

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

January 3, 2012

JAN - 9 2012

CL-10439923-6490

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation, Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave. S. E.
Washington, D.C. 20590

VIA EMAIL

Dear Chief Reid:

Thank you for your follow up letter regarding my report to the Vehicle Safety Hotline and your review of my Vehicle Owner's Questionnaire (Attached). The representative who took my call was professional and empathetic. He accurately captured and summarized my safety concerns over our 2001 Honda Passport that is part of the NHTSA campaign I.D. number 10V436000. Please pass along my kudos to him.

Since filing the formal complaint with NHTSA and based on safety recommendations from two different service technicians, we sold the vehicle to an auction. Unfortunately, it was for a price less than the recommended Blue Book value.

However, I am asking NHTSA to continue its investigation into Honda's handling and questionable actions in this national safety recall. I have filed a similar complaint against Honda with the consumer fraud division of Illinois Attorney General's office.

I believe American Honda Motor Co., Inc. is not following through on its commitment under this recall campaign to either repair the safety problem or, in cases of excess rust and corrosion, purchase back the affected vehicles. I think Honda is cutting costs for this recall at the risk of compromising public safety.

Certain vehicles affected by this campaign are being released on the nation's highways with known safety issues due to excessive rust and corrosion that prompted the national recall. Honda's arrogance, denial and non-responsiveness are reprehensible for a corporation its size doing business in America.

What's worse, Honda has since taken extreme measures to shut up my whistle-blowing tactics for drawing continued attention to this problem through social media networks such as Facebook and Twitter. I hope this will further incentivize you to pursue punitive penalties against Honda for the safety sake of other drivers.

(more)

NM
010912
TGW

Despite safety concerns raised by both the service manager and a technician at a local dealership, Honda refused to repair damage to the rear suspension and frame areas. Holes on the frame near the rear suspension area were large enough to put a fist through it. (See two attached photos). Honda would only authorize so-called "Stage 3" repairs, contending the vehicle did not warrant "Stage 4" repairs under the recall program. Honda engineers said our Honda Passport was safe to drive.

On the repair invoice (attached invoice), the technician noted it is: "OKAY TO RELEASE VEHICLE PER HONDA RECOMMENDATIONS." The service manager and technicians told me the dealership's general manager requested this stipulation to *"Protect us (MotorWerks Honda) from any liability. We don't think this vehicle is safe to drive."*

I appealed directly to Honda Customer Service in Torrance, Calif. They agreed to send a "Factory Representative" to the dealership to inspect our vehicle. After more than a week, I followed up with Honda and was advised that Honda's original decision stands. The customer service representative said that if I was concerned about the vehicle's safety, "...it is time to replace it." Except for the excessive rust and corrosion in the under-frame and rear suspension area, our vehicle was in good operating condition.

Next, I escalated this decision to the company's Public Relations Department. About two weeks later, I received a "returning" call from a Customer Service manager reaffirming, "Honda's decision is final."

On December 16, 2011, I turned to Honda's Facebook page and began posting daily comments and replies about Honda's actions in this situation. In response, Honda systematically deleted certain of my factual comments and replies to other Facebook fans. The company made no attempt to work to resolve our dispute offline.

On December 30, 2011, without notice, Honda blocked me from posting additional comments and replies on its Facebook pages. Honda took this action within minutes after I publicly urged another Facebook fan to file formal complaints against the company with NHTSA and the Attorney General in consumer's state, as I had done.

Coincidentally, this person is affected by the same recall and is experiencing near identical issues with excessive rust and corrosion in the frame/rear suspension of their Honda Passport. I can provide you this person's name and contact information, if necessary.

On the same day, Honda went through its Facebook public wall and deleted all other remaining comments and replies I had previously posted.

(more)

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Randy Reid, Chief
January 3, 2012

Not once after I began posting unfavorable – yet factually supported – comments on Honda's Facebook and sending Twitter messages did anyone from Honda make any attempts to reach me to resolve our dispute.

By blocking and deleting my comments on Facebook, Honda is burying its head in the sand hoping this storm will pass. I am vowing to continue pushing for action in the name of safety for many unsuspecting Honda Passport owners.

I urge NHTSA to conduct a thorough audit of Honda's actions with this and other safety recalls.

Personally, we have since moved on beyond the options to repair or buy-back of our 2001 Honda Passport.

I want a Honda executive to call me, apologize for its handling of this debacle, and offer to make a meaningful monetary contribution to a needy not-for-profit organization, a public U.S. based university to further studies on building and maintaining effective social media policies and practices, or a voluntary, hefty contribution to the U.S. Treasury. And, I want Honda to publicly announce how it brought a mutually acceptable closure to this safety issue.

Honda's attitude and behavior since the beginning of this safety recall issue has been despicable. The facts will bear this out and I hope you will agree.

If you have any questions or require additional information including copies of my related Facebook and Twitter postings, please do not hesitate to contact me.



