



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 <input type="checkbox"/>
16-NOV-2018	Reference No. 11151987

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	Daytime Telephone Number
KAMUELA	HI	[REDACTED]	[REDACTED]
			Evening Telephone Number
			[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
2HGFC3B78H [REDACTED]	HONDA	CIVIC	2017
Date Purchased	Dealer's Name and Telephone Number	Engine: 1.5	Fuel Type:
12/27/17	RON ZANKIN HONDA	No: Cylinders 4	GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	PORTLAND	OR	97233
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUT	<input checked="" type="checkbox"/> Cruise Control		YES
			Incident Date(s)
			01-NOV-2018

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	4000	

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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2017 HONDA CIVIC. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO BE RESTARTED; HOWEVER, THE FAILURE RECURRED INTERMITTENTLY AND COULD POTENTIALLY RESULT IN A CRASH. THE VEHICLE WAS TAKEN TO BIG ISLAND HONDA HILO (75-5608 KUAKINI HWY, KAILUA-KONA, HI 96720, 1-(808) 961-5505) TO BE DIAGNOSED AND TEST DRIVEN, BUT THE FAILURE COULD NOT BE DUPLICATED. THE CONTACT PLANNED TO TAKE THE VEHICLE BACK TO THE DEALER FOR FURTHER DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4,000.

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 to 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.

Pom BARRETT (SERVICE MGR)

**BJG ISLAND HONDA - KONA
BIG ISLAND TIRE CENTER**

75-5608 KUAKINI HIGHWAY
KAILUA-KONA, HAWAII 96740
(808) 329-8101
(808) 329-1285 (fax)

CUSTOMER #: [REDACTED]

INVOICE

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KAMUELA, HI [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 500483 STAN HELDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	17	HONDA CIVIC	2HGFC3B78HH[REDACTED]	[REDACTED]	4234/4234	T5288	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC17 DD			14:00 22OCT18		139.00	CASH	23OCT18
R.O. OPENED		READY		OPTIONS: DLR [REDACTED] ENG:1.5 Liter DOHC			
10:01 22OCT18		14:42 23OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	CAR	HAS DIED FIRST THING IN MORNING AND TURNING RIGHT AND SHUDDERS AT TIMES WHEN ACCERATING GEN COULD NOT DUPLICATE				
			501141 CHO			0.00	0.00
PARTS:			0.00	LABOR:	0.00	OTHER:	0.00
4234 UNABLE TO VERIFY CUSTOMER COMPLAINT. STARTED VEHICLE FIRST THING IN THE AM AND NO DRIVABILITY CONCERNS NOTICED. TEST DROVE VEHICLE AND NO SHUDDERS NOTICED WHEN DRIVING STRAIGHT OR TURNING:					*****		
B	C/S:	GUEST STATED VEHICLE STALLS PERIODICALLY. GUEST STATED HE SPOKE TO HONDA AND HAS CASE# 09 06 466 70 GEN COULD NOT DUPLICATE					
			501141 CHO			0.00	0.00
PARTS:			0.00	LABOR:	0.00	OTHER:	0.00
4234 UNABLE TO VERIFY CUSTOMER COMPLAINT. TEST DROVE VEHICLE AND NO DRIVABILITY CONCERNS WERE NOTICED. SCANNED VEHICLE FOR ANY DTC AND NONE FOUND.					*****		
C	MULTI POINT INSPECTION	MPI PERFORM COURTESY MULTI-POINT INSPECTION (VALUED AT \$89.95)					
			501141 CHO			0.00	0.00
PARTS:			0.00	LABOR:	0.00	OTHER:	0.00
*****					*****		

EST: 0.00 22OCT18 10:01 SA: 500483

BDC APPT for VIN:
2HGFC3B78HH361854

IT IS OUR GOAL TO PROVIDE YOU WITH 100% EXCELLENT CUSTOMER SERVICE. IF THERE IS ANYTHING THAT WE CAN DO BETTER TO SERVICE YOU IN THE FUTURE PLEASE LET US KNOW. YOU MAY BE RECEIVING A SURVEY FROM HONDA WE WOULD GREATLY APPRECIATE YOU TAKING THE TIME TO COMPLETE IT WITH EXCELLENT FEEDBACK!!

<p>SUPPLIES: A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle.</p> <p>Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, carburetor cleaner, solder, battery cleaner, wire, window sealer etc.</p>	<p>DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>	<p>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			ADJUSTMENTS	0.00
			SALES TAX	0.00
	CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

BIG ISLAND HONDA - KONA BIG ISLAND TIRE CENTER

INVOICE

75-5608 KUAKINI HIGHWAY
KAILUA-KONA, HAWAII 96740
(808) 329-8101
(808) 329-1285 (fax)

PAGE 1

KAMUELA, HI [REDACTED]

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 500483 STAN HELDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	17	HONDA CIVIC	2HGFC3B78HE[REDACTED]	[REDACTED]	4562/4951	T5830	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC17 DD			13:00 19NOV18		139.00	CASH	26NOV18
R.O. OPENED	READY	OPTIONS:	DLR [REDACTED] ENG:1.5_Liter_DOHC				

