


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENTS USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 09-FEB-2016</p>		<p>Repository <input type="checkbox"/></p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>Reference No. 10825141</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City MT PLEASANT</p>		<p>State MA</p>		<p>Zip Code [REDACTED]</p>	
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2HGEJ6677X[REDACTED]</p>		<p>Make HONDA</p>		<p>Model CIVIC</p>	
				<p>Model Year 1999</p>	
<p>Date Purchased 6-24-1999</p>		<p>Dealer's Name and Telephone Number Curtiss Ryan Honda 203 929 1484</p>		<p>Engine: No: Cylinders 4</p>	
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City Shelton</p>		<p>Fuel Type: Regular</p>	
<p>State CT</p>		<p>Zip Code 06484</p>			
<p>Transmission Type 4 SP AUTO</p>		<p><input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain 1.6L 4 CYL</p>	
		<p>Multiple Failure: Same failure 3 times</p>		<p>Incident Date(s) 08-JUL-2015 2015 5/25/2015, 11/15/2015</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM electrical portion of ignition switch</p>				<p>Failure Mileage 130000</p>	
<p>Failure Speed 55</p>					
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
				<p>Number of Deaths</p>	
				<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 1999 HONDA CIVIC. THE CONTACT STATED THAT WHILE DRIVING AT 55 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT PULLED TO THE ROAD SIDE AND WAS ABLE TO RESTART THE VEHICLE. IN ADDITION, THE VEHICLE TOOK MULTIPLE ATTEMPTS TO START. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VIN WAS NOT INCLUDED IN THE NHTSA CAMPAIGN NUMBER: 02V120000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 130,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

This failure is well documented and not insignificant for Hondas 1997 to 2000. In my car this part was replaced by dealer under recall on Dec 3, 2002. Failure occurred 3 times in 2015 where engine shut down suddenly at speeds between 30-55 mph

Called the manufacturer and they told me to go to a dealer where I would have to pay for a test. If the test showed a problem they would only "consider" paying for the repair. I was told this could take 4 to 6 weeks. If they approved then I could schedule the repair. Since this process could easily stretch out over 2 months I decided

ATTACH ADDITIONAL SHEETS IF NECESSARY

to have the switch replaced in a local qualified garage on Feb 11, 2016. As of April 8, 2016 failure has not repeated.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

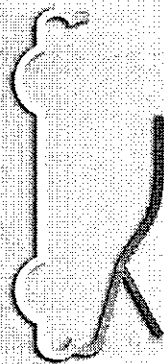
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

# LARSEN AUTOMOTIVE

MOUNT PLEASANT SC

3761 HWY 17N  
AWENDAW, SC 29429  
(843)884-2277

VEHICLE 1999 Honda Civic  
ENGINE 1.6L L4  
LICENSE  
Mlg In/Out 140112 / 140112  
V.I.N. 2HGEJ6677XH

Unit:  
02/11/16 05:44 pm

CHARGE

DATE: 02/12/16

DUE DATE 02/11/16

Invoice:

M

1

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL	COMMENTS & DESCRIPTION OF LABOR.	QTY	PRICE
[35130-S02-E01] HONDA IGNITION SWITCH	1.00	70.83	70.83	replace ignition switch 300		
[TK] THANK YOU FOR YOUR BUSINESS.	1.00	inc	0.00	REPLACE IGNITION SWITCH, ELECTRICAL PORTION, AT CUSTOMERS REQUEST.		146.84

*Round VISA  
OK 2/12/16  
DJS*

CHECKED OR SERVICED

LARSEN AUTOMOTIVE  
3761 N HIGHWAY 17  
AWENDAW, SC 29429

02/12/2016 15:44:36

CREDIT CARD

VISA SALE

Card # XXXXXXXXXXXX  
AID:   
ATC: 000E  
TC:   
SEQ #: 3  
Batch #: 216  
INVOICE 3  
Approval Code:   
Entry Method: Chip Read  
Mode: Issuer

SALE AMOUNT \$235.50

CUSTOMER COPY

Approved By	PartsAdd	LaborAdd	Increase	Total	Caller	Reason for Price increase	Parts & Lubricants	70.83
							Labor	146.84
							Sublet	0.00
							HAZ. DISPOSAL	0.00
							DebitCard	0.00
							SHOP SUPPLIES	10.88
							Gasoline	0.00
							Sub Total	228.55
							Deposit	0.00
							Disc Applied	0.00
							Sales Tax	6.95
							<b>TOTAL</b>	<b>235.50</b>
							<b>BALANCE DUE</b>	<b>235.50</b>

This vehicle will be reassembled within 3 days of the date shown above if I donot authorize the recommended

ADDL LEGAL NOTICE

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more than 3 working days after notification that job is completed. Labor is guaranteed 90 days or 4000 miles whichever occurs first. All other guarantees are made by the manufacturer. Warrantee work based on this bill must be performed at this shop. All parts are new unless specified as (U) used or (R) rebuilt. REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE

I accept the above terms and conditions **X**

Mt Pleasant, SC

CHARLESTON SC 294

11 APR 2016 PM 1 T



US Department of Transportation  
National Highway Traffic Safety Admin  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE  
Washington DC ~~20077-9382~~ 20590

20077+9382

