

CL-10173014-9058

To: Mr. Koichi Amemiya
President
Honda North America Inc.
December 26, 2007
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December 26, 2007

VIA CERTIFIED-RETURN RECEIPT MAIL

Mr. Koichi Amemiya
President
Honda North America Inc.
700 Van Ness Avenue
Torrance, CA 90501-1486
With copy to:
Honda America Motor Co., Inc.
Automobile Customer Service
Att: Ms. Betty McDonald
1919 Torrance Blvd.
MS: 500-2N-7A
Torrance, CA 90501-2746

Dear Mr. Amemiya:

Re: 2007 Honda Accord SE-V6 – VIN#: 1HGCM66487A

Case#

PROBLEMS PERSIST/REQUEST FOR FULL REFUND

Pursuant to my complaint letter to you of January 2, 2007 (copy enclosed), I am writing to inform you that the windshield vibrating noise/front side window rattling/door jamb problems with my vehicle purchased November 2, 2006 still persist although Huntington Honda has made 7 attempts during the past year to correct the defects. I have attached copies of the 7 Huntington Honda service work orders which evidence that Huntington Honda had my new vehicle in their possession over 30 days in order to try to repair the vehicle. New York State Law provides that if a new car is in service for 30 days (within two years of the vehicle purchase/delivery date) and if several attempts have been made by the car manufacturer or its representative at repairing the vehicle without success, the owner is entitled to a full refund of the purchase price. I hereby request that you refund the monies I paid for the car in full. When I purchased my car, Honda was running television ads stating that the 2007 Accord was "perfection." In my experience, the Accord is far from perfect and continues to demonstrate problems which Honda America has not rectified for years; I believe this constitutes false advertising on Honda's part.

OLD PROBLEMS AND ADDITIONAL NEW PROBLEMS ENCOUNTERED WITH MY NEW VEHICLE

In January of 2007, Bob Carpenter, the head of the service department at Huntington Honda, was asked by Ms. Betty McDonald, a Honda Regional Manager in your California offices, to correct the problems with my vehicle. Bob is the consummate

Mr. Jimenez, Mr. Doernberg
Please help. Honda's problems
with their cars have affected
thousands of consumers over
the years. They cover it
up by issuing service
bulletins that don't
resolve the problems.
I feel they are
stringing me along
until my warranty
runs out.
Even a
phone call
to them
might
help.
Thanks

ET
01/10/08
KB

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professional and did everything possible to correct the defects under the guidance of Honda engineers. Unfortunately, the problems with my new vehicle relating to the windshield and pillars vibrating/making rattling noises still persist, and additional problems have surfaced with the exhaust system's heat shield which causes my car to make loud piercing screeching noises.

ATTEMPTED REPAIRS TO MY BRAND NEW VEHICLE MADE BY HUNTINGTON HONDA WITHIN SIX MONTHS OF THE PURCHASE DATE

Some of the work performed on my car is as follows:

-**Pillar parts insulated:** metal pins in the pillars were insulated to reduce noise; this helped reduce the noise for a few months and now the pillars are making creaking noises again. This is a problem that Honda has had with their vehicles for many years and apparently they cannot correct it completely (see my Jan. 2nd, 2007 letter which is enclosed);

-**Fuse Box** under the hood near the dashboard and in the interior of the car were tightened into place because they were loose. This affected the **daytime running lights** which were stabilized;

-**The windshield molding** was pushed in around the seal;

-**The two front door window run channels were lubricated and finally** on another occasion had to be **replaced** because the windows were rattling excessively. I was told by Bob Carpenter that this was due to a lack of moisture in the new molding which caused the front side windows to rattle. The windshield, as I explained in my previous letter, vibrates and the side windows rattling added to the noise in the car because, as Bob explained, the vehicle has a unibody construction, which means that any noises in one part of the vehicle travel and exacerbate rattling noises in another part of the vehicle. Honda has had molding problems with all of their vehicles and trucks for over 20 years which continue to inconvenience their customers with their having to bring their cars in for service and cause safety hazards because the noises are loud enough to distract customers when they are driving their cars. This is exactly what I have experienced with my vehicle. I was loaned different model brand new vehicles (both 2006 and 2007 models) by Huntington Honda to drive while my car was being repaired. All of them had side window rattling problems and windshield rattling problems and they were brand new 2007 vehicles with less than 300 miles each on them. I drove a loaner Odyssey in which all of the windows rattled. It sounded as if I had a drummer in the vehicle with me.

-**Faulty alarm** was corrected twice;

-**The left front strut and the firewall were too close and were rubbing together** - this caused the windshield to sound as it was literally going to come off the car while I was driving (again due to the unibody construction of the vehicle, the rubbing together of these parts exacerbated the windshield vibrating condition and front side window rattling which were caused by separate problems due to the moisture-less molding and the

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shrinking gaskets surrounding the windshield); the noise was particularly loud when the outside temperature was below zero; Bob had the service technicians correct the distance between the strut and the firewall and the vehicle, in this regard (at least as far as the loud noise that made the windshield sound as if it was dislodging from my car) sounded much better. I will continue to monitor my vehicle as the temperature drops below zero this winter to see what occurs.

- **A-Pillar Creaking and Popping Noises Near the Dashboard:** Honda issued Service Bulletin 07-013 dated February 27, 2007 relating to the Driver's Side A-Pillar Creaking and Popping noises (copy attached). My VIN is among those cars affected. The Bulletin states that the noises result due to improper spacing between the left upper bulkhead panel and the adjacent damper tower panel on the driver's side. In October of 2007, a Honda Service technician verified that there was proper space between the left upper bulkhead panel and the adjacent damper tower panel in my vehicle. Yet when I left Huntington Honda the noises from the pillars and windshield near the dashboard still persisted. The windshield vibrating/pillar popping noise is intermittent and does occur more frequently when temperatures are cooler and the air is dry. Under those conditions the noise is loud and persistent even at speeds of 30 to 40 miles per hour. **THE HONDA SERVICE BULLETIN EVIDENCES THAT THIS PROBLEM AFFECTED CLOSE TO 100,000 BRAND NEW VEHICLES FROM 2006 TO 2007 ALONE.** From my previous letter you will note that these same problems have not been corrected by Honda for over 20 years. I don't understand why Federal and state regulatory agencies permit Honda to inconvenience consumers in this fashion. The noises are a safety hazard as they are loud enough to distract drivers and the vibrations affect windshield stability.

- **Shrinking Gaskets Around the Windshield:** Honda service technicians have stated to me that the windshield vibrating problem also stems from gaskets located around the windshield which shrink and become loose during cold and dry weather. I have spoken to several independent mechanics who told me that it is unusual (definitely a strange design) for car manufacturers to build cars with gaskets surrounding the windshield, especially those that would shrink, and this design can only lead to more windshield problems. If Honda's windshield molding and support design affects vehicle safety then Honda should correct the design problems and stop causing inconvenience to hundreds of thousands of consumers!!!! (As I stated in my first letter to Honda, Service Bulletins are only issued by car manufacturers because thousands of their cars evidence the same problems and because consumers have complained ferociously about them!) After my car was serviced in May of 2007, I told Bob that the noises from the dash and driver's side pillar still persisted. Bob told me that Honda did not have a solution at that time for the problem. He said he would inform the Honda engineers about the situation and we would address the problem again in the fall when the weather got colder. (Roads around the Huntington Honda dealership are newly paved and very smooth; the windshield noise does occur even on smooth roads but mainly over normal or slightly bumpy roads. Bob went above and beyond by coming the area where I live to initially diagnose the vehicle. He did hear at that time all the noises emanating from my windshield and side windows).

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Please note that the side windows rattling was not completely resolved. There were new squeaking noises when it rained or when the weather was cool and dry even on some late summer evenings the side windows continued to rattle. It is very hard for me to understand why a company such as Honda, worth millions and in the car business for several decades, cannot figure out a way to rectify these molding and shrinking gasket problems which cause rattling noises which are distracting to drivers to while driving and therefore affect safety.

-Door Jambs Problem: Bob introduced me to the service technician doing the repair on my vehicle in October of 2007. The service technician mentioned that there was a problem with the irregular door jambs on Honda vehicles and these added to the window rattling problem. He said he could try to tighten the doors but could not do much more.

-Deep Scratches Made to the Vehicle Made by Honda Service Personnel within the first days of my owning the car were repaired.

-Subsequent to this, I found that **the car is easily dented and scratched** (as if is made from aluminum foil); **Within the first six months of my owning the vehicle,** Bob had the service technicians address the paint issues using a special compound. Bob confirmed the "paint and denting" problem is a frequent complaint by owners of Honda cars. One consumer who experienced this same problem posted his complaint on the internet – I've attached a copy herewith. From what I have read on the internet, I think Honda used a lighter steel in manufacturing the vehicle in order to compensate for the heavier weight of the vehicle, hence the easy denting of the body; also the paint is easily scratched by rocks or even by the light touch of a finger nail.

