



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

**Auto Safety Hotline**

## Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>**

**FOR AGENCY USE ONLY 197**

Date Received

25-APR-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

886786

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>(Locate at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1HGEJ8248XL002137	HONDA	CIVIC	1999			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <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 05100000	Part Name(s) ENGINE	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
No. of Failure 0	Date(s) of Failure(s) 25-APR-2001 33000 Mileage at Failure(s) _____ 0	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

### 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 Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--------------------------------	---------------------------	--------------------------	---

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

WHILE DRIVING COULD HEAR A KNOCKING NOISE ON ENGINE, ESPECIALLY WHEN WARMING UP. CONSUMER HAD TAKEN VEHICLE TO DEALER, BUT NO IMPROVEMENTS OF PROBLEM.\*AK

COPIES OF THIS FORM ARE:

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.

U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197	
OWNER INFORMATION (Type or Print)		Date Received <b>25-APR-2001</b>		Od. or Mileage od. rt up. ltr	
[Redacted] <b>688659</b>		Work Number [Redacted]		Reference No. <b>886786</b>	
Home Number [Redacted]		Do you authorize NHTSA to report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of a signature, we will NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner [Redacted]		Date <b>5/9/01</b>			
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) <b>1HGEJ8248XL002137</b>		Vehicle Make <b>HONDA</b>	Vehicle Model <b>CIVIC</b>	Vehicle Year <b>1999</b>	Current Odometer Reading
Purchase Date		Dealer's Name <b>Williamsburg Honda/Dodge</b>		Engine Size (CID/CC/L) <b>1.6</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		City <b>Williamsburg</b> State <b>VA</b> Zip Code <b>23188</b>		No. Cylinders <b>4cyl.</b>	
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengers side Airbag		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
				Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" 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 <b>05100000</b>	Part Name(s) <b>ENGINE</b>		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
No. of Failures <b>0</b>	Date(s) of Failure(s) <b>25-APR-2001</b>		Mileage at Failure(s) <b>33000</b>	Vehicle Speed at Failure(s) <b>0</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
					NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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 <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
<p><b>WHILE DRIVING COULD HEAR A KNOCKING NOISE ON ENGINE, ESPECIALLY WHEN WARMING UP. CONSUMER HAD TAKEN VEHICLE TO DEALER, BUT NO IMPROVEMENTS OF PROBLEM. *AK</b></p> <p><i>Please see attached</i></p>					
CONTINUE ON BACK IF NEEDED					
<p>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.</p>					

**Brian Wynne**



May 8, 2001

U.S Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh Street S.W.  
Washington D.C. 20590

Dear Sir or Madam:

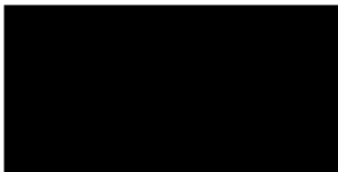
This letter is in regards to my 1999 Honda Civic Vin # 1HGEJ6248XL002137. I just wanted to describe the problem I am having currently in a little more detail, and also to provide some documentation for your viewing. The problem I am currently having is that the engine has an engine knock. The problem started roughly 8,000 miles ago. I would hear an engine knock on cold mornings during initial start up of the engine. The noise would go away roughly 4 to 5 minutes after start up. The noise is progressing now where the engine would do this during local driving. The motor doesn't sound to healthy, and my gas mileage is not the greatest.

I have serviced my engine surpassed Honda Motor Company requirements to insure a good resell value when I decide to sell my vehicle at a latter time. I have all service records for reference.

I feel that this is a defect in the engine. I do not agree with Honda stating that this is normal operation. If this is normal operation, then how come this problem just arises at about 25,000 and not at 1000 miles?

Any questions please feel free to contact me for any additional information. E-mail [Unraval@aol.com](mailto:Unraval@aol.com). Thank you for your efforts.

Sincerely,





U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is **ENTIRELY VOLUNTARY**. There is **NO CONSEQUENCE** or **PENALTY** of any kind if you **DO NOT** wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch  
Auto Safety Hotline

2 Enclosures:  
Self-addressed Questionnaire  
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE  
(800) 424-9393  
Wash. D.C. Area 566-0123



After speaking

04/25/01

04-25-01



Per our conversation, American Honda will extend the New Car Limited Warranty on your 1999 Civic (VIN1HGEJ8248XL002137) against factory defects. The extension will be to 4 years or 48,000 miles whichever comes first from the date of purchase. This extended warranty is only in effect while you are the owner of the vehicle. The extended warranty will have the same conditions as the original factory warranty, which came with the car at the time of purchase.

