

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 197

Data Received

04-FEB-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856307

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2HGEH2462PH533435	HONDA	CIVIC	1993	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05000000	Part Name(s) ENGINE AND ENGINE COOLING SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 0	Date(s) of Failure(s) 25-NOV-1999 Mileage at Failure(s) 130000 Vehicle Speed at Failure(s) 80	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATED THAT WHILE DRIVING ABOUT 60 MPH THE ENGINE START OVER HEATING THEN DROVE TO A GARAGE WHERE A TECHNICIAN TOLD HIM THAT WAS BECAUSE OF A PISTON RING THAT WEAR OUT.

CONTINUED ON BACK PLEASE

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.

The Privacy Act of 1974 (Public Law 93-579) The 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.

CONTINUE ON BACK IF NEEDED

WHILE DRIVING ABOUT 60 MPH ENGINE STARTED OVERHEATING. THEN DROVE TO A GARAGE WHERE A TECHNICIAN TOLD HIM THAT WAS A RESULT OF A PISTON RING WEARING OUT. Piston rings have ~~been~~ warped the piston side walls. Piston ring metal is too hard. Honda has since changed the part... old part # 13011-PM5-A02 New part # 13011-PM4-602 (See attached letter)

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

Crash	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Fire	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Number of Persons Injured	0	Number of Failures	0	Estimated Property Damage		Reported to Police	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

APPLICATION INCIDENT INFORMATION

No of Failures	0	Date(s) of Failure(s)	25-NOV-1998	Mileage at Failure(s)	17000	Vehicle Speed at Failure(s)	60
Failed Part(s)	Available? <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/>	Failed Part(s)	Available? <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/>	NHTSA Previously Contacted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	06150080	Part Name(s)	ENGINE-PISTON RINGS	Location	Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/>	Failed Part(s)	Original <input checked="" type="checkbox"/> Replacement <input type="checkbox"/>
Transmission Type	Automatic <input checked="" type="checkbox"/> Manual <input type="checkbox"/>	Restraint System	3-Point Belt <input type="checkbox"/> Driver Side Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Motorcyclist <input type="checkbox"/> Passenger Side Airbag <input checked="" type="checkbox"/>	Drive Train	Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel <input type="checkbox"/>	Vehicle Type	Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport UR <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/>

Purchase Date	New <input checked="" type="checkbox"/> Used <input type="checkbox"/>	Dealers Name	Honda of Seattle	City	Seattle	State	WA	zip code	98101
Engine Size	1.5L	Engine Size (CID/CC)		No Cylinders	4	Fuel Injection	Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection <input checked="" type="checkbox"/>	Body Style	2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other <input type="checkbox"/>

Vehicle Ident. No. (VIN)	2HGZH2462PH533435	Vehicle Make	HONDA	Vehicle Model	CIVIC	Vehicle Year	1993	Current Odometer Reading	104,397
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VEHICLE INFORMATION

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO

In the absence of your signature, provide your name and address to the vehicle manufacturer. YES NO

Signature of Owner: _____ Date: 03/07/00

Home Number	856307	Work Number	856307
<p>DATE RECEIVED: 04-FEB-2000 04:51 AM</p> <p>OFFICE: DEFECTS INVESTIGATION</p> <p>STATISTICAL NO. 856307</p>		<p>FOR AGENCY USE ONLY 197</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-327-4236 NATIONWIDE 1-888-DASH-2-DOT</p> <p>Vehicle Owner's Questionnaire (VOQ)</p>			
<p>DOT Auto Safety Hotline</p>			

March 9, 2000

NHTSA

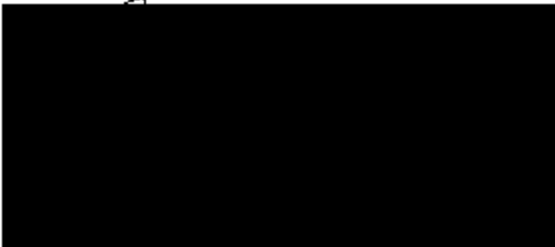
I'm writing in regards to my engine failure caused by Honda piston rings. My shop has informed me that the metal in the original piston rings was too hard and wore down the cylinder walls. Honda has since changed their piston rings.

Old part # 13011-PM5-A02
New part # 13011-PO4-G02

Honda denies that they have changed the specifications or metallurgy of their parts but they will not deny anything in writing for me. They have informed me that I will need to hire a lawyer if I want anything in writing.

I believe an engine encountering similar breakdown could pose a safety concern to other drivers. Thank you for your efforts in this matter.

Sincerely

A large black rectangular redaction box covers the signature area of the letter.

Jan 4, 2000

James C. Blunt
Customer Relations
Automobile Service Division
American Honda Motor Co., Inc.
12439 N. E. Airport Way
Portland, OR 97220

Mr. Blunt

Happy New Year! I'm finally getting around to writing this letter concerning my car after a hectic holiday season. My car had experienced some engine troubles a couple of months ago as I was driving home from work. I first noticed my temperature gauge moving up. Having experienced similar problems a few years back, I knew to turn on my heat full blast to keep the engine temperature down. It never did reach the 'red' zone. I then proceeded to my auto shop, High Road Automotive where I have routinely serviced my car for years. They are an ASE certified shop specializing in Honda and Acura cars. They have established a high caliber reputation in the community. They were also closer to where I was and I didn't want to remain driving on the freeway for long.

