



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

MAR 21 2012

Region 4  
Alabama, Florida, Georgia,  
South Carolina, Tennessee

Atlanta Federal Center  
61 Forsyth Street, S.W.  
Suite 17T30  
Atlanta, GA 30303-3104  
Phone: 404-562-3739  
Fax: 404-562-3763

C1-10453069-1931

March 13, 2012

[Redacted]

Hanahan, South Carolina [Redacted]

Dear [Redacted]

This is in response to your letter regarding a problem with your 2004 Honda Element. We are, by copy hereof, forwarding your letter to our Office of Defects Investigation for their response. All further correspondence should be communicated to the following address and phone number below:

National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue, Southeast  
Washington, D. C. 20590  
(202) 366-3217

Sincerely,

Terrance D. Schiavone  
Regional Program Manager

cc:  
Office of Defects Investigation, NVS-210(w/encl.)

03/07/2012

[REDACTED]  
Hanahan, SC [REDACTED]

Honda Motors  
1919 Torrance Blvd.  
Torrance, CA 90501

Hello,

(Note: Please pardon the poor copy. My printer is in need of a new cartridge.)

On 1/31/2012 my 2004 Honda Element was towed to Hendrix Honda in Charleston, SC due to a problem with my ignition. It was frozen and the steering wheel was locked. I could insert and remove the key but it did not function. I am including the invoice for the repair job. All but \$29.04 of this \$962.43 bill was related to the ignition problem.

I didn't think anything was unusual about this until I spoke to another Element owner who told me that there had been a recall to replace defective ignitions because the key could be removed while the engine was running. I called the Honda representative in your Torrance office who did some research and told me that I had my ignition replaced on 2/1/2011 as per the recall. I do not remember taking my vehicle to Hendrix Honda for this recall but, as my memory is failing in my advancing years, I could have very well done so.

I was told by the person (Crystal) with whom I spoke that, as the repair was not exactly related to the recall problem (key removal while running), I would most likely have no recourse. She also stated that I was welcome to send the paperwork related to the repair to her offices for an evaluation.

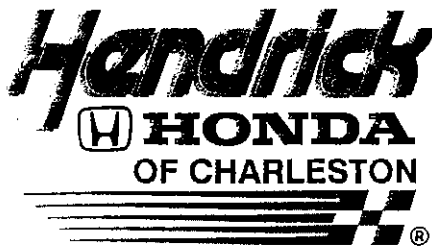
The problem that I am having with this situation is that, if the ignition was actually replaced one year earlier with a new ignition, why should this part experience catastrophic failure in such a short time span? This seems rather unusual to say the least.

[REDACTED]

CC: NHTSA, Atlanta Federal Center

NM  
032112  
TAW





1478 Savannah Hwy.  
**CHARLESTON, S.C. 29407**  
 843-571-6910 Toll Free - 800-763-0281  
 MON. - SAT. 7:30 A.M. - 6:30 P.M.  
 FAX - 843-402-6450  
 www.CharlestonHonda.com

CUSTOMER NO. <b>76169</b>	ADVISOR <b>GREG ENGERT</b>	TAG NO. <b>839 6819</b>	INVOICE DATE <b>01/31/12</b>	INVOICE NO. <b>HOCS380861</b>	
[REDACTED] GOOSE CREEK, SC [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>89,396</b>	COLOR <b>BLUE PEARL/</b>	
	YEAR / MAKE / MODEL <b>04/HONDA/ELEMENT/4 DOOR UTILITY</b>			DELIVERY DATE <b>04/27/04</b>	DELIVERY MILES <b>32</b>
	VEHICLE I.D. NO. <b>5 J 6 Y H 1 8 6 1 4 L [REDACTED]</b>			SELLING DEALER NO. <b>8343/40559/</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>01/30/12</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

COMMENTS-----  
 TOWED IN  
 DELETED OPERATION(S)-----  
 11HOZ-SERVICE COOLANT FLUSH  
 RECOMMENDATIONS-----  
 90K SERVICE DUE \$375.00 + TAX  
 COOLANT FLUSH \$140.00 + TAX  
 TOTALS-----

I want to Thank You for doing business with us and remind you that you may be receiving a phone call from American Honda asking about your experience. Please take a few moments to answer the five questions. Also, they will offer you the opportunity to receive a more detailed survey by email. Please accept the survey opportunity and return it as promptly as possible as your feedback is critical in helping us to continue providing Excellent Service to Our Customers.

TOTAL LABOR.... 222.57  
 TOTAL PARTS.... 503.50  
 TOTAL SUBLET... 170.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 23.56  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 42.80

**TOTAL INVOICE \$ 962.43**

Thank You.

*Hendrick*

CUSTOMER SIGNATURE

OF CHARLESTON

**Service Charge.** The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (*either personally, via text messages or with prerecorded telemarketing messages*) at the telephone numbers (which may include *wireless phone numbers*), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the **front and back side hereof**, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.

INTERACTIVE NETWORK

HENDRICK HONDA  
1478 SAVANNAH HWY  
CHARLESTON SC 29407

DATE : 01/31/12 05:42PM  
OPERATOR ID : gengert

DEBIT - SALE

APPROVED

CARD # : \*\*\*\*\*  
CARD TYPE : VISA  
ENTRY MODE: SWIPE  
NETWORK ID: G

REF # : 203107953608  
INVOICE # : 380861  
AUTH CODE : 047800  
TRANSACTION # : 7953608

Sale Amount: \$962.43

CUSTOMER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT  
OF THE TOTAL SHOWN HEREON AND AGREES  
TO PERFORM THE OBLIGATIONS SET FORTH  
BY THE CUSTOMER'S AGREEMENT WITH THE  
ISSUER

APPROVED  
Customer Copy

U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

Region IV

Atlanta Federal Center  
61 Forsyth Street, S.W.  
Suite 17T30  
Atlanta, Georgia 30303-3104

Official Business  
Penalty for Private Use \$300



Hasler

012H16207334

\$00.450

03/13/2012

Mailed From 30303

US POSTAGE

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION, NUS-210  
1200 NEW JERSEY AVE, S.E.  
WASHINGTON, D.C. 20590

