

March 16, 2005

WNBC News
Consumer Investigations
30 Rockefeller Plaza
New York, NY 10112

Vehicle ID # 1HGEM21924L [REDACTED]
Honda complaint # [REDACTED]
US Dept of Transportation ref# 10089715
NYS Attorney General case [REDACTED]

Dear WNBC News Consumer Advocate,

Attached please find documentation which recounts my recent experience as the owner of a new Honda Civic EX. I am writing this letter in the hopes that you will research this matter on behalf of the American people. As a public service please broadcast a notice on all of your affiliated stations encouraging the owners of similar vehicles to contact the **National Highway Traffic Safety Administration** to report their situation so that the Department of Transportation can get an accurate impression of this situation. It is my suspicion that many Honda owners are simply forced to live with this situation and may be unaware of the importance of making a report.

I also ask that you send researchers to visit various Honda dealers and observe the vehicles on their lots. This is the same season as last year when I experienced the situation with my Honda regarding the film on the windows. I have noted other Honda vehicles on occasion with similar film on their windows. Although the percentage of total vehicles that are effected by this problem may be low, it still equates to quite a number of vehicles on the road and therefore may present more of a problem than we are aware of. Until this situation happened to me I was unaware that such a problem existed. After having experienced this I think it is a noteworthy problem and I feel it is my responsibility to attempt to education the American public in this regard.

Consumers experiencing such a problem should report their vehicle to:

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590
DOT Auto Safety Hotline: 888-DASH-2-DOT (888-327-4236)

Respectfully,

[REDACTED]
[REDACTED]
Oyster Park, NY
[REDACTED]

cc: Koichi Kondo, American Honda Corporation
Michael J. Jordan, National Highway Traffic Safety Administration

March 16, 2005

CBS News
Consumer Investigations Department
524 W. 57th St.
New York, NY, 10019

Vehicle ID # 1HGEM21924I [REDACTED]
Honda complaint # [REDACTED]
US Dept of Transportation ref# 10089715
NYS Attorney General case # [REDACTED]

Dear CBS News Consumer Advocate,

Attached please find documentation which recounts my recent experience as the owner of a new Honda Civic EX. I am writing this letter in the hopes that you will research this matter on behalf of the American people. As a public service please broadcast a notice on all of your affiliated stations encouraging the owners of similar vehicles to contact the **National Highway Traffic Safety Administration** to report their situation so that the Department of Transportation can get an accurate impression of this situation. It is my suspicion that many Honda owners are simply forced to live with this situation and may be unaware of the importance of making a report.

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National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590
DOT Auto Safety Hotline: 888-DASH-2-DOT (888-327-4236)

Respectfully,

[REDACTED]
Ulster Park, NY
[REDACTED]

cc: Koichi Kondo, American Honda Corporation
Michael J. Jordan, National Highway Traffic Safety Administration

March 16, 2005

Mr. Koichi Kondo, President
American Honda Motor Company, Inc.
1919 Torrance Boulevard
Torrance, CA 90501

Vehicle ID # LHGEM21924L [REDACTED]
Honda complaint # [REDACTED]
US Dept of Transportation ref# 10089715
NYS Attorney General case # [REDACTED]

Regarding my 2004 Honda Civic, I would like to describe my experience as Honda customer. I purchased this vehicle and within 5 months could no longer tolerate the film that developed on the inside of the windows. This film obstructed my vision, almost completely blinding me at night and in bright sunlight. American Honda claimed that this film was "normal". Elizabeth Clogg, the American Honda Representative assigned to my case stated that this situation was normal, that all cars do this and that keeping the car out of the sunlight and the windows open would help the situation. (My car was garage kept with the windows and sunroof open all night.)

American Honda also stated that this was "non-toxic" outgassing. I had done some research on the internet, which I have previously shared with Ms. Clogg, regarding carcinogens which are released from plastics in new cars, some of which are possibly benzene, acetone, cyclohexanone, xylene isomers and ethylbenzene. If these chemicals are in fact released, and if my vehicle "outgassed" to the extent that the film on the windows exhibited, how can this be considered non-toxic?