-My windshield sprayer was clogged; Bob confirmed this is another frequent problem with Honda cars. When I encountered this problem Bob fixed the problem immediately without issuing a service order;

-Side Windows Were Scratched and Were Replaced: After an ice storm when I used an ice scraper on my side windows, the side front windows and parts of the windshield became scratched. I never experienced this with any other vehicle I have owned and neither have my friends or family with their vehicles. Bob had the glass buffed but this could not correct the problem. Then one of Huntington Honda's owners, Craig, permitted the side windows to be replaced at no cost to me, which I do appreciate. Honda's owner's manual **does not** state that customers should **not use an ice scraper on the windows** but scratches to the glass are **not covered by Honda's warranty.** Last winter Long Island experienced severe ice storms. It took me over an hour each time to defrost the windshield and windows. Other people in the parking lot came over to me to lend me their ice scrapers because they thought I did not have one. I told them that I could not use ice scrapers on my windows. I don't think running my engine to defrost my car windows for an hour each time heavy ice and snow is on my car helps the environment and it sure wastes a lot of gas.

-Exhaust Heat Shield Problems: Most upsetting to me is that in March of 2007, **only a few months after I purchased my vehicle, I heard a very loud screeching/whining noise coming from my vehicle which did not abate until I turned off the ignition (see Honda service order attached).** This noise was so loud it scared me terribly. It sounded as if the

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car engine was dying. I only realized that the noise was coming from my vehicle when I stepped on the brakes and the noise stopped; when I pressed on the gas again the noise started again. I parked my vehicle at the Bethpage train station and went to work and called Bob Carpenter. He had me drop off the vehicle that evening to Huntington Honda. Bob believed that the noise was coming from rocks trapped in the heat shield. I found a Honda Service Bulletin #07-028 dated May 25, 2007 (copy attached) which says that a heat shield loose in its mounting can cause this problem when starting the engine, but I had already driven my car 2 miles before the noise occurred. Bob tested my car but because no indicator lights came on, he could not trace the defect in the car's computer. He blew out any small rocks from the exhaust system/heat shield. I don't believe he replaced any parts.

The last days of November 2007, the screeching whining noise happened again for a few days. It was extremely loud and persisted for 3 miles when I drove my car from the train station to my home after work. My next door neighbors were outdoors and stared at my car and the noise emanating from it in amazement and disbelief. Again, I was very upset and frightened by the noise but I figured it was the heat shield problem recurring. I called Bob Carpenter immediately and left messages on his cell that evening and the next morning because the noise persisted. Bob did not have a chance to return my call. At that point, I phoned Betty McDonald to alert her to the continuing problems with my car. As I mentioned, the screeching noise persisted when I drove my car to the station the next morning. It stopped after I drove the car for 2 miles. The next day when I drove the car I did not hear the noise. The day after that, I heard a low whining noise for only 5 minutes which stopped when I pressed on the brake. No indicator lights came on during the times I experienced the problem. I have attached a consumer complaint from the internet which tells of the same exact problem with the consumer's new Accord V6. I also found Honda Service Bulletin #07-028 dated May 25 of 2007 which relates to this "squealing" problem with the 2007 Honda Accord V6 cars. It states that the heat shield may be loose in its mounting bushings and the intermediate shaft heat shield should be replaced. I did not bring my car to Huntington Honda the first week of December for repair of this part because no indicator lights came on and also I was short on time as I was leaving for vacation for a few weeks. I think Honda at the very least should repair this part since the problem keeps recurring and since they obviously are aware of this specific problem with the 2007 Accord V6s as they had to issue Service Bulletin #07-028 since many consumers were complaining. I had also mentioned to Bob and his service technician that my Accord gave off excessive exhaust fumes near the front of the vehicle when I first started it. I thought there was something wrong with the converter. The technician told me the fumes were normal.

-Braking System problems? – The morning after I experienced the third whining noise, while on my way to the train station in the morning to go to work, when I was backing out of the driveway and I pressed on the brakes they made a huge noise; it sounded as if something was big was stuck under my car. I put the car in drive and the noise persisted. I stopped the car and actually got out to see if something was under it. There was

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nothing. I had asked Bob on another occasion to check my brakes and he said any noise emanating from them squeaking or otherwise was normal. This last occurrence, the noise was so loud and persistent that I can't imagine it being normal. No one that I have spoken to has experienced that problem with their cars made by other manufacturers.

Currently, I only have about 3080 miles on my new car. I mainly drive it locally. I think it is totally unreasonable for me to have experienced all of the above varied problems with my NEW car!!! All the problems with my brand new Honda have totally ruined for me what should have been a pleasant experience, buying a new car.

NEW MISCELLANEOUS PROBLEMS WITH MY ACCORD

I had other miscellaneous problems with my vehicle:

-Car Accelerating Without My Pressing on the Gas Pedal: When I stepped on the gas the car accelerated slowly, then it sped up all at once for no reason. This happened a couple of times when the car was only a few months old. Since then, this anomaly has stopped. On one occasion, a man who saw me parking my Honda at Bethpage train station came over to talk to me as he had leased the same vehicle from Honda City in Levittown in 2007. He told me he experienced this same problem with his car; he also had problems with the windows rattling. He told me he was so happy that he leased the vehicle instead of buying it. That statement did not make me feel too good since I purchased my vehicle outright. He said he also heard that Honda was supposed to be a good car and that was why he chose Honda but he was very upset at the problems he was having (you can't make this stuff up!!) and he stated would never lease another Honda. The very first time I brought in my car for service, I met another customer at the Honda Service Department who heard me telling the technician my problem. The customer told me that he had multiple problems with his Honda vehicle from day one as well!! Honda issued a Service Bulletin also for this problem.

-I get very **Poor Gas Mileage** for local driving only 12-14 miles per gallon consistently. Honda claims the car gets 17 to 20 miles per gallon for local driving (see attached fuel economy guide). The Honda loaner cars I drove also got poor mileage, even the 4 cylinder Accord models.

-My side windows were rattling when opened half way. This problem was mostly corrected with the new window run channels but **when going over bumps the dashboard rattles and the windows sound as if they will come out of the channels.**

-The VSA Indicator Light Has Come On For No Reason on a couple of occasions and does not go off until I turn the ignition off. The Honda service technician does not understand why since the car was parked in my driveway and had not been driven overnight.

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PUBLICATIONS AIMED AT ASSISTING CONSUMERS WITH VEHICLE PURCHASES

As I mentioned in my last letter, before purchasing my Honda Accord, I did some research at the library, reviewing the 2007 and 2006 Editions of Consumer Guide – Cars & Truck Test Monthly and Consumer Reports. I also did a couple of hours of research on the Internet. The Honda Accord received good reviews and was named “Best Buy” and rated a “10” by Consumer Guide for best value in its class. Consumer Reports “Recommended” the purchase of the Accord.

I cannot impress enough upon publishers how heavily the average consumer relies upon their opinions when making car purchases. I work 12-14 hours a day and have a 3 hour daily commute. I purchased the Accord because of Honda’s reputation for reliability. After all the problems I have had with my new vehicle, I can honestly say that I would **NOT recommend** purchasing a Honda vehicle to anyone. At one time Honda cars may have been reliable but the quality from my experience is now very poor. I hope car magazine publishers are looking at all aspects of the vehicle and checking the internet to learn of true consumer experiences before publishing their recommendations.

I also hope government agencies will take a more active role in protecting the consumer. Surely if hundreds of thousands of consumers are inconvenienced by multiple problems with a new vehicle, government should step in to regulate the situation and help consumers. Honda service people have tried to help me, but if the quality isn’t there in the vehicle to begin with, I think it can only go downhill from there. What happened to Honda’s Quality Control!!!!!!

CONCLUSION

From my previous letter you will note that the noises and problems with my new car happened within one hour of my picking up my new vehicle from Huntington Honda on Nov. 2, 2006. After writing my Jan. 2, 2007 letter to Honda, Bob Carpenter and others have worked steadily with me to rectify the problems, but the problems are not totally resolved. I gave Bob a chance to work out the issues with Honda engineers and I do appreciate all his efforts. Unfortunately, Honda Engineers do not have a viable solution to the windshield vibrating, window rattling and irregular door jamb problems. My point to Honda is if that if all the noises in the vehicle are amplified by the unibody construction, and if two or more problems with the vehicle which cause the noises still persist, then how can my vehicle ever be repaired? I paid [REDACTED] for my new car. This is not small change for me, an average person. I purchased a new vehicle; I did not expect to receive a new car that rattles like a 20 year old car on the day I picked it up from the dealership. I wanted to return the vehicle the first day I got it. When I called the salesman, he said I was overreacting and the problems were minor. I should have trusted my initial instincts.

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I did ask for my money back a day or so later when Honda tried to repair the vehicle two times and could not do so. One of the owners of the dealership, Mike Feire, said no. He did not offer me a replacement vehicle. Honda was aware of these defects when they sold me the vehicle as was Mr. Feire since these problems were occurring with Honda Accords for a long time and especially since 2006. Mr. Feire knew immediately what the problem stemmed from when I and my attorney spoke with him over the phone about refunding my purchase. I repeat, all the Honda loaner cars that I drove while my car was being repaired - new 2007 vehicles with less than 300 miles - had the same exact problem. I think this shows a lack of integrity on behalf of Honda America in not being more swift to correct these problems and the dealership, in knowingly selling me a defective car, evidenced very bad faith toward the consumer, especially since I wanted my money back. I think it further shows that the dealership did not offer to give me a replacement vehicle because all the Honda vehicles had the same exact problems with the windshield vibrating, front side door windows rattling and the irregular door jams. I seriously wonder if Honda could have corrected all of these problems in time for the launch of their 2008 Model Accord.

