



State of Wisconsin
Governor Scott Walker

NEF-010

CL-10854711-8533

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 04, 2016

[Redacted]
Denver CO [Redacted]

MAR 23 2016

RE: File [Redacted] (Refer to this number when contacting our agency)
Zimbrick Inc
1601 W Beltline Hwy
Madison WI 53713

Dear [Redacted]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Zimbrick Inc.


I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVE SE WEST BLDG
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Thank you again for bringing your complaint to our attention.

Sincerely,

Dawn Schnetzler
Consumer Protection Investigator
Bureau of Consumer Protection
Email: Dawn.schnetzler@wisconsin.gov

NAM
4716
SMD

Motor Vehicle Repair Complaint

Complaint PIN: [REDACTED]

Your Information

Salutation [REDACTED]

First Name [REDACTED]

Last Name [REDACTED]

Address Line 1 [REDACTED]

Address Line 2 [REDACTED]

City

Denver

State

CO

Zip [REDACTED]

Cell Phone [REDACTED]

Home Phone [REDACTED]

Work Phone [REDACTED]

Phone me between 8-4 at

Cell

Best time to call [REDACTED]

Information about the person or business your complaint is against:

First Name

Charlie

Last Name

Cupp

Address Line 1

1601 W Beltline Hwy

City

Madison

State

WI

Zip

53713

Business Phone

(608)662-1219

Website

<http://www.zimbrickfishhatcheryroad.com/>

Phone:(608)230-0355,

Name of the person you talked to

Charlie Cupp

Title of the person you talked to

Service Manager

Your Complaint

Zimbrick Honda was selected to complete a Honda of America Product Update by the consumer. The service experience was difficult and the customer struggled to be heard and understood by a service advisor who was argumentative. The consumer believes that Honda TSB 09-007 was not completed as indicated by the dealership. This oversight has lead to catastrophic malfunction, as described in Honda TSB 09-007. Zimbrick states through Charlie Cupp(Bolts snap all the time, happens to every car." This product update was specifically to address a problem fastener and remove the extra force that could break them. Essentially Zimbrick has challenged me to prove them wrong, which I can. Zimbrick has also misrepresented to me information shared to the by Honda of America regarding my case. I am pursuing additional advocacy through Honda of America against this dealership. Please contact

me with any questions, I would like the opportunity to discuss this over the phone. Thank you,

Information About Your Complaint

Which of the following best describes your first contact with the business?*

I Went to the Business

If other, describe the other method of contact.

If printed ad, when was it printed?

If printed ad, where was it printed?

Date of transaction

01/05/2012

How old is the person who had contact with the business?

18 - 61

Make

Honda

Model

Civic

Year

2006

VIN

1HGFA15886L

At the time of the repair, was the vehicle covered by a salvage certificate?

No

How did you deliver your vehicle to the shop?

In person

What repairs did you ask the shop to do?

Honda TSB 09-007 Replace Auto Tensioner Pivot Bolt.

Were instructions written on the original repair order?

Yes

How did you first order the repairs?

In Person - By Speaking to a Shop Representative

If other, please specify

Did you receive a price estimate before the work was started?

No

If yes, list the amount of the estimate.

Was it written on the original repair order?

Did you sign the estimate section of the repair order?

Did you receive a copy of the original repair order before reports were started?

Were additional repairs performed?

If yes, list the additional repairs.

Did the shop provide a new total estimate for all repairs?

Did you approve the added repairs?

If yes, how did you approve?

Did you make any prepayment?

If yes, what amount?

Were you given a completion date?

Did they make repairs without permission?

Were you forced to pay for repairs that were done without your permission?

Recommend repairs that were not needed?

Fail to return replaced parts upon request?

Charge for repairs that were not made? Yes

Charge for repairs that were not needed?

Refuse to honor a written guarantee?

Fail to perform the repairs in a satisfactory manner? Yes

Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? No

List the amount of the final repair bill 0.00

Amount Paid 0.00

Was the vehicle released to you after you paid for all authorized repairs? Yes

When the repairs were finished, did you receive a final invoice itemizing the parts and labor?