On my first visit to Friendly Honda when I initially complained to the dealer service department about the film on the windows I got an answer of "it's just dirt, it's not coming from the car". This was quite a bizarre answer for a dealer to have given me for a situation that your company claims to be such a "normal and common" problem. I did not accept this answer and pushed the issue with several other visits when my windows were cleaned by the service staff and a gentleman named "Ed" looked at the windows. Ed did not seem to think the situation with my vehicle was so normal. For some reason, however, I later got a very terse answer of "there's nothing I can do" from him. This seemed a little odd to me after his initial concern about the situation and his wanting to "look into it further because something is just not right with those windows".

I also spoke with Dick Prenot, the salesman at the dealership who sold me the car. He told me he keeps a cloth on the front seat of his own Honda so that he can wipe down the inside of the windows as he's driving because of the film that develops on the inside of his vehicle, which he stated blinds him when he turns into the sun.

On August 10th I visited Friendly Honda in Poughkeepsie, New York and requested that Don Spaeth, the service manager look at my windows since I was becoming increasingly more frustrated with the apathy of the American Honda Customer Service representative. He half looked at the windows, stood up and stated "That's normal". After I explained to him that his film begins to return after 3 days he responded "No way -- not after 3 days". He offered to clean the windows while I was there for an oil change. I told him I would bring the car back in 3 days for him to look at it, to which he agreed. On Friday, August 13th I returned to Friendly Honda for Mr. Spaeth to see for himself that the film was already beginning to return. Also note, that it rained all day Thursday and Friday August 12th and 13th and there was no sun at all on these days, which account for 2 out of the 3 days in question. Mr. Spaeth looked at the vehicle and agreed to contact Liz Clogg on my behalf regarding the situation. He told me he would call her the following Monday which would have been August 16th. I waited until Friday, August 20th after not hearing from

American Honda regarding this situation and placed a call to Liz Clogg. She stated that she did hear from Mr. Speath. I was astonished when she then told me that "nothing had changed, it's still just outgassing".

To "lessen" this situation, American Honda offered me a car cover. Seeing no apparent value to this car cover I refused the offer, and never got the answer to my question "what good will a cover do me since I do not live in a tropical climate?" Was the offer of a car cover due to the fact that these vehicles cannot withstand the light of day? And if this the case, I don't understand why your company thinks it is OK to sell such vehicles or why our Government is allowing such vehicles on the road. I also do not understand how the offer of a car cover is supposed to "lessen" a situation of a vehicle that, in my opinion, endangered my health and safety.

It was my opinion that American Honda never had any legitimate intention of resolving this issue due to statements made to me by Ms. Clogg that "replacing the vehicle was not within her power", questions such as "suppose I had someone look at the car and they determined it was just outgassing, what then?" coupled with her repeated refusal to allow me to speak to anyone higher up in the company. Even after I consider to have proven to American Honda that the film returned in 3 days, without sunlight I could not believe that they could still consider this "normal". I have owned many vehicles, mainly Fords and Chrysler products, however, none of those vehicles have ever had a filming situation like this one. I had also never wanted to, or felt the need to, get rid of their cars after 5 months of ownership as I did with my Honda Civic.

Being completely frustrated with Honda's responses to me, and personally considering this vehicle to be a threat to my safety and my health, I decided it was in my better interest to get rid of the vehicle than to continue owning this product and having to deal with your company, however, I think it is very unfair that I should have had to take a financial loss under these circumstances. After I hung up the phone with Ms. Clogg on August 20th, I went out and traded the vehicle in for another manufacturer. It does not surprise me that the windows of my new vehicle do not film up as the Honda Civic did. It should also not surprise you that my new vehicle is NOT a Honda. Since my experience with your vehicle I keep a watch of other vehicles on the road and have observed several other vehicles with a similar film on the windows, and they were all Hondas. I have yet to see a similar film on vehicles by any other manufacturer.

I still consider myself to be in danger from other Honda vehicles on the road that could possibly be obstructing the view of their drivers. And, I wonder if your own vehicle's windows developed a film at the rate that the Honda vehicle that I owned did if you would consider it to be "normal" and acceptable?

