

OCT 27 2010

FROM:

[REDACTED]

9 October 2010

Abingdon, Maryland [REDACTED]

SUBJECT: Two Safety Concerns with 2008 Honda Civic; VIN # 2HGFA16538H [REDACTED]

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

American Honda Motor Co., Inc.
Honda Automobile Customer Service
1919 Torrance Boulevard
Mail Stop: 500 - 2N - 7D
Torrance, California 90501-2746

BelAir Honda
1800 Belair Road
Fallston, Maryland 21047

I have been a loyal Honda owner and I purchased my 5th Honda in April 2008. My commitment to purchasing Hondas was due to them being good reliable vehicles and receiving good quality service. However I am now dealing with 2 ongoing safety concerns regarding my 2008 Honda Civic and I am sending this letter to the National Highway Traffic Safety Administration, to American Honda Motor Co., Inc, and to BelAir Honda with the hope that I can get some direction on how these 2 safety concerns will be resolved in order for me to have a vehicle that is safe to drive and that will not put me, my passengers, or other drivers/pedestrians at risk.

AC/Heater Blower not working properly

On 30 August 2009 I dropped my vehicle off at Schaefer & Strohminger Honda (now called BelAir Honda) in Fallston, Maryland because the AC was not working for 20 to 30 minutes at a time while driving. The AC knob was turned on but the blower was not working. Needless to say it was very hot trying to drive a vehicle without air conditioning in the summer. On 1 September 2009 I picked up my vehicle and was told that dye was put into the AC system and that I needed to return in 3 weeks to see if there were any leaks. I took the car back on 23 September 2009 and no leaks were found in the AC system. I was also informed that nothing could be done unless the AC/Heater blower was not working at the time the service department was working on it - thus it was my responsibility to wait for the AC/Heater blower to stop working and then get the vehicle to a Honda Service Department while it was not working. The problem with this is that the AC/Heater blower stops working for 20 to 30 minutes at a time and it is very difficult to get to a Honda dealership that quickly.

MC
111910
TGW

On 26 December 2009 my husband and I were in my Honda Civic when the AC/Heater blower stopped working. It was raining out and the windshield became fogged up because the blower was not working. We immediately drove to Schaefer & Strohminger's Service Department and the service manager as well as another employee came out to greet us. They witnessed the fact that the AC/Heater blower was not working, but as the employee went to drive the vehicle to the service bay to have it checked out the blower started working again - once again about 20 to 30 minutes after it had stopped. We asked why the AC/Heater blower system cannot be replaced since we proved to the dealership that it wasn't working properly and the service manager explained to us that parts cannot be replaced unless they can determine exactly which part is defective. So basically I was right back to where I started at - I had a 1 ½ year old Honda Civic with 27,852 miles that had an AC/Heater blower that wasn't working properly and still is not working properly almost one year later. If the temperatures are hot outside I am subjected to driving a vehicle with no air conditioning. If the temperatures are cold outside I am subjected to driving a vehicle that is cold inside and windows that fog up thus making it unsafe to drive. I don't believe that it should be too much to expect to have AC and/or heat in a fairly new vehicle. However the onus was put on me to rush the vehicle into a Honda Service Department and hope & pray that it can be evaluated by the service department before it comes back on again. So on 27 December 2009 I mailed a letter to American Honda Motor Co., Inc in Torrance, California letting them know about the ongoing problem with the AC/Heater blower. I attached a copy of the invoice dated 26 December 2009 showing that "customer pulled in service drive and service manager saw heater/AC blower not working; when porter shut driver door blower came on". Almost one month later (22 January 2010) I received a call from Candace at American Honda Motor Co. Customer Service (1-800-999-1009 ext. 117702). She gave me a file number N012010-01-0601638 for future reference but told me that the dealership can't do anything unless the problem is happening at the same exact time the car is in the service department - which did take place on the 26th of December 2009 however the AC/Heater blower came back on when the driver's side door was closed. I requested something in writing from the Customer Service Representative at American Honda Motor Co. but I never received anything. My husband called the Customer Service Representative to request something in writing and we still did not receive anything. The only thing we received was a file number. So I continue to have problems with the AC/Heater blower for over one year now since I originally took it to the dealership on 30 August 2009. There is clearly something wrong with the AC/Heater blower, wiring, etc. - as witnessed by the Honda Service Manager on 26 December 2009.

