

CL-10316502-2079

2010 FEB 26 PM 1:58

New Richmond, WI

February 15, 2010

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

RE: Report of Unsafe 2005 Honda CR-V 4WD EX AT SE 4DR 2.4L - torque converter lockup and extensive vehicle shuddering.

Dear NHTSA:

In October of 2008, I had my Honda CR-V serviced at the Buerkle Honda dealer where I purchased it as a "certified used vehicle". The Service Department declared "SHUTTER IS FROM TORQUE CONVERTER LOCKING UP....THIS IS A NORMAL CONDITION" (**Attachment 1**). I do not believe this is normal. Honda should repair or replace the transmission and/or torque converter on my Honda. The Honda Company does not feel responsible to correct this malfunction!

SAFETY ISSUE: I've experienced repeated and troublesome torque converter lockups in this vehicle. Recently, on an icy road this winter, while turning, I noted loss of traction during another lockup. I've become very concerned for my safety while driving this Honda CR-V! The vehicle shudders when the torque converter locks up!

This malfunction has been occurring since I purchased this Honda CR-V in 2006. A "Google" or "Yahoo" search of "CR-V Honda shaking" reveals this is a wide-spread defect. **Attachment 2** is data that I collected that identifies the RPM and frequency that shuddering occurs in this Honda CR-V.

I can't afford to simply buy another vehicle. I need Honda to repair the transmission or torque converter! Under my ownership, this vehicle has not been abused or in an accident. It has been maintained very well.

By copy of this letter to the Buerkle Honda dealership, I'm requesting they repair this malfunction. I'm also copying Honda American Motor vehicle division in California. This is serious and demands attention from Honda Motors. Thank you.

Sincerely,

Attachment 1: Copy of Honda service dept record

Attachment 2: Halvorsen data documenting CR-V shaking

CC: Buerkle Honda - Service and Sales - White Bear Lake, MN
American Honda Motor Company - Torrance, CA

ET
03/03/10
RW

HOME: BUS:

PAGE 1

www.buerklehonda.com

THANK YOU

SERVICE ADVISOR: 4 JOE STEINER

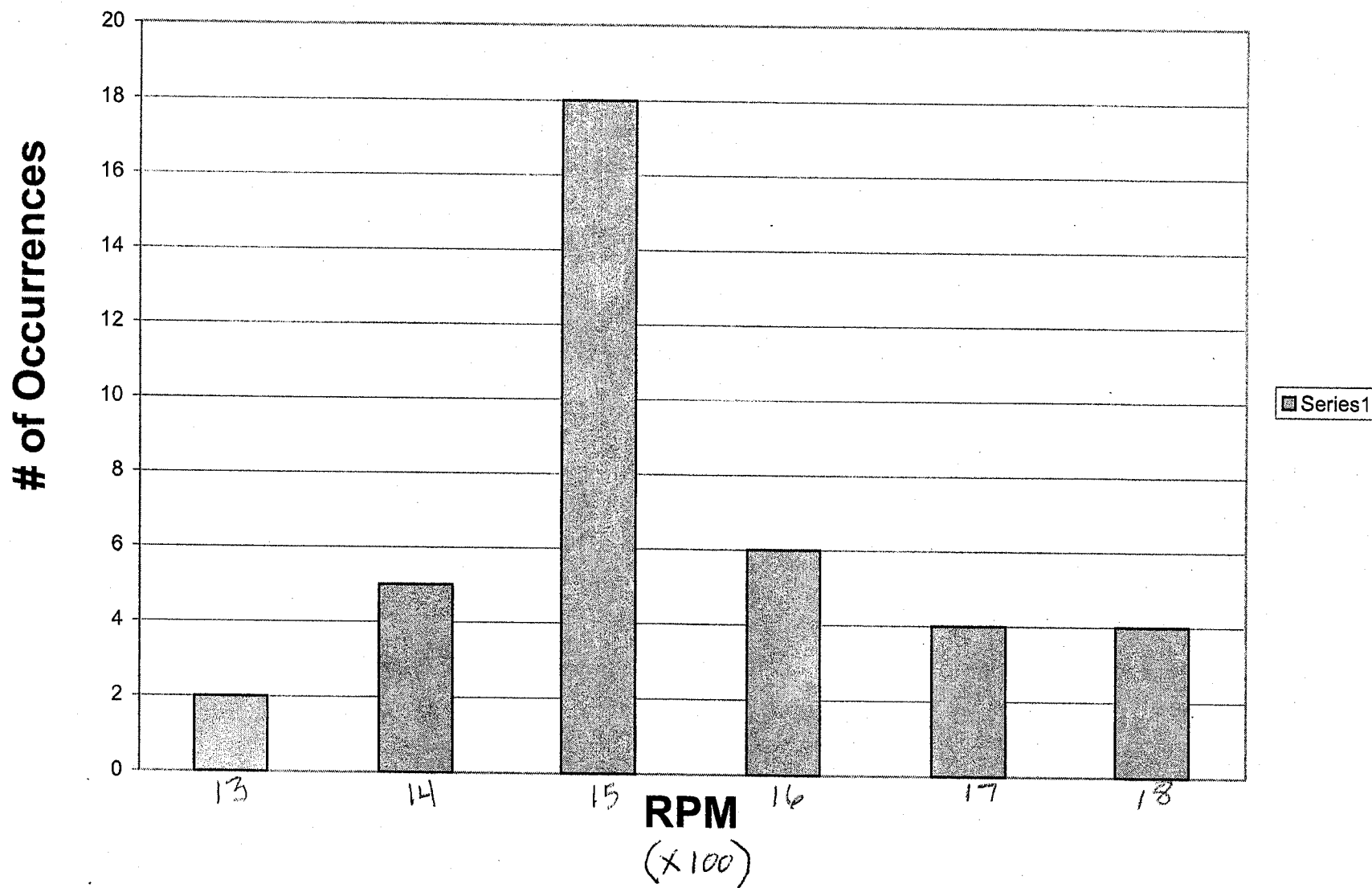
CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Owner: [REDACTED]
New Richmond WI

ATTACHMENT 2

CR-V Shudder Events by RPM



ATTACHMENT 2



New Richmond, WI

SAINT PAUL MN 550

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