

Type: Customer E-mail
From: [REDACTED]
To: webmaster@nhtsa.dot.gov
Subject: Brakes, Engine Rev.

NOV - 9 2004

10118890

From: [REDACTED]
Comments:

I have had nothing but problems with my car since I bought it. I have a 1999 Honda Passport. The ABS light stays on even though I took it in for the recall. The brakes go out on me when I hit a bump at 10 miles per hour. The brake peddal goes all the way to the floor when coming to a stop causing the car a longer stopping time. I have a 3 year old and do not feel safe in this car. The engine revs when I am at idle. I am told I cannot trade in the car because I still owe 12,000 on it. My husband is in the military and is going to be deployed for a year, leaving me with a car that I am afraid to drive. What can I do?

Thank you,
[REDACTED]

From NHTSA Web Site.

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Monday, April 11, 2005 9:47 AM
To: [REDACTED]
Subject: Brakes, Engine Rev.

APR 11 2005

~~APR 10 2005~~

Dear [REDACTED]:

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq <<http://www.nhtsa.dot.gov/ivoq>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

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

Sincerely,

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

P.S. As stated in NHTSA's mission statement, "We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers." Since most likely the warranty period on your vehicle has expired, therefore we can only suggest, if you have not done so, consider contacting your local Consumer Protection Agency, Better Business Bureau, or your State's Office of the Attorney General regarding your problems and assistance.