

CC-10379162-4778

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

January 6, 2011

US Dept of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigations NVS-210  
1200 New Jersey Ave, SE  
West Building  
Washington, DC 20590

Re: NHTSA Action Number PE09030 Suspension Mounting Brackets  
VIN # 4S6DM58W814 [REDACTED]

This is to submit a complaint on the handling of my Honda Passport 2001 safety recall, and request your intervention to help remedy the issue as promptly as possible.

While only 8 days have passed since the inspection of my vehicle at the local dealership,

- 1) My vehicle has been declared "not repairable" and therefore I do not have replacement transportation while I wait for resolution despite continued requests.
- 2) There appears to be little to no accountability to provide updates.
- 3) No timeline has been communicated to (a) provide a rental or (b) provide remediation.

In the table below I have summarized my contacts with the local dealer and American Honda. It is frustrating that even though the dealer said my vehicle is now a safety risk, and as a result has essentially impounded it, I am left without transportation when the issue results from an acknowledged manufacturers' defect.

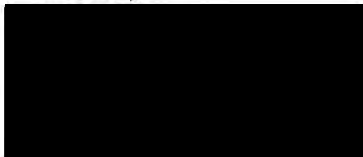
Date	Action	Contact
Around Thanksgiving	Informed of a pending recall and made aware to call 1-800-999-1009, option 4, if I do not receive a recall notice within the next 2-3 weeks.	Call from Honda
12/27/2010	Received notice; I scheduled the inspection for 12/29	Kings Honda Cincinnati
12/29/2010	2 hour inspection; pictures taken as vehicle cannot be lifted off the ground for fear of possible further damage; informed I cannot drive home as vehicle is unsafe; need to wait for response from American Honda.	Kings Honda (Mary Shelton and Chris Metz)
12/30/2010	Vehicle fails "punch tests"; initial diagnosis vehicle is not repairable; dealer will not provide rental; case sent to Mike (District Sales and Service Mgr) and Rick (American Honda); informed I should be advised of disposition in 24-48 hours and that local dealer no longer responsible for claim; 25 pictures sent to California; I was encouraged to call Customer Service.	Kings Honda (Mary Shelton and Chris Metz)
12/30/2010	I called Customer Service who was aware of the case but their office would close for the holidays (mid-day California time) and not reopen until Monday, Jan 3. I explained I was without transportation and they would try to remedy. No return call.	Honda Customer Service
1/3/2011	Received a call from Customer Service; they spoke with Kings Honda and confirmed vehicle is not repairable; I requested a rental and he would escalate my request.	Erin Goldberg (case # N032010-12-2701639)
1/4/2011	No update received from Customer Service, I called; informed case has been moved to Mediation along with a second request for a rental. Was also informed by the end of the day Mediation will open the case and respond.	Erin Goldberg
1/5/2011	No updates from Customer Service or Mediation; no call from local dealership to offer further assistance; waiting rental and resolution.	None

Finally, checking your website I found the Preliminary Evaluation opened and closed in 2009. Honda responded by initiating a recall, but perhaps, based upon the condition of my vehicle's corrosion and failed tests you may want to consider an Engineering Analysis. Had I delayed contacting the dealer, further driving of my vehicle may have likely ended in something more serious if the rear axle pulled away from the frame.

Thank you for your consideration. Can you please assist with my request?

ET  
01/25/2011  
KB

Sincerely,



Cincinnati, Ohio [Redacted]

[Redacted] (Office)

[Redacted] (Home)

[Redacted] (Email)

cc: American Honda Motor Co  
Customer Service  
1919 Torrance Blvd.  
PO Box 2215  
Mail Stop: 500 - 2N - 7D  
Torrance, CA. 90509  
Via Fax 310-783-3023

Kings Honda  
4521 Kings Water Drive  
Cincinnati, OH 45249  
Via Fax 513-793-2278



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