I ask Honda North America to please refund my money. I bought the car to ease the stress in my life and instead Honda's poor vehicle quality has caused me to lose time and money (not to mention lots of sleep) and has exacerbated the stress in my life. This is not a practical car!!!! I had to bring it to the Honda dealership for repair more times in the first year than I ever did with my 20 year old Volkswagen Jetta!! Please help find another solution or return my money. Thank you.

Sincerely,

Plainview, NY

Enclosures - EXHIBITS

cc: Roy M. Adams, Esq.

Christopher Smith, Esq.

Mr. Bob Carpenter, Huntington Honda

Mr. Andrew Cuomo, c/o NYS Office of the Attorney General, Long Island

Mr. Michael Finney, ABC7 - Seven On Your Side

BBB - Long Island Office

NYS Consumer Protection Board

Mr. Louis Weber, Publications Int'l. Ltd. - Publisher: Consumer Guide

Mr. James Guest, Consumers Union of the United States - Publisher:

Consumer Reports

Mr. Ira Gabriel, Mr. Steve Parr, Motor Trend Magazine

[REDACTED]
Plainview, New York [REDACTED]
[REDACTED]

January 2, 2007

VIA CERTIFIED-RETURN RECEIPT MAIL

Mr. Koichi Amemiya
President
Honda North America Inc.
700 Van Ness Avenue
Torrance, CA 90501-1486

With copy to:
Honda America Motor Co., Inc.
Automobile Customer Service
1919 Torrance Blvd.
MS: 500-2N-7A
Torrance, CA 90501-2746

Dear Mr. Amemiya:

Re: 2007 Honda Accord SE-V6 – VIN#: 1HGCM66487A [REDACTED]

This letter serves to confirm in writing the complaint I filed with Honda America Motor Co., Inc.'s customer service office verbally on Monday, November 6, 2006 concerning my purchase of a new 2007 Honda Accord SE-V6 from Huntington, Honda, 1055 E. Jericho Turnpike, Huntington, NY 11743, on Thursday, November 2, 2006. Based on the facts set forth below, I request a prompt refund of the full purchase price of the vehicle.

Thursday, November 2, 2006 - Approximately 2:30 pm Eastern

I signed the contract for my new vehicle at Huntington Honda with Mr. A.K. Bhuiyan, the top salesman at Huntington Honda. I left the dealership and drove my vehicle to my mother's home, approximately eight miles away, in order to pick her up so that I could take her for a ride in my new car and on the way pick up a new Long Island Railroad Parking Lot sticker for my vehicle. I traveled only on local roads (30 to 40 mph speed limit). Within a few minutes, we both heard a loud popping and persistent popping/tapping noise emanating from the driver's side windshield and side pillar. We could not believe our ears, as the noise was quite loud. I did not know what to think except that perhaps the new car was settling and this strange noise was a one-time event. I decided to go home, eat dinner, and take the car out for a ride afterwards. I took the vehicle out again and the noise persisted. At around 6:45 pm, I called the salesman at Huntington Honda, Mr. Bhuiyan, and told him I was very unhappy and wanted to return the vehicle immediately to Huntington Honda. I told him the noise the vehicle was

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making sounded as if the windshield was loose and I was also having problems with the lights and indicators on the dashboard. He said the Service Department was closed and that I should have the service technicians look at my vehicle in the morning, as the noise, etc. were probably minor problems. I told him that I could not miss work the next day and that I would bring the vehicle in first thing on Saturday morning.

Friday, November 3, 2006

I received a phone call from the Huntington Honda Customer Service Representative, Lynn. I explained the situation and told her I was very unhappy. She said it was good that I was going to bring the car in for service the next day and that she would inform the Senior Manager of the Service Department, Mr. Bob Carpenter, to give me special assistance.

Saturday, November 4, 2006 – 6:30 am Eastern

I drove my vehicle to Huntington Honda; the driver's side of the windshield and pillar creaked but not as loudly as the day before. I explained the problem to the Service Manager, Angelo Galante. He asked me to leave the car with the Service Department for a few hours so that the Service Department could have enough time to determine the problem and said he would call me when it was ready for pick up. Mr. Galante called me at 11:30 am to pick up the vehicle. He told me that the fuse box was loose and they fixed it and checked out the lights and dashboard indicators. The Service Department also fixed my alarm as it was behaving erratically; they changed it from a passive to an active alarm. I thanked Mr. Galante and left the dealership. Within five minutes of my driving the car home, I heard a persistent tapping noise and creaking sounds emanating again, although not as loudly as on November 2, from the windshield/side pillar on the driver's side of the vehicle. I drove the car all the way home to see if the noise would continue and it did. At that time, I also noticed that the vehicle had been scratched on the hood by the Honda service technicians when they had repaired the loose fuse box. I called Mr. Galante and told him that I was going to come back immediately to the dealership so that he could ride with me in the vehicle and hear the noise himself. Mr. Galante test-drove my vehicle while I was in the front passenger seat and my father was in the back seat. On smooth roads, the noise was not as noticeable but Mr. Galante did hear the creaking noise during this test drive and put his hand to the windshield and side pillar while driving the vehicle as if to see if the noise would subside when he pressed on the pillar. He asked me to leave my vehicle with Huntington Honda's service technicians so that they could test-drive it and so that his manager could look at it on Monday. I told Mr. Galante that I wanted my money back. He told me that I had signed a contract and that the dealership would not refund my money.

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Sunday, November 5, 2006 – Approximately 12:00 noon Eastern

I called the salesman, Mr. Bhuiyan and told him I wanted my money back. He said he had to speak to his supervisor, Mike Feire, on Monday, November 6. I asked Mr. Bhuiyan why he could not speak with the weekend supervisor at the Honda dealership. He led me to believe that it was better to wait until Monday so that he could speak with Mr. Feire. Mr. Bhuiyan said he would call me on Monday after he got into work at 12:00 noon.

Monday, November 6, 2006 – Approximately 2:00 pm Eastern

I had not received a phone call back from Mr. Bhuiyan. I contacted my attorney, Christopher Smith, who was conferenced on the phone line with me when I attempted to reach Mr. Bhuiyan. We kept getting Mr. Bhuiyan's voice mail. We asked for his supervisor Mike Feire. At first, the Huntington Honda operator told us that Mr. Feire was not available; we insisted that Mr. Feire pick up the phone line and he finally did. I asked him for my money back as I was sold a defective vehicle. Mr. Feire said that the purchase was now subject to the Lemon Law as the dealership had already mailed in the paperwork to New York State for the Title to the car to be issued in my name. I explained to Mr. Feire that the trouble I had with the new car commenced within the first hour of my driving the vehicle and insisted on him giving me my money back. He immediately responded that he was not going to lose money on a [REDACTED] purchase and he knew exactly what was causing the problem and would speak to the Service Department about it. He said, "This problem occurred with other vehicles and had to do with the molding surrounding the windshield." I also told Mr. Feire that the Honda service technicians had also scratched my vehicle when they repaired the loose fuse box.

On November 6, I called Mr. Galante, the Honda Service Manager, to find out the status of my vehicle. He said that Huntington Honda was going to keep my vehicle to test-drive it and work on the problem. Mr. Galante explained that the gaskets surrounding the windshield contract when the weather becomes colder and that was the probable cause of the popping sound. He told me that the vehicle noise we heard was normal noise for a Honda car. I told him that I had test-driven three different Honda demonstration vehicles before making my purchase and I never heard that sound. The Honda salesman (at the Levittown dealership) permitted me to ride the vehicles for about a mile on each of the test-runs. Moreover, I told Mr. Galante that I have driven in all types of vehicles of other car manufacturers, both new and very old, for 25 plus years and have never heard that sound coming from the windshield area or side pillars of those cars. Mr. Galante told me that he drove my car accompanied by another technician and the noise could not be reproduced and whatever noise they did hear was normal Honda vehicle noise. The month of November 2006 on Long Island and in the New York area was relatively mild temperature-wise. The day I purchased my vehicle, November 2, was a sunny day but the temperature had become much colder than the previous days.

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I called Mr. Bhuiyan, the Honda salesman, the same day and asked him to try to persuade his supervisor to give me my money back. He said he could not because the title paperwork had been sent out. He also said that I should wait and see what happens because another couple he sold an Accord to had experienced this same problem and that the noise went away after a while.

I made a separate phone call on November 6, 2006 to the Honda America Motor Co., Inc. ("Honda America") office in Torrance, CA and I explained the problem and said I was very unhappy. I asked if Honda could refund the money to the dealership. The representative replied, no, and said that my vehicle was subject to the Lemon Law. I gave the representative my vehicle VIN number so that I could register a formal complaint. I told him that I recalled looking at the odometer and that the vehicle had approximately 40 miles on the car when I dropped it off at Huntington Honda's service department for the second time on Saturday, November 4. The representative was very business-like and did not express regret on behalf of Honda at my having encountered problems with my new car. At the end of our conversation, he did offer to have a Honda representative evaluate my car if the problem persisted. The funny thing is that I received no less than four phone calls from third-party representatives of Honda America polling me as to how happy I was with my vehicle and the service I received at the dealership. I responded to all of them in the same fashion - - I told them I was very unhappy with the quality of the car and that they should tell Honda America to fix their product first and not worry about how courteous the dealership employees were to me.

