

JAN 06 2017

 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 01-OCT-2015		Repository ☐ Reference No. 10779068	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		Evening Telephone Number	
City	LONG BEACH	State	CA	Zip Code	
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 JHMFA16846S		Make HONDA	Model CIVIC	Model Year 2006	
Date Purchased APRIL 2006	Dealer's Name and Telephone Number BUENA PARK HONDA		Engine: No: Cylinders 4	Fuel Type:	
Original Owner ☒	Dealer's City BUENA PARK, CALIFORNIA		State CA	Zip Code	
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) WRONG PART INSTALLED 10 JUN 2008 SINCE PURCHASE DATE	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 200000 WHEELS			Failure Mileage	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make Michellin	Tire Model (Name or Number) X RADIAL DT		Tire Size (Example P215/65R15) P 205/55/16		
DOT No. (Example: DOTM19ABC036) DOTB9WC K8RX	☒ Original Equipment ☐ Prior Repair	Failure Location: INNER SIDES OF BOTH REAR WHEELS (L&R)			
Tire Component Code		Tire Failure Type: UNEVEN WEAR DUE TO WRONG REAR UPPER CONTROL ARM KIT			
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	Number of Deaths	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 2006 HONDA CIVIC. THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC FOR A TIRE ROTATION AND ALIGNMENT. THE MAINTENANCE WAS DECLINED DUE TO A FAILURE WITH BOTH REAR TIRES. THE DETAILS WERE NOT PROVIDED TO THE CONTACT. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.					
please see attached supports A to A7.					
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.					

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

November 6, 2015

[REDACTED]
LONG BEACH, CA [REDACTED]

Subject: JHMFA16846S [REDACTED]
2006 CIVIC

Dear [REDACTED]

Thank you for contacting America Honda Motor Co., Inc. We have reviewed your request associated with the **Uneven or Rapid Tire Wear**. We apologize for any inconvenience this matter has caused you.

The information you supplied to our office has been reviewed. Taken into consideration were the specifics of the warranty extension and the required criteria to provide assistance. Unfortunately, your request does not fall within the **Uneven or Rapid Tire Wear** parameters. Therefore we will be unable to fulfill your request.

Thank you for your time and patience regarding this matter. Should you have any questions, please feel free to contact our office at (800) 999-1009, option 4 between the hours of 6:00 A.M. to 5:00 P.M. Pacific Standard Time. Monday through Friday.

SEMI-CAR
COMPLAINTS
WERE NOTED
NATIONWIDE. W
FOR CIVIC
2006 & SO ON.

DESPITE PREPONDE-
RANCE OF EVIDENCE
THAT SUCH WRONG
PARTS WERE
INSTALLED AS OEM
IN THE NEW CAR W
SOLD

Sincerely,
American Honda Motor Co., Inc.
Automobile Customer Service
Case [REDACTED]

A



Applies To: **2006-07 Civic – ALL**
2006-08 Civic Hybrid – ALL

February 26, 2014

Uneven or Rapid Rear Tire Wear

(Supersedes 13-047, *Warranty Extension: Uneven or Rapid Rear Tire Wear*, dated June 14, 2013; see REVISION SUMMARY)

REVISION SUMMARY

This bulletin has expired as a Warranty Extension and is now a bulletin subject to the normal warranty.

BACKGROUND

The rear suspension geometry (camber) on some models may cause uneven or rapid rear tire wear. This wear may appear as diagonal lines or inner edge tread wear. Tires in an advanced stage of this diagonal or inner-edge wear may vibrate at highway speeds and/or make a roaring noise that sounds like a bad bearing. (See TIRE INSPECTION for information about wear patterns.)

CORRECTIVE ACTION

Install a rear upper arm kit, including new flange bolts, and do a four-wheel alignment to the new specification listed in REPAIR PROCEDURE.

PARTS INFORMATION

NOTE: To help clarify where new parts are used in the REPAIR PROCEDURE, the new part is listed in the applicable step with a ">" symbol.

Rear Upper Arm Kit:

P/N 04523-SNA-A01

Includes:

Rear Upper Arm (2)

Flange Bolt (12 x 51 mm) (4)

Flange Bolt (12 x 95 mm) (2)

WARRANTY CLAIM INFORMATION

The normal warranty applies.

OP#	Description	FRT
4191B6	Install rear upper control arm kit.	0.5
B	Do a four-wheel alignment.	0.8

Failed Part: P/N 04523-SNA-A00

Defect Code: 00504

Symptom Code: 04217

Skill Level: Repair Technician

DIAGNOSIS

1. Make sure the vehicle's suspension is not modified, and that it has the correct sized tires and wheels (or Honda Genuine accessory wheels, tires, and suspension).

Are the tires, wheels, and suspension the correct type?

Yes – Go to step 2.

No – Disregard this service bulletin, and continue with normal troubleshooting (collision damage, driving habits, alignment, tire pressures, etc.).