Respectfully,


Ulster Park, NY


cc: Koichi Amemiya, Chairman
American Honda
2-1-1 Minami Aoyama, Minato-ku Tokyo, 107-8556, Japan

Yoshiyasu Nao, Vice Chairman and President
Japan Automobile Manufacturers Association
1050 17th Street, N.W., Suite 410
Washington, D.C. 20036

Tom Purves, Chairman
Automotive Youth Educational Systems

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Suite 310
Washington, DC 20036

Michael J. Jordan
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Michelle D. Payne
NYS Attorney General's Office
Consumer Frauds and Protection Bureau
The Capitol
Albany, NY 12224

Richard Carmona
United States Surgeon General
The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201

National Foundation for Cancer Research
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Suite 525
Bethesda, MD 20814

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Ford Motor Company
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Washington, DC 20510

Honorable Maurice D. Hinchey
2341 Rayburn House Office Building
Washington, DC 20515-3222

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New York, NY 10036

CBSNews
Consumer Investigations Department
524 W. 57th St.
New York, NY, 10019

WNBC News
Consumer Investigations
30 Rockefeller Plaza
New York, NY 10112

Consumer Reports
101 Truman Avenue
Yonkers, NY 10703-1057

J.D. Power and Associates
2825 Townsgate Road
Westlake Village, CA 91361



August 20, 2004

[REDACTED]
Ulster Park, NY [REDACTED]

Dear Mr. [REDACTED]

Per your request, American Honda is providing our current assessment of your 2004 Honda Civic (VIN 1HGEM21924L [REDACTED]) in writing.

From the dealership diagnosis, American Honda has determined that the film that forms on the windows is related to the nontoxic outgassing of plastics. This occurrence is a product characteristic and can be lessened by parking the vehicle in the shade or keeping the vehicle clean. As the vehicle gets older, the outgassing tapers off, and the problem usually lessens.

Should you experience additional concerns with your Honda, we encourage you to contact our office for assistance.

Sincerely,
American Honda Motor Co., Inc.

A handwritten signature in cursive script that reads 'Elizabeth Clogg'.

Elizabeth Clogg
Automobile Customer Service
(800) 999-1009-118027
N012004-07-0100767

Honda Automobile Division

American Honda Motor Company, Inc., 1919 Torrance Boulevard, Torrance, California 90501-2746 Phone: (310) 783-2000



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

September 16, 2004

DIVISION OF PUBLIC ADVOCACY
CONSUMER FRAUDS & PROTECTION BUREAU

[REDACTED]
Ulster Park, NY [REDACTED]

Our File Number: [REDACTED]
Company: American Honda Motor Company,
Inc.

Dear Mr. [REDACTED]

We have received a response to your complaint. Despite our efforts, the company has refused to make any refund or other adjustment.

We regret that we cannot assist you further. In the case of individual complaints, our role is limited to that of mediator. Mediation is a voluntary procedure and we are not empowered to make judgments of fact. Therefore, we cannot force a settlement. Only a court may determine what rights you have in this matter.

Small Claims Courts are the most convenient forums in which to file suit. In New York State, you may sue in Small Claims Court for up to \$5,000, except in Town and Village Courts where the limit is \$3,000, plus interest and court costs. Also, you must file a Small Claims suit in the county where the defendant resides, is employed or has an office. An attorney may represent you but is not required.

Free assistance in preparing a Small Claims case is available from the New York Public Interest Research Group ("NYPIRG"). The telephone numbers for NYPIRG's Small Claims Court Action Center are: Albany (518) 442-5658, New York City (212) 349-6460.

If you wish to consult a private attorney and would like a referral, we suggest you call your county bar association or the New York State Bar Association's Lawyer Referral Service at 1-800-342-3661 for assistance. Typically, initial consultations are relatively inexpensive and do not commit you to further representation. Our office cannot represent consumers in court nor give individuals legal advice.

We regret that our efforts have not led to a resolution of your complaint. We will keep a record for future reference.