Thursday, November 9, 2006

I filed a complaint by phone (Exhibit A) with the National Highway Traffic Safety Administration ("NHTSA"). When I explained the problem with my car, the representative thought that maybe the windshield would have to be reset. He asked me if the Huntington Honda dealership offered to take back the car or replace it with a new one. I told him, no. He said loose windshields would constitute a safety hazard.

HOW HUNTINGTON HONDA ATTEMPTED TO RESOLVE THE PROBLEM

November 10, 2006

I was in contact every day the week of November 6 with Mr. Galante, the Huntington Honda Service Manager. He said that he needed to keep the vehicle a bit longer to test drive it, fix the windshield/pillar noise problem, and to repair the scratch to the hood. I said fine. The vehicle was with Huntington Honda's Service Department for nearly seven full days. I picked the vehicle up on Friday, November 10, at about 2:00 pm. When I drove the vehicle home, I did hear three separate taps, like sticking sounds emanating from the driver's side pillar, but the noise level in the vehicle was generally quiet. The scratch on the hood was repaired nicely, however I noticed a smaller surface scratch on the right front fender; this second scratch was not deep and did not go through

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to the bottom coat of the vehicle's paint. The outside temperature that day was above 70 degrees.

I asked Mr. Galante over the phone that week what work was done to fix the windshield/pillar noise problem. He had told me that the service technicians had pushed in the molding. In addition, he said that:

- the windshield and the pillars were sealed properly;
- the Honda service technicians did not find anything on the Honda website or in their Technical Service Bulletins regarding this problem;
- he conferred with other Honda service managers and they said that windshield replacement was not an option as that intervention could cause more rattles and problems with the car;
- it was agreed among the service managers not to replace the gaskets because essentially, they would be replaced with the same Honda parts and that the problem may persist;
- the windshield/pillar noise problem stemmed from the design of the Honda Accord.

After the repair was completed, Mr. Galante said that he thought that my vehicle was quieter than other Accords. This did not make me feel better.

I asked Mr. Galante to perform a water pressure test on the vehicle since one of the other Honda service technicians told me on November 4 that Honda had many problems with water entering vehicles through the windshield perimeter area. Mr. Galante confirmed later that the water pressure test was performed and resulted negative (EXHIBIT B).

PUBLICATIONS AIMED AT ASSISTING CONSUMERS WITH VEHICLE PURCHASES

Before purchasing my Honda Accord, I did some research at the library, reviewing the 2007 and 2006 Editions of Consumer Guide – Cars & Truck Test Monthly and Consumer Reports. I also did a couple of hours of research on the Internet. The Honda Accord received good reviews and was named "Best Buy" and rated a "10" by Consumer Guide for best value in its class. Consumer Reports "Recommended" the purchase of the Accord (EXHIBIT C).

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**ACCORD OWNERS – SIMILAR COMPLAINTS – “WINDSHIELD
VIBRATING/PILLAR CREAKING/WINDOW, DOOR & DASH RATTLING
PROBLEMS” ARE PERVASIVE AND COMMON**

After I experienced the problem with my new 2007 Accord and discussed the situation with my attorney, he directed me to some websites I was not aware of previously (i.e., edmunds.com; diautotech.com; Honda-tech.com; automotiveforum.com; alldata.com; autos.yahoo.com; usenetcars.com; drive.com; carcomplaints.com) that specifically deal with “car reviews and problems.” What I found was quite shocking and disturbing. According to comments made by owners of the Honda Accord, windshield shaking/pillar noise/door window/dash rattling problems date back to the year 1998 and prior. I have attached several of the comments I found posted on the Internet by owners of Accords who have experienced these same problems. Each consumer appears to be exasperated by the insistence of Honda America and its dealerships that these windshield/pillar/door/dash shaking/rattling problems are “NORMAL!” OR “NON-EXISTENT” (EXHIBIT D).

When recurring customer complaints relative to a particular vehicle problem reach extremely high levels (signifying the pervasiveness of a particular production problem), I understand that a car manufacturer will issue a service bulletin to instruct the Service Departments of dealerships as to how to correct the problem. This creaking problem appears to be quite common and pervasive. In fact, Honda did issue a Service Bulletin #04-056 relative to V6s (copy attached Exhibit E) entitled, “Creak or Popping from Driver’s A-Pillar,” dated October 1, 2004 which pertains to 2003 and 2004 Accords (Service Bulletin #04-057 dated November 18, 2005 – “Creak or Click at Dashboard or A-Pillar,” copy also attached, relates to several Accord models from 2003 through 2006!). Even more telling, in terms of the pervasiveness of this problem, is Honda Service Bulletin #00-064 (copy enclosed) dated May 22, 2001 which relates to “Deformed Windshield Molding” on the Accord and other Honda vehicles going back to 1998. Moreover, I found many other Honda Service Bulletins relative to “windshield/window molding problems” on the Accord and other Honda vehicles, some dating back to the early 1980s - this certainly reflects that for over 20 years an extensive number of consumers complained to Honda dealerships about “windshield/window molding” problems on their Honda vehicles! (Exhibit F - Honda Service Bulletins #: 06-084; 06-069; 06-019; 05-069 - Honda Service Bulletin #05-069 on the Ridgeline indicates that wind noise from the windshield is due to gaps present between the windshield upper molding and the roof; it further states that if the noise persists after the remedy is effected, then the windshield should be replaced!; 04-078; 04-031; 04-030; 03-057; 03-028; 01-091; 01-028; 99-060; 98-013; 95-056; 95-032; 94-027; 88-039; 84-048; 84-020; 83-031; 83-029; I found numerous consumer complaints on the Internet relative to “windshield/window molding problems” on various Honda vehicles, most of them newly purchased (EXHIBIT G); Export Service Bulletins (Exhibit G-1) numbered: 00-097; 00-064; 00-021; 98-013; 98-068 demonstrate that Honda has had the same

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windshield molding problems with cars exported to markets other than the U.S.A. during the period from 1995 to 2000)). Windshield molding problems can lead to water leaks; I have attached customer complaints that I found on the Internet relating to windshield/dash water leaks on the Accord, Civic, Element, Odyssey and Ridgeline; Honda Service Bulletins #s 06-037; 05-045; 92-050 address dash/pillar leak problems (Exhibit G-2). Honda manufacturing technology relative to moldings for windshields and windows (and it seems from Honda Service Bulletins that there are problems with the windshields themselves) continues to be weak. Honda mentions in general in one of these Service Bulletins (#06-069) that, "...poor adhesion of windows causes them to rattle and could increase the safety hazard to traffic."

Although the aforementioned Honda Service Bulletins provide clear evidence of a long track record of problems with the molding surrounding the windshield/pillar/dash areas of Honda vehicles, I am puzzled as to why Honda America would brush off the concerns of purchasers of the Accord, as if the problems consumers have experienced with their cars are not based in fact. In addition, why does it seem that the Service Departments of Honda dealerships are not aware of these problems and have the same standard response to these complaints, "NORMAL VEHICLE NOISES!"

Many consumers who experienced these problems had to have their windshields reset and, for some, the problems persisted and worsened even after this corrective action was taken. I found a 1983 letter from the NHTSA (related to the replacement of windshields in general), which emphasizes the importance of maintaining the integrity of the windshield, "Mounting the windshield with the same method used by the vehicle manufacturer presumably would ensure that the replacement windshield had the same integrity as the original windshield installation." (EXHIBIT H). In addition, a 1991 NHTSA letter cites the National Traffic and Motor Vehicle Safety Act of 1966 which provides that, "no person may manufacture for sale or sell any motor vehicle that does not conform with all applicable Federal motor vehicle safety standards."

CREAKING, POPPING, RATTLING, VIBRATING OF THE WINDSHIELD AND PILLARS, WINDSHIELD/DASH WATER LEAKS AND WIND NOISE POINT TO THE LOSS OF WINDSHIELD INTEGRITY AND CONSTITUTE AN AUTO SAFETY HAZARD

Ford Automotive announced a recall for two of its vehicles in 2002-2003 stating, "the vehicles fail to meet the requirements of Federal Motor Vehicle Safety Standards ("FMVSS") 212, Windshield Mounting. The windshields may exhibit increased wind noise, water leakage, squeaks and rattles. Loss of windshield retention may also reduce occupant protection in the event of an accident." The recall requires the effected vehicles to have the windshields replaced (EXHIBIT H-1).

