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|  INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | FOR AGENCY USE ONLY 100148 | |
| U.S. Department of Transportation National Highway Traffic Safety Administration | | Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline | |
| Date Received | | Repository <input type="checkbox"/> | |
| 15-APR-2014 | | Reference No. 10582950 | |
| OWNER INFORMATION (Type or Print) | | | |
| Name | | Daytime Telephone Number | |
| Address | | E-mail Address | |
| City | State | Zip Code | |
| GAHANNA | OH | | |
| 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 |
| 1HGEG6678X | | HONDA | CIVIC |
| Model Year | | Engine: | Fuel Type: |
| 1999 | | No: Cylinders | Unleaded |
| Date Purchased | Dealer's Name and Telephone Number | | Incident Date(s) |
| 2001 | Roush Honda | | |
| Original Owner | Dealer's City | State | Zip Code |
| <input type="checkbox"/> | Westerville, OH | OH | 43081 |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: <i>yes</i> <i>ignition stall</i> |
| <i>automatic</i> | <input checked="" type="checkbox"/> Cruise Control | | |
| Incident Date(s) | | <i>again 3-11</i> 05-FEB-2014 <i>3-18, 3-21,</i> <i>4-1, 4-8, 4-10, 4-13</i> | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Code: ENGINE (PWS) | | Failure Mileage | Failure Speed |
| | | 117000 | <i>5 miles to</i> <i>3.5 MPH</i> |
| 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 |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 0 | 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 AT VARIOUS SPEEDS, THE VEHICLE WOULD SUDDENLY STALL. THE CONTACT INDICATED THAT AFTER RESTARTING THE ENGINE THE VEHICLE WOULD OPERATE NORMALLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE OXYGEN SENSORS AND FUEL PUMP RELAY WERE FAULTY. THE VEHICLE WAS REPAIRED BUT THE DEFECT WAS NOT REMEDIED. THE MANUFACTURER WAS NOTIFIED AND NO SOLUTION WAS OFFERED. THE FAILURE MILEAGE WAS 117,000. K <i>took car to Roush Honda 4-16-14. She originally said it would cost me \$138.00 to replace ignition switch, however they said after doing the work, it was bad and replaced it for "free". Also said it was under warranty. I don't think it would be on a 15 yr. old car with 117872 miles - but very happy it's fixed. I haven't stalled since.</i> | | | |
| 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. | | | |

* included copy.



100 W. Schrock Road
Westerville Ohio 43081
(614) 882-1535

Online Service Scheduling
www.roushhonda.com

Service Hours
Monday - Thursday 6am - Midnight
Friday 6am - 6pm
Saturday 8am - 5pm
CLOSED SUNDAY



HONDA

Gahanna, OH
Phone (H):
Phone (C):
Year/Make/Model: 1999 Honda Civic
VIN: 1HGEJ6678 X1
License Number: Color: BLUE
Stock Number: Mileage In: 117871
Tag Number: Mileage Out: 117872

A/R Number:
Customer Number: 63914
PO Number:
Auth Number:
Service Writer: Jonathan Wiswell
Estimate Amount: \$ 51.00
Terms & Conditions:
Type of Sale: Retail

Invoice Number
307574
Printed: APR 16 14 5:43 PM
Copy # 1
Date Opened: 04/16/14
Date Notified:
Date Delivered:

Customer Signature

| Description | QtyOrd | Qty Del | Price | Ext Total | Grand Total |
|-------------|--------|---------|-------|-----------|-------------|
|-------------|--------|---------|-------|-----------|-------------|

1. Customer statement of problem

Customer states will stall when driving, no warning, just shuts off. no warning lights come on on dash when it stalls
note- if tech has no other suggestions replace electrical portion of ignition switch please.

1 -- Cause/Action to Take

FOUND ELECTRICAL PORTION OF THE (IGNITION SWITCH IS BAD) AND NEEDS REPLACED

1 -- Correction/Action Taken

REPLACED ELECTRICAL PORTION OF THE IGNITION SWITCH

| Part Number | Failed | Description | 3041 |
|-------------|--------|-------------------|------|
| 35130S04305 | | SWITCH ELECTRICAL | |

Sub Total Parts
SubTotal Job # 1

Warranty
Warranty

2. Customer statement of problem

CAR WASH AND VACUUM

22 -

1 -- Correction/Action Taken

COMPLETED CAR WASH & VACUUMED FRONT FLOOR MATS AT NO CHARGE TO OUR CUSTOMER.

Sub Total Parts
SubTotal Job # 2

0.00
0.00
0.00

3. Customer statement of problem

PERFORM VIN STATUS INQUIRY

NOR -

1 -- Correction/Action Taken

NO OPEN CAMPAIGNS AT THIS TIME

Sub Total Parts
SubTotal Job # 3

0.00
0.00
0.00