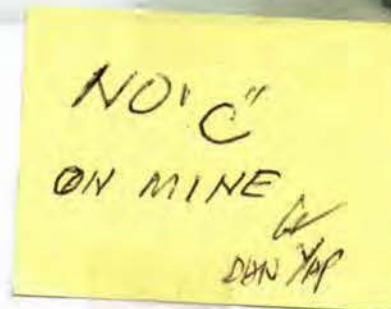
2. Inspect the rear upper arms.

Do the arms have the letter "C" painted or stamped on them?

Yes – This vehicle already has the revised rear upper arms. Disregard this service bulletin, and continue with normal troubleshooting (collision damage, driving habits, alignment, tire pressures, etc.).

No – Go to step 3.

THE LETTER "C"



3. Inspect the tires and/or the documentation from the customer and refer to TIRE INSPECTION.

Do the tires show diagonal or inner edge wear, or has the customer provided written documentation showing that the tires have experienced diagonal or inner edge wear in the past?

Yes – Go to REPAIR PROCEDURE.

No – The wear is not camber related. Disregard this service bulletin, and continue with normal troubleshooting (collision damage, driving habits, alignment, tire pressures, etc.).

TIRE INSPECTION

Diagonal Wear Lines

The tire is no longer round. There are high and low spots on the tire worn in a diagonal pattern across the tread.



The tread is worn diagonally across the tire.

Inner Edge Tread Wear

The inner edge tread is worn more than the outer edge tread.

OUTER

INNER



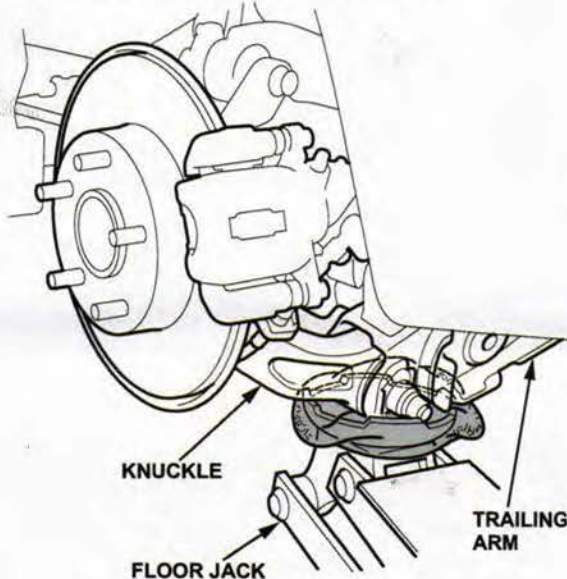
OUTER

INNER

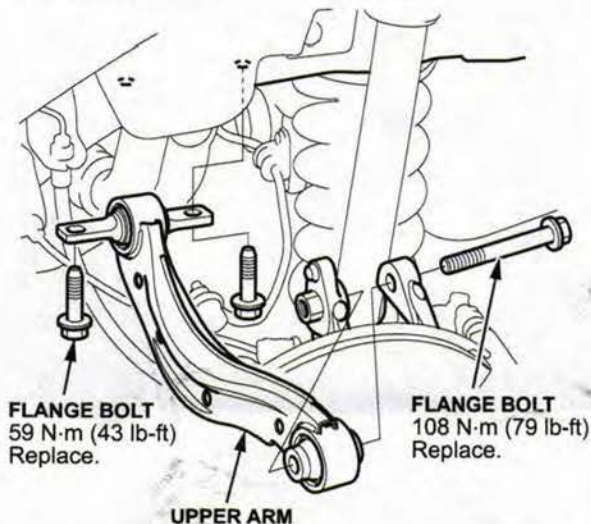


REPAIR PROCEDURE

1. Raise the vehicle on a lift until the tires are about 6 in. off the ground.
2. Remove the rear wheels.
3. Position a floor jack at the connecting point of the trailing arm and the knuckle. Raise the floor jack until the suspension begins to compress.



4. Remove the two 51 mm flange bolts.



5. Remove the 95 mm flange bolt from the knuckle, and remove the rear upper arm.

6. Install the replacement upper arm using the new flange bolts.
 - > Rear Upper Arm
 - > Flange Bolt (12 x 95 mm)
 - > Flange Bolt (12 x 51 mm) (2)
 - First install all of the components, and lightly tighten the bolts, then raise the suspension to load it with the vehicle's weight before torquing the bolts.
 - Torque the 51 mm bolts to **59 N·m (43 lb-ft)**
 - Torque the 95 mm bolt to **108 N·m (79.6 lb-ft)**
 - Before installing the wheel, clean the mating surfaces between the brake disc or brake drum and the inside of the wheel.

NOTE: Make sure you replace the flange bolts.