We recommend keeping this letter in a safe place. It may be used at any authorized Honda Dealer in the United States. Present this letter to the dealer service manager at the end of your original factory warranty if needed. The dealer will then contact the American Honda Regional Zone Office, in that area and confirm this extension.

American Honda regrets any inconvenience you may have experienced. We thank you for giving us the opportunity to offer assistance

Sincerely,

Greg Burch  
American Honda  
Customer Relations  
Automobile Field Service

File A052001-03-0600008

This document is a legal document.

## Latest PGM Tester Software Is SN010P

The latest PGM Tester software, version SN010P (2/ 8/ 00), was sent to your service manager on the March HONDANET CD. To load the software into the Tester, use your 8MB program card and the normal updating procedure (see the October '98 S/ N).

Here's some important info on SN010P:

- The '00 CR-V is included. (Make sure you select the correct factory code when entering the VIN.)
- For the '00 Passport Tester's generic OB software is still being
- It's a preliminary version software. Once we send you SN010 (per HONDANET CD).

Dealership  
gave me this  
News letter in  
response to my  
defect inquiry.

## Insight Uses

Honda 0W-20 motor oil for the Insight's three-cylinder engine helps maximize fuel performance. Whenever you change the oil on an Insight, use 08798-9022, H/ C 630.

## Idle Learning Procedure

On Hondas with OBD II, you can reduce current draw during transportation or storage by removing the memory backup fuse. Then when you reinstall the fuse, run the engine for about 10 minutes after it reaches normal operating temperature. This allows time for the ECM/ PCM to learn the proper IAC (idle air control) values.

You also need to do this idle learning procedure whenever you disconnect the battery or remove the ECM/ PCM.

## Cold Start Knock

To some degree, cold start knock (piston slap) is a normal characteristic on 4-stroke gasoline engines. It happens when the engine is cold (piston-to-cylinder clearance at its greatest, and most of the oil has drained back into the pan). As the engine warms up, the knock should quickly diminish, usually within 2 to 3 minutes.

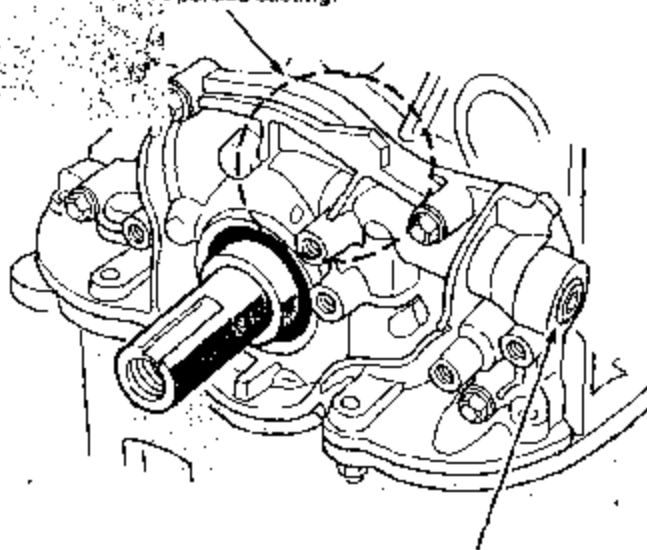
## Here's Your S/ N 10-Year Index!

With this issue of S/ N (March '00), we're sending you the S/ N 10-year index. It contains all articles published from January '90 through December '99, minus ones that don't apply any more (like Tech Line holiday hours). Several article descriptions also include updated vehicle info to let you know when an article also applies to later models. To make room for the index in your S/ N binder, discard your '90 thru '99 indexes (usually in the January and July issues).

## Oil Leak: 9 Civic

Civic with oil coming from behind the oil pump belt cover may be leaking from the pump housing (porous casting) or from the hex plug.

porous casting.



Check for a leaking hex plug.

- If the leak is from the hex plug, remove the plug, clean its threads with brake cleaner, apply Hondabond HT Silicone Liquid Gasket to the threads (P/ N 08718-0001, I/ C 2963817), and torque the plug to 39 N·m (28 lb-ft).
- If the leak is from the oil pump housing, replace the pump.