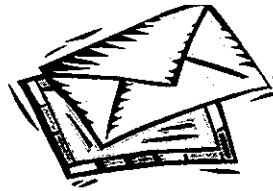


NHTSA ccmMercury Routing Slip



CL-10286329-9538

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

Printed: 7/13/2010

NHTSA #: ES10-004759

XREF #:

Delivery: MESSENGER ENV.

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Doc Type: S10

Address To: S1

Referred By: NPO-011

Doc Date: 7/5/2010

Due Date:

S10 #: 100712-019

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING TOYOTA COMPLAINTS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TROGERS x62870

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By: TANAE.N.ROGERS

Signed For:

Cleared For:

Closed Date: 7/13/2010

Most Recent Comment:

Author:

QUANTICO, MD

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/13/2010		7/13/2010
NVS-010	INFORMATION	7/13/2010		7/13/2010

JUL 14 2010

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2010 JUL 13 A 9 00
EXECUTIVE SECRETARIAT



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-100712-019

Action office: NHTSA

Document date: 7/5/2010

Due date:

Author(s): [REDACTED]

Subject: Toyota Complaints

Action: Appropriate Handling

Comments:

Date	Action	Action by
7/12/2010	Folder Processed for Appropriate Handling.	AINGRAM
7/12/2010	Updated Folder Information.	AINGRAM
7/12/2010	Work Folder Assigned to NHTSA.	MPETTIFORD
7/12/2010	Incoming File Uploaded.	MPETTIFORD
7/12/2010	Control Number Created.	MPETTIFORD

Date	Note	Note by
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[REDACTED]
Quantico, Maryland [REDACTED]
July 5, 2010

Mr. Ray LaHood
Secretary of Transportation
U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, D.C. 20590

Dear Mr. LaHood:

Several weeks ago, I heard you speaking as a guest on a Nation Public Radio program and was astonished to hear you describing the process your agency follows in dealing with consumer complaints about vehicle safety. I am paraphrasing from memory but the notion was something like this: When we receive a sufficient number of complaints then we open an investigation. My reaction to that notion as both a taxpayer and a consumer was something like this: Why are taxpayers funding an agency that does not hold motorized vehicle manufacturers responsible for resolving every consumer complaint involving safety issues?

How do you define "a sufficient number of complaints?" Is that, as with the Toyota debacle, some three dozen corpses? How many unknown dead and injured resulted from the manufacture of defective vehicles on the part of Toyota while your agency dithered? Is it only when a 911 call broadcast to the country by a highly experience driver, a police officer, publicizes the deadly nature of the vehicles that the sufficient-number-of-complaints threshold is met?

As you might surmise I have more than a passing interest in this notion. I bought a new 2009 Honda 750 cc Shadow aero motorcycle outfitted with a windshield, crash bars and a sissy bar from Horner Honda in Salisbury Maryland in August of 2010. While riding the motorcycle home I noted an extreme pounding vibration in the motorcycle at any speed above 55 miles per hour. The vibration was so severe that I could not see the road with any acuity or focus. I took the bike back to the dealer with approximately 100 miles on the odometer and a full tank of gas. I left the bike over the weekend and picked it up the following Tuesday. I was assured in writing by the Owner of the dealership and his mechanic and the salesman who sold me the bike that "It is what it is. And they all ride this way." The bike had been ridden over a hundred miles over the weekend and the gas tank was empty." In short the safety complaint was stonewalled by the Horner Honda Dealership. I called customer service in California and they stonewalled as well. They suggested I take the bike to another dealership which I did at some personal expense and

that dealership removed the windshield which ameliorated the pounding but did not eliminate the vibration.

I have ridden the bike a little over 2000 miles now and the transmission clatters and clanks in all gears except 5th gear. My fear is that there is a major defect in the bike that neither dealer nor Honda America, Inc. is willing to address and that the bike will seize up at speed causing a catastrophic accident. My guess is that if the bike were torn down for inspection that one would find defective parts or worn or recycled parts. The bike sounds and rides like the running gears have 50,000 miles on them. I rode a Honda motorcycle for years and while I make no claim to being an engineer, I am mechanically inclined and competent. I can attest that this bike appears to be a jury rigged Rube Goldberg contraption. Honda American has exhibited no interest in evaluating this bike and their attitude and the attitude of the dealer is clearly: We have your money so to !@#\$ with you and to !@#\$ with your safety.

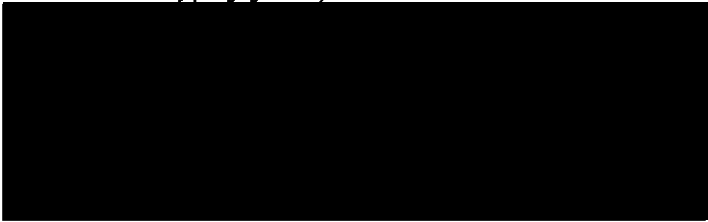
In my view the finger pointing--Honda American at the Dealer, the Dealer at Honda American and the middle finger at the consumer is more than sufficient for you agency to launch an investigation.

It is clear that corporate America has learned over the past ten years that they can stonewall warranty requests, using them only as a bait switch sales tool. I note the Toyota debacle, the BP/Halliburton/TransOceanic its-all-somebody-else's-fault blowout, and the Wall Street thievery as cases in point.

I reported this safety problem to your agency and was told that the complaint was posted on your web site. A friend of mine commented succinctly: Whoop-tee-do! I have now filed a second safety complaint which was garbled in the posting but which is also on your web site. Double Whoop-tee-doo!

I respectfully request that you take this and all safety issues brought to your attention by the American public seriously and, without excuses, put your boot not on Honda's neck but where it will really do some good.

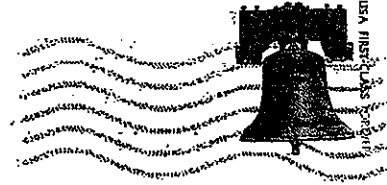
Sincerely yours,



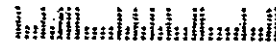
Quantico, Md

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06 JUL 2010 PM 11

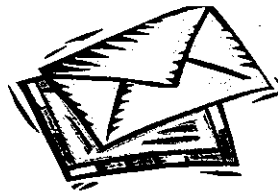


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Secretary of Transportation
U.S. Department of Transportation
1200 New Jersey Ave. S E
Washington, D.C. 20590



S10-100712-019

NHTSA ccmMercury Routing Slip



Printed: 7/16/2010

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Address To: S1

Referred By: NPO-011

Doc Date: 7/5/2010

Due Date:

S10 #: 100712-019

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING TOYOTA COMPLAINTS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TROGERS x62870

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By: ETHEL.HAYDEN

Signed For:

Cleared For:

Closed Date: 7/13/2010

Most Recent Comment:

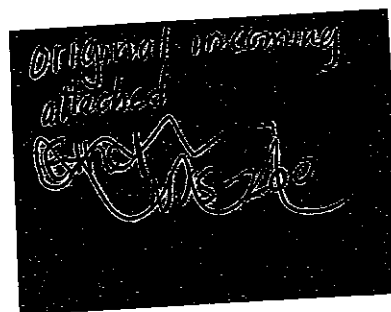
Author:



QUANTICO, MD

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/13/2010		7/13/2010
NVS-010	INFORMATION	7/13/2010		7/13/2010



JUL 16 2010

Quantico, Maryland
July 5, 2010

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Washington, D.C. 20590

NH TSA
APPR

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