Very truly yours,

Michelle D. Payne

Michelle D. Payne, Mediator

Consumer Frauds and Protection Bureau

RECEIVED BY

SEP 13 2004

CONSUMER FRAUDS
ALBANY OFFICE



September 10, 2004

Office of Attorney General
Bureau of Consumer Frauds and Protection
Attn: Michelle Payne
The Capitol
Albany, NY 12224
RE: File # [REDACTED]

Dear Ms. [REDACTED]

Per your request, American Honda is providing our current assessment of Mr. Stephen Cerini's 2004 Honda Civic (VIN 1HGEM21924L [REDACTED]) in writing.

From the dealership diagnosis, American Honda has determined that the film that forms on the windows is related to the nontoxic outgassing of plastics. This occurrence is a product characteristic and can be lessened by parking the vehicle in the shade or keeping the vehicle clean. As the vehicle gets older, the outgassing tapers off, and the problem usually lessens.

At this time no defect in the vehicle exists, however, American Honda offered Mr. [REDACTED] a car cover as a goodwill gesture to try and lessen this issue, however, Mr. [REDACTED] refused this offer.

There is no greater concern to American Honda Motor Co. than the safety of our customers, and we do everything possible to ensure that all Honda vehicles meet the highest standards for safety, quality, and reliability.

If you have any questions, or need additional information please contact our office at the toll-free number, 800-999-1009 Ext. 118027.

Sincerely,
American Honda Motor Co., Inc.

A handwritten signature in black ink that reads 'Elizabeth Clogg'. The signature is written in a cursive, flowing style.

Elizabeth Clogg
Consumer Specialist
N012004-07-0100767

Honda Automobile Division

American Honda Motor Company, Inc., 1919 Torrance Boulevard, Torrance, California 90501-2746 Phone: (310) 783-2000

MAURICE D. HINCHEY
22ND DISTRICT, NEW YORK

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEE:
AGRICULTURE, RURAL DEVELOPMENT,
FOOD AND DRUG ADMINISTRATION,
AND RELATED AGENCIES
INTERIOR

WASHINGTON OFFICE:
201 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-3222
(202) 225-5335

www.house.gov/hinchey

Congress of the United States
House of Representatives
Washington, DC 20515-3222

July 22, 2004

[REDACTED]
Ulster Park, New York [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting me regarding the problem you are having with your new Honda Civic.

It appears that you have included the appropriate individuals in your letter to the President of Honda. I would also suggest that you contact the Department of Transportation Auto Safety Hotline at 1-888-327-4236.

Thank you again for writing. Your comments and concerns are always welcome.

Sincerely,



Maurice D. Hinchey

MDS:ts

BINGHAMTON OFFICE:
100A FEDERAL BUILDING
BINGHAMTON, NY 13901
(607) 773-2788

ITHACA OFFICE:
129 SOUTH CAYUGA STREET
SUITE 201
ITHACA, NY 14850
(607) 272-1388

KINGSTON OFFICE:
201 WALL STREET
KINGSTON, NY 12401
(845) 331-4486

MIDDLETOWN OFFICE:
CITY HALL, THIRD FLOOR
16 JAMES STREET
MIDDLETOWN, NY 10940
(845) 344-3211

MONTICELLO OFFICE:
18 ANAVANA LAKE ROAD
MONTICELLO, NY 12501
(845) 791-7116



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

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

[REDACTED]
Ulster Park, NY [REDACTED]

NVS-216 jls
Ref. # 10089715

SEP 21 2004

Dear Mr. [REDACTED]

Thank you for your correspondence dated August 11, 2004, concerning a problem you have encountered with your 2004 Honda Civic vehicle. Your correspondence was received on August 20, 2004.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with 2004 Honda Civic vehicles revealed no other report of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the New York Office of the Attorney General regarding your problem and your rights under the New York Lemon Law.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

Handwritten signature of Alberto A. Jimenez in cursive, with the initials "AJ" visible at the end of the signature.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

SAE International

SAE Automotive Headquarters
755 W. Big Beaver Road, Suite 1600
Troy, MI 48064-4903 USA

Phone: (248) 273-2455
Fax: (248) 273-2494
www.sae.org

July 23, 2004

[REDACTED]
Ulster Park, NY [REDACTED]