The history of my engine troubles started a few years back, when I first contacted you. At that time, I'd taken my car to be repaired at Honda of Seattle where they had my engine head gasket replaced and head machined. The piston rings were not replaced and knocking sounds were audible afterwards on warm days. The 'knocking' was documented as I took my car for a drive with Ralph Almand of Honda of Seattle. Honda of Seattle advanced the timing to help compensate for the knocking. The technicians at High Road Automotive feel the head was machined too far, contributing to my current engine troubles.

As my engine was inspected this time, the technicians found the engine cylinder walls to be misshapen. The walls were rebored to accommodate second oversized pistons. Also, after having done some research, High Road Automotive discovered that the factory-installed piston rings were too hard, causing the deformation of the cylinder walls. Their theory was confirmed by their parts supplier at Lynwood Honda, John Goodwin, who stated that he has seen similar failures in Civics from the 92-95 period. Honda must have known of this problem, as they have changed their piston rings. The new rings have been redesigned with a softer metal correcting the wear problem.

I purchased my Honda Civic believing it was the best quality product in its class. With the consistent servicing and care I have given my car, I haven't experienced the owner satisfaction that one would expect from a Honda. I believe that the prior head gasket work done by Honda of Seattle in conjunction with too hard of piston rings installed at the factory caused my engine failure. I am requesting Honda to look into my situation and reimburse me for my hardship. I have attached all relevant documents relating to my engine problems. Please feel free to contact me, (although I am by no means knowledgeable about car engines.) Also, if you would like, please feel free to call Peter Gowan of High Road Automotive. He will be happy to return your call when he has some free time during the day. He is knowledgeable about the repairs my car has undergone. Thank you for your time and consideration!

Sincerely,



HIGH ROAD AUTOMOTIVE
 Honda Acura Toyota Service you can Trust
 1531 NW Leary way Seattle WA 98107

(206)789-7521
 Fax (206)789-9539

11/17/99
 INVOICE 993277

REG

MARKS

MEAS

59767 250FDZ POG

SHOP LABOR DESCRIPTION		MSCH	AMOUNT
ESTIMATE	Time/Date Auth Cust		
1 \$3000+T	15:00 10/20/99 AH By	POG	
2 \$42001	14:10 10/27/99 AH By	POG	
OWNER REPORTS THAT THE TEMP GAUGE IS GOING TOWARD THE "H" RANGE. Diagnose Overheating Problem; THE COOLING SYSTEM WAS 2qts. LOW ON ARRIVAL.		POG	
PRESSURE TEST COOLING SYSTEM. RESULTS; NO LEAKS SEEN.		SCA	45.50
Ck Thermostat Operation: NORMAL Ck Cooling Fan Operation:OK Ck Radiator Flow: 2 QUARTS LOW. Ck Cylinder pressure test, bubbles		SCA	23.21
REPLACE RADIATOR CAP.		SCA	
NO BUBBLES SEEN DURING IS TEST. THE SPARK PLUGS SHOW SIGNS OF BURNT ANTIFREEZE ON #2 AND #3 CYLINDERS. AFTER WARMING THE CAR UP AND PUTTING THE PRESSURE TESTER ON THE COOLING SYSTEM, WE FOUND ANTIFREEZE IN THE # 2 CYLINDER. THIS MAY BE A RESULT OF LOCALIZED OVERHEATING - ie. AIR POCKETS WHICH CAUSES HEAD GASKET FAILURE AND OR HEAD CASTING CRACKS.		SCA	
THE NEXT STEP IN DIAGNOSIS IS TO REMOVE THE CYLINDER HEAD. CYLINDER HEAD HEIGHT IS 94.94mm CYLINDER BORES ARE WORN EXCESSIVLY.			
REMOVE & REPLACE ENGINE		BMA	591.50
REBUILD ENGINE		BMA	767.00
REMOVE AND REPLACE CAMSHAFT AND ROCKER ARMS.		BMA	107.25
REPLACE REAR MAIN SEAL		BMA	19.50
REPLACE TIMING BELT.		BMA	
Inspect and Adjust Valve Clearances		BMA	39.00

LONGEST WARRANTY IN THE BUSINESS!

If you are not satisfied with anything you purchased from our store. Tell us. We will make it right. No Hassle

Thank You

Any warranties on parts and accessories sold hereby are made by the manufacturer. The above shop discards all warranties including implied warranties of merchantability or fitness for the particular purpose and does not authorize any person to assume for it any liability.

NO RETURN ON SPECIAL ORDER PARTS. NO RETURN ON ELECTRICAL PARTS. DO NOT REQUEST CHANGE OF AIR SYSTEMS. NO DEFERRING WITHOUT TWR APPROVAL.