Proper windshield mounting by a car manufacturer is crucial to occupant safety during collisions/rollover crashes. In 2005, Ralph Nader called upon the NHTSA to issue a

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consumer advisory, "detailing the importance of windshield integrity, the relationship to roof strength and rollover crashes and proper replacement procedures..." thereby calling attention to a key auto safety component, the windshield! In his letter to the NHTSA Mr. Nader stated (EXHIBIT H-2), "Notwithstanding the pressing need for a better roof crush standard, motorists should be assured that the roof strength of a vehicle on the road today is not unnecessarily compromised as a result of windshield replacement. Inappropriate adhesive applications, shortened drive-away times and improper glass handling techniques are just a few of the dangerous shortcuts plaguing the auto glass replacement industry and resulting in an unknown number of weak windshield installations which will not even protect occupants from the first impact in the first half roll." Many glass replacement associations (AGRSS, NGA, etc..) support Mr. Nader's comments and further add, "that improper replacement of a windshield can cause the windshield to detach from the vehicle and the occupants to be ejected; today's vehicles are engineered so the windshield has become a major structural component of the chassis - - it is designed to keep the passenger inside the vehicle during an accident as well as prevent the passengers from being crushed by the roof in a rollover; a properly installed windshield will stay bonded to the vehicle during an accident; air bags are useless without your windshield in place!" ABC News reported in special 20/20 television news programs that aired in 2001 and 2003 that, "A windshield can be as important to auto safety as seat belts, air bags and anti-lock brakes. More than just protection from wind, rain, and debris, auto glass can save lives by preventing the driver and passengers from being thrown out of a vehicle in a collision. And, today, more than ever, vehicles depend on the glass to add to its structure and strength as a whole. So, for example, the windshield can be an essential part of an air bag system or prevent the roof from caving in on passengers. But installation is key: The difference between a properly affixed windshield and a poor job can be the difference between life and death!"

As documented by the concerns expressed by consumers on the Internet, Honda's own Service Bulletins, and complaints filed with the NHTSA, Honda America has had trouble with its factory-installed windshields on most of its vehicles for the past 10-20 years! Whether these problems stem from: the design of the vehicles, i.e., the steepness or incline angle of the pillars; the uneven surface of flanges or protruding metal pushing against the windshield; the blockage of pillars; the type of gaskets used (including the actual material used in the manufacture of the same and its durability (Acura TSB #93-013 was issued because of customer complaints that the windshield molding was shrinking (EXHIBIT I)); the quality/strength of the adhesives or sealants used; the quality of the glass itself (including thickness and strength in case of an impact); paint surfaces coming into contact with the windshield (there was a recall on the Civic for this reason (EXHIBIT J)); the improper adhesion (seal) of the cowl to the windshield (other than molding problems, per Honda Service Bulletins, this is another cause of water leaks), the actual production process (including handling, setting and drying of the windshield), it is imperative that Honda focus on resolving these issues before their products reach consumers. Consumer safety is key!

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My question for Honda America and for all the organizations in New York and Washington dedicated to consumer protection, is why has Honda not been able to correct this windshield molding and, apparently, mounting/installation problem plaguing their vehicles for the past 10-20 years? Why does the unsuspecting consumer have to bear the burden of losing time, energy, and money in trying to resolve this problem when everything points to the poor design and engineering of the Honda Accord? What sort of "customer complaint feedback system" does Honda use to evaluate their cars? What substantial efforts has Honda America made to correct car design problems?

Honda does have a good name in the marketplace and that is why I was dismayed to find that the quality of my new vehicle is so poor. Perhaps Honda America has made efforts to correct these particular windshield/molding problems but they have not been successful.

THE WINDSHIELD SHAKING/PILLAR CREAKING/DOOR WINDOW RATTLING PROBLEM PERSISTS

Since I picked up my car on November 10, the outside temperature has been mild, mainly in the range of 60-70 degrees. However, on five occasions in the early morning or after 8:00 pm at night when the temperature had dropped to around 35 to 40 degrees I heard the windshield glass vibrating on the front passenger's side. I also had my driver's side window/door rattle on a day when it was warm outside and had opened my window halfway; the passenger side front window also rattled multiple times on days when it was colder (Honda Service Bulletin #91-010 entitled, "Window - Rattles While Partially Opened," is clear evidence that Honda has not properly addressed/resolved this problem since 1991! (EXHIBIT K). I have heard a rattle from the dashboard and another from the interior roof compartment for sunglasses. My 2007 Honda Accord is just two-months old and has less than 500 miles on it, but it sounds like it is twenty years old. The rattling/vibrating noises are intermittent and I admit that this does add to the problem of having Honda service technicians evaluate the vehicle properly. (Even though intermittent, a vibrating windshield clearly signals that something went wrong with its installation at the factory). Some days the ride will be very quiet and on other days, as described above, the windshield glass sounds as if it is vibrating/shaking. On December 3, the outside temperature dropped to 30 degrees and both the front passenger side pillar and driver's side pillar creaked several times. On December 8, the outside temperature with the wind-chill was below zero. My windshield sounded like it was banging/moving when I was traveling on local roads; I was worried that it would break. If I am experiencing these problems with a brand new vehicle, there is no doubt in my mind that these problems will worsen with the passage of time. How I am supposed to resell a new vehicle that rattles and creaks and can pose a safety hazard to a driver? Continually bringing my car to the Huntington Honda dealership for service causes me to lose time and money, and diminishes the value of my car. Like other consumers (see enclosed copies of complaints posted on the Internet) I am leery of having my car pulled apart by

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service technicians and leaving it with them for extended periods of time as there is a greater probability, due to the constant flurry of activity in the Service Department, of my vehicle being scratched or dented (it happened to me twice already). Huntington Honda does not have an organized system for processing each vehicle when it arrives at the dealership for service. On Saturday, November 4 when I brought my car to Huntington Honda to be serviced for the first time, there were three separate lines of vehicles all vying to be the first to enter the Service Check-In area. Unlike at the Volkswagen dealership when I brought my old car in for service, a technician would walk around my vehicle with me and agree on the identification of any dents or scratches, to protect both the dealership and me.

REQUEST FOR FULL REFUND

As I mentioned, I was unhappy that the dealership supervisor, Mike Feire, did not offer to refund my money or replace my vehicle even though my new car demonstrated problems within the first hour of my driving it off the Honda lot. I do not think this was a particularly ethical or fair decision, but I can understand why he would not want the dealership to lose money.

I wish to mention that the Huntington Honda Service Department (and in particular, Mr. Galante) did their best to resolve the problem according to what their experience dictated. Mr. Galante kept me informed during the repair process and did have a body shop repair the scratch to my hood in a professional manner. All the Service Department personnel did their best to be helpful and were courteous and professional at all times.

Honda America Motor Co., Inc., unfortunately, has not been successful in resolving design issues that have plagued the Accord and other Honda vehicles for over twenty years. I repeat again, why does the consumer have to pay for Honda's inability to rectify this windshield molding problem which poses serious safety issues? How many more consumers have to lose out before Honda corrects this problem once and for all. There are many aspects of my Accord which I like, including the V6 engine, however, am I worried that windshield replacement will worsen the problems I am experiencing with my car and further diminish its value? The answer is, Yes! Do I feel safe driving in a vehicle that exhibits rattling/vibrating/creaking noises from the windshield, pillars and windows? The answer is most definitely, No!

I believe that a little goodwill on the part of Honda America in acknowledging inherent vehicle design defects and quickly addressing the concerns of customers would go a long way in cementing customer loyalty. Dismissing customer complaints, as if the car problems are non-existent, will erode Honda's reputation and ultimately affect its bottom line.

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This whole experience has been quite devastating emotionally. I believe most reasonable people expect that buying a new car would be a pleasant experience. My experience with my 2007 Honda Accord purchase has been horrific and very stressful – I feel as if I have been duped. More importantly, hearing glass vibrating, or loud persistent tapping noises, or even softer rattling noises, in my ear while I am driving is a distraction and, in my opinion, a safety hazard.

In light of the foregoing, I have lost confidence in Honda vehicles. I respectfully request that Honda refund to me in full the purchase price of my car plus the other fees I paid for the title, registration and extended warranty payments.

I request a reply in writing to this correspondence within ten business days. Please call me if you have any questions. Thank you.

Sincerely,

[REDACTED]
Plainview, NY
[REDACTED]

Enclosures – EXHIBITS A-K
[REDACTED]

cc: Christopher Smith, Esq.

Mr. Mike Feire/Mr. Angelo Galante, Huntington Honda
[REDACTED]

NYS Office of the Attorney General, Long Island

Mr. Michael Finney, ABC7 – Seven On Your Side

BBB – Long Island Office

NYS Consumer Protection Board

Mr. Louis Weber, Publications Int'l. Ltd. - Publisher: Consumer Guide

Mr. James Guest, Consumers Union of the United States - Publisher:

Consumer Reports

Applies To: **2006–07 Accord** – See VEHICLES AFFECTED**February 27, 2007****Driver's Side A-Pillar Creaks or Pops****SYMPTOM**

A creaking or popping comes from the driver's-side A-pillar or the upper-left dashboard area when you are driving 5 mph or slower over speed bumps or during on/off throttle applications (causing a rocking motion).

PROBABLE CAUSE

The left upper bulkhead panel and the adjacent damper tower panel contact each other in the above mentioned conditions.

VEHICLES AFFECTED**2006 Accord**

L4 2-Door – From VIN 1HGCM7...6A [REDACTED]
thru 1HGCM7...6A [REDACTED]

L4 4-Door – From VIN 1HGCM5...6A [REDACTED]
thru 1HGCM5...6A [REDACTED]

V6 4-Door – From VIN 1HGCM6...6A [REDACTED]
thru 1HGCM6...6A [REDACTED]

2007 Accord

L4 2-Door – From VIN 1HGCM7...7A [REDACTED]
thru 1HGCM7...7A [REDACTED]

L4 4-Door – From VIN 1HGCM5...7A [REDACTED]
thru 1HGCM5...7A [REDACTED]

V6 2-Door – From VIN 1HGCM8...7A [REDACTED]
thru 1HGCM8...7A [REDACTED]

V6 4-Door – From VIN 1HGCM6...7A [REDACTED]
thru 1HGCM6...7A [REDACTED]

CORRECTIVE ACTION

Widen the clearance between the damper tower panel and the left upper bulkhead panel.