Did you contact the business about your complaint? Yes

When did you contact the business? 01/15/2016

What happened when you contacted the business? They are dodging responsibility. Honda of America calls this a "workmanship" issue.

Resolution Information

Have you filed this complaint with another agency? No

Agency name

What happened when you contacted the other agency?

Have you contacted a private attorney? Yes

Have you started court action? No

How do you feel this complaint should be resolved?*

I am seeking advocacy. This dealership has argued ridiculous things with me and I feel I can not gain satisfaction without consumer protection or court action.

Applies To: **See VEHICLES AFFECTED**

January 30, 2009

Product Update: Drive Belt Auto-Tensioner Pivot Bolt Replacement**BACKGROUND**

The current routing of the engine drive belt creates extra force on the drive belt auto-tensioner. In rare cases, this extra force could break the auto-tensioner pivot bolt, causing an engine noise or a loss of power steering.

VEHICLES AFFECTED*2006 Civic 2-Door:*

From VIN 2HGFG1...6H [REDACTED] thru
2HGFG1...6H [REDACTED]

2006 Civic 4-Door:

From VIN 1HGFA1...6L [REDACTED] thru
1HGFA1...6L [REDACTED]

From VIN 2HGFA1...6H [REDACTED] thru
2HGFA1...6H [REDACTED]

From VIN JHMFA1...6S [REDACTED] thru
JHMFA1...6S [REDACTED]

2006 Civic GX:

From VIN 1HGFA4...6L [REDACTED] thru
1HGFA4...6L [REDACTED]

Some of the vehicles affected by this product update may be in your used vehicle inventory. These vehicles must be updated before they are sold.

To verify vehicle eligibility, check for at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition, check for a punch mark below the 13th character of the engine compartment VIN. A punch mark in that location means this product update has already been completed.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this product update. An example of the customer notification is at the end of this service bulletin.

CORRECTIVE ACTION

Replace the auto-tensioner pivot bolt, and reroute the drive belt. On vehicles with A/C, install a new drive belt.

PARTS INFORMATION

Auto Tensioner Pivot Bolt Kit:

P/N 04301-RNA-405, H/C 9175126

(Contains 10 mm pivot bolt and drive belt for vehicles with A/C)

NOTE: The drive belt in this kit cannot be used on vehicles without A/C.

REQUIRED SPECIAL TOOLS

Pulley Holder, T/N 07AAB-RNAA150

In June 2008, each dealer was sent a pack of five pulley holders. To order additional pulley holders, use normal parts ordering channels.

WARRANTY CLAIM INFORMATION

NOTE: This product update ends on January 30, 2012. After that, any applicable warranty would apply.

