

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, March 01, 2019 1:34 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11164860-----

Please update the comment:

Honda was well aware of this common issue back in 2015, according to Honda Warranty department. Instead of offering 10 year warranty, Honda failed to address this common issue and potentially causing the vehicle to stall due to the engine failure/leak. Dealership is charging \$8000 to repair the engine while Honda is offering \$2000. This is an example of manufacturer failing to ensure safety for Civic owners (2006).

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Wed, Feb 27, 2019 at 12:47 PM
Subject: FW: Follow up to ODI Complaint ----- 11164860-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

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Regards,

[REDACTED]



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
07-JAN-2019

Repository
Reference No.
11164860

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City UNION CITY State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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
1HGFA16516L [REDACTED] Make HONDA Model CIVIC Model Year 2006
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 12-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 85000 Failure Speed 35

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 Yes No Fire Yes 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 2006 HONDA CIVIC. WHILE DRIVING 35 MPH, THE CONTACT NOTICED SMOKE UNDER THE HOOD AND ALL THE WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT WAS ABLE TO MANEUVER THE VEHICLE TO THE SHOULDER OF THE ROAD AND TURNED OFF THE ENGINE. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE ENGINE BLOCK WAS LEAKING AND NEEDED TO BE REPLACED. THE CONTACT CALLED THE INSURANCE COMPANY AND THE VEHICLE WAS TOWED TO JIM RIEHL'S FRIENDLY HONDA (18900 HALL RD, CLINTON TWP, MI 48038, (586) 412-9600) WHERE THE INDEPENDENT MECHANIC'S DIAGNOSIS WAS CONFIRMED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND MENTIONED A TEN YEAR ENGINE BLOCK LEAK WARRANTY. THE DEALER OFFERED THE CONTACT \$2,000 TOWARDS THE REPAIR COST. THE FAILURE MILEAGE WAS 85,000.

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.