Hoffman Estates, IL

Attachments: two photos, MotorWerks Honda invoice

cc: Bruce T. Smith, VP-Service Operations, Honda



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

14-DEC-2011

Repository ☐Reference No.
10439923**OWNER INFORMATION (Type or Print)**

Name

Address

City

HOFFMAN ESTATE

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4S6DM58W814

Make

HONDA

Model

PASSPORT

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

21-NOV-2011

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 020000 SUSPENSION, 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage

119900

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2001 HONDA PASSPORT. THE CONTACT STATED THAT THE REAR SUSPENSION AXLE AND FRAME WERE SEVERELY CORRODED AND THERE WERE HOLES IN THE FRAME. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN I.D. NUMBER: 10V436000 (SUSPENSION:REAR) AND TOOK THE VEHICLE TO THE DEALER FOR RECALL REPAIRS. THE DEALER ADVISED THE CONTACT THAT THE FRAME WAS SO CORRODED, THAT IT WAS BEYOND REPAIR. THE DEALER SPOKE WITH THE MANUFACTURER REGARDING THE FRAME AND THE MANUFACTURER ADVISED THE DEALER TO ONLY TO REPAIR WHAT WAS STATED IN THE RECALL. THE DEALER REPLACED THE LOWER LINK FRONT BRACKET ON THE REAR SUSPENSION BUT NOT THE FRAME. THE CONTACT THEN TOOK THE VEHICLE TO A SECOND MECHANIC FOR A SECOND OPINION AND WAS ADVISED THAT THE FRAME COULD POSSIBLY CRACK AND COLLAPSE IF THE CONTACT DROVE OVER A ROAD BUMP. THE FAILURE MILEAGE WAS 119,900.

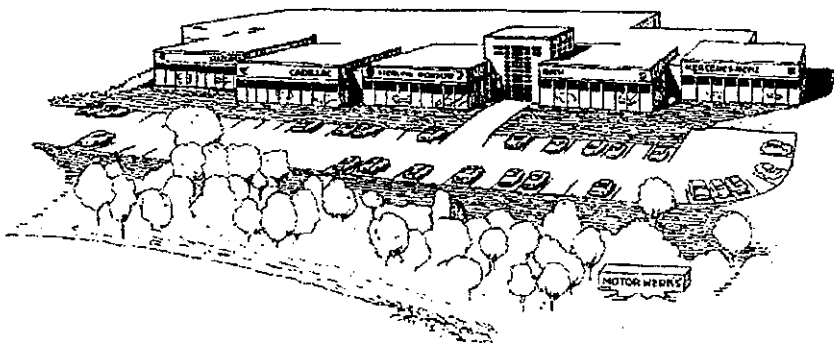
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.







STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Adv: 274 PETER NICHONICE		Tag: 1527	License: [REDACTED]	4S6DM58W8 14 [REDACTED]	Page: 1	Invoice: W28380
Invoice to			Driver/Owner Information			
[REDACTED] BARRINGTON, IL Home: [REDACTED]			[REDACTED] BARRINGTON, IL Home: [REDACTED]			
For Office Use			Vehicle Information			
Order: In: 119931 Out: 119931		Dist: JHM WAR W	Quote	01 HONDA PASSPORT 4WD 4DR SPTUTY BLACK		
		Stock#:	14412272	Inv Acct:	32C	
Begin: 11/21/11	Done: 11/30/11	Invoiced: 12/02/11 11:59 CS		Inservice: 06/30/01		
Quote after Final Bill				Reprinted 1 times		
Concern 40	10-079 1998-2000 LINK BRACKET RUSTED.			Operation	Tech Units	Amount
Cause	CAMPAIGN 10-079.			4195A4	302 1.40	168.00
Correction	INSPECTED VEHICLE. PERFORMED INSPECTION PER BULLETIN 10-079. SENT PICTURES TO TECH LINE. CALL TECH LINE REFERENCE NUMBER 322-1747. TALKED TO RAY AND CHRIS, TOLD TO PERFORM STAGE 3 REPAIR.					
40-1	CLEANED AND INSTALLED TYPE A. RE-INFORCEMENT BRACKET TO RIGHT AND LEFT SIDE LOWER TRAILING LINK TYPE A. RE-INSTALLED BRACKETS. REASSEMBLED COMPLETE.			4195A4A	302 1.00	120.00
Tech Notes	OKAY TO RELEASE VEHICLE PER HONDA RECOMMENDATIONS.			Qty	Sell	
Part#	Part Number	PO#	Note	Description	1	120.18 120.18
	HON 9-98181-813-0		HSTK	SERVICE KIT (A2)		
	Parts: Count 1.00	Allowance:		36.91		
	Tech 302 SABON, STEPHEN					
				COND CODE : 5X200		
				FAIL CODE : R4800		
	FP- 9921818130					
40-1				COND CODE : 5X200		
				FAIL CODE : R4800		
Type: W				Subtotal		
				PARTS		120.18
				LAB-MECHANICAL		288.00
				TOTAL CHARGE FOR CONCERN		417.18

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE AND ANY COLLECTION FEES INCURRED ARE IN ADDITION TO AMOUNTS SHOWN.

X
(SIGNATURE)

[REDACTED]
man Estates, IL [REDACTED]



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