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NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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

Dear Sir:

As a Systems Engineer the safety of an automobile is a paramount consideration. Unfortunately, I have learned that a most respected producer has failed to remember those practices that have always in the past made the vehicles safer than other producers. This may be as a result of adapting a current design to a new configuration. I am making reference to a 2009 Civic Hybrid, VIN JHMFA36239S [REDACTED]

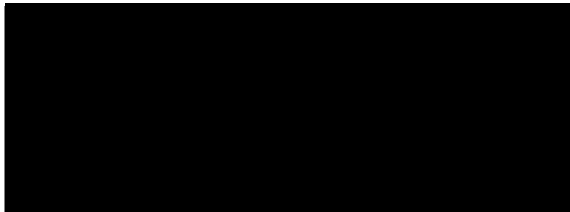
The design problem I am referring to came about as a result of two failures that have recently occurred. The first and not a true safety issue was the failure of my air conditioning system. On 25 June 2011, I was informed by the Dealer, Sheehy Honda; 7434 Richmond HY; Alexandria, VA 22306 that rodents eating acorns had dropped the shells into the air conditioner intake. The Dealer corrected the deficiency. Since, I also own a 2003 Honda Pilot that has been parked in the same area at my home. Over the past number of years a similar occurrence related to rodents has not taken place. I report my concern to the Honda Corporation but have not received an answer to my design complaint.

On 23 July I attempted to drive the Honda Civic Hybrid. The vehicle had been parked for a week while I was at Hanscom Air Force Base teaching. What occurred next was a total surprise. Both the Park Light and The Drive Light became illuminated. The Park Light was a steady while the Drive Light blinked on and off. I shut down the car and opened the Owner's Manual. This condition was not covered nor in any way identified. I went into the House to search ON-LINE for an answer. A condition of this nature was identified as; UNSAFE To DRIVE. On 25 July I called Sheehy Honda, to have the car picked up to be taken to the dealer. Late on 26 July, I was informed by Sheehy Honda that a cable had been rodent damaged. The repair bill is attached as Exhibit A.

NAM
090611
TGW

Over the past 14 years parking seven different cars at my residence; rodent damage has never been a problem. I believe that the redesign of the Honda Civic to be a Hybrid vehicle was not to the standard of their previous efforts and as a result makes it unsafe. Electric cabling and other portions such as the air conditioner have not been properly design to protect the vehicle from rodent damage. This is further identified by the fact the condition I experienced is not identified in the Owners Manual.

Exhibit B identifies a previous complaint to the Honda's Corporate Office. Exhibit C is my response to Honda's Corporate Office concerning the Factory Representative who refused to inspect my claims identified in Exhibit B proceeding to only argue with me ignoring my need to address the issues raised. Honda needs to take corrective action before them fall at Toyota did...



Springfield, VA





SHEEHY HONDA

www.sheehy.com

7434 RICHMOND HIGHWAY (RT. 1)
ALEXANDRIA, VIRGINIA 22306
PHONE 703 - 660-0100

JHMEH
36239
301511

LIMITED WARRANTY
PARTS AND LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.
SERVICE HOURS
MON. - FRI. 7:30 AM TO 6:30 PM
SATURDAY 8:00 AM TO 5:00 PM



CELL: [REDACTED]

1006410		ADVISOR RACHEL HIGGINS	800398	TAG NO. 2610	INVOICE DATE 07/27/11	INVOICE NO. HOCS652594
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 15,464	COLOR CRYSTAL BLK	STOCK NO.
SPRINGFIELD, VA [REDACTED]		YEAR / MAKE / MODEL 09/HONDA/CIVIC HYBRID/4DR SDN HYB CV			DELIVERY DATE 03/07/09	DELIVERY MILES 7
[REDACTED]		VEHICLE I.D. NO. J H M F A 3 6 2 3 9 S [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
CUSTOMER NO.	RESIDENCE PHONE	BUSINESS PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 07/25/11	
COMMENTS [REDACTED]						MO: 15465

[] FORD OAR] 150401031
 LABOR & PARTS
 J# 1 10HOZ ELECTRICAL BODY WORK TECH(S): 800433 318.00
 CUSTOMER STATES THE D LIGHT IS FLASHING AND THE TRANSMISSION IS GONE - VEHICLE WAS TOWED IN - PLEASE CHECK AND ADVISE
 P1861 INHIBITOR SOLENOID CIRCUIT HIGH
 P0113 LAT SENSOR CIRCUIT VOLTAGE
 CONFIRMED RODENT DAMAGE - REPAIRED DAMAGE AT THE CONNECTOR
 INHIBITOR SOLENOID WIRE

