CarComplaints.com./HondaCivic, owners have written their experiences with this problem. I also feel this issue parallels the Toyota throttle sticking recall.



NAH
3/26/14
SMD



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

December 2013

Dear [REDACTED]

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

Warranty extension details

On some 2006–09 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 10 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 your 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 Reimbursement Form for eligibility requirements, instructions, 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 Honda Automobile Customer Service at **800-999-1009**, and select option 4. You can also locate a dealer online at *Hondacars.com*. Customers in US territories, please contact your local dealer/distributor.

Sincerely,

AUTOMOBILES

American Honda Motor Co., Inc.
Honda Automobile Division

1HGFA15538L [REDACTED]



0202-01-C0-0003656-0002-0011276

Feb. 2, 2014

Dear Honda,

I am deeply disappointed that Honda would have such a major problem with the Civic model. I am 68 years old and I have never heard of a car maker having such a rare problem, let alone a Honda. I have children who live 6 hours away in Virginia. I am traveling on the WV turnpike and the engine loses antifreeze and stalls. I lose the ability to steer and stop the car without the use of power steering and power brakes. We are talking about a major accident.

I feel I own a car that is a no win situation. If I trade the car, the dealers will be aware of the problem and greatly reduce the value of my trade in. My other option is continue to drive the car and hope I don't have a problem or the major accident I mentioned. Your extended warranty provides some security but in this day and age with all the technology, surely you could find a way to identify the defective blocks before they become a real hazard or a recall by the government. Remember the Toyota throttle sticking problem.

I also had a problem that cost me \$1000. This summer on our New England trip, the bearing on the air conditioning compressor pulley started making a noise. You can't replace just the bearing, you have to replace the compressor. At that point the car had about 60,000 miles. I have a friend who also has an 08 Civic and he had the a/c compressor replaced with the same situation.

Another problem I have on occasion is starting the car. The starter will turn over, but the car will not start. After a few seconds I turn the key off and wait about 10 seconds. When I try again, it starts.

My Civic is a 5 speed manual . Again, on occasion I have trouble shifting from first to second gear. It will not shift. I must come to a complete stop and start in first gear. If I am lucky and on level ground I can double clutch it to get it into second gear.

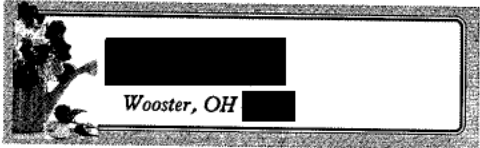
Some other aspects of the car that could be improved.

Changing the battery. First, it takes a special battery , R type , because of the location of the positive terminal. The positive cable is very thick and comes across the battery to the positive terminal. You must raise this cable up and out of the way to remove or install a battery. Because of the thickness of the cable, it is very difficult, especially when it is cold. Why is it setup this way ?

It lacks comfort. The bucket seats seem to grab your hips which limits your movement. We each have a pillow to help raise us above the bucket seat. This is especially true when we drive 6 hours to Virginia. My friend I mentioned that had the 08 Civic, complains about the seats on their trips to Florida. He recently sold his Civic for a larger car that gives him more comfort.

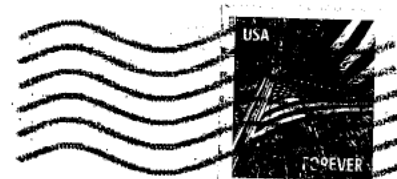
There is a company that has a slogan about their product : The quality goes in before the name goes on. I hope this still holds true for Honda, but I am not sure.





CLEVELAND OH 440

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