

10137746

2005 SEP 19 11 09:03

[REDACTED]
Oskaloosa, Iowa
Offi [REDACTED]
Cell: [REDACTED]

August 27, 2005

To:

[REDACTED]

Des Moines, Iowa [REDACTED]

Copies To:

[REDACTED]

Des Moines, Iowa [REDACTED]

Mr. Don Williams or Main
Sales Consultant
Holmes
11344 Hickman Road
Des Moines, Iowa 50325

Mr. Paul Severson
American Honda Motor Co., Inc.
5120 Prairie Stone Parkway
Hoffman Estates, Illinois 60192

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

National Highway Traffic Safety Administration ✓
(NHTSA) U.S. Department of Transportation
Washington, D.C. 20590

State of Iowa
Attorney General Office
Consumer Protection Division
Hoover Building
Des Moines, Iowa 50319

Edinson
8/20/05

[REDACTED]
Oskaloosa, Iowa [REDACTED]

August 27, 2005

To Whom It May Concern:

**Re: Safety Defect on my 2004 Honda Civic Hybrid Electric.
(Spec. Information on last page)**

First allow me to exemplify on the reason why I purchased the Honda Hybrid Electric. I am an Engineer and a Professional Business man interested in obtaining the best fuel efficiency's possible.

Please find a summary of my Honda's safety defect.

- Between 4,000 and 6,000 miles the Honda develop a severe drift to the right side of the road.
- Holmes realign the Honda between 6,000 and 9,000 miles, with no measurable results.
- 9,000 – 12,000 miles Holmes contacted Honda about this problem.
Honda then sent special parts to modify & readjust the yoke.

There was no measurable results.

Holmes replaced all uneven worn tires with new tires and also new rims.

The Honda Civic Hybrid has a severe drift to the right side of the road.

Note: The driver has to maintain steering wheel pressure to the left to keep the Honda from going off the right side of the road into the ditch.

On May 17, 2005 Mike Haynes secured assistance of;

Mr. Paul Severson of American Honda Motor Co., Inc.
(District Parts & Service Manager)

After inspection and driving my Honda, he did not attempt any repair and basically denied the problem, which I protested at the time.

He had to drive the Honda on the left hand side of the highway to prove his analysis was concurrent. This is not acceptable.

An overall summary of vehicle misalignment which is not correctable by Holmes or Honda to date 8/27/05.

- Present condition of the Honda.

#1. Due to misalignment uneven tire wear has required complete tire replacement every 8,000 – 10,000 miles.

Note: The severe drift to the right hand side get worse with tire wear – to the point of tire vibration. (Mainly wear on left rear and more so on the right front)