JOB # 1 TOTAL LABOR & PARTS 318.00

J# 2+36HOZ CAMPAIGNS/RECALLS TECH(S): 800433 WARRANTY
 UPDATED PCM
 JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	8014661		07/25/11	TOW IN	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES AND HAZARDOUS WASTE		31.80
TOTAL - MISC				31.80

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$450.00 (+TAX)
 TECHNICIAN CERTIFICATION
 B00433 WILLIAM C. ALLEN MASTER TECH

TOTALS	
TOTAL LABOR....	318.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	31.80
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.59
TOTAL INVOICE \$	351.39

QUALITY CHECK PARKING SPOT

 [] CASH [] CHECK CK NO. [] *
 [] VISA [] MASTERCARD *
 [] A/R [] OTHER *

CUSTOMER SIGNATURE

Ask your Service Consultant or Cashier how you can earn \$24.98 in SHEEHY VIP Bucks today.



AUTOMOBILES

SHEEHY HONDA

www.sheehy.com

7434 RICHMOND HIGHWAY (RT. 1)
ALEXANDRIA, VIRGINIA 22306
PHONE 703 - 660-0100

LIMITED WARRANTY

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SERVICE HOURS

MON. - FRI. 7:30 AM TO 6:30 PM
SATURDAY 8:00 AM TO 5:00 PM

B

CELL: [REDACTED]

1006410		ADVISOR JOE DEGUZMAN	800859	TAG NO. 817	INVOICE DATE 06/25/10	INVOICE NO. HOC5430627
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 8,461	COLOR CRYSTAL BLK	STOCK NO. H31245
SPRINGFIELD, VA [REDACTED]		YEAR / MAKE / MODEL 09/HONDA/CIVIC HYBRID/4DR SDN HYB CV			DELIVERY DATE 03/07/09	DELIVERY MILES 7
[REDACTED]		VEHICLE I.D. NO. J H M F A 3 6 2 3 9 S [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.			P.O. NO.	R.O. DATE 06/24/10
[REDACTED]		MO: 8462				

LABOR & PARTS
 J# 1 59HOZ010A VIP OIL CHANGE 1 TECH(S):80014 INTERNAL
 CUSTOMER REQUESTS SHEEHY VIP CLUB OIL & FILTER CHANGE MEMBER BENEFITS PERFORMED 1ST VIP CLUB OIL & FILTER CHANGE. YOU HAVE 3 REMAINING FOR THIS CALENDAR YEAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 1	1	PKHYBRIDOC	HYBRID OIL CHANGE		INTERNAL
JOB # 1	1	94109-14000	WASHER, D 90400		INTERNAL
JOB # 1	5	08798-9029	OIL, MOTO OILXX		INTERNAL
JOB # 1	1	15400-PLM-A02	FILTER, O 15400		INTERNAL
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 59HOZ020A VIP TIRE ROTATION 1 TECH(S):80014 INTERNAL
 CUSTOMER REQUESTS SHEEHY VIP CLUB TIRE ROTATION MEMBER BENEFITS PERFORMED 1ST VIP CLUB TIRE ROTATION. YOU HAVE 1 REMAINING FOR THE CALENDAR YEAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 59HOZ060 VIP ANNUAL DETAIL TECH(S):80014 INTERNAL
 CUSTOMER REQUESTS SHEEHY VIP CLUB ANNUAL DETAIL MEMBER BENEFITS PERFORMED SHEEHY VIP CLUB ANNUAL DETAIL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 09HOZ-1 FUEL SYSTEM WORK TECH(S):80014 INTERNAL
 CUSTOMER STATES WHEN ACCELERATING FROM A STOP THERE IS A SLOW PICK UP-PLEASE CHECK AND ADVISE TEST DROVE VEHICLE AND RECHECKED. OPERATING NORMAL AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

SUBLET- PO#- VEND INV#- INV.DATE- DESCRIPTION- INTERNAL
 JOB # 3 8011460 06/25/10 ANNUAL DETAIL PER AMIR 0.00

MISC- CODE- DESCRIPTION- CONTROL NO- INTERNAL
 JOB # A ISS INTERNAL SHOP SUPPLIES

The Reynolds and Reynolds Company REALZERVE CC185641 Q (06/07)



www.sheehy.com
 7434 RICHMOND HIGHWAY (RT. 1)
 ALEXANDRIA, VIRGINIA 22306
 PHONE 703 - 660-0100

LIMITED WARRANTY
 PARTS AND LABOR WARRANTY 12
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 SATURDAY 8:00 AM TO 5:00 PM

CELL: [REDACTED]