HIGH ROAD AUTOMOTIVE
 Honda Acura Toyota Service you can Trust
 1531 NW Leary way Seattle WA 98107

(206) 789-7521
 Fax (206) 789-9539

11/17/99
 INVOICE 993277

FOR

HONDA HONDA C3A YEAR 93
 99767 590FDZ BY POG

SHOP LABOR DESCRIPTION	CODE	AMOUNT
and Reseal Valve Cover.		
Replace Spark Plugs.	BMA	
OIL CHANGE	BMA	15.60
REPLACE THERMOSTAT	BMA	16.25
REPLACE UPPER RADIATOR HOSE.	BMA	
REPLACE HEATER HOSES.	BMA	58.50
REPLACE SEVEN BYPASS COOLANT HOSES.	BMA	32.50
FLUSH AND REFILL COOLING SYSTEM USING HONDA COOLANT.	SCA	39.00
4 GAS ANALYSIS DIAGNOSTIC; RPM CRUISE IDLE	SCA	22.75
CO 0.1 % CO 0.0 %		
HC 10 ppm HC 18 ppm		
CO2 14.9 % CO2 15.0 %		
O2 0.4 % O2 0.2 %		
Final idle speed 850rpm.		
FINAL TEST DRIVE	BMA	
-----OTHER CHARGES DESCRIPTION-----	CODE	AMOUNT-----
MACHINING LABOR: SUBLET	S	325.00
CLEAN, BORE, SURFACE BLOCK	S	
PRESS & ALIGN PISTONS & TURN CRANK	S	
ENVIRONMENTAL DISPOSAL FEE.	G	10.89
Coolant Recycling Fee.	G	4.00
DISCOUNT	D	-377.00

-----PARTS-----

QTY	PART NUMBER	NAME OF PART	PRICE
1	15400-P0H-305	OIL FILTER	5.50
4	OIL	KENDALL SUPER 10W-30	8.32
1	94109-14000	Seal, oil bolt 14mm. aluminum	.49
1	CU08730	ANTIFREEZE HONDA, gal.	20.89
1	06110-P03-030	GASKET SET, HEAD	171.62
1	12100-PM6-J01	CYLINDER HEAD	1047.49
2	94301-14200	ALIGNMENT PIN 14X20mm	6.60
1	91312-107-000	O RING, OIL ORIFICE	2.55
1	19045-P08-003	RADIATOR CAP	15.26
1	13211-PE1-003	BEARING, ROD std.	49.95
1	11840-PM3-000	TIMING BELT BACK COVER	24.89
4	13030-P03-010	PISTON 0.50	238.72

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NO RETURNS ON SPECIAL ORDER PARTS.
 NO RETURNS ON ELECTRICAL PARTS.
 20% RESTOCKING CHARGE ON ALL RETURNS.
 NO REFUND WITHOUT PRIOR NOTICE.

HIGH ROAD AUTOMOTIVE
 Honda Acura Toyota Service you can Trust
 1531 NW Leary way Seattle WA 98107

(206) 789-7521
 Fax (206) 789-9539

11/17/99
 INVOICE 993277

MAKE HONDA **MODEL** C3A **YEAR** 93
MILES 99767 **LICENSE** 590FDZ **BY** POG

PARTS

QTY	PART NUMBER	NAME OF PART	PRICE
4	13031-P04-G02	PISTON RING SET, 2ND OVERSIZE	107.52
1	19501-P08-000	RADIATOR HOSE UPPER	23.58
1	14400-PM3-004OE	TIMING BELT	39.99
1	79721-SR3-000	HEATER HOSE	26.87
1	79722-SR3-000	HEATER HOSE	9.53
1	79725-SR3-000	HEATER HOSE, OUTLET	32.72
1	19506-P08-000	HOSE, EACV	6.92
1	19507-P08-000	HOSE, EACV	9.08
1	19508-P08-000	BYPASS HOSE	8.84
1	19521-P08-000	HOSE, BYPASS	6.18
1	19527-P08-000	HOSE, BREATHER HEATER	6.18
1	19528-P08-000	HOSE, BREATHER HEATER	9.26
1	13321-PC0-014	MAIN BEARING, standard	80.87
1	19301-P10-307	THERMOSTAT 180deg.	30.92
1	19305-PT0-000	THERMOSTAT MOUNT	6.95
1	06111-P07-000	GASKET SET, LOWER END	86.11
5	90026-PE0-000	STUD, EXHAUST 8x1.25x37	29.00
1	DISC	DISCOUNT	-4.93
1	14781-PJ7-003	VALVE KEEPER	4.93
4	2262	SPARK PLUG	12.76

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NO RETURNS ON SPECIAL ORDER PARTS
 NO RETURNS ON ELECTRICAL PARTS
 25% RESTOCKING CHARGE ON ALL RETURNS
 NO REFUND WITHOUT THIS INVOICE

Estimates on this order are for your reference only, your cars condition, prior maintenance and market conditions can cause substantial variations in actual prices. Above estimates do not include tax and will be honored for 30 days from date of this invoice.

LABOR TOTAL 1777.56
 OTHER CHARGES -37.11
 PARTS TOTAL 2125.96
 SALES TAX 332.51
 PD IN ADVANCE .00
 CHARGED 4198.92