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NATIONAL TRAFFIC SAFETY BOARD

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March 13, 2005

American Honda Motor Co., Inc
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, California 90501-2746

Dear Customer Service Dept.

On Saturday January 8, 2005 I picked up a 2005 Honda Civic LX from Wright Honda in Drexel Hill, Pa. On Monday January 10th I called my Sales Representative (Ken Register) because I had two issues with the car. One was what I thought were scratches which turned out to be just markings that Ken removed. My other issue was I told him that when I am stopped on an incline the car would roll back as soon as I took my foot off the brake. I told him my other car never did that. He said that my old car's idle probably was higher. I told him that the gas pedal was tight and may be when it loosened it would be better. NEVER DID HE TELL ME WHAT I HAVE SINCE LEARNED THAT IT WOULD NEVER GET BETTER. THAT BECAUSE OF FUEL EFFICIENCY THE IDLE IS LOW AND ALL HONDA CARS ROLL BACK ON INCLINES.

On March 7th I called Wright Honda Service to tell them about the roll back problem I was having. Unfortunately, I did not get the women's name but she told me that all new cars do that because of fuel efficiency. That nothing could be done. She said they could change the idle but it would go right back because it is computer generated. She said she could set up a test drive with the Service Manager.

One March 10th the Service Manager (Tony) took the car on a test drive up a small incline street. Of course the car rolled back. He again explained about the idle and fuel efficiency. That if they changed it in 15 minutes it would go back. I told him of my concern because I thought it was a safety issue, especially if you have children in the back seat. I advised him that I have talked to many people and the only people who have roll back issues are the ones who own Hondas. I advised him that I asked people who were driving Toyotas, Nissans and Volvos. They advised me that none of their cars to that. I again brought up the safety issue and asked if I am in an accident because I roll back into someone is Honda going to be responsible because I have a good driving record and am not going to be responsible because the car has a safety issue. He gave me no answer to that. He said that when the Honda Sales Rep comes in he will give my name to him and I can speak to him. I told him that that was OK I would be writing directly to Honda. I also advised him that since nothing can be done I will be getting rid of the Honda as soon as I can and will never be buying a Honda again. I bought a Honda because people I spoke to told me Honda's are good cars. I have had Toyota's and could have gotten a 2005 Corolla for \$300.00 less but bought the Honda because it was a really easy car to drive and Wright gave me a good price. I took a test drive of the car but not knowing of any roll back issues did not drive up

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an incline as I never had any trouble before with the cars I owned rolling back on incline streets. Now I have to take a financial loss to trade the Honda in or sell it and will be buying a car that does not roll back. It is very stressful driving the car. I am always looking to see how close the car in back of me is. Also I have been going out of my way to avoid streets that are on an incline. TALK ABOUT FUEL EFFICIENT. I AM USING MORE GAS DOING THAT.

As I told the Service Manager I would rather have SAFETY than fuel efficiency. We should have a choice. The idle should be able to be raised to avoid the roll back if I CHOOSE. Some drivers may be more concerned about fuel efficiency. I am more concerned about SAFETY. I do not drive as much as others so a couple of dollars more for gas is OK with me. I did not even check the fuel efficiency numbers of the car when I purchased it. My main concern was how the car ran. The point being that we should HAVE A CHOICE. Now I have to give up a car that I thought I would be enjoying for years because NOTHING CAN BE DONE. It would be so much easier if the idle could be changed if that would solve my problem. Or if any adjustments could be made to eliminate the roll back issue.

This letter is being sent to the companies mentioned below because I do believe that this is a SAFETY ISSUE. I am especially sending it to my insurance company for their records. I would really like an answer to my question of responsibility if I am in an accident due to roll back. Financially I may have to keep the car for a year and am very concerned about the accident issue. As I said before I will not take a hit for an accident that is caused by what I consider a major defect in the car. I especially worry when I have children in the back seat.

I would appreciate a response as soon as possible.

Sincerely,

Upper Darby, PA
VIN #2HGES16595H

cc: Wright Honda
State Farm Insurance
NHTSA ✓
BBB Auto Line