WARRANTY CLAIM INFORMATION

In warranty: The normal warranty applies.

OP#	Description	FRT
857015	Repair A-Pillar.	0.7
857092	Test-drive.	0.3

Failed Part: P/N 61500-SDA-A70ZZ
H/C 7140775

Defect Code: 03217

Symptom Code: 04201

Template ID: 07-013A

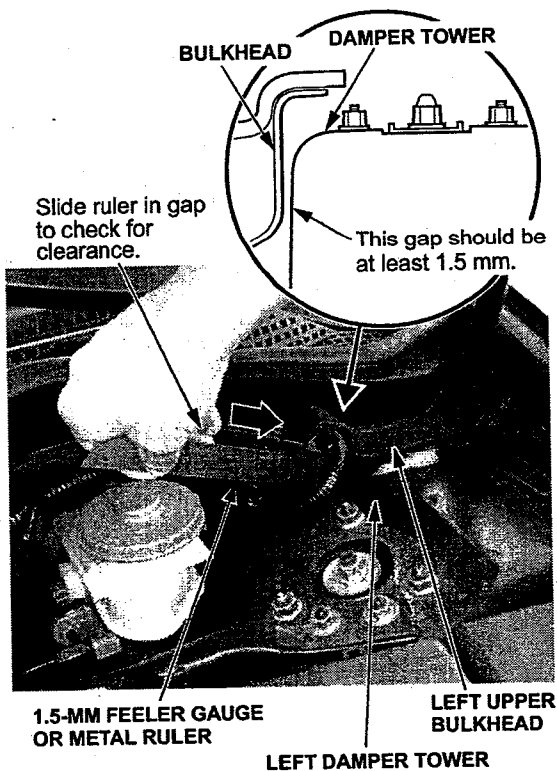
Skill Level: Repair Technician

Out of warranty: Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

DIAGNOSIS

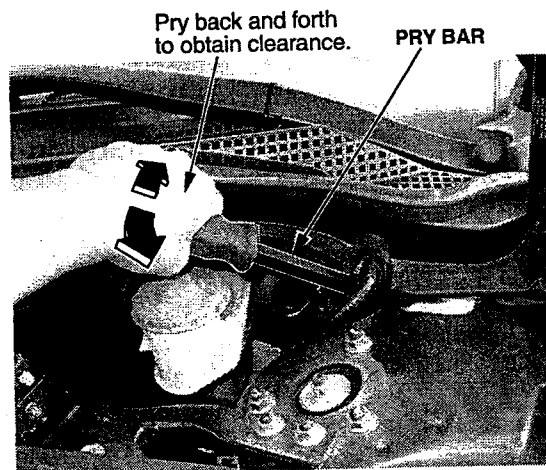
1. Test-drive the vehicle under the same conditions as the customer described until you duplicate the noise.

2. Open the hood, and slide a long 1.5-mm feeler gauge or a similar thickness metal ruler between the left upper bulkhead and the left damper tower.
 - If you cannot insert the feeler gauge or ruler, if it's difficult to insert, go to **REPAIR PROCEDURE**.
 - If the feeler gauge or ruler slides in easily, this bulletin does not apply. Check for other causes of the customer's complaint.



REPAIR PROCEDURE

1. Insert a pry bar wrapped with a shop towel between the left upper bulkhead and the left damper tower.



2. Gently pry back and forth with the pry bar to obtain 1.5 mm clearance between the panels.
3. Test-drive the vehicle by accelerating and decelerating to make sure there is no creaking or popping. If you hear the noise, recheck the clearance between the left upper bulkhead and the left damper tower.

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SITE SEARCH

Site Search

GO**Honda Accord Strut Tower Brace**

Select Make

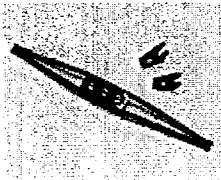
Select Year

SEARCH

Most modern automobiles utilize independent suspension system, allowing individual wheels to compensate for vibrations and road unevenness. Vehicles with independent suspension systems are capable of traversing almost any type of terrain. The suspension systems of this type of vehicles utilize struts and dampers for individual wheels. The chassis of most modern automobiles are also rigid enough to withstand vibrations, but flexible enough to dissipate the impact force of collision. Although most modern vehicles have chasses that do not require any additional support, other vehicular body design may require additional support such as the strut tower brace. A strut tower brace connects the two strut towers to make them more rigid during sharps turns.

A strut tower brace such as the Honda Accord strut tower brace is commonly found in vehicles that have monocoque bodies that utilize the MacPherson type of suspension. Although the MacPherson type of suspension is comparatively much simpler than other designs, it is also more problematic. The suspension problem arises during sharp turns. Since the strut towers are not stiff enough, the vehicle has the tendency to roll over. Steering the vehicle becomes more difficult and unstable as the vehicle gains speed. The front strut towers become less coordinated. However, by installing a strut tower brace, the strut towers become stiffer and more stable.

Tower braces are more effective when used together with sway bars. A tower brace resembles an overly extended handcuff set. Two rings are connected by a long and flexible metal brace. The brace makes the strut towers more rigid, therefore more stable and coordinated. The instability of the strut towers is compensated by the tensile resistance of the strut tower brace. When one tower leans on one side, it is immediately counteracted by the other tower, making the vehicle more rigid. Before you consider buying a strut tower brace, you must first know the specifications of your car. Our website offers not only high quality products but also reliable customer service assistance.



- **Search for Honda Accord Strut Tower Brace - Click Here**

- Keep your front end secure with a Honda Accord Strut Tower Brace
- Installs very easily

Cargo Liner Bumper Cover Cargo Retainer Camber Adjustment Kit Brake Rotor Air Dam Air Filter Alignment Kit Camshaft Gears Bug Deflector Bra Car Cover Bumper Lens Clutch Set Catalytic Converter Battery Hold Down Coil Spring Cargo Carrier Coil Over Suspension Kit Car Alarm System

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SPONSOR RESULTS

- **Honda Accord - Save \$2,000**
www.mycar.com - Get competitive price quotes from local dealers for a new **Honda Accord**.
- **Honda Accord: Save at Become.com**
www.become.com - Try a new way to shop at Become.com.

51. **Honda Accord Distributor failing TD58U**
Honda Accord Distributor TD58U commonly failing due to no ... C Class & E Class Cats **rattling** from 93 on. MERCURY. Mercury Sable / Taurus Bosch ABS failing ...
bba-reman.com/...?content=honda_accord_distributor_failing_td58u - 128k - [Cached](#) - [More from this site](#)
52. **Re: rattling windows in 2004 Accord EX V6**
Re: **rattling** windows ... Re: **rattling** windows in 2004 **Accord** EX V6. Tip: Looking for answers? Try ... problems with **rattling** windows in new **Honda** > Accords? ...
carkb.com/Uwe/...?article=honda:2230:zP74c.10159\$176.154484@attbi_s03 - 11k - [Cached](#) - [More from this site](#)
53. **Honda Rear Sway Bar Install**
Quote from: **Accord** GTR on November 09, 2006, 11:38:50 pm ... are you sure you don't have loose tools, jack, spare tire **rattling** back there? ...
www.autoindustriya.com/yabbse/index.php?topic=23072.msg288812 - 66k - [Cached](#) - [More from this site](#)
54. **Research - Forums - Honda - Accord Sedan - PLEASE!!!! HELP ME! - Posts | CarSmart**
having an engine "**rattling**/helicopter" noise while inside the car, AND is this a ... I have a **Honda Accord** 1989 LXI with 70,000 original miles on the engine. ...
carsmart.com/content/research/forums/index.cfm/action/Posts/fid/5036 - 34k - [Cached](#) - [More from this site](#)
55. **Honda Hybrid Accord Civic Insight :: View Forum - Honda Accord Hybrid**
Honda, Accord, Hybrid, forums, message boards, Civic, Hybrid, Insight, ... Getting Very Poor Gas Mileage...Plus a **Rattling** Noise! 0. Northern Hybrid. 583 ...
www.hybridhonda.org/viewforum.php?f=1 - 86k - [Cached](#) - [More from this site](#)
56. **Honda Accord Distributor failing TD31U**
Honda Accord Distributor TD31U commonly failing due to no ... C Class & E Class Cats **rattling** from 93 on. MERCURY. Mercury Sable / Taurus Bosch ABS failing ...
bba-reman.com/...?content=honda_accord_distributor_failing_td31u - 85k - [Cached](#) - [More from this site](#)
57. **Car Forum - Honda Cars**
Car Forum - **Honda** Cars ... The dealer wants has a Graphite 2005 **Honda Accord** Coupe EX V6 dealer ... I have a 91 **honda accord** EX, makes **rattling** noise when the car i ...