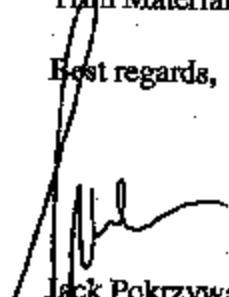
Dear Mr. [REDACTED]

We have received your letter dated July 16, 2004 seeking help in identifying SAE standards related to passenger car window fogging. The SAE document: J1756 "Test Procedure to Determine the Fogging Characteristics of interior automotive Materials" describes two methods for determining the tendency of interior materials used in automobiles and other vehicles to (a) produce a light scattering film (fog) on a glass surface, or (b) produce a measurable deposit (mass) on aluminum foil.

This document was published in 1994 and is available for purchase at: www.sae.org

Another document, from ASTM (American Society for Testing and Materials), is ASTM D 5393—"Test Method for Determination of Fogging Characteristics of Automobile Interior Trim Materials".

Best regards,


Jack Pokrzywa
Manager
SAE Ground Vehicle Standards

GL6 Gear Oil Not Available for S2000 Differentials

The differential in '00-02 S2000s can use any SAE 90 viscosity hypoid gear oil that's API service classified GL5 or GL6. There's just one hitch though: Trying to find GL6 in the U.S. is like searching for Atlantis. So take our advice, fill up S2000 differentials with GL5, and *don't* waste your time looking for GL6.

Keeping Window Film Under Control

We've all seen it: that cloudy film that forms on the inside of vehicle windows, especially on new ones. But just what causes this film, and how can you keep it under control?

A variety of things can cause window film: tobacco smoke, condensation, dust, and especially nontoxic outgassing of the plastics, foams, and vinyls typically used for vehicle interiors. When the inside of a vehicle gets hot, these substances form a cloud that sticks to windows. Outgassing is common to *all* new vehicles; not just Hondas. In fact, it's what gives new vehicles that enticing "new car smell."

So, what's the best way to remove window film, and how do you keep it under control? The best way is to mix up a brew of one part white vinegar and ten parts distilled water, and apply it to the inside of the windows with a spray bottle. Use newspaper to wipe the window clean, but keep it away from the upholstery and trim to avoid staining them. Keeping the windows clean is important not just for good driving visibility but for effective defroster performance as well. To enhance your customer's service experience, make it a habit to remove window film as part of servicing their vehicles.

Tell your customers they can limit window film by parking their vehicles in the shade, keeping the windows cracked if they're parking in the sun, and making frequent use of the ever-popular windshield sunshade. There's one good thing about window film though, it's *not* a long-term problem. As a vehicle gets older, outgassing tapers off, and the problem usually lessens.

Power Door Locks Cycle: '97-01 CR-V, '97-01 Prelude

On '97-01 CR-Vs and '97-01 Preludes, if the power door locks cycle (lock and unlock) *after* you lock or unlock the doors, the most likely cause is a faulty driver's door lock actuator. To fix the problem, replace the actuator. Order P/N 72155-503-J11, H/C 5196159.

Can Odometer Mileage Be Changed to Match Original?

If you're replacing a speedometer, odometer, or the printed circuit board, it *is* possible to add mileage to the odometer so the vehicle's mileage stays true. You'll need to order a replacement speedometer, odometer, or printed circuit board, and subcontract the work to a speedometer shop that's qualified to change the odometer reading. If you *can't* find a shop in your area that can do this work at a reasonable cost, here are two shops we're aware of:

SPECMO Enterprises
32635 Industrial Drive
Madison Heights, MI 48071
800-545-7910

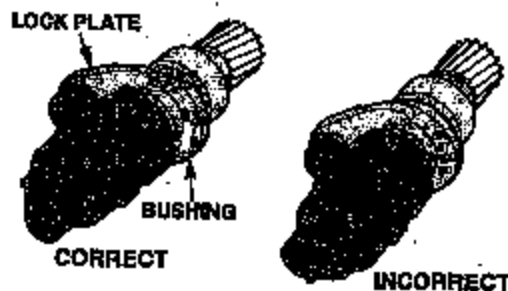
Palo Alto Speedometer, Inc.
718 Emerson Street
Palo Alto, CA 94301-2410
650-323-0243

If you use one of these shops, you'll be instructed to send in the replacement component along with the mileage that you'd like displayed. After the mileage is added, you'll get the component back for installation in your customer's vehicle.