7. Repeat steps 3 through 6 for the other side.
8. Set the tire pressures to the specifications on the driver's doorjamb label.
9. Do a four-wheel alignment using the new rear camber specification listed below:

Rear camber specification range:

- 0° 45' ± 45'

Front toe: 0 mm (+2 mm/-2 mm)

Rear toe: 2 mm (+2 mm/-1 mm)

A₃

[REDACTED]

From: Bryan <yaptonic15@msn.com>
Sent: Monday, August 17, 2015 9:57 PM
To: [REDACTED]
Subject: 2006 Honda Civic class action suit

Add a complaint:

I was not aware of the rear-upper control arms defects until we tried to do a tire rotation at Sam's Club in Long Beach Towne Center last week (8/12/15). I'm surprised that I have not received any notifications of the class action settlement. The settlement was reached in October 2013 (10/28/13) and the deadline to file a claim was in January 2014 (1/16/14). We found out about the class action suit only when we were checking online for wheel alignment for 2006 Honda civics.

Posted on: carcomplaints.com (8/17/15)

[REDACTED]

From: [REDACTED]
Sent: Thursday, September 3, 2015 12:47 PM
To: mmendelsohn@mskf.net
Subject: FW: [REDACTED] v. American Honda Motor Co. Inc. et al., case number [REDACTED]
[REDACTED]

Importance: High

Dear Mr. Matthew Mendelsohn,

It was my great pleasure to hear your suggestion just now.
I will be heading to American Honda dealers nearby and talked to them about it.

Have a great day.

[REDACTED]

From: [REDACTED]
Sent: Thursday, September 3, 2015 12:24 PM
To: jalmeida@mskf.net
Subject: [REDACTED] v. American Honda Motor Co. Inc. et al., case number [REDACTED]
Importance: High

Dear Ms. Almeida:

Re: case is [REDACTED] v. American Honda Motor Co. Inc. et al., case number [REDACTED]

Reason for my contacting your office:
I am a first owner until now of a Honda Civic EX 2006.

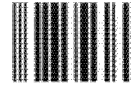
I am utterly surprised to learn just recently about this case which already settled but not notified from the very start. I found this out after visiting Sam's Club Tire shop which told me about the tire problem last month. I called up Honda customer service and also its warranty department, who all denied such knowledge.

Please let me know what I am supposed to do to get American Honda's attention or any suggestion and guidance.

Thank you,
[REDACTED]

AS

CLUB# 06613
7480 CARSON BLVD
LONG BEACH, CA 90808-0000 US
(562)425-0662



DATE 10-04-2015	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2006	MAKE HONDA	MODEL CIVIC
LICENSE [REDACTED]	ODOMETER 90625	MEMBER ARRIVAL TIME 2015-08-12 10:30 AM
SERVICE COMPLETED TIME		

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - NO ACTION - Balance Accepted - Drv Front - NO ACTION - Rotate Tire - Pass Rear - NO ACTION - Rotate Tire - Pass Front - NO ACTION - SAMS Battery Check - DECLINED Not Applicable	0.00
CANCELLED	
Customer request	

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments [REDACTED]	Total (Excluding Tax & Govt. Fees) 0.00
Technician Comments Uneven tire wear. Mechanical issue.	PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE DISCLAIMER & ACKNOWLEDGMENT 1. I authorize the stated service completion and give permission to operate the vehicle. 2. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 3. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 4. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. 5. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle. 08-12-2015 MEMBER SIGNATURE DATE

BATTERY TECHNICIAN: EMILIO 2284
COMMON TECHNICIAN: EMILIO 2284
SALES ASSOCIATE: PEDRO 1204

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

AG

LONG BEACH HONDA
SPG REPAIR ESTIMATE

ESTIMATE # [REDACTED]

ESTIMATE DATE:

VEHICLE: Civic 86/11

VIN:

ADVISOR #

CUSTOMER #

ADDRESS:

(H)

(B)

(EXT)

CUSTOMER QUOTE

OPERATION: 419106 Rear Upper Control Arm, r&r (ADD Alignment)
DX/EX/LX/Si 06/07 Both

LABOR HOURS: 3.00

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	HP52390-SNA-A00	ARM, R. RR. (UPPER)	130.25	130.25
1	HP52400-SNA-A00	ARM, L. RR. (UPPER)	130.25	130.25

LABOR \$: 406.95

PARTS \$: 260.50

GOG \$: 0.00

MISC. \$: 0.00

TAX \$: 23.45

SUBTOTAL \$: 690.90

OPERATION: AL4W Align Four Wheels 06/11

LABOR HOURS: 1.50

LABOR \$: 99.95

PARTS \$: 0.00

GOG \$: 0.00

MISC. \$: 0.00

TAX \$: 0.00

SUBTOTAL \$: 99.95

TOTAL LABOR \$: 506.90

TOTAL PARTS \$: 260.50

TOTAL GOG \$: 0.00

TOTAL MISC. \$: 0.00

TOTAL TAX \$: 23.45

ESTIMATE TOTAL \$: 790.85

CUSTOMER SIGNATURE

11:26:01

CUSTOMER COPY

PAGE 1 OF 1