INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF 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 ☐
17-SEP-2018 NOV 16 2018	Reference No. 11129965

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City CANFIELD	State OH	Zip Code [redacted]	

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	Make	Model	Model Year
2HGFA16588H[redacted]	HONDA	CIVIC	2008

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
1-26-2008	Honda Store 330-726-2300			
Original Owner ☒	Dealer's City Boardman	State OH / Zip Code 44512		

Transmission Type	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
Auto				24-AUG-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	74375	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2008 HONDA CIVIC. AFTER PARKING THE VEHICLE OVERNIGHT, THE CONTACT NOTICED RADIATOR FLUID UNDER THE HOOD OF THE VEHICLE THE FOLLOWING DAY. THE VEHICLE WAS TAKEN TO A DEALER (THE HONDA STORE, 448 BOARDMAN-CANFIELD RD, YOUNGSTOWN, OH 44512, 800-211-9345) WHERE IT WAS DIAGNOSED THAT THE ENGINE BLOCK WAS CRACKED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT SOMEONE WOULD CALL HIM BACK IN ONE TO THREE DAYS. NO ONE CALLED THE CONTACT BACK. THE FAILURE MILEAGE WAS APPROXIMATELY 74,375.

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.

CUSTOMER #: [redacted]

[redacted]

INVOICE

The Honda Store

448 Boardman Canfield Rd.
Boardman, Ohio 44512
(330) 726-2300

[redacted]

CANFIELD, OH [redacted]

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HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 31 CHELSEA WILKERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	08	HONDA CIVIC	2HGFA16588H[redacted]		74485/74485	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN08 DL			17:00 04OCT18		0.00	CASH	10OCT18

R.O. OPENED	READY	OPTIONS: STK: [redacted]
04OCT18	10OCT18	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES ENGINE BLOCK IS CRACKED			
CAUSE: TECH FOUND HAIR LINE CRACK FRONT OF ENGINE BLOCK REPLACED AS A			
ONE ONE GOODWILL FROM HONDA 01701			
111100 SHORT BLOCK - REPLACE. S/B: 08-044			
18 CROFFORD,TODD LIC#: D395717			
W93			(N/C)
18 CROFFORD,TODD LIC#: D395717			
CPW93		453.60	453.60
1 10002-RNA-A50 GENERAL ASSY- (DOT)			
CPW93	1011.26	849.46	849.46
W93			(N/C)
1 90160-SNA-A00 BOLT, FLANGE (14X67)			
CPW93	3.09	2.60	2.60
W93			(N/C)
1 90168-SZ3-000 BOLT, FLANGE (12X63)			
CPW93	3.11	2.62	2.62
W93			(N/C)
2 90118-SNA-000 BOLT, FLANGE (12X84)			
CPW93	1.52	1.28	2.56
W93			(N/C)
1 90165-SNA-A00 BOLT, FLANGE (14X93)			
CPW93	1.87	1.57	1.57
W93			(N/C)
2 90116-SNA-010 BOLT, FLANGE (14X94)			
CPW93	2.68	2.25	4.50
W93			(N/C)
4 90175-S5A-000 BOLT, FLG (14X115)			
CPW93	4.21	3.54	14.16
W93			(N/C)
1 15400-RTA-003 FILTER, OIL			
CPW93	2.92	2.45	2.45
W93			(N/C)
1 94109-14000 WASHER, DRAIN (14MM)			
CPW93	0.20	0.17	0.17

Please help us. You may be receiving a survey regarding your service visit with us. Please help by marking your survey 5's in all categories.

Please retain this receipt with your Owners Manual
Service Hours: MON - FRI 7:30 - 5:00 PM
SAT 7:30 - 3:00 PM

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE TELEPHONE AHEAD FOR APPOINTMENT

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

The Honda Store

448 Boardman Canfield Rd.
Boardman, Ohio 44512
(330) 726-2300

[redacted]

CANFIELD, OH [redacted]

PAGE 2

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W93				(N/C)
1	06110-RNB-999 GASKET KIT, CYL HD						
			CPW93		42.59	35.78	35.78
			W93				(N/C)
1	18229-S5D-A01 GASKET, EX- FLEXIBLE						
			CPW93		8.65	7.26	7.26
			W93				(N/C)
2	90371-SEF-000 NUT, FLANGE (12MM)						
			CPW93		0.36	0.30	0.60
			W93				(N/C)
1	90213-S5A-003 NUT, FLANGE (14MM)						
			CPW93		0.74	0.62	0.62
			W93				(N/C)
1	90212-SA5-003 NUT (10MM)						
			CPW93		0.31	0.26	0.26
			W93				(N/C)
4	90215-SB0-003 NUT (12MM)						
			CPW93		0.62	0.52	2.08
			W93				(N/C)
2	90305-692-010 NUT, SPINDLE (22MM)						
			CPW93		1.39	1.17	2.34
			W93				(N/C)
1	15101-RNA-A00 O-RING SET, OIL PUMP						
			CPW93		1.11	0.93	0.93
			W93				(N/C)
1	91212-R1B-A01 OIL SEAL (43X58X7)						
			CPW93		2.48	2.08	2.08
			W93				(N/C)
1	11103-RNA-A01 PLATE, PARTITION						
			CPW93		3.68	3.08	3.08
			W93				(N/C)
2	44319-SR1-003 SET-RING (26X1-8)						
			CPW93		1.05	0.88	1.76
			W93				(N/C)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE TELEPHONE AHEAD FOR APPOINTMENT

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CUSTOMER #: [redacted]

[redacted]

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The Honda Store
448 Boardman Canfield Rd.
Boardman, Ohio 44512
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[redacted]

CANFIELD, OH

HOME: [redacted] CONT:
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04OCT18	10OCT18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
1	96700-10055-18 BOLT, SOCKET (10X55)							
		CPW93				0.97	0.82	0.82
		W93						(N/C)
1	90471-RPC-000 WASHER, DRAIN (16MM)							
		CPW93				0.87	0.73	0.73
		W93						(N/C)
1	90471-PX4-000 WASHER, DRAIN (18MM)							
		CPW93				1.23	1.04	1.04
		W93						(N/C)
2	OL999-9011 COOLANT (TYPE-2)							
		CPW93				7.63	6.41	12.82
		W93						(N/C)
3	08200-9008 FLUID (ATF DW-1)							
		CPW93				3.29	2.76	8.28
		W93						(N/C)
1	08718-0004 HONDABOND HT							
		CPW93				5.43	4.56	4.56
		W93						(N/C)
5	08798-9032 OIL, SYNBLND (5W-20)							
		CPW93				1.80	1.51	7.55
		W93						(N/C)

SPLIT FOR LINE A 60/40 LABOR AND PARTS

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PAID
VISA
10-10-18 CM

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DESCRIPTION	TOTALS
LABOR AMOUNT	453.60
PARTS AMOUNT	972.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1426.28
LESS INSURANCE	0.00
SALES TAX	103.41
PLEASE PAY THIS AMOUNT	1529.69

PLEASE TELEPHONE AHEAD FOR APPOINTMENT

CUSTOMER COPY