SPONSOR RESULTS

*Same old
Window rattling
problem
in New 2004
Accord
V6s*

Paint & dent problems

with Accord

2007 Honda Accord roof and trunk deck have poor durability - [CarComplaints.com] - Microsoft Internet Explorer

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Address http://www.carcomplaints.com/Honda/Accord/2007/body_paint/roof_and_trunk_deck_have_poor_durability.shtml#1

[switch model] [switch year]

2007 Honda Accord

ROOF AND TRUNK DECK HAVE POOR DURABILITY

SAFETY RATING

FAIRLY SIGNIFICANT

6.0

TYPICAL REPAIR COST

NO DATA

AVERAGE MILEAGE

2,500 MILES

NUMBER OF COMPLAINTS

1 COMPLAINTS

MOST COMMON SOLUTIONS

poor design material should have more impact resistance (if reported)

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HondaJustAnswer.com

Honda Accord Warranty

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Transmissions for Honda

Warranty 888 Online Members

4-60 Years

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honda.googlepages.com

#1

Nov 09 2007

Accord 4 cyl

Automatic transmission

2,500 miles

I have dents in the trunk and on the roof of my 2007 accord from acorns off my oak trees. So in the fall I have to avoid parking or driving under oak trees. You can see them fairly easy when viewing across the surface like when driving to see if your car is completely buffed out. Something as small as an acorn should never dent the surface it needs to be of a heavier gauge or higher strength. This is just a design flaw.

John A.

Send A Comment

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Consumer
complaint
Nov 2007
on 2007
Honda Accord

"I have dents in the trunk and on the roof of my 2007 Accord off my oak trees...."

Something as small as an acorn should never dent the surface - it needs to be of a heavier gauge or higher strength. This is just a design flaw."

Customer Complaint

BACK TO STEERING

TSBs LEMON LAW



New Accord
SE V6

[switch models]

[switch years]

2007 Honda Accord

~~*~~ LOUD WHINING NOISE

*This problem may be covered under warranty. Ask your Honda dealer.



STEERING PROBLEM

FAIRLY SIGNIFICANT

TYPICAL REPAIR COST:

NO DATA

AVERAGE MILEAGE:

2,400 MILES

NUMBER OF COMPLAINTS:

1 COMPLAINTS

MOST COMMON SOLUTIONS:

whining
noise

1. not sure (1 reports)

#1

REPORTED ON OCT 22 2007

Accord SE 3.2L V6

- Automatic transmission
- 2,400 miles

Purchased new September 10, 2007. After driving 2400 miles (yes mileage stated is correct) the vehicle began making a loud whining noise. Took car to dealership Thursday night for them to fix on Friday (Oct 19, 2007). They called me Friday to say that had to order the part and don't know when it will be in therefore, don't know when I will get the car back. So ticked off since I began researching for the "best" vehicle to buy in May.

Select Vehicle | New
TSBs | Technician's Reference

Component Search:

 Conversion Calculator

2007 Honda Accord V6-3.0L

[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#)
→ [Drivetrain - Ping/Squeal/Rattle On Light Acceleration](#) ←

Drivetrain - Ping/Squeal/Rattle On Light Acceleration

07-028

May 25, 2007

Applies To:

See VEHICLES AFFECTED

Pinging, Rattling, or Squealing During Light Acceleration

SYMPTOM

While driving under light acceleration, you hear an intermittent pinging, rattling, or squealing from the engine compartment. The noise can easily be mistaken for an engine ping or spark knock. In some cases, the noise happens only during engine warm up.

PROBABLE CAUSE

The intermediate shaft heat shield is loose in its mounting bushings.

CORRECTIVE ACTION

Replace the intermediate shaft heat shield and, if needed, any specified nuts or gaskets.



Exhaust Pipe A Front Gasket (2 required):P/N 18212-5A7-003,
H/C 1462290

Exhaust Pipe A Rear Gasket:P/N 18393-SDB-A00, H/C
7245194

Self-Locking Nut (9 required):P/N 90212-5A5-003, H/C 1169812

Spindle Nut:Pilot, Ridgeline only - P/N 90305-53V-A11, H/C
7196116

WARRANTY CLAIM INFORMATION

In warranty:

The normal warranty applies.

Operation Number: 2191N6

Flat Rate Time:	Accord Hybrid	- 1.1 hours
	AccordV6	- 1.1 hours
	Odyssey	- 0.9 hour
	Pilot	- 1.6hours
	Ridgeline	- 1.6 hours

Failed Part: P/N 44517-SDB-A00
H/C 7247851

Defect Code: 07405

Symptom Code: 04216

Skill Level: Repair Technician

Out of warranty:

Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

DIAGNOSIS



Zoom

Sized for Print

NOTE : If you're viewing this service bulletin on ISIS and the computer has sound, click on the image below to hear an example of how the noise may sound and see the rpm levels it occurs at.

1. Drive the vehicle at low speeds (25 mph or less) under light throttle.

^ If you hear a ping, rattle, or squeal, go to step 3.

^ If you don't hear a ping, rattle, or squeal, go to step 2.

2. While driving the vehicle and applying the throttle, lightly press the brake pedal for a short time.

^ If you hear a ping, rattle, or squeal, go to step 3.

^ If you do not hear a ping, rattle, or squeal, this service bulletin does not apply. Ask the customer more questions to determine the cause of the problem and how to repair it.

3. Do the appropriate repair procedure, based on the model:

^ For Accord Hybrid, Accord V6, and Odyssey, go to REPAIR PROCEDURE A: ACCORD HYBRID, ACCORD V6, ODYSSEY.

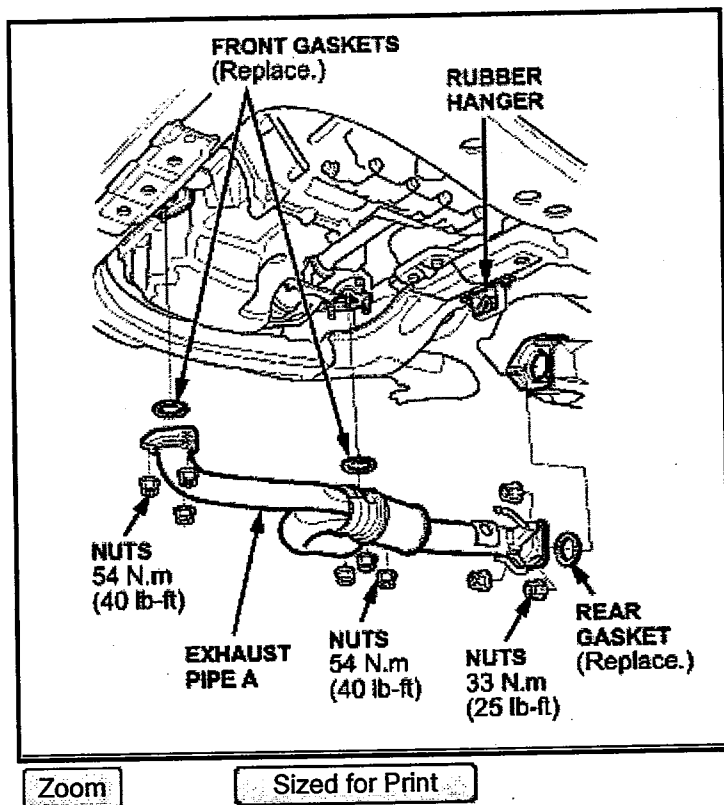
^ For Pilot and Ridgeline, go to REPAIR PROCEDURE B: PILOT, RIDGELINE.

REPAIR PROCEDURE A: ACCORD HYBRID, ACCORD V6, ODYSSEY

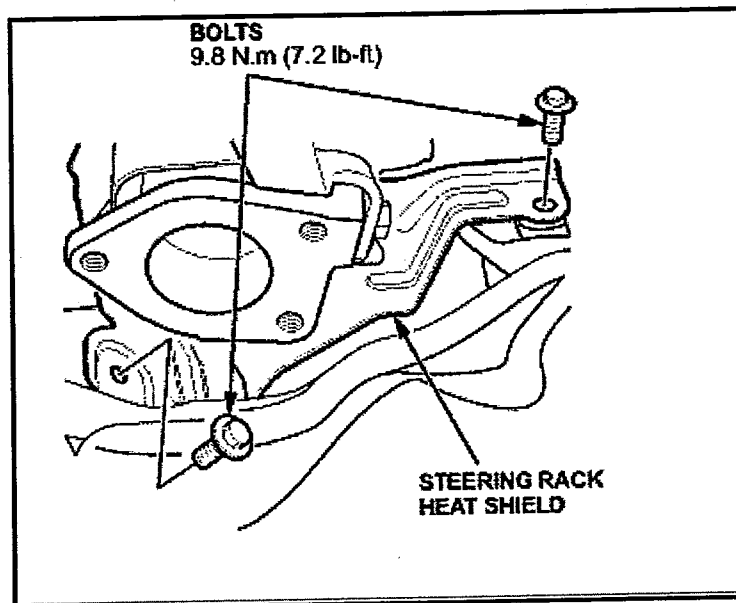
1. Raise the vehicle on a lift, and make sure it is securely supported.

2. Remove exhaust pipe A:

- ^ Remove the three nuts between exhaust pipe A and each warm-up catalytic converter (six nuts total).
- ^ Disconnect exhaust pipe A from its rubber hanger.



- ^ Remove the three nuts between exhaust pipe A and the TWC.