Surging of engine when braking

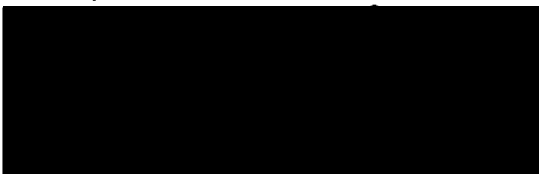
In August 2010 I began having a 2nd problem with my 2008 Honda Civic. The engine will start surging when I am trying to use the brakes. This is obviously very upsetting because as the brake is being pushed down, the engine is revving up and the RPMs are going up to 2,000 to 3,000. It feels as if the vehicle is going to surge forward if I don't hold down on the brake. This is a major concern because it not only puts me and my passengers in danger, but it also puts other drivers as well as pedestrians in danger since it feels as if my car is trying to accelerate while my foot is on the brake. This does not happen all of the time, but it has happened 4 times in the past 1 ½ months. However I am once again in the same situation that I am having with the AC/Heater blower - that unless the problem occurs while it is at the dealership there is nothing that can be

done. In order to keep the engine from surging/revving while my foot is on the brake, I have to shift the car from Drive to Park at which time the engine idles normally and I can then put it back into Drive to proceed driving forward. Each of the 4 times it has occurred I was starting to accelerate (after being stopped at a stop sign or light) and then had to hit my brakes soon after due to traffic stopping or another stop sign/light - at which time the engine surged/revved up higher while my foot was on the brake.

What should Honda be doing to resolve both of these safety concerns?

So I now have a 2008 Honda Civic that has 40,000+ miles and has two major safety concerns that supposedly cannot be fixed unless the problem occurs at the dealership. I do not feel that the onus should be on me to rush the car into a dealership every time the AC/Heater blower doesn't work or that the engine starts to surge/rev up with the hope that it will continue to have that problem once I get to the dealership - if there is a Honda dealership nearby and if they are open. I tried that once before and the service manager & another employee witnessed the problem with the AC/Heater blower but because it came back on when the door was closed - there was nothing they could do. There is obviously something wrong with the AC/Heater blower, wiring, etc. and there is obviously something wrong with the engine/transmission that is causing the engine to surge/rev up when I am trying to brake. I don't believe I am asking for too much when I expect to have a vehicle that has AC/Heat that works all of the time or a vehicle that has an engine that decelerates when braking as opposed to accelerating.

I am sending this letter to BelAir Honda, American Honda Motor Co., Inc., and to the National Highway Traffic Safety Administration with the hope that I can get some direction as to what can be done to resolve these two safety concerns. I should not have to drive a 2 ½ year old vehicle and have ongoing concerns about the AC/Heater not working which can either cause my vehicle to become very hot inside or cause my windows to fog up - thus making it unsafe to drive. I also should not have ongoing concerns about the engine surging/revving up as I try to brake - thus making it unsafe. Both of these concerns could put my safety, my passengers' safety, and other people's safety at risk. While I might have just gotten a "lemon" when I purchased my 2008 Honda Civic, the reality is that there might be many other Honda Civic owners who are experiencing the same exact problems. The only way I could find that out is if I were to share my story with others via the Internet, newspaper, television, radio, etc. However I'd prefer to give Honda another chance to resolve these problems before taking further action. Just as I am sure that you and/or your family members would not want to drive a vehicle that is unsafe - neither do I. I would appreciate a response in writing as to what steps can be taken to resolve these two safety concerns.



FROM:

[REDACTED]

22 October 2010

[REDACTED]

Abingdon, Maryland [REDACTED]

SUBJECT: Enclosed Certified Letter and Return Receipt

TO: National Highway Traffic Safety Administration

Office of Defect Investigation – Room # NVS-210

1200 New Jersey Ave, SE

West Building

Washington, DC 20590

Enclosed is a letter I mailed to your agency on the 9th of October 2010 via Certified Mail and requesting a signed return receipt which I paid \$5.54 for at the U.S. Post Office in Abingdon, Maryland. On 21 October 2010 I received the enclosed envelope back due to insufficient address (no room number). The address I sent it to was the address posted on the NHTSA website (National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590) however there is no room number shown on the NHTSA website. So I called NHTSA and was told that it needs to go to the Office of Defect Investigation Room NVS-210, thus I am resending this letter and would appreciate it if I could receive the green Certified Mail Receipt back showing that it was actually received. Thank you in advance for your assistance with this matter.

Sincerely,

[REDACTED]

Abingdon, MD

RETURN TO SENDER
ADDRESSEE UNKNOWN
ADDRESSEE NOT AT THIS LOCATION
UNABLE TO LOCATE
INSUFFICIENT INFORMATION
NO LONGER AT DOT HEADQUARTERS

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WEST BUILDING - Need Room 14 'EP'
WASHINGTON, DC

RETURN RECEIPT
ABINGDON, MD
JUN 27 1998

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7009 2250 0002 7302 7251



ABINGDON, MD

BALTIMORE MD 212

22 OCT 2010 PM 7:10



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECT INVESTIGATION - ROOM # NVS-210
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON, DC 20590

