

OL-10806869-7133

OCT 20 2015

Please see the attached notice indicating there was a recall on several Hondas.

I have a 1999 Honda Civic which, according to the notice, fits within the parameters; 1998-2000 Civic

However, upon taking my vehicle to Honda in Marysville, Ohio, the dealership said the VIN number didn't match the recall and I had to pay to have the ignition replaced. The bill is attached.

This was a very serious issue. At one time my car shut off while driving on I71. I was in the middle lane with cars zooming all around me at 70MPH.

I can't believe Honda of Marysville wouldn't honor the recall when I clearly was having the same issue as the recall was in place for and the date of my car is the correct date.

Please look into this for me. If there's anything more you need from me, don't hesitate to contact me at [REDACTED]

[REDACTED] SUNBURY, OHIO [REDACTED]

Sincerely,

[REDACTED]

KAM
10/23/15
GUD



HONDA

MARYSVILLE



640 Coleman's Crossing Blvd
Marysville, OH 43040
(937) 645-4080
www.hondamarysville.com

Sunbury, OH [REDACTED]
 Phone (H) [REDACTED] Phone (W): (740)
 Phone (C): [REDACTED] Phone Oth: (740)
 Year/Make/Model: 1999 Honda civic
 VIN: 1HGEJ8240 XL [REDACTED]
 License Number: [REDACTED] Color: [REDACTED]
 Stock Number: [REDACTED] Mileage In: 144236
 Tag Number: [REDACTED] Mileage Out: 0

A/R Number: [REDACTED]
 Customer Number: [REDACTED]
 PO Number: [REDACTED]
 Auth Number: [REDACTED]
 Service Writer: 997654
 Estimate Amount: \$ 468.94
 Terms & Conditions:
 Type of Sale: Retail
Customer Signature

Invoice Number: [REDACTED]
 Printed: OCT 30 14 12 36 PM
 Copy #: 1
 Date Opened: OCT 30 14
 Date Notified:
 Date Delivered:

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
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1. Customer statement of problem

Perform A Service. Oil and filter change \$24.95 before tax and shop supplies.

MAINT A -

1 - Correction/Action Taken

Changed oil and filter, topped off all applicable fluids, set tire pressures, performed honda care inspections, and reset maintenance reminder system.

997716 5.25

Part Number	Failed	Description	Qty	Price	Ext Total
OIL		05W20 BULK OIL	5	3.30	16.50
15400PLMA02		FILTER, OIL	1	9.00	9.00
9410914000		WASHER, DRAIN (14MM)	1	0.75	0.75

Sub Total Parts 26.25

Miscellaneous Charges and Deductions

Shop Supplies Express 2.00

SubTotal Job # 1 33.50

2. Customer statement of problem

Customer states repalce ignition switch due to shutting off while driving. 315.00 plus tax.

1 - Correction/Action Taken

Remove and replace ignition switch with new one.

997716 148.00

Part Number	Failed	Description	Qty	Price	Ext Total
35100S01A11		LOCK ASSY., STEERING	1	167.06	167.06

Sub Total Parts 167.06

SubTotal Job # 2 315.06

3. Customer statement of problem

Customer States inspect and advise on fuel filter, if replaceable.

1 - Correction/Action Taken

Remove and replace fuel filter with new one.

997716 69.97

[Back to Recalls](#)

Current Recalls

Description

1997-1999 Accord, Prelude, CR-V; 1998-2000 Civic; 1997-2000 Odyssey Ignition Switch

Type

Safety Recall Campaign

Status

Fixed

Summer 2002

Important Safety Recall: Ignition Switch

Dear Accord, Civic, CR-V, Odyssey or Prelude Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd., has determined that a defect relating to motor vehicle safety exists in the ignition switch on certain 1997 thru 2000 Honda automobiles. Electrical contacts in the ignition switch can wear prematurely due to high electrical current passing through the switch. Worn out ignition contacts could cause the engine to stall without warning. Although the engine will restart in most cases, if your engine stalls while driving in traffic or at highway speeds, you're at risk of being involved in a crash. Difficulties starting the engine (for example, hard-to-start, stalls immediately after starting, etc.) may indicate that the ignition switch is failing.

What should you do?

Call any authorized Honda dealer, and make an appointment to have your vehicle repaired. The dealer will install an improved ignition switch, free of charge. Please plan to leave your vehicle at the dealership for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a Honda vehicle involved in this recall. If this is not the case, or the name/address information is incorrect, please fill out and return the included, postage-paid *Information Change Card*. We will then update our records.

If you paid to have a defective ignition switch replaced sometime in the past, you may be eligible for reimbursement. Refer to the attached *Instructions for Reimbursement* for eligibility requirements and the reimbursement procedure.

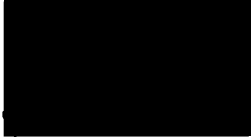
If you have questions.

If you have questions about this notice, or need assistance with contacting a Honda dealer, please call Automobile Customer Service at (800) 999-1009.

We apologize for any inconvenience this may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

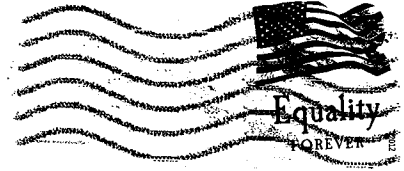


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Administrator
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington DC 20590

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