Operation Number: 1181L1

Flat Rate Time: 0.5 hour

Failed Part: P/N 04301-RNA-405
H/C 9175126

Defect Code: 5TT00

Symptom Code: R0100

Template ID: 09-007A

Skill Level: Repair Technician

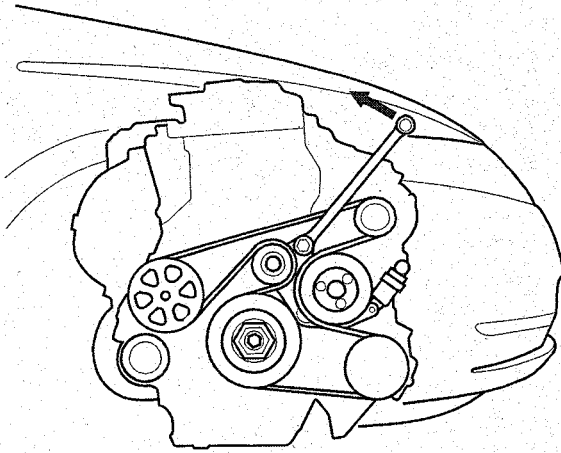


CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

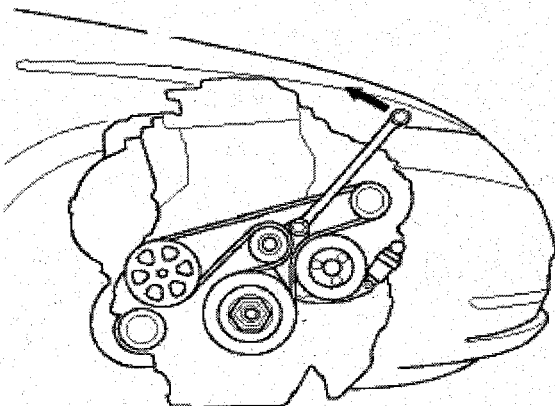
REPAIR PROCEDURE

1. From above the engine, set a long-handled, boxed-end wrench on the drive belt auto-tensioner. Slowly turn the wrench counterclockwise, then remove the drive belt.

NOTE: On vehicles without A/C, the drive belt will be reused.

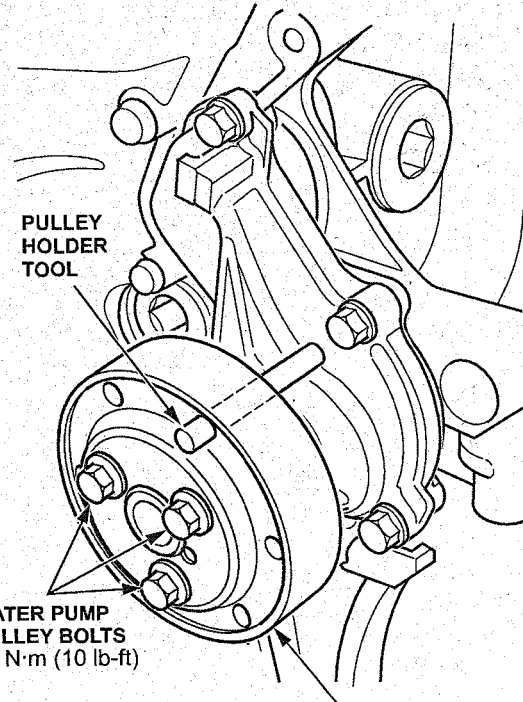


WITH A/C



WITHOUT A/C

2. Insert a pulley holder (see REQUIRED SPECIAL TOOLS) into one of the holes in the water pump pulley at the 12 o'clock position. The tool holds the pulley so you can loosen or tighten the pulley bolts.

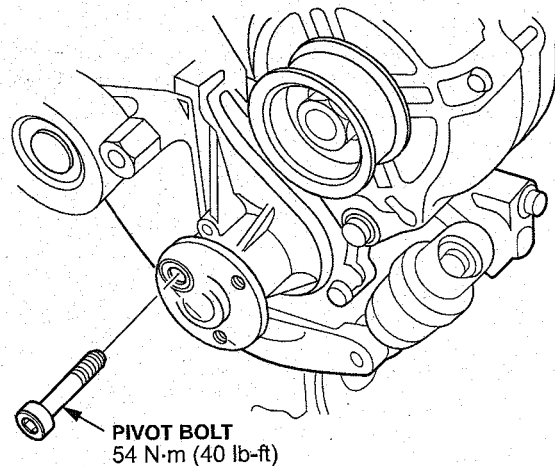


WATER PUMP PULLEY BOLTS
14 N·m (10 lb-ft)

WATER PUMP PULLEY

3. Remove the water pump pulley (three bolts).
4. Remove the pivot bolt from the drive belt auto-tensioner.

NOTE: In rare cases, the pivot bolt may be broken. If this has happened, remove the auto-tensioner, then remove the shank of the pivot bolt with Vise Grips or by drilling it out. *Do not try to repair the engine block using a TIME-SERT.* If you can't remove the shank of the pivot bolt, you would need DPSM approval to install an engine short block assembly.



