

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

12-JUN-2015

JUL 23 2015

Reference No.

10724934

OWNER INFORMATION (Type or Print)

Name

Address

City

HOUSTON

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1HGEG8243Y

Make

HONDA

Model

CIVIC

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

16-APR-2007

Auto

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

106000

Failure Speed

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)

☐ Original Equipment

☐ Prior Repair

Failure Location:

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

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 2000 HONDA CIVIC. WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE HESITATED AND MADE ABNORMAL NOISES. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE CATALYTIC CONVERTER FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 106,000.

Took car to Goodson Honda North to check the (scen) the engine light, code P0420 - catalyst system. Then took car to Ripley Muffler Shop 4/16/2007 to install catalytic converter + pipe. Return to Ripley on 4/29/2009 to report noise, it was the shield on catalytic converted and first one was on a recall list. Replace the first one and now the second

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 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.

one is not working. Clear the code but the check engine light will reappear.



GOODSON INTERNATIONAL NORTH
1350 NORTH FERRY WAY
HOUSTON, TEXAS 77090
(832) 71-4000

Airline Dr
Prior to Muffler
Randy
\$189.00 installed
+ tax to S Mr F

INVOICE NO.	ADVISOR	INVOICE DATE	INVOICE NO.
	MICHAEL CARVER	03/14/07	
LABOR RATE	LABOR RATE	COLOR	STOCK NO.
	185,978	SILVER/	
YEAR / MAKE / MODEL	VEHICLE ID. NO.	DELIVERY DATE	DELIVERY MILES
00/HONDA/CIVIC/2 DOOR COUPE	1 H G E J 8 2 4 B Y L		
SELLING DEALER NO.	PRODUCTION DATE		
DATE			
03/14/07			

LABOR & PARTS
1 05H0Z*CKENGINE CHECK ENGINE LIGHT TECH(S):1923
CHECK ENGINE LIGHT ON ALL TIME
P0420 CATALYST SYSTEM EFFICIENCY BELOW THRESHOLD
CUSTOMER DECLINED REPAIR

MISC. CODE DESCRIPTION CONTR NO
JOB # 1 HLD CUSTOMER DISCOUNT

COMMENTS
WAITER

RECOMMENDATIONS
NEEDS CAT/CONVERTOR \$1,219.35
OIL LEAK AT OIL PAN GASKET \$268.25 POSSIBLE REAR MAIN SEAL

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMEX EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 90.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... -45.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 45.00

ANY WARRANTIES ON THE PRODUCTS SOLD
HEREBY ARE THOSE OF THE MANUFACTURER.
THE SELLER HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTY
OF MERCHANTABILITY OR FITNESS FOR A PAR-
TICULAR PURPOSE, AND NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO §79.001, TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE
PERSON, WHO IS OBLIGATED
OF THE MOTOR VEHICLE §...
ACCORDANCE WITH §9.009, TEXAS PROPERTY CODE, IF PAYMENT FOR THE REPAIR OF THE
MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A
CREDIT CARD TRANSACTION IS STOPPED, DISHONORED
BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR
BECAUSE THE DRAWER OR MAKER OF THE ORDER OR THE
CREDIT CARD HOLDER HAS NO ACCOUNT OR THE
ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

CUSTOMER SIGNATURE

RIPLEY'S
MUFFLER & BRAKES
Total Car Care
www.RipleysMuffler.com

RIPLEY'S MUFFLER & BRAKES INC.
2302 FM 1960 West
Houston, TX 77068
(281) 444-3885

INVOICE
Page 1 of 1
04/16/2007, 5:07 pm
Estimate #

HOME
HOUSTON, TX
ACCOUNT #
2000 HONDA CIVIC
497-TGM (TX)
ODOM IN/OUT: 187401 / 187401
1HGEJ6243YL
1.6L L4 Cyl
Sales Person: 34:Rodney
Tech: 13:Phil

348.90 VISA

** 3 YEAR/25,000 MILE CATALYTIC CONVERTER WARRANTY **
Your Catalytic Converter should never have failed. If it did, then you have
a problem. Just replacing the converter will not fix the problem. See a
full line auto mechanic to fix the problem, or it will ruin the new conv

Qty	Item Number	Description	ST	Each	Labor	Misc	Extended
		Exhaust					
1	44854	HONDA CATALYTIC CONVERTER	R	259.95			259.95
1	SL	EXHAUST LABOR	R		6.80		34.00
1	32029	IMCO PREBENT PIPE	R	39.95			39.95
1		PIPE INSTALLATION	R				0.00
		SUB-TOTAL EXHAUST		299.90	34.00	0.00	333.90

Parts 299.90
Labor 34.00
Hazmat, Supplies, Fee 6.00
Customer Discount -15.00
Sub-Total 324.90
Sales Tax 1 24.00
Grand Total 348.90

90 Days On Machine Work and Hydraulic Work
Serving Houston's Great Northwest Since 1973
For Full Service, Visit Us Our Shop On Rayford Road
12 Month/12,000 Mile Parts & Labor Guarantee

There was a PO420 code stored. (bank 1 catalyst operating below threshold).



...and like Dad
we treat others as
we wish to be treated.

NOTICE PURSUANT TO SECTION 70.001, TEXAS PROPERTY CODE

the person, or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the
air contract. I understand that this vehicle is subject to repossession in accordance with section 9.003, Texas Business & Commerce
if a written order for payment for repairs of this vehicle is stopped, dishonored because of insufficient funds, funds or
or the driver or maker of the order has no account or the account on which it is drawn has been closed.

RIPLEY'S

MUFFLER & BRAKES, INC.
AND Total Car Care
www.RipleysMuffler.com

RIPLEY'S MUFFLER & BRAKES INC.

2302 FM 1980 West
Houston, TX 77068
(281) 444-3885

INVOICE

Page 1 of 1
4/29/2008, 4:42 PM
Estimate

HOUSTON, TX

HOME:

ACCOUNT #

2000 HONDA CIVIC

(TX)

ODOM IN/OUT: 217008 / 217009

1HGEJ8243YL

1.8L L4 Cy

Sales Person: 34:Rodney
Tech: 46:Manuel

Qty	Item Number	Description	Each	Labor	Misc	
1	98254FM	OBD II HM CATALYTIC CONVERTER SUB-Total Exhaust	0.00	0.00	0.00	0.00

Parts 0.00
Labor 0.00
SUB-TOTAL 0.00
Sales Tax 0.00
Grand Total 0.00

Great Northwest Since 1973
Meet Us Our Shop On Rayford

Returned with a P0420 code. Below
is a 948-series converter. 6/2007 @
The warranty expired just over 4,000 miles ago.
Since the 948-series converters were discontinued I am replacing
with a 948-series converter. The warranty is from the original
purchase and had expired. I recommended replacing the
sensors due to the mileage.
Declined By Customer

1	24831	UPSTREAM O2 SENSOR	RD	245.99		
1	234-4088	DOWNSTREAM O2 SENSOR	RD	289.90		
5	OL	SENSOR LABOR	RD		7.50	



Enter as a Customer.
Leave as a Friend.

NOTICE PURSUANT TO SECTION 90

TEXAS PROPERTY CODE

for the repair of the motor vehicle subject to the
terms with section 9.502, Texas Business & Commerce
code because of insufficient funds, no funds or
if a written order for payment for repairs of this vehicle is stopped, or
if the driver or maker of the order has no account or the account on which
is drawn has been closed.