09:45 19NOV18 10:17 26NOV18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	CAR	ACCELERATOR	WILL GO INTO LIMP MODE - WILL NOT RESPOND AND HAS NOTES IN CAR ABOUT INTERNET ISSUE			

DIAG1 TECH PERFORMED EXTENSIVE TEST DRIVE - NO ISSUES FOUND
501141INPRO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

4562
WAS UNABLE TO VERIFY CUSTOMER COMPLAINT. TEST DROVE VEHICLE 386 MILES, UNDER ALL TYPES OF CONDITIONS INCLUDING DRIVING FROM KONA TO WAIMEA. NO DRIVABILITY CONCERNS NOTICED DURING TEST DRIVES. PERFORMED ALL DTC CHECK WITH HDS AS WELL AND NO DTC CODES PRESENT IN VEHICLE. ***GAS ADDED TO VEHICLE - \$32.50 INTERNAL FOR TEST DRIVE***

B NO MULTI-POINT INSPECTION PERFORMED / /
NMPI NO MULTI-POINT INSPECTION PERFORMED

999 CMMC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 0.00 19NOV18 09:45 SA: 500483

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THANK YOU!

SUPPLIES: A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle.
Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, carburetor cleaner, solder, battery cleaner, wire, window sealer etc.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

INFO PROVIDED TO ON 11/19/18

Memo: Big Island Honda Service Department

Additional info, reference 2017 Honda Civic Coupe (361854)..

Problem, engine apparently goes into "Limp Mode", losing power, causing check engine light (yellow/orange, left side) to come on. While on and in neutral gear, engine will not rev over 2k rpm. To correct situation, shut off engine and restart (see attached info regarding this issue taken from web)..

Last time at BIH Service 22 Oct 18, (T5288), unable to recreate problem, vehicle returned 23 Oct 18.....

Since that date until 13 Nov 18, problem has happened an additional 4 times with wife operating (it's her vehicle), each time she was able to get off roadway to a safe location and restart/resume travel.....

On 15 Nov 18, it happened again, this time while I was driving and in the approximate same location as at least 5 prior events, Kawaihae Road, about ¼ mile mauka of Ouli St..... Since this is "a common location" (just above our residence), I took note of as much circumstances regarding the event..... The time was about 1pm, the last time the vehicle had been driven was the same day at about 7am to Waimea town and back (with no event)..... With the same event/location as the multiple scene, it's felt the engine temp plays a role in this somehow for while operating at normal temp entering town, the vehicle performs okay.

As I came to a safe location (half way off the road), I noted the "engine malfunction" lite was on and the motor was running, however, applying the gas

pedal would only permit a small increase of RPM (later learning that the engine was in the "Limp Mode". Restarting was done by shutting off the motor and restarting, at which time the RPM's could be controlled normally, and from that point until returning home, the vehicle ran satisfactory. (this recommendation about shutting off/restarting to exit the limp mode was also found on the web).

Note: I've attached copies of information found on the web regarding complaints about limp mode problem and the lack of Honda not issuing a recall, despite of these complaints..... It goes on to say that Honda dealerships will fix the issue under warranty sometime in November 2018.....

It's my impression that Honda knows/knew about this problem and did issue a recall in China for 350,000 vehicles, and yet I wonder, like others, how come this recall is not called for in the US?

I'm truly looking forward to the vehicle being "fixed" as my wife likes the vehicle and altho' is now feeling she is operating an "unsafe" vehicle, she's willing to be assured that the problem has been located and corrected..... I'm also willing to give Honda another opportunity to locate/fix/repair the issue so that the vehicle can be driven without fear of another event happening.

We've always enjoyed having a Honda, this being the 7th one we've owned, however, truth is, if it cannot be successfully corrected, we'll have no recourse to file a complaint using the proper channels for a Lemon Law, unsafe vehicle case.

I'm sure you understand..... Aloha, arte

ps: As agreed, we will arrange to have the vehicle towed to your location on
11/19/18



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FISHER INVESTMENTS'

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Honda not issuing recall despite complaints of 'limp mode' problem

New CR-Vs with specific engine will be fixed under warranty if defect shows up

by [REDACTED], DRIVING | OCTOBER 9, 2018



Can You Retire Comfortably With \$1 Million in Your State?

A millionaire is what many dream to be, and the number of millionaires, in the US continues to rise, but is it enough to retire comfortably in your state?



Honda CR-Vs equipped with the 1.5-litre turbocharged four-cylinder engine are experiencing an issue that can cause the car to go into limp mode, according to *Consumer Reports*.

Model year 2017 and 2018 CR-Vs are affected by the problem, which is caused by fuel leaking into the lubrication system.

Honda sold 500,000 CR-Vs with the 1.5-litre engine from 2017 through 2018 in the United States, says the magazine.

The problem first showed up on Chinese-market CUVs and Civics, with owners complaining on the popular social media platform Weibo; in North America, owners have filed complaints to the NHTSA and *Consumer Reports* about the issue.