PIVOT BOLT
54 N·m (40 lb-ft)

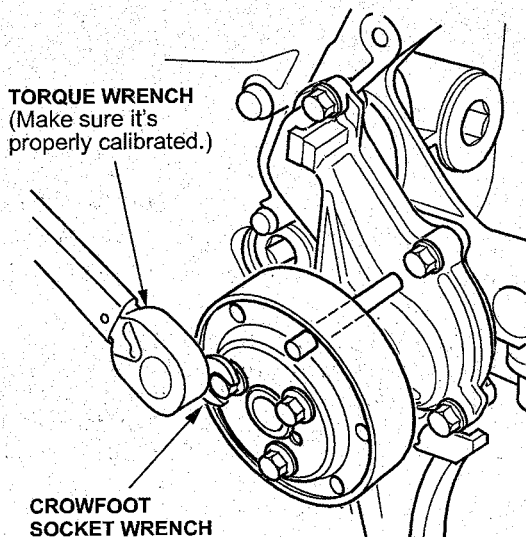
5. Install a new pivot bolt on the auto-tensioner, and torque it to **54 N·m (40 lb-ft)**.

NOTE: For important tips on correctly installing the pivot bolt, refer to ServiceNews article A070301, *Replacing the Drive Belt Auto-tensioner Pivot Bolt? Read This First*.

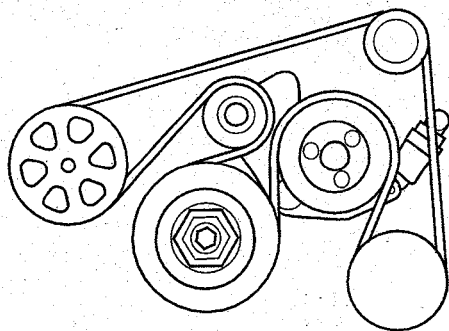
6. Reinstall the water pump pulley and its three bolts. Insert the pulley holder in the 12 o'clock position to keep the pulley from moving while you torque the bolts to **14 N·m (10 lb-ft)**.

NOTE:

- **The exact torque is critical for a successful repair.** To guarantee the correct torque, you must use an accurately calibrated torque wrench. It's OK to use a crowfoot socket wrench with the torque wrench.
- Do not install the drive belt before you torque the pulley bolts. If you do, you won't get accurate torque readings.
- Remove the pulley holder after you torque the pulley bolts.

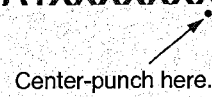


7. On vehicles with A/C, route a new drive belt around the engine pulleys as shown below. On vehicles without A/C, route the original drive belt as shown in step 1.



8. From above the engine, set a long-handled boxed-end wrench on the drive belt auto-tensioner. Slowly turn the wrench counterclockwise, and slip the belt over the auto-tensioner pulley. Release the auto-tensioner, and remove the wrench.
9. Center-punch a completion mark below the 13th character of the engine compartment VIN:
 - Slide open the FRAME-NUMBER door on the center cowl cover.
 - Use a long punch to reach the VIN.

2HGFA1XXXXXXXXXXXX



Example of Customer Letter

February 2009

Product Update: Rerouting the Drive Belt

Dear Civic Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

What is the problem?

The current routing of the engine drive belt creates extra force on the drive belt auto-tensioner. In rare cases, this extra force could break the auto-tensioner pivot bolt, causing an engine noise or a loss of power steering.

What should you do?

Contact any authorized Honda dealer for an appointment to have your vehicle updated. The dealer will install a new auto-tensioner pivot bolt and reroute the drive belt, installing a new belt if needed. This work will be done *free of charge*. Please plan to leave your vehicle at the dealer for half a day to allow some flexibility in scheduling.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2006 Civic involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

This product update ends on January 30, 2012. After that, any applicable warranty would apply.

If you have questions

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

We apologize for any inconvenience this product update may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Honda Automobile Division**



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

TCP

ncopostSM FIRST-CLASS MAIL
08/10/2016 AUTO
US POSTAGE \$000.39¹



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