[View All Topics](#)

And Carman... Sounds like your Accord has many other issues outside of the ride. I don't think I want that one. 🚗

#18580 of 19393 **Re: Why do Accords seem to have a rough ride?**
[blackexv6] by master1 Feb 17, 2006 (1:33 pm)

[Reply](#) | [E-mail Msg](#)

Today's Chats

Replying to: blackexv6 (Feb 17, 2006 9:11 am)

The Honda workers at the desk, mechanics at the dealerships don't really know anything about these things -and of course they will tell you yes

<http://townhall-talk.edmunds.com/WebX?14@@.ee9e739/18574!keywords=allin%3Ams...> 11/29/2006

Honda Accord Sedan - CarSpace Automotive Forums

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received a thank you letter or thank you call for purchasing the car. I also did not receive a call from the sales dept. the one time I contacted them about the problems. I finally called Honda Corp. Customer Service and the two reps really made matters worse. One rep. stated new Honda's have problems "all the time" and it was "quite normal". The other rep. apparently could not comprehend the problems, at all. I think all I wanted was an admission of Honda's awareness of problems and maybe telling me they were sorry about the problems. I had never experienced problems with a new Honda before, but maybe I was previously fortunate. After being a Honda owner since 1981 and a big Honda fan, I WILL NOT BE A HONDA OWNER AGAIN! After spending [REDACTED] (with no thanks) and having problems for three months, I can't wait to go elsewhere! I don't want to ever inflate Honda's cash flow by paying their service dept., so I will probably sell sooner than later. I may go Toyota this time...

Replies to this message:

- [djm2](#) (Feb 19, 2006 4:00 am)
- [osuae](#) (Mar 21, 2006 11:27 am)
- [breckco](#) (Feb 19, 2006 10:04 am)
- [grandaddy](#) (Feb 19, 2006 8:01 pm)
- [philoscifer](#) (Mar 09, 2006 3:55 pm)
- [oldjoe](#) (Feb 19, 2006 1:30 pm)
- [wds1](#) (Feb 19, 2006 2:40 pm)
- [bimmer4me](#) (Feb 19, 2006 1:58 pm)
- [jhinsc](#) (Feb 19, 2006 6:48 pm)
- [wds1](#) (Feb 19, 2006 9:22 pm)
- [jhinsc](#) (Feb 20, 2006 5:41 pm)

#18584 of 19393 **Re: To some people, [wds1]** by [djm2](#) Feb 19, 2006 (4:00 am)

[Reply](#) | [E-mail Msg](#)

Replying to: [wds1](#) (Feb 18, 2006 7:57 pm)

I am sorry for your problems with this vehicle. Yes, Honda vehicles do have some issues! I noticed that you had a 160 mile round trip to your dealer. Was this the nearest Honda dealer to your home, when you decided to make this purchase? I own a 2003 Accord with an extended warranty. To date the extended warranty has paid for; --- an A/C compressor, driver's door power window regulator, motor mounts (engine vibration at idle), and a replacement radio (the display no longer functioned). I would NEVER own a new vehicle without the maximum extended factory warranty with "O" deductible. To date, the Honda Care Extended Warranty has put in about \$3,000.00 in repair to this vehicle.

2006
frequent
problems
with
brand
new
Honda

Honda's
reputation
lost

[Back to all manufacturer index](#)

Honda TSBs by date issued

<u>Issue Date</u>	<u>Post Date</u>	<u>TSB Number</u>	<u>Title</u>
Thu, Apr 20, 2006	Fri, May 26, 2006	06-019	<u>Body - Wind Noise at Top of Windshield</u>
Sat, May 13, 2006	Fri, May 26, 2006	00-070	<u>Hybrid Systems - IMA Battery Module Exchange Program</u>
Sat, May 13, 2006	Fri, May 26, 2006	06-026	<u>Campaign - Premature IMA Battery Module Failure</u>
Sat, May 13, 2006	Fri, May 26, 2006	06-027	<u>Campaign - IMA Battery Warranty Extension</u>
Mon, May 15, 2006	Mon, Aug 7, 2006	01-012	<u>Auto Trans, Engine Controls - MIL ON and or DTC P0715 Set</u>
Thu, May 18, 2006	Fri, May 26, 2006	06-025	<u>Starting System - Starter Grinds While Engine Cranks</u>
Fri, May 19, 2006	Fri, May 26, 2006	03-008	<u>Recall - Fuel Tank Inspection and or Replacement</u>
Fri, May 19, 2006	Fri, May 26, 2006	03-016	<u>Engine Controls - Idle Speed Inspection With PGM Tester</u>
Fri, May 19, 2006	Fri, May 26, 2006	06-008	<u>Computers and or Controls - Cannot Rewrite PCM and or ECM and or Immobilizer</u>
Tue, May 23, 2006	Fri, May 26, 2006	06-020	<u>Engine and or Steering - Cylinder Block and or Power Steering Line Oil and or Fluid Leak</u>
Fri, May 26, 2006	Mon, Jun 19, 2006	06-024	<u>Brakes - Low Pitched Groan On Low Speed Stops</u>
Sat, May 27, 2006	Mon, Jun 19, 2006	06-027	<u>Campaign - IMA Battery, Warranty Extension</u>
Wed, Jun 7, 2006	Mon, Jun 19, 2006	06-030	<u>Engine - Idle Vibration and or Harsh Shifting</u>
Fri, Jun 9, 2006	Mon, Jun 19, 2006	06-031	<u>Interior - Front Seat Clicks When Sliding and or Won't Slide</u>
Fri, Jun 9, 2006	Mon, Jun 19, 2006	06-033	<u>Interior - Beverage Holder Tabs Are Torn and or Broken</u>
Sat, Jun 10, 2006	Mon, Jun 19, 2006	06-034	<u>Keyless Entry - Remote Won't Unlock Passenger's Door</u>
Sat, Jun 17, 2006	Thu, Jul 6, 2006	06-035	<u>Suspension - Replaceable Ball Joint Assemblies</u>
Tue, Jun 20, 2006	Thu, Jul 6, 2006	05-068	<u>Campaign - Tire Valve Cap Replacement</u>
Tue, Jun 20, 2006	Thu, Jul 6, 2006	06-020	<u>Engine and or Steering - Engine Block and or Power Steering Line Oil and or Fluid Leaks</u>
Wed, Jun 21, 2006	Thu, Jul 6, 2006	05-003	<u>Navigation System - System Information and or Testing</u>

✓
 Could
 this
 low pitched
 groan
 problem
 be happening
 with my
 Accord's
 brakes?

SUMMARY: ABS/TCS DIAGNOSTIC TROUBLE CODE 68 BRAKE SWITCH FAILURE. *TT

Date: 04/16/2005

Component Name: 032100 SERVICE BRAKES, HYDRAULIC:SWITCHES:BRAKE LIGHT

NHTSA #: 405

SUMMARY: ABS/TCS DIAGNOSTIC TROUBLE CODE 68 BRAKE SWITCH FAILURE. *TT

Date: 07/29/2003

Component Name: 034000 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

NHTSA #: 072903

SUMMARY: REQUEST FOR FRONT BRAKE ASSEMBLY PARTS. FRONT CALIPERS, ROTORS, AND PADS ON VEHICLES THAT HAVE A CUSTOMER COMPLAINT OF BRAKE JUDDER. *TT

Date: 07/29/2003

Component Name: 034000 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

NHTSA #: 072903

SUMMARY: REQUEST FOR FRONT BRAKE ASSEMBLY PARTS. FRONT CALIPERS, ROTORS, AND PADS ON VEHICLES THAT HAVE A CUSTOMER COMPLAINT OF BRAKE JUDDER. *TT

Date: 01/01/2003

Component Name: 034420 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DRUM:SHOES/LININGS

NHTSA #: 010103

SUMMARY: REAR BRAKE SHOE KITS NOW AVAILABLE. *TT *JB

Date: 01/01/2003

Component Name: 034420 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DRUM:SHOES/LININGS

NHTSA #: 010103

SUMMARY: REAR BRAKE SHOE KITS NOW AVAILABLE. *TT *JB

Date: 10/16/2003

Component Name: 035000 SERVICE BRAKES, HYDRAULIC:FLUID

NHTSA #: 1003

SUMMARY: TESTING BRAKE FLUID FOR PETROLEUM CONTAMINATION. THIS INCLUDES 2004 INSIGHT AND S2000. *TT

Date: 10/16/2003

Component Name: 035000 SERVICE BRAKES, HYDRAULIC:FLUID

NHTSA #: 1003

SUMMARY: TESTING BRAKE FLUID FOR PETROLEUM CONTAMINATION. THIS INCLUDES 2004 INSIGHT AND S2000. *TT

Date: 11/01/2002

Component Name: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

NHTSA #: 110102

SUMMARY: ANTI-LOCK BRAKE SYSTEM (ABS) GRUNTS WHEN DOING A SELF-CHECK. *TT

Date: 10/16/2002

Component Name: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

NHTSA #: 1002

SUMMARY: GRUNT NOISE WHEN ACCELERATING AFTER SITTING. HONDA OCTOBER TECH LINE INFORMATION. 2002 PRELUDE ALSO INCLUDED. *TT

Date: 05/11/2004

Component Name: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

NHTSA #: 04026

SUMMARY: ANTI-LOCK BRAKE SYSTEM (ABS) INDICATOR COMES ON WITH DIAGNOSTIC TROUBLE CODES 15, 16, 17, 18, 43, AND/OR 44. *MJ

Date: 02/16/2004

*Same
brake*

*problem
with*

*other
Honda cars*

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PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).