1006410		ADVISOR JOE DEGUZMAN	TAG NO. 800859	817	INVOICE DATE 06/25/10	INVOICE NO. HOCS430627
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 8,461	COLOR CRYSTAL BLK	STOCK NO. H31245
SPRINGFIELD, VA [REDACTED]		YEAR / MAKE / MODEL 09/HONDA/CIVIC HYBRID/4DR SDN HYB CV			DELIVERY DATE 03/07/09	DELIVERY MILES 7
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CUSTOMER NO.	RESIDENCE PHONE	BUSINESS PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 06/24/10	
COMMENTS [REDACTED]						MO: 8462

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # 1		ISC OFFSET INTERNAL SHOP SUPPLIES		
JOB # 2		ISC OFFSET INTERNAL SHOP SUPPLIES		
TOTAL - MISC				0.00
COMMENTS WAIT				
TOTALS				
DECLINED RECOMMENDATIONS				
YOUR NEXT APPOINTMENT IS SCHEDULED FOR:				
DATE:	TIME:	WITH:		
QUALITY CHECK				
PARKING SPOT				

* [] CASH	[] CHECK	CK NO. []	*	
* [] VISA	[] MASTERCARD		*	
* [] A/R	[] OTHER		*	

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

VIP

You have earned \$0.00

The Reynolds and Reynolds Company EPALZHNW. CC18641 Q. (06/07)

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

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Dear Sir,

As a Professor of Engineering, my purchase of an automobile is determined by what appears to be sound engineering & manufacturing practices. I own two Hondas; a 2003 Pilot and a 2009 Honda Civic Hybrid. Each vehicle has provided outstanding service.

Unfortunately the recent experience I have had with the 2009 Honda Civic Hybrid has given me pause to ask a number of questions that came about in a most recent service at Sheehy Honda in Alexandria.

The question evolves around:

1. Paint finish
2. Air Conditioner Intake
3. Trunk gaskets.

As a VIP member, at around 14,000 miles / 10% oil life, I took the vehicle in for maintenance and detailing. When the car came back I was very disappointed in the finish of the hood because marks from a bird dropping were still present. About that time I received a call from your National Desk asking how things went in the service of my vehicle. I indicated my disappointment. I also notified the Service Manager about the condition of the hood's bird dropping spots.

A few miles (about 200) later when I attempted to open the trunk by the key's unlock device, the trunk would not open until I used the lever in the car. When I turned on the air conditioner the most dreadful noise started sounding like a dislodged fan blade. I had used the air conditioner prior to the oil service and it worked perfectly.

I called the Sheehy Dealership Manager and Service Manager sounding my complaint. I dropped off the vehicle for their examination and repair. The Dealership worked quite hard & diligently attempting to resolve the three issues. The Service Manager and I had numerous discussions as the Dealership worked at correcting the issues.

May I suggest to you what I believe may be the underlying cause of these issues.

1. The paint finishes issue of the bird droppings. Despite serious attempts to clear this issue the mark remains on the hood of a highly polished black car. I have compared the finish of the Civic to my black Honda Pilot (2003). The Pilot has had the same misfortune for many years of being the target of the birds. Wherein the Pilot has no marks from the same type of and many years of bird droppings, no scars remain and it shines up to a high polish. This allows me to conclude

the finishes of the two cars is very different. It appears that the Civic has an inferior finish and is not worthy of the Honda reputation. I request that this issue will be addressed in your reply.

2. It was reported to me by the Service Manager, the noise in the air conditioner was caused by foreign objects dropping into the blower chamber. It was his unproven belief that the proximate cause of this issue was an animal eating seeds under the hood allowing the shucks to fall into the blower. I believe that is not the case because my Pilot has remained over night at both my home and at the dealership where if such occurrence would have taken place it too would have had debris in the blower chamber. I believe the proximate cause is that the system engineering requiring a preventive cover protecting the blower chamber may be the culprit. The alternate causation may be when the vehicle is washed. The stream of water washes debris into the blower chamber because it is not adequately protected. I request that this issue will be addressed in your reply.
3. The issue of the trunk lid not opening on command. I suggested to the Service Manager the possibility that while detailing the vehicle, water caused the protective gasket to lose its protective lubricant. The gasket was lubricated and the trunk lids now open on command.

In summary, two issues of significance remain:

1. What is your intent to address and clear the issue of the bird droppings on the Civics' hood? The finish of the Pilot remains unaffected having been exposed to similar incidents for over 7 years.
2. What will be done to protect the air conditioners blower to prevent debris from falling in causing a malfunction?

Sincerely,

[REDACTED]
Springfield, VA [REDACTED]
[REDACTED]

CC: Sheehy Honda - Alexandria
7434 Richmond Highway
Alexandria, VA 22306