Make sure you check with your state Department of Motor Vehicles (DMV) for any disclosure requirements. You may still need to apply a Mileage Disclosure sticker or provide a True Mileage Is Unknown (TMU) notification.

Installing the Speedo Driven Gear: '94-02 Passport

On '94-02 Passports (except 2WD models with A/T), when replacing the speedometer driven gear, make sure you install the speedometer driven gear bushing in the transfer case correctly. If you *don't*, the nylon gear life is greatly reduced. The bushing must be set in the lock plate with the 6 X 7 8 markings on the bushing clearly visible.



Dirty Windows and Defrost/Defog

Customer's concern: "My windows always have a dirty film inside. I've tried everything to clean them, but the film just won't come off."

What's happening and why: Vehicle interiors create the ideal atmosphere for film buildup on the inside of windows. Cigarette smoke, condensation, and dust blend in a closed, hot interior to form a "cloud" that eventually coats the windows. The hotter the weather, the quicker the film builds up.

In new vehicles, evaporation of materials used in the manufacture of plastic and vinyl interior components also contributes to this film. This evaporation, called "outgassing," is common to all new vehicles, not just Hondas; it's also what gives a new vehicle that "new-car smell." As the vehicle ages, the outgassing diminishes.

What can be done: Keeping the inside of the vehicle cooler reduces the buildup of this film. We recommend parking the vehicle in the shade, using a sun shade, and leaving the windows down slightly when parked (if it's safe to do so).

To keep the windows clean both inside and outside, use a soft cloth or paper towels and a commercially available glass cleaner. Genuine Honda Glass Cleaner, available through your dealership's Parts Department, is highly recommended because it doesn't streak or leave a haze. Another good solution for cleaning the film off of windows is one part white vinegar to ten parts water; this solution is recommended in the owner's manual.

One other note about this film: It impairs the effectiveness of the defroster and the defogger. Regularly cleaning the film off the *insides* of the windows, the windshield, and the rear window helps the defrost and defogger functions to work more rapidly and clear the frost and condensation, or "fog," from the glass during cool weather. In other words, *clean windows will defrost and defog more quickly and more thoroughly.*

One more word of advice: *Don't turn off the air conditioner* and defeat the purpose of the "defrost feature" on newer cars that have the air conditioner come on automatically when the Defrost function is turned on; instead, simply turn up the heat as needed. Likewise, in older cars during cool or cold weather, *turn on the air conditioner* (and turn up the heat level) while defrosting to make it quicker. The heat control sets the temperature of the air blown by the fan. And since the air conditioner dries the air, the dry air it produces will remove moisture to defrost and defog more efficiently.

HONDA

Honda Motor Co., Ltd.

No. 1-1, 2 Chome, Minami-aoyama, Minato-ku, Tokyo, 107-8558, Japan
Tel/Tokyo(03)3423-1111
Fax/(03)3423-2442
Telex/J22777 HondaMTR

Tokyo, July 22, 2004

[REDACTED]
Ulster Park, NY [REDACTED]

USA

Dear Mr. [REDACTED]

Thank you for your letter of July 8, 2004. We are sorry for our delay in replying. Also we regret to learn of the difficulties you have experienced with your Honda.

While we apologize for any inconvenience you have suffered, we request that you resume contact with our local distributor, American Honda Motor Co., Inc. They are in the best position to gather information and work towards a resolution of your concerns; something we could not do from this distance. We have brought your concerns to their attention once again for review. You should be hearing from them shortly.

As our representative in your area, please understand that the final decision in this matter rests with our distributor. We therefore request that you correspond with them directly in the future. They will inform us of the results of their decision.

Thanking you for your cooperation, we remain,

Sincerely yours,



Shizuko Kawata,
Customer field Service Division
Honda Motor Co., Ltd.

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).