No official recall has been scheduled, and Honda is planning to fix only the vehicles that are experiencing the problem. A solution to the problem will make its way onto the 2019-model-year CR-V.

Despite Honda issuing a recall for 350,000 vehicles in China earlier this year, Honda didn't state there was a problem with the vehicles, prompting one CR-V owner interviewed to wonder if Honda knowingly sold the defective vehicles to the public anyway.

Honda dealerships will fix the issue under warranty sometime in November of 2018.

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COMMENTS

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1.5L behaviour in limp mode

1.5L behaviour in limp mode help

Oct 3, 2018

#1

civc dabest-foo

I'm unable to find great details about how the CivicX 1.5L behaves if it enters limp mode.

Rank: [REDACTED]

Joined: Jul 29, 2018

Posts: 325

Thanked: 87

Location:

South central Canada

Car(s): Civic x 1.5L turbo CVT

Nothing on Youtube particular to the CVT 1.5L. Tried searching the forum here and there are vague descriptions.

Would anyone happen to know what the max speed on the 1.5L is if limp mode is triggered?

Why do I ask? Because where I live we have the deadliest winters in North America and I travel on long highways regularly. If my 1.5L decides to go into limp mode in the middle of the highway and the nearest dealership is 1.5 hours away, I need to know what to do.

If it limps with the engine running at 3k, it might put me in a bind for gas if my tank isn't filled up and it's going to rev high until the next gas station putting me at risk of running dry.

Knowing how it behaves in limp mode will help me be better prepared in case it happens at the worst time possible.

Oct 4, 2018

#2


250GTCalifornia

Rank: **L-711**
 Joined: May 5, 2017
 Posts: 185
 Thanked: 41
 Location: Canada
 Car(s): Civic

If it goes into limp mode make sure you've pulled over safely then shut off the car. Wait a minute then turn it back on. It should be back to normal. If it happens again tow it. There's a reason it keeps going back into limp mode.

(You must log in or sign up to reply here.)

Similar Threads: behaviour limp mode

 **Odd Behaviour with my Civic**
 RobGood, Jan 18, 2016, in forum: General 10th Gen Discussions
 Replies: 35

Dallasite1234
 Aug 17, 2018

 **Surprise Limp Mode Activation at WOT?**
 Old Guy With Mods on Si, Oct 16, 2018, in forum: Civic Si Forum (10th Gen)
 Replies: 21

teders
 Oct 22, 2018

360glitch

EXPENSES TO DATE

2017 Honda Civic Coupe (expenses to date)..... 12/4/18.....

12/27/17	Purchased new from Ron Tonkin Honda, Portland, OR	\$22,030.00
12/28/17	Transported via Sunshine Transport to Seattle	\$250.00
1/24/18	Arrived Hilo, HI via Matson Navigation	\$1,023.00
2/6/18	Big Island Honda (rubber mats, wheel moldings)	\$269.79
2/2018	Windows tinted @ C-Thru Kona	\$260.00
2/2018	License, registration, safety inspection	\$180.70
10/22/18	Tow to Big Island Honda (via Roadside Assistance)	nc
10/23/18	Tow back to residence (via Tow Guys)	\$234.37
11/19/18	Tow to Big Island Honda (via Tow Guys)	\$234.37
11/27/18	Tow back to residence (via Tow Guys)	\$234.37

Total: \$24,716.60

December 8, 2018

Memo to NHTSA regarding complaint made November 16, 2018 regarding 2017 Honda Civic 1.5 Turbo Coupe problems.....

Additional attached information:

1. Copies of repair receipts from servicing Honda dealership (not dealer vehicle purchased from, however, since vehicle first registered in Hawaii, informed by State that the vehicle should be taken to them as I may consider Lemon Law actions.
2. Copies of problems encountered and some of the information found on the internet regarding problems with the 1.5 L Honda Turbo engine. (Note there is much more information regarding this issue, whereas Honda although knows about the problem, has not issued a recall in the US, but has stated they will correct in in November 2018, which has yet to be accomplished).
3. Itemized statement of some of the "to date expenses" I have incurred...

It should be noted that being this is a "safety issue", Hawaii Lemon Law requires only one attempt for the servicing dealership to correct the problem, that the last time I took it back, they put on almost 400 miles to my vehicle and said they could not recreate the issue..... The Service Manager, Mr. Tom Barrett recently asked that I bring it back again so they could make another attempt. Initially, I considered that option, however, after the last attempt, I've since changed my mind and because it is a safety issue (it's my wife's car and she is afraid to continue using it, fearing that an accident might happen), I've decided to pursue the Lemon Law options. Meanwhile, as I feel very strong about the safety of my wife, I have purchased her a new vehicle. This was our 6-7th Honda automobile;

however I was really turned off when the local dealership would not consider taking this car in on trade for a different model/engine Honda, so we purchased a new different manufactured vehicle.

I'm not sure what the outcome will be, however, I am deeply disappointed with Honda and the method they are taking to try to correct this, which in my opinion, feels more like a cover up.....



Copies attached.....