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

August 15, 2011

AUG 22 2011

CL-10425012-2200

Dear Customer Service,

I am writing to inform you of two serious problems I recently experienced with my 2005 Honda CR-V that created potentially **very dangerous** situations for me while driving.

In early June while driving on a freeway, I suddenly heard a grinding noise coming from the right side of the vehicle. I pulled over and discovered that the plastic passenger side tire wall had deteriorated and pulled apart wedging between the axle rod and tire and was beginning to shred the tire. A month later I noticed that the plastic tire wall on the driver's side had also begun to disintegrate and was breaking down in a similar fashion.

In late July, I drove the vehicle from Tucson to San Diego. On the way back, the plastic front piece on the grill on the front of the vehicle came loose and started flapping up and down as I was driving. I made an emergency stop on the freeway and noticed that this plastic piece had also disintegrated. This left my intake vulnerable to damage caused by debris.

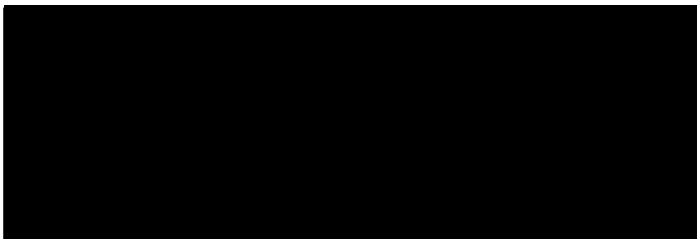
Both instances when the plastic parts failed while I was driving placed me at risk of losing control of the vehicle as well as creating potentially dangerous situations for nearby drivers.

The mechanic that replaced the parts advised that there was no apparent damage to the vehicle, but that the plastic had simply disintegrated and fell apart. I understand that time does take its toll, however, I expect these particular parts to be made from a sturdier material and not break down while driving.

My family has been long time loyal Honda owners having purchased many Accords over the years. We purchased the CR-V based on our past experiences with Honda vehicles and Honda's reputation for safe high quality vehicles. The recent experiences I have had with the CR-V certainly don't put the Honda brand in good light in my view and has caused my family to question the wisdom of purchasing future Hondas.

I have had to spend several hundreds of dollars to replace parts that I believe should have held up better. I truly believe that I was placed in harm's way due to your use of cheap plastic parts. Potential buyers of used CR-Vs should be aware that the plastic components need to be constantly monitored and eventually will need to be replaced. The resale value, which is one of the reasons we purchased Hondas, will be less due to this inherent problem.

I strongly encourage you to review the integrity of these parts, (unless you have already done so with newer models) and address the potential safety issues that I believe exist. I look forward to your response.



Tucson, AZ

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TGW

✓ cc: National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

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Tucson, AZ

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